**Report of the Convener of the
Anti-Social Behaviour Scrutiny Inquiry Panel – 29 June 2023**

Anti-Social Behaviour Scrutiny Inquiry

FINDINGS REPORT

Purpose	The purpose of this report is to help the Panel to develop its conclusions and recommendations resulting from the scrutiny inquiry into Anti-Social Behaviour.
Content	This report provides a summary of the evidence from the review. The report also includes some themes for discussion by the Panel, which have been drawn up based the Terms of Reference.
Councillors are being asked to	To consider these findings and discuss possible conclusions and recommendations.
Lead Councillor(s)	Councillor Terry Hennegan, Convener of the Panel
Report Author	Michelle Roberts, Scrutiny Officer

1.0   **Introduction**

The Inquiry into Anti-Social Behaviour commenced on the 24 November 2022 and evidence has been gathered from a number of sources over following months. The Panel will now start the process of concluding their inquiry and agreeing recommendations that will be presented to Cabinet.

2.0   **Findings and Emerging Conclusions**

This report highlights some of the key themes to consider based on the Terms of Reference for the Inquiry and forms the basis for writing the final report.

The final report when written will answer the inquiry key question by using the findings from the inquiry to draw conclusions.

The Panel are asked to discuss their thoughts on the issues below and raise anything that they wish to add so that the Scrutiny Officer can gather views. The Scrutiny Officer will then write the final report based upon this and by referencing it to the evidence gathered as detailed in the pack attached.

The conclusions should answer the Inquiry Key Question, which is - *How can the Council ensure that it is working with its partners to appropriately and effectively tackle Anti-Social Behaviour in Swansea?* And address the key points highlighted in the Inquiry Terms of Reference, as follows:

1. **How effective are strategies, policies and procedures in tackling anti-social behaviour and is the council meeting its regulatory obligations in this area?**
   a) Are there effective and efficient systems/practices/processes in place across the Council to enable it to play our part in addressing ASB? Is it fully built into Councils and partnership plans.
   b) Is ASB aligned to the Councils key corporate objectives? Do you feel there is an effective vision, aims and objectives in relation to ASB.
   c) Are there effective and efficient systems, practices and processes in place to ensure effective practice and avoiding duplication.
   d) Are these processes being consistently applied across the Council and organisations.
   e) Are we adhering to legislation/Welsh Government guidance and other advisory information.
   f) Are we and our partners meeting statutory obligations.
   g) Are we keeping an eye on future legislation and regulation changes? I.e., Introducing, building on and embedding the WG's 5 Key Principles, other legislation and pilot area outcomes.

2. **Do we regularly review resources across the partnership and within Swansea Council to ensure adequate support is available to tackle ASB?**
   a) Is the support for tackling ASB adequately resourced in the Council for it to carry out its role.
   b) Is it adequately resources more widely across partnership.

3. **What is the Councils role in tackling and reducing anti-social behaviour?**
   a) Are we carrying it out appropriately and effectively.
   b) What are the main challenges identified? How are we addressing them.

4. **What are partner roles in tackling and reducing anti-social behaviour?**
   a) What are the main challenges they identified? How are they addressing them, is there anything the council or partnership can do to assist them.

5. **How well are the Council and its partners working together to tackle and reduce anti-social behaviour in Swansea?**
   a) Who do we work with/what are the partnerships in place.
   b) How do we ensure that effective communication between us and our partners to ensure issues are dealt with in an appropriate and timely manner.
   c) What are the challenges to partnership working and are they being addressed.
   d) What are the Council, partners and public views of how effective partnership working is.

6. **What are the tools available to use to help the Council and its partners tackle ASB?** For example: anti-social behaviour orders, noise abatement etc. Are we using them appropriately and effectively? Could we do more? What are the barriers more.

7. **How good is the information provided to, and communication with, the public?**
   a) How good is the relationship with the public including communication and feedback.
   b) What do communities understand ASB to actually mean.
   c) Do we encourage and use resident involvement and feedback to improve people's experiences of the services dealing with ASB.
   d) Is information about ASB, reporting and community trigger/case review readily available and assessable to all.

8. **How is performance monitored and managed?**
   a) Is data available that measures success, gives indications of extent of the issue and how we and our partners are dealing with it.
   b) Does the Council measure how it is meeting its aims and key objectives.
   c) Does the Council monitor and enforce effectively and consistently.
   d) What does the performance data say about how we are tackling ASB as a Council and across the partnership.
   e) Do we review the partnership, our systems and processes so that we can continually improve.
   f) Do we consider/share good and alternative practice.
   g) Do we work wider, with other local authorities, networks and other. organisations to improve how we tackle and prevent ASB.

