



Report of the Cabinet Member for Well Being Scrutiny Meeting 17th January 2023

ANTI-SOCIAL BEHAVIOUR SCRUTINY INQUIRY PANEL

Purpose	To respond to the Terms of Reference Key Questions for the Inquiry
Content	The primary focus in this report is to provide detail and responses to the questions laid out in as part of the evidence gathering sessions for the Inquiry
Councillors are being asked to	Consider the contents of the report as part of the inquiry
Lead Cabinet Member / Officer(s)	<ul style="list-style-type: none"> • Cllr Alyson Pugh – Cabinet Member for Wellbeing • Dave Howes – Director of Social Services • Jane Whitmore – Strategic Lead Commissioner
Report Author	<ul style="list-style-type: none"> • Gareth Pritchard – Anti-Social Behaviour Reduction Co-ordinator • Paul Thomas – Community Integration & Partnership Manager <p>gareth.pritchard@swansea.gov.uk paul.thomas5@swansea.gov.uk</p>

1. Introduction

- 1.1 Swansea Council takes a partnership approach in working with other statutory and key partners of the Safer Swansea Partnership to help tackle anti-social behaviour (ASB) throughout the Swansea area.
- 1.2 This report is to provide detail and responses to the key questions agreed and laid out in the Terms of Reference for the Inquiry and any actions arising from the initial meeting held on 24th November.
- 1.3 This evidence gathering session covers community inclusion, community safety and anti-social behaviour co-ordination which all take part within the Community Integration and Partnership Team

2. Anti-Social Behaviour Scrutiny Inquiry – Key set of questions

1. What is the role of your service/organisation in relation to tackling and reducing ASB?

There is not a specific Council Anti-Social Behaviour team or service area.

Our role is to identify perpetrators, victims and locations of ASB and coordinate a response to provide early intervention and support, and to prevent and reduce further ASB.

This is carried out through a multi-agency approach with statutory and non-statutory partners and agencies. The Council ASB coordinator processes all ASB referrals and applies the 4 step process.

The ASB coordinator and Community Safety coordinator are qualified crime prevention officers and apply crime prevention techniques such as target hardening locations and victim reassurance where appropriate.

The Community Integration and Partnership team also carry out public engagement and information events throughout the year which our partners attend. We have representatives on each Police led Problem Solving Groups (PSG) providing expert advice and solutions where appropriate

2. How are you addressing the five key principles in your organisation?

The Anti-social Behaviour Strategic Board has developed a set of principles which seek to describe a consistent approach to understanding and addressing Anti-Social behaviour (ASB) in local communities.

The Home Office chairs the Anti-Social Behaviour Strategic Board, which brings together a range of partners and representatives from relevant agencies and government departments to work together to identify and assess strategic issues relating to ASB and share information and good practice in order to support an effective multi-agency response to ASB.

1. Victims should be encouraged to report ASB and expect to be taken seriously. They should have clear ways to report, have access to help and support to recover, and be given the opportunity to choose restorative approaches to tackling ASB.

2. Agencies will have clear and transparent processes to ensure that victims can report ASB concerns, can understand how the matter will be investigated and are kept well informed of progress once a report is made.

3. Agencies and practitioners will work across boundaries to identify, assess and tackle ASB and its underlying causes. Referral pathways should be clearly set out between services and published locally. This includes pathways for the community trigger and health services.

4. The public's ASB concerns should always be considered both nationally and locally in strategic needs assessments for community safety. Best practice should be shared through a network of ASB experts within each community safety partnership, each policing area and nationally.

5. Adults and children who exhibit ASB should have the opportunity to

take responsibility for their behaviour and repair the harm caused by it. Agencies should deliver appropriate interventions, which may include criminal justice options, based on the seriousness, risks and vulnerabilities of the case.

The principles are not intended to hinder local decision making but rather to act as a guide in seeking to deliver the best possible outcomes for victims of ASB.

