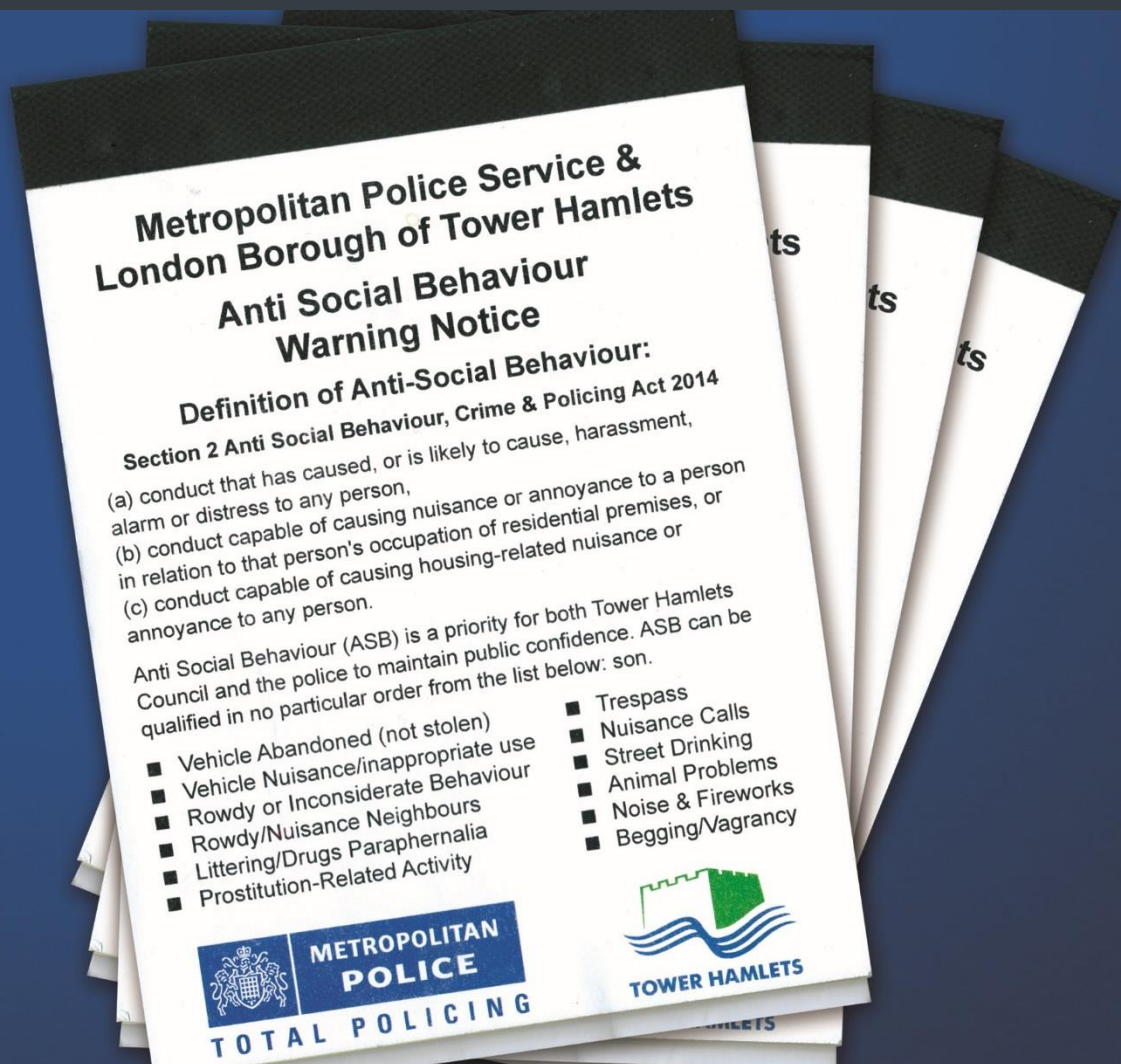


# LONDON ASSEMBLY

## Respecting others: tackling antisocial behaviour in London



**Police and Crime Committee**  
January 2018

Holding the Mayor to  
account and  
investigating issues that  
matter to Londoners

**LONDON**ASSEMBLY

# Police and Crime Committee Members



The Police and Crime Committee examines the work of the Mayor's Office for Policing and Crime (MOPAC) and investigates issues relating to policing and crime reduction in London.

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# Steve O'Connell AM

## Chairman of the Police and Crime Committee



Antisocial behaviour cannot be ignored. It affects some of the most vulnerable individuals and communities in our society and must be taken seriously. It is time to re-focus our efforts.

The issue of antisocial behaviour is complex and highly emotive, and we know that it is a widespread concern for many Londoners. It often has a devastating impact on quality of life, and incidents that appear minor can have a cumulative effect that leads to more serious criminal behaviour. At its extreme, antisocial behaviour has led to people taking their own lives or driven them to violence. While it is clear that action must be taken against perpetrators, it is also essential that victims are protected and feel confident that they will be treated appropriately.

It is hard to measure the full extent of antisocial behaviour across London. Published data of calls to the Metropolitan Police began to show an upturn during the summer of 2016, and yet these reports only account for a small proportion of antisocial behaviour in London.

Identifying antisocial behaviour as a policing priority in every London borough is a step in the right direction, as the Mayor has an important role to play in leading the fight against antisocial behaviour. He must support practitioners with the information and funding needed to protect victims and bring offenders to justice. We urge the Mayor to use his position to bring agencies together to share more information so they can make best possible use of the expertise, resources and powers available to them. Only by different agencies working together can efforts to prevent and tackle antisocial behaviour show sustained results. There is some excellent work taking place in London to address antisocial behaviour, and in some parts of the city innovative techniques for confronting perpetrators are bringing offences down – this work should be replicated across the city.

I would like to thank everyone that contributed to this investigation and look forward to working with partner agencies to re-double our efforts.

# Summary

Antisocial behaviour involves a wide range of unacceptable behaviours, and it means different things to different people. It is an emotive and complex issue, and a key concern for many Londoners. It is high on the agenda for the police, housing providers and all boroughs in London.

Frontline professional practitioners find it hard to define antisocial behaviour. It is a broad, and often subjective, term. Despite the legal definition, what is seen as 'antisocial' can vary from victim to victim and community to community. This creates a series of challenges for practitioners, and most concerning, it can give agencies an opportunity to back away from responsibility. It is essential that victims, and perpetrators, do not get lost and slip between the gaps in services.

It is hard to measure the scale of antisocial behaviour. While the main source of publicly-available data on antisocial behaviour is provided by the Metropolitan Police (the Met), we know that this data only accounts for a small proportion of antisocial behaviour reports in London. Most significantly, many reports of antisocial behaviour are also taken by local authorities and housing providers. We heard that while reports to the Met have declined over recent years, there are indications that this trend is starting to turn, and reports of antisocial behaviour were higher during our investigation compared to the previous year. Housing providers and representatives from local authorities that we spoke to confirmed that the reports of antisocial behaviour they record had also increased.

Reporting antisocial behaviour means that the police and partner agencies can build up a better picture of the nature and extent of antisocial behaviour, and allocate resources more effectively. Yet, there is no consistency in the data and information different agencies collect and monitor, making it difficult to measure the impact of efforts to stop antisocial behaviour. Better data would enable service providers to understand the motivation and reasons behind antisocial behaviour, and how best to tackle it. What is important is to get the right understanding of the nature of antisocial behaviour and to determine the effectiveness of interventions. The Mayor's Office for Policing and Crime has a new performance framework that details what success looks like for London, but this seems to rely solely on information from the Met. A comprehensive system that incorporates a range of data from the Met and partner agencies must be established.

Addressing antisocial behaviour is a complex challenge for all agencies. What works to address one person's concerns might not work as well for another. A range of interventions are important to ensure antisocial behaviour is handled effectively. While the introduction of new statutory tools and powers have had a positive impact and created opportunities for closer collaborative work, their use varies across London. Legislation is being applied differently in individual areas, and it is unclear to what extent the police, local authorities and other agencies are using the statutory powers available to them. We are concerned that, in some instances, there is limited capacity to take advantage of them. We understand that financial pressures have led to a more ad hoc approach, and this is a worry.

The diverse nature of antisocial behaviour means that it places significant demands on the Met and other local agencies. However, funding to tackle antisocial behaviour is under considerable pressure. We are concerned that the capacity and ability to deliver action is diminishing, and less preventative and diversionary activity is taking place. This position is also putting a greater strain on the Met, so there needs to be more clarity on how it is adapting, and working with partner agencies, to address this challenge.

Positive steps are being taken to address antisocial behaviour. For example, we heard how the Antisocial Behaviour Warning Notice, introduced by the police and the local authority in Tower Hamlets, has reduced reports of antisocial behaviour. The Mayor has also fulfilled his commitment to put an extra dedicated police officer back in every ward in London. These initiatives are welcome, and the impact they will have on efforts to reduce antisocial behaviour should be closely monitored.