9. **How are we and our partners addressing the causes of anti-social behaviour?** For example: **c**ommunity policing, community working, youth services, schools etc.
   a) What is our strategy, vision, aims and objectives in this area.
   b) Good commitment and evidence of this.
   c) What are we doing? What are we not able to do? Council and/or partners.
   d) How do partners and the public feel this is working.
   e) How can this be improved? Could we do more? What are the barriers?

10. **Wellbeing and Future Generations Act -** how are we considering future generations and the impact of ASB on our communities.

3.0 **Some points highlighted from the evidence gathered from Council Departments and Partner organisations** (this is not an exhaustive list but some of the issues that have arisen throughout the inquiry)

1. Swansea Council has legislative powers to deal with Anti-Social Behaviour as outlined under the "The Anti-Social Behaviour, Crime and Policing Act 2014". There is a broad partnership approach to tackling anti-social behaviour which is co-ordinated through the Safer Swansea Partnership and its partnership sub groups and structures or problem-solving task and

finish groups. The Safer Swansea Partnership reports and is accountable to the local Public Service Board.

2. Anti-Social Behaviour is included in Priority 3 of the Safer Swansea Strategy – Stronger Communities and is reported on quarterly to the partnership and annually to the Public Service Board.

3. The Council does not have a specific ASB team or service area. Council Housing do have their own anti-social behaviour team which responds and manages all ASB reported. We have ASB coordinator, who sits within the community safety team, which is under their community integration partnership. His role is to respond to all referrals that come through. So, he manages and coordinates the responses from all of the community safety partners. The primarily role of the ASB coordinator is to ensure is a coordinated response and then be a link between all the various different departments and partner agencies.

4. The Panel were informed the ASB coordinator, admin support officer and Community Safety coordinator roles are externally funded on an annual contract through Police and Crime Commissioner's Office. This is a challenge in itself, as officers are uncertain on their future employment year on year and this has an impact on the ability to plan for the medium and longer term, as certain projects and programmes do take a number of years to realise positive outcomes. It was felt that if 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.

5. The five key ASB principles are still under consultation. They have introduced them to the scrutiny panel, to make you all aware of what's on the horizon and what the approach is from the Home Office to try and ensure that everybody's in the UK is working towards the same goal using the same structure. The principles are designed to bring together range of partners and representatives from relevant agencies and government departments. And the idea is to work together to identify and assess strategic issues, including the leading to ASB and but share good practice share information and in order to have an effective multi agency response to ASB. Develop ways to measure progress and report on success.

6. Does the council or partner organisation meet its regulatory obligations? Panel heard yes, it does through a multi-agency approach.

7. Feedback to victims or those reporting has been mentioned as an issue by most the people the Panel spoke to.

8. Addressing the issue of perception and reality. Panel felt that the public could be better informed about the 4-stage approach and the legal constraints. Public perception of ASB and fear of crime is a challenge and does not always match with reality.

9. Must ensure consistency of approach to the public no matter what tenure of those reporting is. Seems to be different service for HA's tenants and rest.

10. Many felt that alongside large investment projects we need to get the basic right too, like clean and safe communities. Highlighted as a key by young people and local business.

11. Resources are massive challenge across the partnership, more targeted work may be way forward it was suggested.

12. No one organisation in overall control of the ASB, so some things do get passed from one organisation to another. Clearer roles and responsibilities, maybe needed including a wider group of organisations involved in

partnerships to help in tackling the issue…HA's, business leaders etc.

13. Wider membership of PSB or Safer Swansea Partnership?

14. It was agreed that it is not only a partnership approach needed but a wider holistic approach, often the issues can be very complex, and we need to tackle them in the whole.

15. There are many different levels of intervention, but early intervention is more successful. Some offenders are also victims themselves and/or live chaotic lives. Outreach is important.

16. Police - the partnership and the whole approach nationally has matured over the last 20 years because we now look at the issues from a problem-solving approach. We have a neighbourhood policing team which is made-up of probably 12 to 15 PCSO's, neighbourhood beat managers whose only job is to look after problem solving within Swansea City centre. There's a whole team of PCSO's who sit and work with the local authority on early help and their basic job is to look at vulnerability and incidents that are. So, we've really put some of our resources into the beginning of the issue rather than the end. I think if that makes sense.

17. Parks have been an issue because that's where children congregate too. And it was mentioned that the answer could lie partly with the community coming together. What young people have said they want is somewhere safe, light, somewhere to sit down somewhere they can be with their mates. There are opportunities for us to strengthen our community work together that doesn't necessarily mean we need statutory partners to be forever putting in resources.