The principles are designed to be used by any agency/partner involved in tackling ASB; for example, local authorities, community safety partnerships, police forces, health agencies, housing associations, civil society organisations, police and crime commissioners and any other agency involved in the process right from the moment an incident has occurred through to case closure and victim support. We recognise that depending on the service an agency provides; some principles might not be applicable. It is for individual agencies and local areas to take a position on which principles apply to them.

Combating anti-social behaviour involves many different partners at local level and we hope that they will apply the principles.

The principles seek to describe a consistent approach to understanding and addressing ASB in local communities. They are endorsed by the ASB Strategic Board and are also reflective of the ASB statutory guidance. We will use the principles to assess local practice against the standard outlined in the principles.

3. What are the key challenges you are facing and how are you addressing these (what more can be done to help you to address them...)?

The ASB coordinator role, admin support officer and Community Safety Coordinator roles are externally funded on annual contract through the Police & Crime Commissioner's Office. This is a challenge in itself as officers are uncertain on their future employment year on year. It also has an impact on the ability to plan for the medium to long term as certain projects and programmes will take a number of years to realise any positive outcomes. This also means there is no resilience for sickness, leave etc.

If grant funding was awarded on a 3 to 5 year cycle, rather than annually this would be far better for the long term strategic planning and provide stability of staffing. We have been very fortunate that the staff teams involved in this area have been in posts for 10 years plus and are very experienced.

Whilst council tenants can be supported by Housing through the HRA there is no budget for additional support to private residents. As a service, we have no budget to support legal action for any enforcement such as injunctions and although this type of action is a last resort, without that in place many of our interventions are on an informal basis and are dependent on voluntary engagement by perpetrators.

4. How are you engaging with the public i.e., events etc, examples? How do you use the information gained to improve the services provided?

The Community Integration and Partnerships Team carry out public engagement events throughout the year which all partners are invited to attend to provide information, advice and public reassurance for all aspects of their respective organisations which includes ASB. Some examples of the info graphic reports published after each event are attached as **Appendix A**

The location of these events are on a needs basis from information and trends of crime, ASB, community tensions or if a specific issue has been identified. Questionnaires are completed during these events to identify what the residents in that particular community have concerns about, what services they feel they do not have (or access to), and also what they feel is good about their community.

This provides the data and post analysis which we then feedback to other service areas.

We also support SWP when they carry out Op Perception events which is a direct response from outcomes from PSG's where specific trends and concerns have been identified.

Where links have been identified questionnaires are tailored through consultation with statutory partners to ensure there is no duplication.

5. What information is available that the public can access about ASB relating to your service?

The Council website has a page [Anti-social behaviour - Swansea](#) dedicated to ASB and provides information on ASB, the law, how to report it, the 4-step process and what tools are available.

We also use Social Media through the Safer Swansea twitter page to raise awareness and provide information.

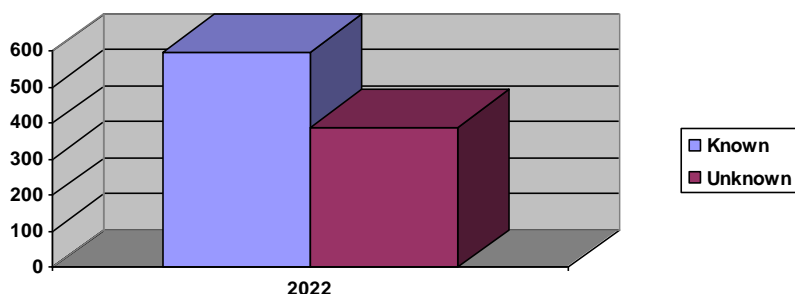
We don't currently provide much in the way of statistics but feel going forward that this should be something we need to consider.

6. Do you feedback to the victims/reporters of anti-social behaviour about what is being done to address ASB, either in terms of the specific incident they were involved in or reported, or more generally? Do you use this feedback to improve inform and improve your services?