However, we are unclear as to how the Mayor is leading the response to antisocial behaviour in London. At a practical level, better oversight of local work to tackle antisocial behaviour and identify those at risk is needed. At a strategic level, there needs to be a visible London-wide body that is driving and overseeing this work. The Mayor should act on his commitment to tackle antisocial behaviour across London by supporting local partnerships to better understand what is happening in the capital and help shape London's response. There are a number of important strands we would like to see considered:

- Effective partnership working is essential. However, there are missed opportunities for joined up working. Many of the people we spoke to told us that sharing information is a challenge, and coordination to bring partners together at a pan-London level is lacking. Throughout our investigation we heard of the benefits a forum to share information and best practice would bring. We want to see the Mayor develop a forum for managers and practitioners to come together to share good practice and strengthen partnership working.

- Unfortunately, victims of antisocial behaviour have limited access to support and service provision. While the Mayor is responsible for commissioning services for victims of crime in London, victims of antisocial behaviour often do not meet this threshold. There is more that the Mayor can do. Lobbying the Government to change the definitions around the funding criteria for victim services in London, to include antisocial behaviour, is vital to address victim's concerns.
- The Community Remedy and Community Trigger were designed to empower victims of antisocial behaviour. In London, they have not achieved this outcome, and this must change. MOPAC should increase awareness and promote the use of these powers to ensure greater scrutiny of London's response to antisocial behaviour. Most importantly, these steps should be undertaken to reassure victims and communities that reports of antisocial behaviour are being taken seriously.

The Mayor has made a commitment to tackle antisocial behaviour, it is a priority in every London borough. The initiatives outlined in his Police and Crime Plan are welcome, but, we believe he can go further. The Mayor is best placed to create a more joined up pan-London approach to antisocial behaviour, and he must lead the way in bringing partner agencies together to achieve this.



# Recommendations

<b>Antisocial behaviour data and performance</b>	<b>Recommendation 1</b> We recommend that MOPAC introduces an antisocial behaviour performance management framework that collates and reports on data from the Met, local authorities and housing providers.
<b>Tackling antisocial behaviour</b>	<b>Recommendation 2</b> MOPAC must clarify what action the London Crime Reduction Board (LCRB) is taking to prioritise tackling antisocial behaviour in London and how it is facilitating the sharing of information and good practice among partners.  We recommend that the LCRB takes responsibility for disseminating good practice around the use of antisocial behaviour tools and powers, and in the long-term, encourage an increase in the take-up of statutory powers available.
	<b>Recommendation 3</b> There is strong support for a pan-London forum for practitioners to come together and share information and good practice. We recommend that MOPAC sets up and facilitates a London Antisocial Behaviour Board that brings agencies together to share good practice, promotes better partnership working and strengthens London's response to antisocial behaviour. We recommend that this is trialled for two years to assess its impact.

<p><b>Tackling antisocial behaviour</b></p>	<p><b>Recommendation 4</b></p> <p>The benefits of Community Multi Agency Risk Assessment Conferences (MARACs) in addressing antisocial behaviour should be promoted in London. This should be led by the Mayor, through his Office for Policing and Crime.</p>
	<p><b>Recommendation 5</b></p> <p>The Met must evaluate the benefits of rolling out Antisocial Behaviour Warning Notices in all London boroughs.</p>
<p><b>Supporting victims</b></p>	<p><b>Recommendation 6</b></p> <p>Victims of antisocial behaviour are seen as second rate to victims of crime. The Mayor must lobby the Government:</p> <ul style="list-style-type: none"> <li>• to extend the remit of the London Victims Commissioner to include victims of antisocial behaviour</li> <li>• to expand the use of MOPAC’s victims commissioning powers to include antisocial behaviour</li> <li>• for funding that reflects the needs of victims of antisocial behaviour in London</li> </ul>
	<p><b>Recommendation 7</b></p> <p>The Community Remedy and Community Trigger were designed to empower victims of antisocial behaviour. MOPAC must increase awareness and promote the use of these powers to ensure proper scrutiny of London’s response to antisocial behaviour and reassure victims and communities that reports of antisocial behaviour are being taken seriously. We recommend that MOPAC publishes a set of case studies to support this.</p>

# 1. Introduction

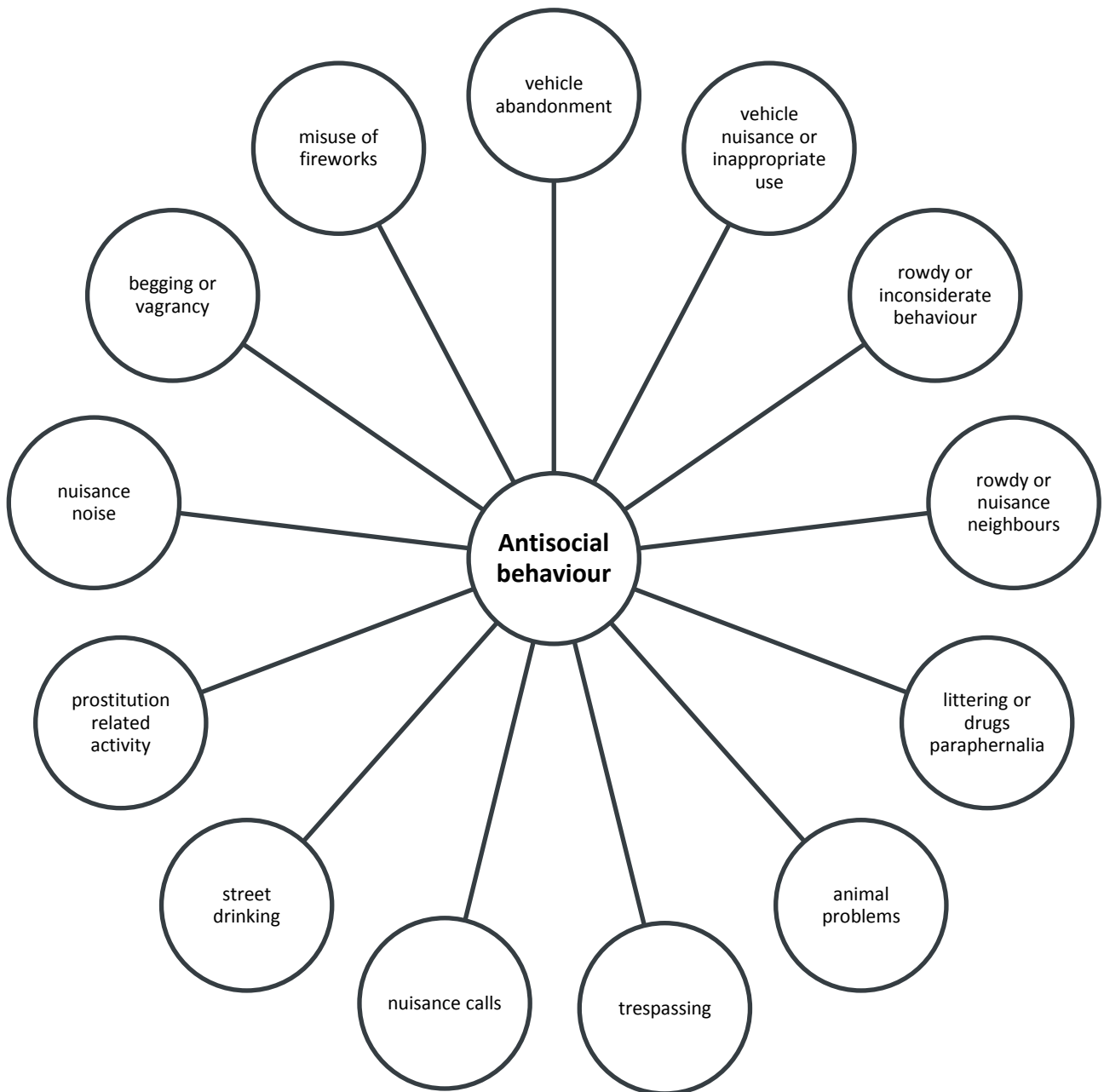
## Key findings

- The issue of antisocial behaviour looms large in the minds of Londoners.
- It has been a longstanding issue for London's police, local authorities, housing providers and local communities.
- Antisocial behaviour is classified into three main categories: personal antisocial behaviour; nuisance antisocial behaviour; and environmental antisocial behaviour.
- Despite the legal definition of antisocial behaviour, there is often confusion about what constitutes antisocial behaviour.