18. Must recognise and encourage the good work that goes on in our communities too, voluntary groups, sports etc.

19. Partnership working absolutely key to addressing and reducing ASB one organisation alone cannot do it by themselves.

20. Modern building practices and designing safer areas was raised.

21. Since lockdown there has been an increase in ASB, specifically youth related. In addition to this the implementation of a PSPO in the city centre has also seen a rise in reported ASB. This trend is not isolated to Swansea and is in line with what is happening nationally.

22. There is a council website area, but the Panel heard that it could be improved. There is lots of information on there on how to report anti-social behaviour but could be more on how we are dealing with it.

23. Wales, Swansea in particular has the lowest amount of recorded community trigger applications. Swansea has the lowest in Wales. The ASB Coordinator said, I think it show the fact that we start and finish ASB with a partnership approach. We worked together from that first form or the 101 to that last visit with the PCSO to ensure has been managed successfully.

24. The ASB Coordinator identified that he is the Community trigger/case review coordinator for Swansea and also the behaviour reduction coordinator for Swansea. It is very difficult to independently chair a review panel when you're the ASB coordinator who could have been involved in 95% of those cases in the 1st place. There needs to be an independent Chair and whether that is an officer or a Councillor but who can be truly independent. Panel said this could also be a lay person like with the Audit Committee.

25. ASB Co-ordinator - Whilst council tenants can be supported by Housing through the Housing Revenue Account 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.

26. Police - Some of the challenges we've got from a South Wales Police perspective is improving the feedback loop and repeat victim identification. Repeat victim identification comes into play when 3 incidents in three months but we and partners do feel this definition is a bit arbitrary, because we know that the context says a whole lot different sometime, so we act within it and act outside of it as well. We are also looking at problem solving for repeat victims and putting more effort behind that. We recognise that the capability lies within the local authority as well, so there is probably scope for us to widen as a partnership who does what and when.

27. Police - I think we need to improve on, as a service and from a partnership perspective, the community trigger. About 8 years ago nationally the community trigger was launched, it is now called the anti-social media case review. It was a way that members of public could put up get a review if they believe ASB has not been dealt with correctly. I think there's more work to do to put that out to the general public, to actually hold elements of us to account on certain areas where we have not done what we should have done at a certain time. So, there's a bit more work there for us to do there.

28. Police - For future development there is also some scope to expand the use of partnership powers. Further emphasis could be placed on the scope for CPN/ CBO and injunctions to be applied for by the LA. There is also scope for wider involvement in ASB referral direct from places like Environmental depts or Council Tenancy issues. The police are more often best situated to progress these matters but for expansion elsewhere needs to be explored.

29. Education - Swansea Education behaviour policy focuses on promoting positive behaviours and healthy relationships. When this is not achieved there are a range of strategies that can be used to manage more challenging behaviours and to support children and young people to reengage positively and swiftly in educational opportunities.

30. Education work alongside other departments and outside agencies to ensure advice, support and guidance is provided to schools to ensure they have the tools prevent, educate and address any impacts of anti-social behaviour within schools.

31. Key challenges identified are around low attendance and persistent non-attendance and a rise in behaviours leading to school exclusions. This is not just Swansea but a national issue, Swansea is performing better than some currently 6th out of Wales 22 local authorities, but the Panel heard that attendance is still a high priority for improvement for Swansea. An action plan to address this and engagement is in the latter stages of development but is set against challenging budgetary constraints for both schools and the local authority. This action plan is considering ways to engage with families.

32. Education - The greatest challenges in terms of securing impact and improvement are around funding and the implications on capacity of staffing. While the approaches focus on prevention and building capacity the importance of building positive relationships is significant and that requires more resource than we have available.

33. Education is currently finalising an inclusion strategy which encompasses

the priorities for supporting vulnerable learners over the next three years. They work in multi-agency contexts to consider and respond to community issues and the Mayhill riots was cited as an example of this.

34. Social Services - Without a partnership approach, we would not be able to reach the numbers of young people in the communities that we work with. In terms of the connection between youth justice and anti-social behaviour, it's important to note that we work closely with our partners and the anti-social behaviour coordinator. There is very distinct partnership working between those two services.

35. This element of work for youth justice is preventative and across the board we work to address ASB at the earliest possible opportunity. So, our aim is to be preventative and to provide early intervention. In addition, we work with Evolve and schools to reach young people and the wider community.

36. The YJS work in partnership with the Safer Swansea Partnership, CMET, police forces, health agencies, and housing associations to identify areas of concern for anti-social behaviour across the local authority. A targeted response is undertaken between agencies and responses have included workshops being delivered in school and youth clubs.

37. We do a lot of detached work within our communities now, what that means is that we have people on the ground, out and about talking to young people and adults within communities. We have integrated early help hubs that have early intervention workers and Police Community Support Officers (PCSOs) attached to hubs.

