



Safer Swansea Anti Social Behaviour Structure 'Focused on the Causes'

South Wales Police

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Summary: Safer Swansea Anti Social Behaviour Structure **'Focused on the Causes'**

Swansea is the second largest city in Wales. As with any city, it suffers from the effects of Anti-Social Behaviour. In a 2001/2 Swansea City survey, it was the number one concern for the public.

In answer to this, the Safer Swansea Community Safety Partnership set up a core group to address the problem. The initial key agencies involved were the Local Authority Legal Dept., Housing Dept., Youth Offending Team, and the Police. Research was carried out to identify the causes, define the problem, and develop solutions targeting the issues.

Anti-social behaviour covers a broad spectrum ranging from youth annoyance through to fly tipping. However, the true nature of the problem is not reflected in any one statistic. The aim of the core group has been to develop a Multi-agency system to collate information gathered in Swansea, thereby enabling us to discuss and understand the many issues.

The research highlighted numerous causes of anti-social behaviour. These varied from poor parenting skills, lack of appropriate youth activities, domestic violence and substance abuse. Most concerning was the lack of a co-ordinated approach by the agencies involved; each held a piece of the jigsaw but were failing to put them together to develop long lasting solutions. After careful analysis of the research and supporting evidence, the group recommended solutions. These were formulated into a 'four point plan' to deal with anti-social behaviour across Swansea, focusing on the causes, identifying potential offenders, and working with them to correct their anti-social behaviour.

As a result of the initiative, 1,400 members from key agencies have been trained to identify and deal with incidents of anti-social behaviour. Incidents have been identified and addressed, and as a result, public confidence has increased. The agencies are no longer seen as out of touch, but, instead, are credited with having taken co-ordinated action in dealing with Anti-Social behaviour.

The partnership has more than achieved its initial aim, and has received much acclaim from the Home Office and other partnerships.

Problem solving is at the very heart of the project, concentrating on individuals and locations, the system also incorporates the National Intelligence model.

This partnership project has taken 'Joint Working' to a new level in which reducing crime and disorder is a priority, and key to the quality of life of a community, and the route to success.



Introduction

The fear of crime is the most concerning issue for the public and more important to them than the reported crime figures, is how safe people feel in their homes and neighbourhoods.

Anti Social Behaviour (ASB) and its causes have the biggest impact on the public's perception of crime, community safety and ultimately, society's quality of life.

In 2001 a public survey carried out in Swansea found that Anti Social Behaviour to be the top concern above drugs, burglary and car crime.

In May 2002 the Safer Swansea partnership set about understanding the problem of anti social behaviour and sought to develop a multi agency plan to address the issues, focusing on the causes, not just the symptoms.

The launch of the partnership office in April 2002 brought many of the Safer Swansea Community Safety Partnership agencies under one roof, allowing true joint working to flourish and uniting us all under the banner of Safer Swansea..

The Safer Swansea ASB Core Group consisted of key agencies, Probation, Social Services, Education, Housing, Legal Services, Youth Offending Team, Health Trust, Fire and Police.

Firstly, we researched the issue of anti social behaviour in order to address the concerns of the public and agencies in the city. We set out our aim and objectives as listed below.

Aim

The project sought to define Anti Social Behaviour, develop a structure to record incidents, identified by all agencies, to focus our attentions on the causes with the emphasis on problem solving.

The start date of the project was 01.01.03 with a pilot to run for the first year.

Objectives:

- To define and agree what Anti Social Behaviour is for all agencies raising awareness and understanding of what ASB is, and its effects.(6mths)
- To develop and agree with all partners a structure to deal with Anti Social Behaviour regarding persons and locations.(6mths)
- To develop and agree a method of recording incidents of Anti Social Behaviour by all agencies for collation in a database. (6mths)
- To assess training needs and implement a rolling programme of multi agency training designed by, nd delivered to a multi agency audience.(6mths)
- To identify key areas for development across agencies responsible, in order to reduce the incidents of anti social behaviour.(6mths)
- To market the Partnership effectively to promote that the agencies belong to the partnership, and that the partnership belongs to them.(6mths)
- To identify potential offenders and assist them in achieving their full potential in society. Thereby benefiting the community as a whole.(6mths)
- To collate evidence and intelligence to assist in court proceedings for those persons that refuse to engage and modify their behaviour.(6mths)

Methodology

Defining the Problem

The S.A.R.A problem solving model was used to understand the problem and look for solutions.

In order to understand the scale and true nature of the problem we scanned our systems for the related data.

Local knowledge was also used, and the following were amongst the incidents identified by all as being anti social behaviour namely;

Youth Annoyance, Criminal Damage, Noise Nuisance, Verbal Abuse, Threatening Behaviour, Graffiti, Abandoned Vehicles and Substances Misuse (inc.alcohol).

Information on these issues was held by numerous agencies and in different formats. The varied nature of Anti Social Behaviour shows that the only way to understand it is from a partnership view, bringing together all the pieces of the jigsaw to see the true picture. Anti social behaviour information from only one agency such as the police, will fail to correctly identify the root causes.