## Introduction

- 1.1 Over the past 20 years, antisocial behaviour (ASB) has been a focus of significant public concern and political activity. It has become an on-going issue for the police, London's local authorities, housing providers, individuals and local communities. During this time, the definition of antisocial behaviour, and specific legislation, has evolved, culminating most recently in The Anti-Social Behaviour, Crime and Policing Act 2014. This Act defines antisocial behaviour as:
- a. conduct that has caused, or is likely to cause, harassment, alarm or distress to any person
  - b. conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation or residential premises
  - c. conduct capable of causing housing-related nuisance or annoyance to any person<sup>1</sup>
- 1.2 The Metropolitan Police (the Met) classifies antisocial behaviour into three main categories, in line with the National Standard for Incident Recording (NSIR):
- Personal antisocial behaviour – designed to identify antisocial behaviour incidents that the caller, call-handler or anyone else perceives as either deliberately targeted at an individual or group, or having an impact on an individual or group rather than the community at large.
  - Nuisance antisocial behaviour – captures those incidents where an act, condition, thing or person causes trouble, annoyance, inconvenience, offence or suffering to the local community in general, rather than to individual victims.
  - Environmental antisocial behaviour – deals with the interface between people and places. It includes incidents where individuals and groups have an impact on their surroundings including natural, built and social environments. This category is about encouraging reasonable behaviour whilst managing and protecting the various environments, so that people can enjoy their own private spaces as well as shared or public spaces.<sup>2</sup>

## Examples of antisocial behaviour



1.3 While these categories have helped, they do not package up the activity into a nice, neat criminal action that is clearly set out in law. Instead, whether an offence has been committed depends on how it makes people feel.<sup>3</sup> As described to us by Paul Dunn, Chair of the London Antisocial Behaviour Advisory Service, this creates a number of difficulties:

- what is seen as ‘antisocial’ can vary from victim to victim and community to community: “what is important is what antisocial behaviour is to members of the public and to the local communities. That changes depending on the community, where it is located and the tolerance level that community has.”
- the lines of responsibility can become blurred: “when we start looking at definitions of antisocial behaviour, it sometimes gives people an opportunity to back out of responsibility because it sounds too much like what the police should be dealing with [but when in fact it] is what housing should be dealing with.”<sup>4</sup>

All of this adds up to a series of practical challenges for practitioners trying to respond to community concerns.

“Local authority antisocial behaviour reporting mechanisms vary considerably between boroughs, as do the definitions of antisocial behaviour [...] This makes it difficult to identify the causes and drivers of antisocial behaviour problems and to devise effective plans which will achieve long term reductions.”

**Metropolitan Police**

1.4 But just because it’s difficult to define should not mean that agencies give up. A clear understanding of antisocial behaviour is important to ensure action and the correct response. Molly Blackburn, Victim Support, told us that “without a standard definition or understanding of what antisocial behaviour is at least to some degree between different practitioners—say local authorities, police, environmental health etc. and the public—people get lost and slip between the gaps and people can get shuffled around [...] it is not so much about how we define it but how we define it together as a group.”<sup>5</sup>

1.5 In this investigation, we examined the issue of antisocial behaviour in London. We wanted to reflect on the scale and nature of antisocial behaviour, the steps that have been taken by the Met and partners to prevent and tackle it, and what more the Mayor can do to support those agencies responsible for addressing antisocial behaviour in the capital. There are some practical steps that can be taken to strengthen London’s response to antisocial behaviour. This report summarises our key findings.

# 2. Antisocial behaviour in London

## Key findings

- The main source of publicly available data on antisocial behaviour is calls to the Met, however, this does not provide an accurate picture of the level of antisocial behaviour in London.
- Reports of antisocial behaviour are rising.
- Data on antisocial behaviour in London is inconsistent.

## Experiences of antisocial behaviour

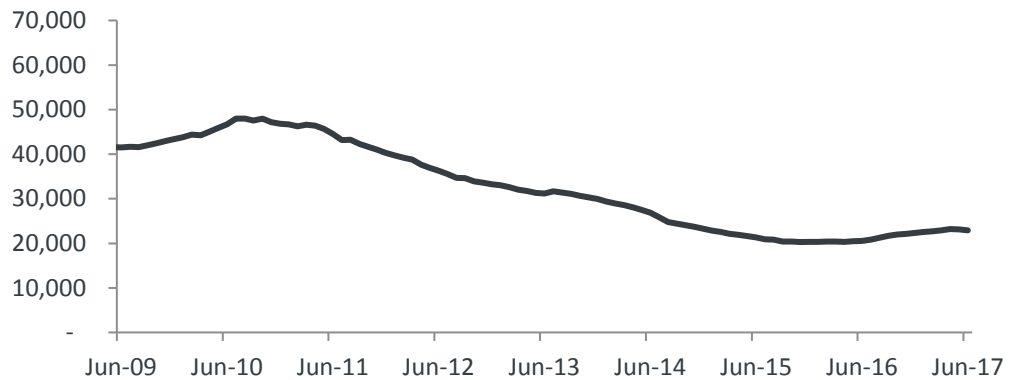
- 2.1 People experience antisocial behaviour in many different ways, and no two cases are the same. Antisocial behaviour affects a range of people and can have a lasting impact on individuals, their homes and local communities. It can also have a negative effect on perception of safety.
- 2.2 The Mayor's Police and Crime Plan notes that vulnerability to crime and antisocial behaviour is increasingly concentrated within certain places and among certain individuals. It recognises that many Londoners can relate a personal experience of antisocial behaviour (abusive groups, a littered and defaced park, nuisance neighbours); and that antisocial behaviour is particularly distressing for some – such as the elderly, children or people with disabilities.<sup>6</sup>
- 2.3 Antisocial behaviour is often regarded as a lack of consideration of others. While it is frequently associated with young people, we heard how young people are more likely to be victims of antisocial behaviour than perpetrators, and tend to be more fearful of antisocial behaviour in London than adults.<sup>7</sup> According to written evidence from the Youth Justice Board, a young person coming to police attention for antisocial behaviour is often an early indication of vulnerability to exploitation or gang association.<sup>8</sup> It is therefore essential to identify and respond to the particular needs of young people early, and avoid a solely punitive approach.
- 2.4 A significant proportion of antisocial behaviour incidents are associated with mental health. These are often found among the alleged victim or alleged perpetrator, or both. However, they may not be formally diagnosed. According to the London Borough of Southwark “frontline officers working to tackle antisocial behaviour feel that mental health is one of the biggest issues they face underpinning antisocial behaviour.”<sup>9</sup> Similarly, Peabody told us that “we are seeing more antisocial behaviour where the behaviour has an element of mental health (particularly undiagnosed) in both the perpetrators and victims.”<sup>10</sup>

## Measuring antisocial behaviour

- 2.5 The main source of publicly-available data on antisocial behaviour is ‘calls to the Met’. Reports of antisocial behaviour to the Met, calls to its Command and Control Centre (CCC), have declined over recent years, with fairly consistent peaks in the summer months. However, since December 2015 there are indications that the rolling 12-month trend is starting to turn up, and in March 2017, antisocial behaviour calls to the Met were 13 per cent higher compared to the preceding year.



**Chart one: Number of antisocial behaviour calls to the Met**



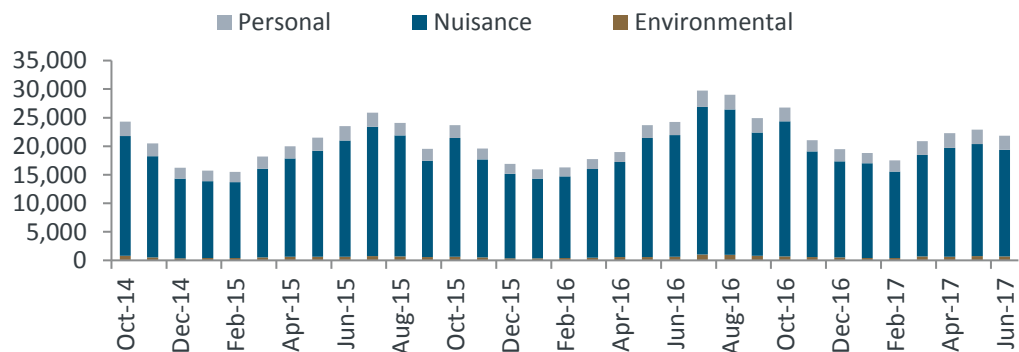
Source: London Datastore

2.6 The Met has been criticised for the way in which it understands demand. In November 2017, Her Majesty’s Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) noted that too many calls to the Met’s non-emergency 101 number were going unanswered because of an increase in 999 calls and resource difficulties in its command and control centre: “this means that some people are not receiving the service that they need from the police.”<sup>11</sup> With 29 per cent of 101 calls abandoned, HMICFRS expressed concern that the Met “cannot be certain that some of these callers are not in need of immediate support from the police.”<sup>12</sup> This is a worry and might also compound our understanding of the levels of antisocial behaviour in London.