38. Younger children are coming to the attention of services, sometimes this is due to behaviours in the community. This is challenging as YJS can only work with young people from the age of 10, as do the youth service. Pre-covid these were not worries that were being seen; staff who work with younger age range in early help are learning new skills to respond to these needs. It appears that considerations should be given to exploring targeted work at a primary school level if resources are able to be identified for this.

39. As a collective (CMET, YJS, Evolve and early help) teams are worried about how the online world impacts on young people and the response to anti-social behaviour. For example, Facebook community groups can escalate issues significantly.

40. The YJS would undertake reparation and restorative work where young people can repair harm caused and take responsibility for their action; this is offered as part of a statutory order or pre court disposal.

41. Social Services identified key challenges as:

42. Data – concept is large, and behaviours considered anti-social can be broad and wide ranging and of different levels and severity. Capturing data can therefore be difficult to collect and pinpoint.

43. Resources – limited resource so cannot do everything at the same time, need to channel resources to area of need. Younger children – more children under 10 being involved in anti-social behaviour, so for example, more need to work with and in primary schools.

44. Online influences like social media, chat room etc.

45. Anti-social behaviour is a very broad term that incorporates a vast range of behaviours, by categorising in this way it can be difficult to respond to specific worries and often the opportunity to tackle specific concerns is missed.

46. All services are under pressure because of staff shortages, which means

critical work such as child protection and statutory offending behaviour must be prioritised.

47. As much as individuals are encouraged to engage in support and prevention work, this is all voluntary. The anti-social behaviour process is not able to enforce statutory involvement with services.

48. There is also a perception that large groups of young people gathering together are up to no good. This is often not the case, they are just meeting up, which was something they were unable to do through covid and are coming back together hanging out with mates. Perception and attitudes to young people can be the issue rather than actuality.

49. The language used for young people like for example 'undesirable' or 'problem' can be unhelpful and looks to victimise them, and these blanket terms can help to miss some of those who need help. It was also mentioned that it can also become a self-fulfilling prophecy for young people who are labelled. If young people feel a part of the community, they are more likely to have positive behaviours within it.

50. Housing - Within our service teams work very closely together, the Area Housing Officers, supported by the ASB Support Team, alongside the key role of the Neighbourhood Support Unit in its 24/7 capacity, responding to out of hours issues and undertaking targeted patrols and of course the Tenancy Support Unit which supports some of the most vulnerable people in our tenancies. It is important not to lose sight that a proportion of tenants are the most vulnerable in our society and sometimes have significant challenges in respect of their behaviour, this is often multi layered. It is our role to ensure that we strike a balance to support those affected by ASB and to help those carrying out ASB to also be supported to modify their behaviour to sustain their tenancy.

51. Housing challenges key areas are a) Expectations - in trying to achieve resolutions for ASB, primarily through behaviour modification, we have to give realistic advice about anticipated outcomes. We are bound by the law, and the provision of evidence. b) Engagement - is often challenging and it is complex and influenced by many different factors. We will engage with people in whatever way works for them and for us and by also accessing the service to partners to support those carrying ASB and to support us, c) Complex needs, d) Clash of lifestyles / low-level nuisance, e) Substance use.

52. Housing Association - I did get a sense from listening to your previous sessions that it does feel a bit like coastal residents are not benefiting from the same joined up approaches that perhaps council tenants are able to benefit from in terms of Council services and statutory services.

53. Housing Association - Perceptions people have is that we have same kinds of power, resources or access to services that colleagues in statutory housing have, what we have are different in some of those areas. So, I am really hoping that as part of this process we can work out what a more consistent approach might be for the citizens of Swansea in terms of tackling ASB as Coastal tenants are contributing to statutory services, but the response from some of those statutory services is often the housing association needs to deal with it. And there are lots with which we do deal with, but residents can feel like they are in a tennis match. They are in a tennis match between the police or council saying that is a housing issue and housing saying it is a police/council issue. The residents are the middle

of that when they are trying to deal with very complicated circumstances.

54. Housing Association - I am keen to see a potential space for a strategic forum across organisational boundaries that will help us tackle those issues that, as you know, frontline staff are working incredibly hard. So, I would also like to see us as senior staff in those organisations working equally hard to help them be able to unlock those barriers to improvement.

55. Housing Association - At the ground level, staff across agencies work really well together. They work hard to tackle hotspots of ASB, particularly closely with the police.

56. Housing Association - We have twenty-five civil orders at the moment, pre COVID we never went above 4. So, there is an indication there of the different landscape in which we are operating in terms of both the issues that residents are experiencing, as well as the issues that we are responding too.