It was also identified that Anti Social Behaviour was very subjective and what might be anti social to one might be acceptable to another, it revolved around adult and agencies' tolerances.

During the initial scanning phase we identified a need to collate all Anti Social Behaviour information into one database for collation and analysis.

At this point all agencies were consulted in order to develop a multi agency Anti Social Behaviour Referral form to record all incidents and related information.

This approach has allowed us to precisely identify the locations and persons responsible for causing anti social behaviour.

We followed the National Intelligence Model to ensure our control strategy addressed anti social behaviour, to focus the partnerships tasking, and coordination to resolve the problems.

Analysis

The British Crime Survey for 2001/2 looked in general at the issues of disorder and how they were ranked. It can be seen in the table below (Fig1) where the public believe the problems lie.

The below chart (Fig 2) shows where the public in Wales believe their biggest local problems are.

The group compared the two charts and it can be seen that the problems for disorder were grouped around litter, drug use, vandalism, teenagers and drunken behaviour. The second chart clearly showed that the public wanted to see more intervention with facilities for the young and work to address drug misuse.

A Young Persons Survey was carried out in Swansea in Nov 2002 by the Safer Swansea Partnership in association with the Welsh Assembly. One of the main findings was that 90% of young people claimed that 'hanging around the street' was an **activity** that they regularly engaged in.

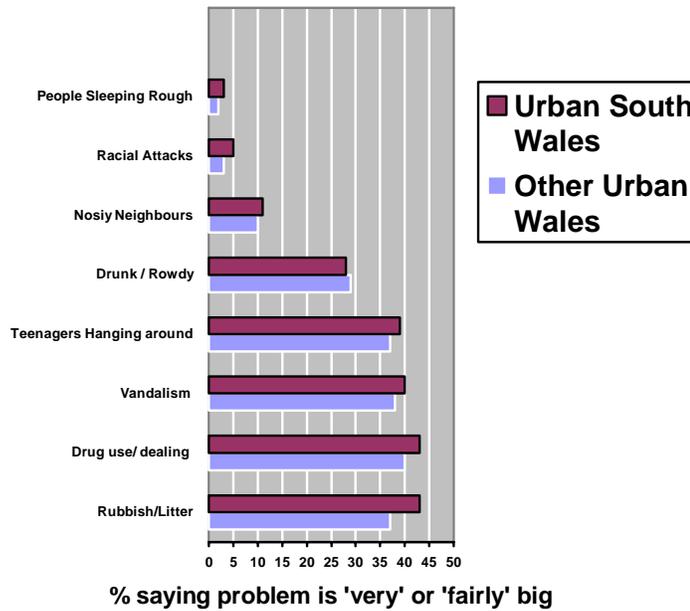


Figure 1 British Crime Survey 2001/2 Public Perception of Disorder as a very or fairly big problem.

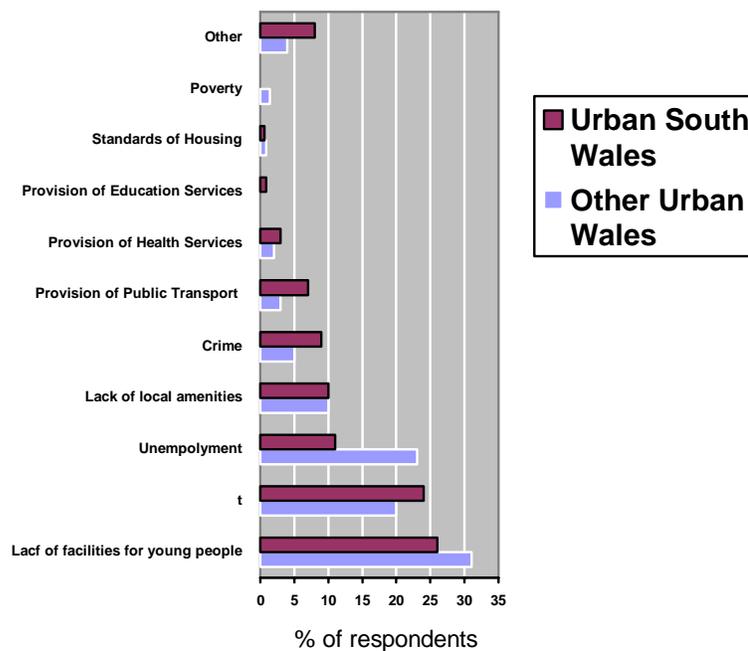


Figure 2 British Crime Survey 2001/2 Public Perception of biggest problem in local area.

This is compared to the Swansea Voices survey in 2002 where nearly half of the adult residents thought 'hanging around the street' was indicative of youth annoyance.

Over 90% of the young people surveyed felt that the following behaviour was unacceptable; swearing and using abusive language, operating in gangs and threatening people, vandalism, burglary, theft, car crime etc., using



drugs in public places, throwing stones and other objects, graffiti and physically attacking, and mugging people. These behaviours are in the top nine ranked by Swansea residents as being indicative of youth annoyance.

The British Crime Survey and local surveys conducted in the Swansea area suggested that the public perceived the issue of Anti Social Behaviour as including disorder and youth annoyance.