## Incidents of antisocial behaviour

2.7 Calls to the Met related to nuisance antisocial behaviour are the most frequently recorded. The Met reports that antisocial behaviour by young people, in particular noise and hanging around, and drug use and misuse are the most common. In the last three years, 85 per cent of calls were recorded as nuisance antisocial behaviour, 12 per cent as personal antisocial behaviour and three per cent as environmental antisocial behaviour.<sup>13</sup>

**Chart two: Breakdown of antisocial behaviour calls to the Met**



Source: London Datastore

- 2.8 Met data does not, however, provide a comprehensive picture of antisocial behaviour in London. ‘Calls to the Met’ only account for a small proportion of the total reported incidents of antisocial behaviour. David Millar, Chair of Hammersmith and Fulham Safer Neighbourhood Board, said that this data accounts for approximately 20 per cent of the “antisocial behaviour universe” and that the remainder of calls are taken by local authorities and housing providers.<sup>14</sup> Similarly, Victim Support highlighted that, nationally, only 19 per cent of referrals to Victim Support are from the police. It told us that 70 per cent are from other agencies and eight per cent are self-referrals (where the victim contacts Victim Support directly, without having been referred by the police or another agency).<sup>15</sup>
- 2.9 The public are required to report different types of antisocial behaviour to different agencies. It was said to us that the “mechanisms and facilities for reporting have widened” and the public “are embracing it”.<sup>16</sup> For example, David Millar told us that online reporting has made it much easier to report fly tipping, and consequently, there has been a “huge rise” in reports. Despite this, we also heard that the public are confused and unsure about which agencies deal with the distinct types of antisocial behaviour. It is important the public know who is responsible for what, and who they should contact in relation to antisocial behaviour issues. It was suggested to us by Kuljit Bhogal, Cornerstone Barristers, that “there needs to be some central way of recording the incidence of antisocial behaviour and an improvement in access for how people can report it.”<sup>17</sup>

## Antisocial behaviour: data and performance

- 2.10 There is no consistency in the antisocial behaviour data and information that different agencies collect and monitor. It would be helpful to have a consistent message regarding the performance management of antisocial behaviour, as this is an area where it is difficult to judge success merely on the number of complaints made to the police or local authority.
- 2.11 Information on activity to prevent and tackle antisocial behaviour is often anecdotal. David Millar highlighted to us that it is very difficult to measure how successful agencies are in tackling antisocial behaviour – “the information that comes back to me says that the systems are working, that we have the right partnerships in place and that we are achieving outcomes. However, it is verbal. It is anecdotal. It is very hard to put a fixed measurement against it.”<sup>18</sup>
- 2.12 We propose that a performance management system that accurately records incidents of antisocial behaviour reported by the public to the police and other agencies is established. It should also evaluate the effectiveness of interventions and activity for dealing with antisocial behaviour.

- 2.13 In order to support the Mayor’s Police and Crime Plan, MOPAC has developed a “new performance framework” that “details what success looks like for London.”<sup>19</sup> It reports on the number of antisocial behaviour calls to the Met. In its quarterly performance update report, MOPAC states that “the Met reviews the performance stats, including challenging poor performance and sharing best practice on ASB, through the ASB Performance Group chaired by Commander Bennett and attended by all boroughs.”<sup>20</sup> While this is welcome, in order to capture the true nature of antisocial behaviour in London, a robust performance management framework that takes account of a range of data and information, including from local authorities and housing providers, must be created. Monitoring police data alone is not enough. Paul Dunn stressed to us that the “performance measurement needs to be ironed out. We need to get that right because we could cause more problems down the line if we get that wrong.”<sup>21</sup>
- 2.14 If the Mayor wants to prioritise antisocial behaviour in London he must address this issue. As David Millar told us, “I cannot see a body other than MOPAC that is best placed to bring the data together.”<sup>22</sup> MOPAC must therefore provide an antisocial behaviour performance management framework that supports local work to address antisocial behaviour in London and the commitments the Mayor makes in his Police and Crime Plan.

## Recommendation 1

We recommend that MOPAC introduces an antisocial behaviour performance management framework that collates and reports on data from the Met, local authorities and housing providers.

# 3. Tackling antisocial behaviour in London

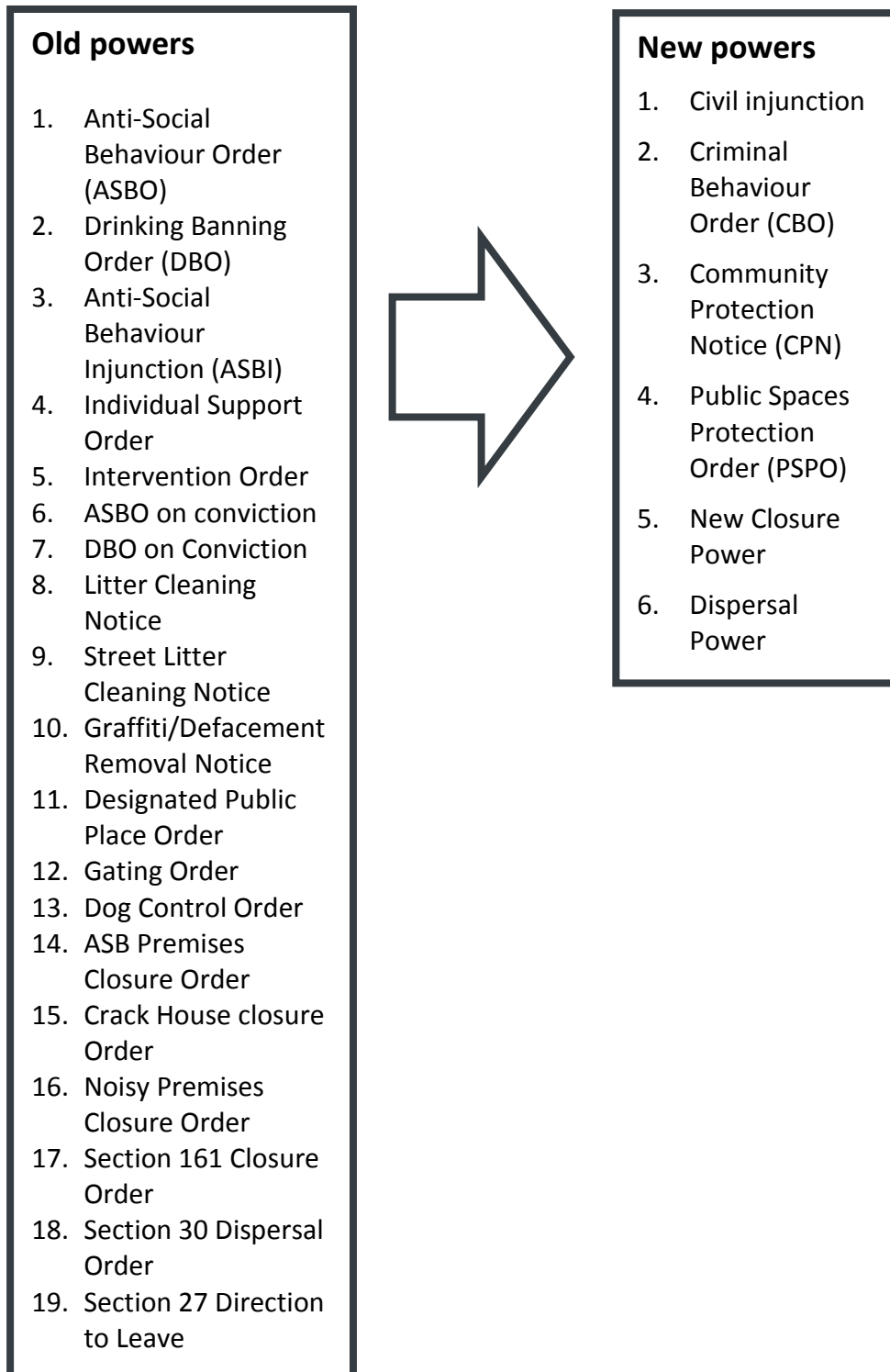
## Key findings

- Dealing with antisocial behaviour is complex.
- The use of antisocial behaviour tools and powers in London is mixed.
- There is a gap in how tools and powers are being monitored and their effectiveness assessed.
- Partnership working and coordination of local service delivery is a challenge.
- Information sharing between partners is limited.