57. Housing Association - We have yet to see a community trigger or an ASB case review meet a threshold for action. I know that I heard the police reporting and colleagues in Community safety reporting that Swansea has the lowest take up of Community trigger action. There is a challenge and there is more that we could be doing together on that.

58. Housing Association - In terms of safeguarding, as you know, many issues of anti-social behaviour have safeguarding elements. It is very clear that perpetrators are often very vulnerable, as are the victims. But it is a rare day when any of our safeguarding referrals meets the threshold for service or intervention from social services. Some people are living in severely distressing situations, and we are struggling to pull in statutory services.

59. Housing Association - Access to services and support often happens at a major crisis point, so eviction point can be one of those points, a lot will coalesce around preventing a homelessness, as is right. But we need to get further up the stream because we knew that that tenancy was looking like it was going to end for several months, if not years beforehand, so be keen to see how we might be able to case conference some of those at an earlier stage to prevent them getting to that crisis point.

60. Housing Association - We have had some complexity around data sharing agreements within the world of ASB and safeguarding. This is incredibly sensitive data. This is really needs to be held with the highest level of confidentiality and we have struggled in the past in terms of some of our partner relationships to get to a place where we're only seeing the data that we should be seeing, not the data that is related to residents of other housing associations or elsewhere, with police data.

61. Housing Association - What we do see and what can be difficult is the small cohort of people who are transitioning in and out of supported housing, in and out of general needs, in and out of prison, in and out of mental health institutions or detox or rehab. It does not feel like the right thing has been designed for and/or works for this group of people across services. It is not lots of people. It is quite a small group in the number, but they are costly to services and costly to their lives. They are not getting what they need in terms of a therapeutic intervention. And I think the model for them has yet to be designed.

62. Housing Association - Drug and substance misuse is a is a problem for us, not necessarily the high-level kind of serious cases you would imagine to be, I think, certainly during lockdown we have seen an increase in kind of

low level. Cannabis use and we do have a quite a back and forth with the police often where it is not a landlord issue, but police won't investigate, we end up in this position where it's kind of back and forth.

63. Housing Association - Our relationships with the police on the ground are very strong and they work well. We do joint visits. We collaborate on hotspots; we have strategies around specific schemes that might be experiencing challenges. I think that's part of resident facing stuff works quite well. It is the supporting elements of holding all of the information and making sure it's getting to the right place, escalating what barriers might be that is where better solutions need to be. Could be, for example, more action planning and strategy around cases.

64. Housing Association - The threshold for police and other agencies to get involved is quite high and we in Pobl find that most of our challenges are in that bit just beneath that threshold, it is never quite there but causes a massive concern to a wider range of people.

65. Housing Association - I would love to see a place, a time in Swansea where we have highly trained restorative mediators able to work in that space and working alongside all the partner agencies to be able to tackle those very difficult disputes, because it can be incredibly powerful, getting sustained outcomes where people resolve long standing disputes and that dispute remain resolved for a long time.

66. Housing Association - We also use a ASB risk matrix which helps determine vulnerability and risk. This is key to determining what is the most proportionate response in this situation and to understand the real impact. And it would be interesting to see if there was if there was a way of having a more consistent across services.

67. Housing Association - I think if I were to propose one thing that would be particularly useful is some kind of partnership analyst type role or resource or things that we can all contribute to understand better what that data is in Swansea and how we can react to it locally.

68. Housing Association - wonder if ahead there is a way of more formalising any of those more strategic relationships. Also, to improve collaboration between us and the LA and other partners, maybe some workshops where we can look at certain aspects like one stop shop for residents, information sharing and risk matrixes. I do think we need to get in the room and just work through all the different ways in which we are operating and let's see where we are working well and let's see where we can improve. And then I do think that that kind of more strategic place for us whether that is the PSB or in the Safer Swansea Partnership or wherever. I feel a responsibility to staff on the ground to mirror that level of work at a strategic level in order to be able to unblock those barriers and progress and positive outcomes.

69. Housing Association - Awareness raising campaign about the community triggers (now called the ASB Case review) could be improved. We might use that name change as a vehicle by which to start at, we will need to prepare for that. Because if we are promoting it then there will be more take up of it.

70. Housing Association - Improving our referral routes into service provision is a common theme. And I do think there is something we should look at doing across organisations.

71. Housing Association - I do think there is something about how we might develop and build on restorative approaches in partnership. We could come

together with a shared a shared agenda of how we can get a trained group of restorative practice facilitators to get to that sticky group of challenges that is not meeting a threshold for any kind of help. So instead of us all doing our own thing, could we look at how we might do that together.