Individual agencies/depts (housing, police through victim satisfaction surveys) This information would be for the individual agencies to provide when they attend scrutiny. We don't deal directly with victims and RP's as that is led by SWP

7. Data – any appropriate data relating to ASB and your service area/organisation?

Total Number of ASB Referrals for Jan-Dec 2022 = 979



In 2022 there was a total of 979 ASB referrals, of which over half of perpetrators were already known and within the system

Perpetrator Known = 597

Perpetrator Unknown = 382

Perpetrator Known is where the individual has been identified either by the person reporting the ASB, the officer attending, other individuals involved or by other means (this could be through CCTV when carrying out follow up enquiries). To be clear, not all ASB referrals will result in a warning letter as other interventions may have been used to or are already in place.

Perpetrator Unknown is where no individual has been identified either because the reporting person didn't recognise them, they had left the location by the time officers attended, there is no CCTV for follow up enquiries or if it is location based ASB such as fly tipping, graffiti etc. This type of referral obviously doesn't generate any warning letters as there is no subject, however these referrals allow us to monitor if a specific location becomes a repeat location. These are commonly referred to as AREA referrals.

The table below shows a breakdown of the outcomes and stages of ASB incidents in 2022.

We are not responsible for stage 4 injunctions/CPW/N's as other agencies will lead on them.

Adult Stage 1 First Warning = 45

Adult Stage 1 Final Warning = 15

Adult Stage 2 Personal Warning (PW) = 0

Adult Stage 3 Acceptable Behaviour Contracts (ABC) = 0
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Youth Stage 1 First Warning = 178

Youth Stage 1 Final Warning = 51
Youth Stage 2 Personal Warning (PW) = 16
Youth Stage 3 Acceptable Behaviour Contracts (ABC) = 2

- 72% of youth first warnings did not repeat their behaviour
- 69% of youth final warning did not escalate to a Stage 2 PW
- Only 12% of those on a Stage 2 PW received an ABC

These figures demonstrate that the earlier we provide intervention the more successful we are in preventing repeat behaviour and escalation of the process.

8. Does the council or partner organisation meet its regulatory obligations in relation to the services represented today? If not, why is that and what can be done to help you to do this?

Yes, it does through a multi-agency approach. The ASB coordinator works directly with the Police Community Safety department specifically alongside the SWP ASB coordinator. Both officers manage all ASB incidents that are referred via 101 or other organisations such as local health board and the council housing department. These referrals are processed via the Niche police database whereby actions are recorded and monitored. The ASB coordinator processes warning letters and liaises with other departments and/or refers to other agencies where necessary to arrange interventions. The ASB Coordinator also monitors and manages jointly all Stage 2 cases and any Acceptable Behaviour Contracts.

However, there are aspects of the way we deal with victims that can be improved. One of the tools available is the Community Trigger. This is an independent case review process that allows victims of ASB who feel their case hasn't been dealt with appropriately to ask for it to be reviewed. The process itself is robust and has been structured in partnership with all 7 local authorities and SWP. Although the structure of the actual panel that carries out the review requires representation from statutory partners, how it is chaired is a local decision. Currently the Community Trigger applications are received and processed by the ASB Coordinator who also chairs the panel. As the coordinator is most often than not already involved in the specific ASB case under review this could be seen as not being independent

There is a need to consider how we change this and make sure an independent person chairs and manages this process in order to provide transparency to the process. There are examples in other areas outside of Wales where this responsibility is being considered to be led by councillors rather than officers who are then supported by the ASB coordinator to provide legislative advice and support on applying the ASB processes

9. How well do you feel the Council and its partners are working together to tackle and reduce anti-social behaviour in Swansea from the perspective of your service/organisation. How could it be improved further?

We work very well and have robust partnership arrangements in place to tackle ASB.

Historically we have not published data that highlights successful intervention and support which would inevitably provide the community with reassurance and confidence in how we deal with ASB.

We attend the monthly Sector Problem Solving group meetings chaired by SWP. These multi agency meetings are to identify any specific locations, perpetrators or victims that require further problem solving with other agencies. The agendas are agency led and allow for information sharing across all agencies.