## The Anti-Social Behaviour, Crime and Policing Act 2014

- 3.1 The Anti-Social Behaviour, Crime and Policing Act 2014 (the Act) is the law that guides agencies in how they can respond to antisocial behaviour. The legislation is “designed to put victims at the heart of the response to antisocial behaviour and give professionals the flexibility to deal with any given situation.”<sup>23</sup> The Act introduced simpler and more flexible powers and made communities integral to the response – it replaced 19 pre-existing powers, some of which had proven to be ineffective, with six new powers (see table overleaf).
- 3.2 The Act also introduced two further measures that give victims and communities a say in how local agencies deal with antisocial behaviour: the Community Trigger and Community Remedy.
- 3.3 The new powers came into effect between October 2014 and March 2015. London Councils has reported that they are being implemented widely and that “practitioners like the new powers and are willing to use them, especially on new or emerging issues [...] feedback is confirming that they are having an immediate effect in reducing antisocial behaviour that has had an adverse impact on many of London’s communities for so long.”<sup>24</sup>
- 3.4 Despite this, we were informed that “the use of new powers is a mixed bag across London.”<sup>25</sup> While the new powers have better equipped practitioners to deal with issues themselves, in some areas there is limited capacity to take advantage of them, for example, due to resource and financial constraints. There is also a challenge around education and training in how they can be used – Kuljit Bhogal told us that “whilst there is the training out there sometimes it is a resourcing issue in terms of being able to afford the training for one’s officers. Training is one area where we need some better work.”<sup>26</sup>
- 3.5 The supportive element to orders such as the Civil Injunction and Criminal Behaviour Order, designed to deal with antisocial individuals and tackle underlying causes, is welcome. However, Janine Green, Resolve ASB, told us that, in many areas, support services to which an individual could be referred do not exist or the service does not understand what is required – “the cooperation or the service is not there.”<sup>27</sup> In written evidence, the Youth Justice Board said that positive requirements are rarely deployed as part of the requirements of a Criminal Behaviour Order and that these could and should be used as a tool to address the underlying causes of offending behaviour or to improve overall outcomes for a young person.<sup>28</sup>

**Table one: Antisocial behaviour powers after the 2014 Act**



- 3.6 There is also a gap in how tools and powers are being monitored and their effectiveness assessed.<sup>29</sup> We were told that a more consistent approach to the use of powers is needed as the legislation is being applied differently in different parts of London, and furthermore it is unclear to what extent local authorities and agencies are using the statutory powers available to them.<sup>30</sup>
- 3.7 The Mayor's London Crime Reduction Board (LCRB) brings together the Mayor, the Met Commissioner and London's boroughs to agree a coordinated approach to crime reduction, local policing and community safety in London.<sup>31</sup> It also oversees the delivery of the Mayor's Police and Crime Plan. Its terms of reference state that it will ensure good practice in London is identified and communicated, and that it will assist in sharing information between partners. We understand that antisocial behaviour is one of the three key crime concerns the Board is currently addressing. However, it is unclear how it is prioritising antisocial behaviour in London. MOPAC must rectify this and consideration should be given to how cross borough working could be facilitated, information shared, and silo working avoided.

## Recommendation 2

MOPAC must clarify what action the London Crime Reduction Board (LCRB) is taking to prioritise tackling antisocial behaviour in London and how it is facilitating the sharing of information and good practice among partners.

We recommend that the LCRB takes responsibility for disseminating good practice around the use of antisocial behaviour tools and powers, and in the long-term, encourage an increase in the take-up of statutory powers available.

## Working together

- 3.8 Effective partnership working is essential for identifying local antisocial behaviour issues and responding to local needs. The powers introduced in the 2014 Act created an opportunity for collaborative work, and it is recognised that powers to tackle antisocial behaviour "work best when complemented by more effective ways of working – in particular, working in partnership, sharing information and using early and informal interventions."<sup>32</sup> Each agency also brings with it a range of skills, expertise, experience and knowledge. When these are brought together, antisocial issues can be resolved more efficiently and effectively.
- 3.9 Sharing information on antisocial behaviour is a challenge. As described to us by Janine Green, "even where agencies want to work in partnership and there is a real appetite to do it there is this blocker where they cannot get the information they need to be able to deal with the problem properly."<sup>33</sup>

Similarly, Commander Bennett, the Met's lead for antisocial behaviour, highlighted that, "one of the issues is information sharing. It is a challenge for us and for all the agencies. When we get together as partners and try to solve a particular problem and do share the information, the response is obviously significantly better than if we work in isolation."<sup>34</sup>

- 3.10 We heard how London used to be seen as a leader in tackling antisocial behaviour, with partners supported by the London Antisocial Behaviour Board. We were told that this credibility has been lost as there is now no coordination at a pan-London level.<sup>35</sup>

"You do not have any standards at all. That is the problem. It does not matter if there is a really great piece of work going on in one borough or another borough because we do not join it up [...] Fundamentally, you need to have somewhere at the top that filters down and pulls everyone together, has standards and consistency and brings that in practice. Otherwise it will always get lost because it is based on passionate individuals rather than something that is core standard for every victim of antisocial behaviour."

**Molly Blackburn, Victim Support**

The London Antisocial Behaviour Board facilitated information sharing and best practice across London. It was highly regarded by the guests we spoke to, and in the written evidence received. We were told that there is now a gap among practitioners and that there needs to be somewhere at the top that pulls everyone together, establishes standards and consistency and shares good practice – "we have lost that overall picture of what is happening in London, from night-time economy related issues to street drinking to rough sleeping, right through to young people standing on street corners."<sup>36</sup>

- 3.11 The lack of effective information sharing and good practice between partners can limit understanding and intervention opportunities. It makes it difficult to identify the causes and drivers of antisocial behaviour, and to implement effective interventions that achieve long-term resolution and reductions. This oversight must be addressed.
- 3.12 The benefits of establishing a forum to share information and best practice are clear; as the London Borough of Greenwich stated "it would be really helpful if the Mayor were to arrange for a free, quarterly pan-London antisocial behaviour managers forum to be hosted at City Hall for local authority, police, housing association leads and other interested parties. The use of tools and powers, innovative ideas and best practice could be discussed and adopted London-wide."<sup>37</sup> Similarly, Paul Dunn told us that "the one thing from the Mayor I would like to see is some coordination of good practice



across London, some sharing of good practice and some expertise for boroughs that are struggling a little bit.”<sup>38</sup>

### Recommendation 3

There is strong support for a pan-London forum for practitioners to come together and share information and good practice. We recommend that MOPAC sets up and facilitates a London Antisocial Behaviour Board that brings agencies together to share good practice, promotes better partnership working and strengthens London’s response to antisocial behaviour. We recommend that this is trialled for two years to assess its impact.

## Prevention

- 3.13 Antisocial behaviour prevention is a priority for partner agencies, and it is widely recognised that prevention and early intervention can steer people away from antisocial behaviour. As described to us by Kuljit Bhogal:

“If we do not deal with some of the lower-impact issues, we are allowing them to escalate to a point when there is a need for enforcement, whereas perhaps there could have been a different way of managing if we had gone in at an earlier stage. That partnership working is crucial.”<sup>39</sup>

- 3.14 Prevention includes intervening early and providing a range of diversionary activities. In particular, it is important to engage those at risk, as well as tackling the factors underlying antisocial behaviour, such as mental ill health, substance abuse and unemployment. However, it is not always easy to show the value of antisocial behaviour prevention, and there is a concern that there is less preventative and diversionary activity taking place than previously. Our recommendation to establish a London Antisocial Behaviour Board would help increase understanding of the nature and value of preventative work in London.

“Our approach is deliberately focused on ensuring we address issues of vulnerability which are not only a driver of crime and antisocial behaviour, but also extremely difficult to resolve and costly if left ignored.”

**Westminster City Council**

- 3.15 Working in, and with the community, is key to tackling antisocial behaviour. In some areas of London, the community multi-agency risk assessment conference (MARAC) is being used to deal with high-risk antisocial behaviour cases. Initially designed to deal with domestic violence, MARACs bring

agencies together, for example, the police, the community safety team, the youth offending team, social landlords, children's services and mental health services, to decide on the range of actions and the support needed to help protect vulnerable victims and stop antisocial behaviour.

- 3.16 Community MARACs have proved to be effective in addressing antisocial behaviour in London. The evidence we received from local authorities demonstrates how they have brought stakeholders together to discuss, provide a proactive response, and resolve complex and high risk antisocial behaviour cases. Supporting a victim centred approach, they can speed up the identification of underlying causes of antisocial behaviour, as well as significant risk or safeguarding issues relating to the victim, the offender or both. Community MARACs can also prevent vulnerable people being passed from agency to agency, often without resolution.
- 3.17 However, we heard that only two-thirds of London's local authorities have a Community MARAC in place to address antisocial behaviour. While other authorities have established partnership arrangements and meetings, the challenge is making sure representation is appropriate. We recommend that every borough in London considers implementing a Community MARAC to bring partner agencies together to support victims of antisocial behaviour and, in the longer-term, help reduce incidents of antisocial behaviour in London.

## Recommendation 4

The benefits of Community Multi Agency Risk Assessment Conferences (MARACs) in addressing antisocial behaviour should be promoted in London. This should be led by the Mayor, through his Office for Policing and Crime.