72. Housing Association - Local Area Coordinators an excellent service, helping those people who are experiencing isolation, who are experiencing difficult situations, connect with each other. We are too quick to jump to a service response, and sometimes the better response is for people to be consolidating relationships with other citizens and using those networks to help them.

4.0 Issues raised in sessions with public including, young people, local business and equality forums…

Young People

- Littering – hate it – see it a lot in the community and Graffiti.
- Do not feel safe in the city centre. Quadrant no security, need more because of crowds of boys.
- Do not feel safe on bus into town on weekends. Do not like catching buses at night. Buses big problem do not like going on them alone.
- Feel safer in own community.
- Less safe because girls – women get slightly more targeted.
- Would like to be able to walk around and go to the city centre and feel safe.
- Do feel there is enough to do in city centre, like cinema etc. but not locally. They do not do anything in community centres for young people.
- Enjoy going to the youth club because feel safe.
- Would like to know how to report feeling unsafe.
- Local parks are not bad, have been vandalised, once new equipment in people do it again. People do not care because they know nothing is going to be done about it.
- Phone charging points broken, none in local communities.
- I know who PCSO's are, but they have no powers. Also depends on issue as to whether to go to PCSO, have concerns speaking to police, they don't take kids seriously.
- Youth clubs only open once a week, would be good to open more often.
- Police should provide a reason for stopping us.
- Lights in parks.
- Make leisure activities cheaper for young people.
- Educating community about young people, YP get labelled as a gang. When, being in a social group is not anti-social.
- Substances play a part in ASB.
- Too much negative language about young people, especially on social media.
- Engaging with young people and having vote on activities more.
- More safe spaces for YP.
- We use buses when they are free, but they often finished too early.
- Often its adults whose behaviour is inappropriate not the YP.

- No relationship between PCSOs and youth, they do not take action because of us being kids.
- ASB makes us angry and scared.
- More education for adults on CYP and ASB.
- Treat us with respect.
- Need to educate PCSOs to understand what it is like to be a young person.
- More help for mental health.
- All young people labelled the same, as problem, it's only a small number that cause the problems. Need to better educate adults in community, PCSO and others so the deal with young people fairly, so they can feel safe and respected.
- Tell young people more about what they can as well as cannot do i.e., electric scooters.
- To reach young people put things out on the right social media like snapchat, Instagram and tic toc. More could go out on the youth club media accounts.
- People always look at the bad stuff about young people but what about all the good stuff.

Business Community
1. The children have not a lot of places to go to as is one thing with us, but we seem to have a massive problem with quad bikes and off-road bikes, who now don't go off road anymore. Police have told us in Mumbles that of the people drive a high speed through the town centre, we need to get the registration number well. You hear them come in and then you see them pass, and that's about as good as it gets. No chance to get your camera out your pocket. So, I think we just need a bit of joined up thinking and rather than just letting people rampage around the place.
2. I think anti-social behaviour certainly picked up since COVID as well, not that it wasn't there before, but the stark reality is businesses closed in city and town centres because they become unprofitable because of a multitude of reasons. One is thought flow of course, but also anti-social behaviour and crime. We are aware of that and that's what our businesses are telling us. It's got a lot worse as well.
3. I've been doing this job for roughly 13 years, so it's certainly got a lot worse over the period of time. Despite best efforts we do need more resources. We need more teeth to tackle it as well, because with all the fantastic stuff we've got going on in the city centre. Basically, we have got to make sure that the safety of investors, residents and businesses is top of our minds.
4. City Centre Rangers roles have had to evolve in response to escalating increasing issues of anti-social behaviour.
5. I think if we look at what are the issues of the day in the city centre then it is categorically anti-social behaviour is absolutely at the top of the list and it is the thing that people have the strongest views on. It does have a direct impact on return visits, when people come into the city centre, and they witness certain behaviours, and it is very off-putting, and they don't return and then you've got that cycle and spiraling effect.
6. I think we do need to put it in perspective I was in Cardiff the other

weekend, it was as bad if not worse, so I don't think this is a unique issue to us, which doesn't mean we don't do something about it. The main thing for me is that we've got to be careful in what we are doing that we don't do that kind of middle-class thing of brush it under the carpet. But some of these people have had difficult lives. I speak as somebody who runs a business in the town centre, and they suffer from the negative consequences of this. So, I absolutely sympathise with that. But equally so I think a sort of a policing and security element to it, there's no question about that. But we also need to be matching that by putting resources significantly greater into that into preventative action. And I think that's the area where we really need to be doing perhaps a lot more work. There are clearly a lot of people with very serious substance misuse issues and very complicated needs.