We also have monthly meetings with the YJS for all YP's that are either on a Stage 2 or on a stage 1 final.

Where there are safeguarding issues identified we liaise with the Contextual Safeguarding Team and if appropriate refer into the CMET for further support and intervention

The general communication with the wider community on ASB data and promotion of the case review process for victims in line with the new guiding principles is an area to consider for further improvement.

10. What are the key objectives in your service/organisation in relation to ASB? How do you monitor and manage performance in your service area/organisation to measure and meet these objectives?

Through SWP Case Management files are created and monitored and updated monthly as to the progression of the case. Monthly reports are run for the PSG meetings which provide data on where, type of behaviour and how many referrals are being made. Utilising the 3 in 3 method to identify repeat locations and victims. The 3 in 3 method is defined as being 3 incidents within 3 months whereby the location or same victim is identified and targeted

11. How is your organisation, the Council and other partners working together to address the causes of anti-social behaviour. Strategies, tools, interventions and work happening in communities, include examples? How could this be improved further?

Through multi agency partnership working we tackle perpetrators by way of the 4-step process. With young people this involves interventions utilising various services such as YJS Prevention Programmes, referrals to the Early Help Hub which can then involve various teams within Child and Family Services to provide support and tools to assist in managing and improving behaviour of individuals.

We also have monthly meetings with the YJS for all YP's that are either on a Stage 2 or on a Stage 1 final. We also attend the monthly Sector Problem Solving group meetings chaired by SWP. These multi agency meetings are to identify any specific locations, perpetrators or victims that require further problem solving with other agencies. The agendas are agency led and allow for information sharing across all agencies.

Where there are safeguarding issues identified we liaise with the Contextual Safeguarding Team and if appropriate refer into the CMET for further support and intervention

We also liaise with and refer into the SV MARAC when dealing with individuals that have been identified as vulnerable through the PSPO process

With adults we work in partnership with the SWP and other services who they may be open to on a case by case basis, which depends on what services are already working with that individual. For example, we liaise with probation, community mental health teams, Housing Options and various third sector agencies, speaking with the individual workers to ascertain what the appropriate action should be.

Early identification of repeat locations and victims allows for crime prevention tools and principles to be applied to target harden those spaces to prevent and deter future behaviour and to provide victim support to those that have suffered from anti-social behaviour. Working with communities through local community working groups we provide reassurance and advice to empower communities to support local decision making to help deal with anti-social behaviour.

We also offer a mediation service for all council residents involved in neighbour disputes as and when required at the earliest stage to assist and support resolutions.

3 Financial Implications

3.1 There are no financial implications associated with this report.

4. Legal Implications

4.1 There are no legal implications associated with this report.

5. Integrated Assessment Implications

5.1 The Council is subject to the Equality Act (Public Sector Equality Duty and the socio-economic duty), the Well-being of Future Generations (Wales) Act 2015 and the Welsh Language (Wales) Measure, and must in the exercise of their functions, have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Acts.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.
- Deliver better outcomes for those people who experience socio-economic disadvantage
- Consider opportunities for people to use the Welsh language
- Treat the Welsh language no less favourably than English.

- Ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.

5.1.1 The Well-being of Future Generations (Wales) Act 2015 mandates that public bodies in Wales must carry out sustainable development. Sustainable development means the process of improving the economic, social, environmental and cultural well-being of Wales by taking action, in accordance with the sustainable development principle, aimed at achieving the 'well-being goals'.

5.1.2 Our Integrated Impact Assessment (IIA) process ensures we have paid due regard to the above. It also takes into account other key issues and priorities, such as poverty and social exclusion, community cohesion, carers, the United Nations Convention on the Rights of the Child (UNCRC) and Welsh language.

5.2 An IIA screening form (**Appendix B**) has been completed with the outcome that a full IIA report will not be required as this is a for information report. Any initiatives referred to within this report may be subject to individual IIA assessments.