- 3.18 To support this investigation, we visited Bethnal Green Police Station to learn about the work Tower Hamlets police and local authority have been undertaking to tackle antisocial behaviour in the borough. Historically, officers were moving perpetrators on from antisocial behaviour incidents, and rarely documenting them. Little information sharing with partners existed, and as a result, intervention opportunities were limited. Recognising the high level of reports of antisocial behaviour, and the impact it was having on local people, the police initiated a bespoke antisocial behaviour warning project to address the issue, in consultation with the local authority.
- 3.19 The project introduced a warning notice in two wards with high levels of antisocial behaviour. The project aims to **E**ducate, **E**ngineer a solution, and **E**nforce against antisocial behaviour. It involves using a simple form to record

the details of those engaging in antisocial behaviour, issuing warnings to repeat offenders, and home partnership visits to the most prolific offenders.

**Box one: Metropolitan Police Service and London Borough of Tower Hamlets Antisocial Behaviour Warning Notice**

The three E's:

- **Educate:** every person warned receives a copy of a warning notice containing relevant powers and warning regarding their behaviour
- **Engineer a solution:** when a person receives a second warning an intervention visit takes place by the dedicated police antisocial behaviour team and registered social landlord. Diversion and support is always offered at this stage to the offender and family. Consequences are explained if antisocial behaviour persists.
- **Enforcement:** when the offender commits further antisocial behaviour and refuses diversion/support the case is reviewed by the police and partners to decide best course of action. This can ultimately end in a civil injunction.

3.20 Tower Hamlets police have issued over 3,000 warnings since September 2016, and the warning notice now forms an integral part of its partnership work. It shares the information with a wide range of partners, which continues to grow. It reports that only 5.5 per cent of those that received a warning came to notice again, and over 138 repeat offenders have had intervention visits and been referred to support and diversion.

3.21 Results also show a significant reduction in demand for an antisocial behaviour response. Computer Aided Dispatch (CAD) antisocial behaviour calls to the Met's CCC reduced by 30 per cent in the borough, and an associated cost saving (including the cost to handle the call and officer response) of almost £40,000 has been made. We recommend that the Met evaluates the benefits of rolling-out Antisocial Behaviour Warning Notices in all London boroughs.

## Recommendation 5

The Met must evaluate the benefits of rolling out Antisocial Behaviour Warning Notices in all London boroughs.

# 4. Resources to tackle antisocial behaviour

## Key findings

- Tackling antisocial behaviour places significant demands on the Met and other statutory agencies in London.
- Funding cuts have had an impact on the response to antisocial behaviour. Expertise is being lost and cross-agency working and longer-term problem solving abandoned.
- Cuts to police officer resources are affecting the delivery of antisocial behaviour interventions. The Mayor's delivery of his commitment to put an extra officer back in every ward could provide the impetus to bare down on antisocial behaviour again.

## A question of resources?

- 4.1 Antisocial behaviour places significant demands on the Met and other local agencies. Neighbourhood police officers, local authorities, youth offending teams and housing providers spend a large proportion of their time on antisocial behaviour cases and issues.
- 4.2 Austerity has had an impact on the response to antisocial behaviour in London. We heard how spending on antisocial behaviour has decreased, resources are stretched, and posts are being deleted, or merged. For example, in its written response to our investigation, the London Borough of Camden reported a reduction in the investment it makes in services to tackle community safety, antisocial behaviour and crime by £1.7m per annum.<sup>40</sup> Similarly, Lee Hutchings from Parkguard stated that “through people being more mindful of money over recent years, we have seen a lot of diversifying of roles and people taking on additional roles that perhaps they were not always suited for.”<sup>41</sup>
- 4.3 Expertise is also being lost. While local authority community safety managers are supposed to coordinate the local response to antisocial behaviour, they are becoming more strategic and less operational than they once were. As a result, there are now far fewer expert practitioners than there once was, and apart from housing providers, “some London boroughs are now relying on the police to be the only organisation to deal with antisocial behaviour.”<sup>42</sup>

“When money is tight people go back into their silos, the opposite of what they should be doing, they should be pooling resources and working together more.”

**Janine Green, Resolve ASB**

- 4.4 The Met told us that the reduction in partnership resources is a real challenge. For example, changes to local authority lighting, street cleaning, fixed and mobile CCTV, park wardens, street based youth workers and youth clubs have left a greater onus on the Met to provide a response and find a solution. The Met reported that the “reduction in partnership agencies budgets has led to a more circumspect approach to using legislation, such as injunctions, orders, Notices of Seeking Possession, and Public Spaces Protection Orders, as there are costs attached.”<sup>43</sup>
- 4.5 There is also a growing concern that housing providers are de-prioritising action to address antisocial behaviour – “ASB services are at risk because they’re not imperative in the same manner as repairing properties and collecting rent.”<sup>44</sup>

- 4.6 MOPAC has top sliced the London Crime Prevention Fund by 30 per cent, re-directing funds into a joint pot to support services commissioned across boroughs.<sup>45</sup> This has resulted in a reduction in funding to individual boroughs. Westminster City Council reported that as a result of this decision, it will see a 56 per cent reduction in community safety funding, which includes antisocial behaviour, and “the impact of any reduction is likely to result in a loss of posts within the antisocial behaviour case management team which could reduce our capacity and ability to deliver at the same level.”<sup>46</sup>
- 4.7 Changes to policing are also having an impact on efforts to tackle antisocial behaviour. The London Borough of Lewisham noted the impact of reductions to police officer resources over the past few years, in particular neighbourhood officers: “these officers have not only been the first response in many antisocial behaviour 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.”<sup>47</sup>
- 4.8 The Mayor’s Police and Crime Plan has delivered on its commitment to put an extra dedicated police officer back in every ward “to tackle people’s very real concerns about crime and antisocial behaviour.”<sup>48</sup> MOPAC has stated that antisocial behaviour has also been integrated into the roles of the two dedicated officers (DWO) and PCSO in every ward, and that work has “been enhanced by recent training packages for all officers on antisocial behaviour and a specific full day for neighbourhood officers.”<sup>49</sup> This is a welcome initiative and MOPAC must evaluate the impact that these additional resources have had on efforts to reduce antisocial behaviour in its next annual report.

# 5. Supporting victims

## Key findings

- Many victims of antisocial behaviour feel they are treated as a second-rate priority.
- Police forces have received criticism for a lack of understanding of the intensity of harm to communities and vulnerable individuals caused by antisocial behaviour.
- The Community Remedy and Community Trigger were designed to empower victims of antisocial behaviour. In London, they have not achieved this outcome.

## A second-rate priority?

- 5.1 While not classified as a crime, incidents of antisocial behaviour can have a serious impact and effect on the victim. What could be perceived as 'low level' antisocial behaviour, when targeted and persistent, can have a devastating effect on a victim's life.<sup>50</sup> A number of police forces have received criticism for a lack of understanding in relation to the intensity of harm to communities and vulnerable individuals caused by antisocial behaviour.<sup>51</sup> There is, therefore, a risk that victims of antisocial behaviour are treated as second rate to other victims of crime.

"I continue to be concerned by the number of people who suffer from persistent antisocial behaviour described as 'low level' crime, since the cumulative effect upon victims, particularly the vulnerable, is anything but low."

**Molly Blackburn, Victim Support**

- 5.2 Antisocial behaviour is multi-faceted: "it is linked to housing, it is linked to education, it is linked to work and opportunities, and it is linked to the way people are embraced within society."<sup>52</sup> And yet police officers, as described to us by Kuljit Bhogal, "are not equipped to deal with these things unless they have had specific training and that of itself leads to budgets and the resources available to do that." As a consequence, services are "failing victims – they are having to repeatedly report or they get to a point where they simply stop reporting."<sup>53</sup>
- 5.3 Clare Waxman was appointed by the Mayor as the first Victims Commissioner for London in June 2017: "fulfilling a key Mayoral manifesto commitment, the London Victims Commissioner will provide survivors with a voice, ensuring that their needs are met by services in the capital."<sup>54</sup> While the Victims Commissioner has a duty to support victims of crime there is concern that victims of antisocial behaviour do not meet the threshold for accessing support.
- 5.4 MOPAC told us that "the role of the Victims Commissioner is to bring the voice of the victim back into the heart of everything that we do".<sup>55</sup> As part of this, the Victims Commissioner will be conducting a review of compliance with the Victims Code of Practice and a needs assessment, which will look at the types of services that are needed for victims in London. While the focus of the assessment is on victims of crime, as that is what MOPAC is funded to deliver, it is nevertheless expected that it "will bring forward concerns about victims that fall outside of that threshold, particularly in terms of the antisocial behaviour space."<sup>56</sup> This is welcome.