7. The small independents and just about hanging on by their fingernails. So, I absolutely sympathise and think we need to do something about that. I just want to put in a plea to make sure that we're also we don't forget the human element. You slip into the policing side of it without thinking about how we tackle the root cause.

8. It's clear that there are lots of policies and procedures in place. Whether or not these are working is another question and I think ones that I have policies I've been involved in is that there's no effective follow up. And if there is follow up, there's no actions and outcomes identified. Put a plan in place, but not just talking about a plan, actually doing something. It is not just a police issue. And I think what we've got to understand there are those within and like talk about the city centre, which should probably replicate it around the city as a whole. There are those in the city centre who actually need assistance and help. However, there are those in the city centre who are committing anti-social behaviour and including shoplifting and theft; and they're feeding a habit.

9. Is the Council meeting its regulatory options and obligations? In my honest opinion, probably not, but it is not just Council. It's not just one organisation, but what we can't keep doing is ignoring what's going on. It needs to be dealt with. There is no easy answer, but the starting point is dealing with the anti-social behaviour by those who are causing the most problems.

10. There is a total lack of reporting of incidents due to the feeling, and I think you've said it nothing happens. What's the point? Nothing's going to happen. Nothing's going to be done.

11. Now we can't just throw money at something, but what we do need to do is have resources in the right place, resources that they're able to deal with the correct issue, have the backing of the agencies, and deal with those that need dealing with.

12. I feel the frustration of reporting things because by the time you've rang 111 and you've waited for a really long time. Imagine if you're a business owner, you you're probably just not going to do it. You're not going to spend that time.

13. We shouldn't just restrict partnerships to statutory partners. We've got third party organisations which are not named within a list under the Act. And I refer to one of these as Swansea against business crime business, crime reduction partnerships.

14. For business it's about perceptions like with the bus station. There's a lot

of people go in there who are there and because of where it is and it's all warm and its dry. A lot of issues around bus station and outside of Wilkos.

15. Yes, more resources, but they must be targeted. They have to be informed and it has to be intelligence lead, need to deal with hotspots.
16. In line with what is coming out of that intelligence, but resources is definitely an issue, but it's not a straightforward issue, and I think the key thing is that any action in relation to anti-social behaviour has to be holistic. It has to be a cocktail of different measures that are taken in respect of that. It is not just about enforcement, but resources are a critical part of that.
17. I think in the end from our perspective it is getting the basics right first, safe and clean. We need to get the basics right first and the city centre and the rest will come when I mean that the investment of new coming in and current businesses employing more people, that will then give the opportunity for more jobs in a in our fantastic city in our growing city centre as well for future generations to come. But we must get the basics right, safe and clean.
18. I would encourage resources to go into some new community issues initiatives, including community type drop-in centres not only for young people but vulnerable adults.

Equalities Groups/Forums
1. How we are engaging offline was highlighted, so as in physical leaflets and information booklets and that a type of thing.
2. A lot of older people feel very, very vulnerable, especially in the evenings and walking around in the Swansea and in the local areas, because we just feel that there's no one around and we don't know where to go to if we need help. For the older people, I do think that this issue really needs to be looked at.
3. And of course, sometimes the police have got other issues. They have got a lot of other things going on and they probably won't come on to the scene, say for 45 minutes. And I mean that is just, you know, not good enough, because we are older people, we are feeling vulnerable.
4. The thing is, a lot of people out there, especially the ones I know, they don't have access to the Internet, they and they have no idea who to go to, they don't know who their local PCSO is, and we very rarely see anybody walking on the streets anymore, the police are either in police cars or just aren't enough of them. They used to have special police.
5. Although we promote well through online stuff there is a large element of reaching them offline outside of our normal engagement days, I think maybe there's a bit of work for us to do. But I'm also thinking about the local area coordinators also have a really large role to play throughout the whole of Swansea and maybe if we need to look at that as well with regards to utilising them more.
6. The other thing that came up as well in terms of literature and how we ensure that we are engaging, for example, with the Chinese community. Have some of the literature is in the right languages for certain communities.
7. I think one of the things that maybe we need to realise is that the environment for young people is changing and that there are many risks

for young people in Swansea. Young people are very vulnerable to exploitation and grooming, and a lot of the time young people are looking for safe spaces.

8. My concern would be when talking about the pop up, police departments or stations that we would be at risk of criminalizing young people. I think on the most part, young people need to be understood and they also need to have, safe spaces where, they are not vulnerable to exploitation and that where they can build relationships with the older community.

9. On the pop-up police kind of station, I understand what Carley's reticence is with that, I think to reassure you, when we're suggesting pop up police station, they're more pop-up engagement offices for people to be able to go to rather than trapes across different areas to get to a police station.