Glossary of terms:

Acronym	Expansion
ASB	Anti-Social Behaviour
LA	Local Authority
WG	Welsh Government
SWP	South Wales Police
PSG	Problem Solving Groups
MWWFRS	Mid & West Wales Fire Rescue Service
CMET	Contextual Missing Exploited Trafficked
EHH	Early Help Hub
YJS	Youth Justice Service
YP	Young Persons
RP	Repeat Perpetrator
ABC	Acceptable Behaviour Contract
CPW/N	Community Protection Warning/Notice
IIA	Integrated Impact Assessment

Background papers: None

Appendices:

Appendix A – Examples of Community Engagement Event Info Graphics

Appendix B– IIA Screening Form

Community Engagement Day



Melin Mynach Park, Gorseinon
June 25th 2022

Once the grey skies and drizzle had passed allowing the sun to peep through, members of the public, families, children and young people turned up to share their views on the local area, enjoy the free entertainment and gather useful information from partners.



Partners



Entertainment



Actions

Swansea Council, MAIWF, Gorseinon Fire Station, South Wales Police, Y Future, Early Years, Swansea Working Heartbeat Trust UK, CMET

Roly Poly Entertainment; Crazy Characters, Face-Painting, Artistic Felting, Inflatables

More events like this in the area in future. Make contact with ASQA and Cleaning Team regarding trolleys dumped in waterways.

CONTACT FOLLOW

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"I walk my dog through this park every day and I have to say it's lovely seeing the kids enjoying today."
- Local Resident

"I'm the admin on the (Local Facebook Group) page. People are always kicking off about something but it's been mainly about the gangs of kids lately."
- Local Resident

"I like living here because everyone knows everyone but it would be good if there was more things for the community, especially the teenagers."
- Local Resident

"Just 'cos some people do bad things around here we get called all sorts because we know the people but it's not us who's doing it."
- Young Person

"I moved here from England five years ago. It is a nice place but there could be more in the town cos the main road is mainly just loads of closed down pubs."
- Local Resident

"Today is good because I just did the drunk driving game and I'm going on the slide again now!"
- Young Person

"Brilliant that all this is free and on our doorstep as well."
- Local Resident



Abertawe Mwy Diogel
Safer Swansea



Cyngor Abertawe
Swansea Council

Community Engagement Day

Bonymaen Park, July 29th 2022



Another gloriously sunny day greeted the amazing turn out of friends, families, children, and young people who had all arrived for a day of fun and information sharing as part of the Safer Swansea Partnership's Summer Roadshow of free Community Engagement Days. With partners and paid associates filling the space with a wealth of knowledge and fun to share, the local community came together in the spirit of the day to enjoy the event and share their opinions of the local area to inform future plans and changes.

Attendance

Partners

Entertainment

Actions



community.safety@swansea.gov.uk



Twitter @SaferSwansea
Instagram @safer_swansea_
Facebook @SaferSwanseaPartnership

Partners

Bronwen the CMET vehicle made a high-tech appearance at this event, offering a safe and informative space for children and young people to hang around as well as offering parents/carers advice about who is best place to offer support. Joining Bronwen were South Wales Police, Swansea Council and Victim Support.

Entertainment

Family favourites Roly Poly Entertainment provided the soundtrack to the day with all the party classics - including the now famous Community Day Conga - filling the air, attracting crowds from afar. Crazy Character including Encanto's Mirabel made an appearance, much to the delight of the younger attendees.

Actions

Members of the public completed many surveys and participated in conversations with officers from Swansea Council about the issues that are affecting them in their community issues such as off-road bikes were raised as matters of concern for the community. Parents of younger children expressed concerns that the play provision ending at age 11, coupled with the unmonitored play areas that are blocked by a building could lead to safeguarding issues in future. These matters were shared with partners on site at the time and will be raised in subsequent meetings to ensure the messages are passed on to the correct teams.








Long queues snaking around the park suggested that the Facepainter was once again a popular choice with big kids of all ages!