- 5.5 We were told that MOPAC has been lobbying the Government to look at the definitions around the funding criteria for victim services in London and how it is currently funded to deliver these services. We are encouraged that this includes how MOPAC can fund services for victims of antisocial behaviour which are currently excluded from these criteria.<sup>57</sup>

### Recommendation 6

Victims of antisocial behaviour are seen as second rate to victims of crime. The Mayor must lobby the Government:

- to extend the remit of the London Victims Commissioner to include victims of antisocial behaviour
- to expand the use of MOPAC's victims commissioning powers to include antisocial behaviour
- for funding that reflects the needs of victims of antisocial behaviour in London

## Giving communities and victims a say

- 5.6 The 2014 Anti-Social Behaviour, Crime and Policing Act is designed to shift the focus from centrally set targets and defined types of behaviour to a focus on the impact of behaviours on the lives of victims. The Community Trigger and Community Remedy are key components in 'putting victims first'. They are designed to bring a more victim-centred and restorative approach to tackling antisocial behaviour. These tools also carry statutory duties for Police and Crime Commissioners, and in London, MOPAC.
- 5.7 The Community Trigger gives victims and communities the right to demand action. This includes starting with a review of their case when they feel they did not get a satisfactory response the first-time round. It is designed to help reassure victims that agencies take reports of antisocial behaviour seriously. When a request to use the Community Trigger is received, agencies must decide whether the threshold has been met – which is set by the local agencies. London boroughs have worked with MOPAC to agree a shared threshold level for the Community Trigger across London: "victims of ASB can apply to activate the Trigger if they have reported ASB to the council, police or a registered housing provider three times in the last six months" and are unhappy with the response.<sup>58</sup>
- 5.8 The Community Trigger is a "fantastic opportunity" to empower communities, however, it is not being used well in London.<sup>59</sup> Some commentators argue that there has been very little use of the Community Trigger and that it is not in the interest of local authorities to publicise it. Kuljit Bhogal reported that "in theory, it sounded like a really useful way of empowering victims but I do not think it has had that outcome."<sup>60</sup> Similarly, Paul Dunn said:

“The one thing I would say with the Community Trigger is that it is a lost opportunity. Practitioners—and certainly local authorities and police—do not understand the benefits that a Community Trigger can bring. What it does is scrutinise the way the partnership has dealt with a problem and looks at the strengths and weaknesses in relation to that approach. It is not a complaints mechanism.”<sup>61</sup>

- 5.9 The Community Remedy gives victims a say in the out-of-court punishment of perpetrators for low-level crime and antisocial behaviour. It is a list of actions that victims can choose from when a community resolution is to be used. The 2014 Act places a duty on the Police and Crime Commissioner, and in London, MOPAC, to consult with the public on what punitive, reparative or rehabilitation actions are appropriate. It was reported to us that the Community Remedy has not been used in London.<sup>62</sup>
- 5.10 The Community Remedy and Community Trigger were designed to empower victims of antisocial behaviour. In London, they have not achieved this outcome. This must change.

## Recommendation 7

The Community Remedy and Community Trigger were designed to empower victims of antisocial behaviour. MOPAC must increase awareness and promote the use of these powers to ensure proper scrutiny of London’s response to antisocial behaviour and reassure victims and communities that reports of antisocial behaviour are being taken seriously. We recommend that MOPAC publishes a set of case studies to support this.

# Appendix 1

The Anti-Social Behaviour, Crime and Policing Act 2014 introduced the following powers:<sup>63</sup>

- [Injunction](#) – this can be used to stop someone from carrying out the behaviour that is causing distress. It can be applied for by a range of agencies, including the police, a local authority, a housing provider, Transport for London and the Environment Agency etc. An injunction is granted for a specific period of time. It will name the person responsible for supervising compliance with the injunction and can include a power of arrest if breached. It will require the person who is committing antisocial behaviour either to do a certain thing, or prohibit from doing a certain thing, with the aim of stopping the antisocial behaviour. This is a civil order and does not give the individual a criminal record.
- [Criminal Behaviour Order](#) – this is for people that have committed a crime and are engaged in antisocial behaviour. If breached, it can result in five years in prison.
- [Dispersal powers](#) – these allow the police to send people causing antisocial behaviour away from a public place for a specific period (up to a maximum of 48 hours) and remove items that they are using to cause the antisocial behaviour. The direction should be given in writing. If the police believes that the offender is under 16, the person can be removed to a place where the person lives or a place of safety.
- [Community Protection Notice](#) – designed to stop ongoing environmental antisocial behaviour. They can be used against individuals or organisations. A Community Protection Notice can be issued by the police, the relevant local authority, or a person designated by the relevant local authority. It can only be issued if the offender has been given a written warning that the notice will be issued and their behaviour doesn't change. It is a criminal offence if they fail to comply with the notice.
- [Public Spaces Protection Order \(PSPO\)](#) – this order deals with a nuisance or problem in a public place. It is made by the local authority, in consultation with the chief officer of the police and local policing body. It prohibits specific things being done in the restricted area. Failure to comply with a PSPO is an offence. In practice, the issue of PSPOs has often been contentious because local authorities have used it to ban things like rough sleeping, foul and abusive language and busking.

- [Closure of premises](#) – a closure notice can be issued if the police or local authority are satisfied that a particular premises, e.g. a pub or a house, has resulted in or is likely to result in disorder near those premises and the notice is necessary to prevent the nuisance or disorder from continuing, recurring or occurring.

The 2014 Act also includes measures to ensure local involvement and accountability:

- [Community Remedy](#) – allows victims to have a say in the punishment of the offender. The community remedy document is a list of actions which might be appropriate to be carried out by a person who has engaged in antisocial behaviour or has committed an offence and is to be dealt with without court proceedings. It can include, for example: mediation, an Acceptable Behaviour Contract or reparation to the community etc.
- [Community Trigger \(ASB Case Review\)](#) – allows victims to activate a multi-agency review of their case. It is also known as the antisocial behaviour case review. The relevant local government bodies in the area must carry out an antisocial behaviour case review if a person activates the Community Trigger (makes an application for a review) and the relevant bodies decide that the threshold for a review is met. Each local authority sets its own threshold but the most common threshold is likely to be if someone has complained three times in a six month period and feels that nothing has been done.

There is also a specific law for landlords. [Recovery of Possession of Dwelling Houses](#) allows landlords to evict certain antisocial tenants, as long as the landlord has complied with its legal obligations.

# Our approach

The Police and Crime Committee agreed the following terms of reference for this investigation:

- To identify the extent and scope of antisocial behaviour in London.
- To assess the effectiveness of policy responses to antisocial behaviour in London (including current legislation, Mayoral and local initiatives).
- To examine the effectiveness of multi-agency partnership working.
- To make recommendations on what more the Mayor, the Met and partner agencies can do to help reduce antisocial behaviour in London.

At its public evidence sessions, the committee took oral evidence from the following guests:

- Paul Dunn, Chair, London Antisocial Behaviour Advisory Service
- Janine Green, Managing Director, Resolve ASB
- David Millar, Chair of Hammersmith & Fulham Safer Neighbourhood Board
- Molly Blackburn, Programme Manager, Victim Support
- Joe Joseph, Director of Resident Services, Peabody
- Kuljit Bhogal, Joint Head of the Housing Team, Cornerstone Barristers
- Commander Julian Bennett, Metropolitan Police Service
- Inspector Nick Fallowfield, Metropolitan Police Service
- Natasha Plummer, Head of Community Engagement, Mayor's Office for Policing and Crime
- Shirley Holmes, Community MARAC Coordinator, Brent Council
- Andy Opie, Director of Safety, Croydon Council
- Lee Hutchings, Managing Director, Parkguard Ltd

Representatives from the following Safer Neighbourhood boards contributed to the investigation: Ealing, Hammersmith and Fulham, Hackney, Haringey, Harrow, Havering, Islington, Kensington and Chelsea, Lewisham, Newham, Redbridge, Tower Hamlets, and Waltham Forest.

A meeting was held between the Chair of the Committee and Daryl Edmunds from the G15 Antisocial Behaviour Group.