10. I wanted to link with what was mentioned around younger people not engaging with the Council social media and how we can perhaps work with the university, particularly with the international students on perhaps creating an introduction pack or welcome pack on and different elements of Community safety, including things like ASB and hate crime.

11. It was mentioned one of the barriers to reporting was language, so perhaps if there are new arrivals within the Community, we can maybe work with partners in sharing things like starter packs, introduction packs and how to report issues in your own language. If these packs are given to new arrivals when they sort of newly arrive.

5.0 **Some recommendations/issue areas highlighted:**

Please note: These are suggestions made at different points in the inquiry and there may be overlaps at this early stage. They have been listed in full so that the Panel can see and consider all the aspects raised. This is by no means an exhaustive list but a starting point for discussion by the Panel.

5.1 Independent Chair of Community Trigger.

5.2 Need to review resources based on new legislative requirements/new principles. Also Issues around funding/resources for ASB support i.e. ASB Co-ordinator.

5.3 Information available to the public be improved and more accessible.

5.4 Reporting mechanisms improved.

5.5 Improving feedback to victims, public/communities.

5.6 More work in primary schools around ASB.

5.7 Community Trigger/case review engagement – more awareness understanding of it needed.

5.8 Wider membership of partnerships include HA's, local business, voluntary sector etc. Wider membership of PSB or Safer Swansea Partnership and others

5.9   Introduction and embedding of 5 key principles across the council, process to monitor progress put in place, including relevant data and reporting mechanisms.

5.10   Addressing the issue of perception and reality in relation to ASB.

5.12   Consistency of approach by council services to HA tenants, all tenants same service no matter what tenure.

5.13   Clarity of roles of key statutory partners to avoid 'tennis match' for people reporting.

5.14   Tackling ASB holistically.

5.15   Early intervention and outreach key (put money in at the beginning of the issue rather than the end (as said by police in relation to PCSO team)

5.16   To strengthen our community work together (that doesn't necessarily mean we statutory partners but more in community…)

5.17   Publicise, appreciate and encourage the good work that goes on in our communities too…voluntary groups, sports.

5.18   Modern building practices and designing safer areas at outset.

5.19   Improve council webpages relating to ASB matters.

5.20   Further emphasis could be placed on the scope for CPN/ CBO and injunctions to be applied for by the LA. There is also scope for wider involvement in ASB referral direct from places like Environmental depts or Council Tenancy issues (Police raised)

5.21   Online world impacts on young people including the online influences of social media.

5.22   The language used for young people like for example 'undesirable' or 'problem' can be unhelpful and looks to victimise them.

5.23   A potential space for a strategic forum across organisational boundaries. (HA)

5.24   Need to get further up the stream because we knew that that tenancy was looking like it was going to end for several months, if not years beforehand, so be keen to see how we might be able to case conference some of those at an earlier stage to prevent them getting to that crisis point. (HA)

5.25   We do see a small cohort of people who are transitioning in and out of supported housing, in and out of general needs, in and out of prison, in and out of mental health institutions or detox or rehab. It does not feel like the right thing has been designed for and/or works for this group of people across services. It is not lots of people. It is quite a small group in the number, but they are costly to services and costly to their lives. They are not getting what they need in terms of a therapeutic intervention. And I think the model for them has yet to be designed. (HA)

5.26   Improving our referral routes into service provision across the Council.

5.27   I do think there is something about how we might develop and build on restorative approaches in partnership. We could come together with a shared a shared agenda of how we can get a trained group of restorative practice facilitators to get to that sticky group of challenges that is not meeting a threshold for any kind of help. So instead of us all doing our own thing, could we look at how we might do that together. (HA)

5.28   City centre safety particularly around quadrant and bus station

5.29   Safety on buses

5.30   More hours Youth Clubs and more safe spaces for YP

5.31   Clean and safe city centre and communities

5.32   Young people would like to know how to report feeling unsafe.

5.33   Educating community, PCSOs and adults about young people.

5.34   Intergenerational work/events/activities.

5.35   To reach young people put things out on the right social media like snapchat, Instagram and tic toc. More could go out on the youth club media accounts.

5.36   People always look at the bad stuff about young people but what about all the good stuff.

5.37   Lack of reporting of incidents due to the feeling like nothing happens.

5.38   Frustration of reporting things because of the time it takes to get through when you rang 101.

5.39   Resources must be informed and intelligence lead, need to deal with hotspots first.

5.40   Encourage resources to go into some new community issues initiatives, including community type drop-in centres not only for young people but vulnerable adults.

5.41   Look at the offline information and literature available and routes for information to be shared, one suggestion was via LAC.

5.42   Some information made available in different languages.

5.43   Pop up engagement/police offices.