During the investigation, the Committee also received written submissions from the following organisations and individuals:

- British Transport Police
- City of London Police and City of London Corporation
- G15
- Heart of London Business Alliance
- London Borough of Barnet
- London Borough of Brent
- London Borough of Bromley
- London Borough of Camden
- London Borough of Hackney
- London Borough of Hammersmith and Fulham
- London Borough of Hounslow
- London Borough of Lewisham
- London Borough of Merton
- London Borough of Newham
- London Borough of Southwark
- Peabody and Family Mosaic
- Philip Herlihy
- Royal Borough of Greenwich
- Southern Housing Group
- Transport for London
- The Metropolitan Police, Richmond-upon-Thames
- Velvet Living Ltd.
- Victoria Business Improvement District
- Westminster City Council
- Youth Justice Board

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- <sup>2</sup> Metropolitan Police, [What is antisocial behaviour?](#)
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- <sup>4</sup> Paul Dunn, Chair - London Antisocial Behaviour Advisory Service, London Assembly Police and Crime Committee, 5 July 2017 – [transcript](#)
- <sup>5</sup> Molly Blackburn, Victim Support, Police and Crime Committee, 5 July 2017 – [transcript](#)
- <sup>6</sup> Mayor of London, [A safer city for all Londoners](#), March 2017
- <sup>7</sup> Paul Dunn, Chair- London Antisocial Behaviour Advisory Service, Police and Crime Committee, 5 July 2017 – [transcript](#)
- <sup>8</sup> Written evidence from Youth Justice Board
- <sup>9</sup> Written evidence from London Borough of Southwark
- <sup>10</sup> Written evidence from Peabody
- <sup>11</sup> HMICFRS, [PEEL: Police efficiency \(including leadership\) 2017 An inspection of the Metropolitan Police Service](#), November 2017
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- <sup>13</sup> [London Datastore](#)
- <sup>14</sup> David Millar, Chair of Hammersmith & Fulham Safer Neighbourhood Board, London Assembly Police and Crime Committee, 5 July 2017 – [transcript](#)
- <sup>15</sup> Molly Blackburn, Victim Support, Police and Crime Committee, 5 July 2017 – [transcript](#)
- <sup>16</sup> David Millar, Chair of Hammersmith & Fulham Safer Neighbourhood Board, London Assembly Police and Crime Committee, 5 July 2017 – [transcript](#)
- <sup>17</sup> Kuljit Bhogal, Joint Head of the Housing Team, Cornerstone Barristers, Police and Crime Committee, 5 July 2017 – [transcript](#)
- <sup>18</sup> David Millar, Chair of Hammersmith & Fulham Safer Neighbourhood Board, London Assembly Police and Crime Committee, 5 July 2017 – [transcript](#)

- <sup>19</sup> See <https://www.london.gov.uk/what-we-do/mayors-office-policing-and-crime-mopac/data-and-statistics/mopac-performance-framework>
- <sup>20</sup> MOPAC, [Quarterly performance update report, quarter 1 2017/18](#)
- <sup>21</sup> Paul Dunn, Chair - London Antisocial Behaviour Advisory Service, London Assembly Police and Crime Committee, 5 July 2017 – [transcript](#)
- <sup>22</sup> David Millar, Chair of Hammersmith & Fulham Safer Neighbourhood Board, London Assembly Police and Crime Committee, 5 July 2017 – [transcript](#)
- <sup>23</sup> Home Office, [Anti-social Behaviour, Crime and Policing Act 2014: Reform of anti-social behaviour powers, Statutory guidance for frontline professionals Statutory Guidance](#), July 2014
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- <sup>25</sup> Kuljit Bhogal, Joint Head of the Housing Team, Cornerstone Barristers, Police and Crime Committee, 5 July 2017 – [transcript](#)
- <sup>26</sup> Kuljit Bhogal, Joint Head of the Housing Team, Cornerstone Barristers, Police and Crime Committee, 5 July 2017 – [transcript](#)
- <sup>27</sup> Janine Green, Resolve ASB, London Assembly Police and Crime Committee, 5 July 2017 – [transcript](#)
- <sup>28</sup> Written evidence from Youth Justice Board
- <sup>29</sup> Written evidence from Victoria BID
- <sup>30</sup> Written evidence from Youth Justice Board
- <sup>31</sup> <https://www.london.gov.uk/what-we-do/mayors-office-policing-and-crime-mopac/governance-and-decision-making/london-crime-reduction-board>
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- <sup>35</sup> Paul Dunn, Chair - London Antisocial Behaviour Advisory Service, London Assembly Police and Crime Committee, 5 July 2017 – [transcript](#)
- <sup>36</sup> Paul Dunn, Chair - London Antisocial Behaviour Advisory Service, London Assembly Police and Crime Committee, 5 July 2017 – [transcript](#)
- <sup>37</sup> Written evidence from the London Borough of Greenwich



- <sup>38</sup> Paul Dunn, Chair - London Antisocial Behaviour Advisory Service, London Assembly Police and Crime Committee, 5 July 2017 – [transcript](#)
- <sup>39</sup> Kuljit Bhogal, Joint Head of the Housing Team, Cornerstone Barristers, meeting of the Police and Crime Committee, 5 July 2017 – [transcript](#)
- <sup>40</sup> Written evidence from the London Borough of Camden
- <sup>41</sup> Lee Hutchings, Managing Director, Parkguard Ltd, meeting of the London Assembly Police and Crime Committee, 6 September 2017 – [transcript](#)
- <sup>42</sup> Paul Dunn, Chair - London Antisocial Behaviour Advisory Service, London Assembly Police and Crime Committee, 5 July 2017 – [transcript](#)
- <sup>43</sup> Information provided to the Committee by the Metropolitan Police
- <sup>44</sup> Robert Cusack, [Masking the cuts](#), January 2016
- <sup>45</sup> Mayor of London, [Mayor safeguards £72m to tackle crime across all of London's boroughs](#), 13 December 2016
- <sup>46</sup> Written evidence from Westminster City Council
- <sup>47</sup> Written evidence from London Borough of Lewisham
- <sup>48</sup> Mayor of London, [A safer city for all Londoners](#), March 2017
- <sup>49</sup> MOPAC, [Quarterly performance update report, quarter 1](#) 2017/18
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- <sup>51</sup> HMIC, [Anti-social behaviour](#), 2010
- <sup>52</sup> Molly Blackburn, Victim Support, Police and Crime Committee, 5 July 2017 – [transcript](#)
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- <sup>55</sup> Natasha Plummer, MOPAC, London Assembly Police and Crime Committee, 6 September 2017 – [transcript](#)
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- <sup>59</sup> Paul Dunn, Chair - London Antisocial Behaviour Advisory Service, London Assembly Police and Crime Committee, 5 July 2017 – [transcript](#)

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<sup>62</sup> Paul Dunn, Chair - London Antisocial Behaviour Advisory Service, London Assembly Police and Crime Committee, 5 July 2017 – [transcript](#)

<sup>63</sup> See <http://asbhelp.co.uk/what-the-law-says/>

# Other formats and languages

If you, or someone you know, needs a copy of this report in large print or braille, or a copy of the summary and main findings in another language, then please call us on: 020 7983 4100 or email: [assembly.translations@london.gov.uk](mailto:assembly.translations@london.gov.uk).

## Chinese

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## Vietnamese

Nếu ông (bà) muốn nội dung văn bản này được dịch sang tiếng Việt, xin vui lòng liên hệ với chúng tôi bằng điện thoại, thư hoặc thư điện tử theo địa chỉ ở trên.

## Greek

*Εάν επιθυμείτε περίληψη αυτού του κειμένου στην γλώσσα σας, παρακαλώ καλέστε τον αριθμό ή επικοινωνήστε μαζί μας στην ανωτέρω ταχυδρομική ή την ηλεκτρονική διεύθυνση.*

## Turkish

Bu belgenin kendi dilinize çevrilmiş bir özetini okumak isterseniz, lütfen yukarıdaki telefon numarasını arayın, veya posta ya da e-posta adresi aracılığıyla bizimle temasa geçin.

## Punjabi

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਸੰਖੇਪ ਅਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਲੈਣਾ ਚਾਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ ਜਾਂ ਉਪਰ ਦਿੱਤੇ ਡਾਕ ਜਾਂ ਈਮੇਲ ਪਤੇ 'ਤੇ ਸਾਨੂੰ ਸੰਪਰਕ ਕਰੋ।

## Hindi

यदि आपको इस दस्तावेज का सारांश अपनी भाषा में चाहिए तो उपर दिये हुए नंबर पर फोन करें या उपर दिये गये डाक पते या ई मेल पते पर हम से संपर्क करें।

## Bengali

আপনি যদি এই দলিলের একটি সারাংশ নিজের ভাষায় পেতে চান, তাহলে দয়া করে ফো করবেন অথবা উল্লেখিত ডাক ঠিকানায় বা ই-মেইল ঠিকানায় আমাদের সাথে যোগাযোগ করবেন।

## Urdu

اگر آپ کو اس دستاویز کا خلاصہ اپنی زبان میں درکار ہو تو، براہ کرم نمبر پر فون کریں یا مذکورہ بالا ڈاک کے پتے یا ای میل پتے پر ہم سے رابطہ کریں۔

## Arabic

الوصول على ملخص لهذا المستند بلغةك، فارجاء الاتصال برقم الهاتف أو الاتصال على العنوان البريدي أو عادي أو عنوان البريدي الإلكتروني أعلاه.

## Gujarati

જો તમારે આ દસ્તાવેજનો સાર તમારી ભાષામાં જોઈતો હોય તો ઉપર આપેલ નંબર પર ફોન કરો અથવા ઉપર આપેલ ટપાલ અથવા ઇ-મેઇલ સરનામા પર અમારો સંપર્ક કરો.



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