With high levels of incidents of disorder and annoyance not resulting in a reported crime, all agencies were concerned that we were only focusing our attentions on persons that had offended. This method was agreed to be flawed, as we would only be concentrating on persons that entered the criminal justice system and potentially, therefore more difficult to engage. We were also missing a large group of persons who were possibly responsible for anti social behaviour.

At this time, the group realised the partnership should aim to address the person's behaviour that showed signs of the potential to offend; this could have the biggest impact on anti social behaviour, but also the criminal justice system as a whole.

The problem analysis triangle theory of Victim, Offender and Location was used and the group agreed that the locations were also at the heart of the problem and this element must be incorporated into the plan.

Response

The Core Group then set about devising a structure to address ASB across the area of Swansea by all agencies. The group was concerned that the structure should only be open to the agencies to ensure we complied with data protection. It was also felt that the Partnership would receive less potentially false, or malicious referrals, as each agency would be responsible for its own referral into the structure.

After the first few meetings it was apparent to all that an Anti Social Behaviour Reduction Coordinator (ASBRC) would need to be employed prior to the structure going live. This post was to embody the very spirit of partnership working by being funded jointly by the City and County of Swansea (Local Authority) and Swansea Basic Command Unit of South Wales Police.

The job was advertised in September 2002 and Nicci Southard was appointed in December 2002. After seven months of research by the group, the following 4 Point Plan was agreed as the most cohesive method for tackling Anti Social Behaviour and was launched on 1st January 2003.

A basic Microsoft Access data base has been designed by the Partnership to record the referrals track, and analyse the information.

The basic structure is as follows:

The referral form (Fig1 in appendix) was devised and agreed by all agencies, and is the basis for the system.

4 Point Plan

ASB Reduction Coordinator will evaluate each referral using a checklist and scoring system to categorise the report as: no action (nil points); the standard staged procedure, commencing with the first letter to the subject of the referral (1 point); proceeding directly to the second stage warning letter and visit (2 points); or possible fast tracking i.e. proceeding directly to case conference (3 points).

No Action – where information is unsubstantiated, the behaviour complained of is of a minor nature, the source of the information is unreliable etc., it is nevertheless useful to store details of the alleged behaviour for a period of time, on the basis that further evidence may emerge; there may be further incidents, etc.

No other action will be taken against any individual at this stage although general enquiries may be made where, for example it appears that problems are presenting in a particular location.

If nothing further emerges within a period of six months from the date of receipt of the information by the Partnership, it will be deleted from the Partnership database.

Step 1

An incident of ASB is referred to the partnership office by one of the agencies. The agency should at this time have attempted to resolve this incident themselves and referred it only once they were happy that a partnership response was necessary to solve the problem.

The agency referring, will have completed its own form of report which will act as the source documentation to evidence the referral. The referring agency is at all times responsible for validating the referred information, to ensure data protection compliancy. The agency source documentation is crucial to this.

Once the referral has been passed to the partnership office, the information is graded and validated. If the referral contains insufficient information it is returned to the agency for additional information.

The ASBRC then enters the referral onto the data base and a unique letter is generated by the said data base to the subject / parent guardian of the referral. The letter details the behaviour / incident complained of, and explains that this behaviour is not acceptable. The letter is also accompanied by a warning notice of the consequences of not engaging; namely Housing Injunctions / Evictions and Anti Social Behaviour Orders.

The subject is also informed that the information is being held by the Partnership to prevent and reduce crime and disorder under Section 29 Data Protection Act 1998.

This procedure is repeated for all subjects referred at all steps.

The ASBRC is able to fast track a referral through the structure if necessary, depending on its seriousness and affect on the community.

If no further referrals are received within 13 months the recorded is deleted.

Step 2

If a second referral is received for the subject the above procedure is repeated. In addition the subject / parent guardian is informed by letter of the two incidents recorded, and that a visit will be carried at their home address within 10 days. Usually by a police officer and a member of one of the referring agencies concerned.

In the cases of a person under seventeen, a member of the Youth Offending Team will make up one of the two. The visit is purely aimed at trying to solve the problem before it gets any worse.

Whilst carrying out these visits, the following have been identified as contributing factors to the ASB; poor parenting, domestic violence, educational matters and drug misuse.

During the visit a risk assessment is carried with the individual in order to try and reduce the risk of re-offending, and offer any support necessary. Diversion is also considered at this stage and the youth outreach workers and volunteers can be deployed into an area to work with the community. It is also possible that an Acceptable Behaviour Contract (ABC) or a Parental Control Agreement (PCA) may be considered at this stage.

This is a list of Do's and Don'ts, agreed with the subject, aimed at modifying their behaviour. This could include Do's such as attending school, or set courses, and Don'ts, such as agreeing not to swear or to stay away from a certain location.

All efforts will be made to engage the subject in a constructive visit, however if the subject refuses to engage, this will be recorded to evidence the partnerships offer of support.

Step 3

Following receipt of the referral, the procedure at the first referral stage is carried out, but this time in the letter, the subject is requested to attend a multi agency case conference aimed at engaging the subject in the problem's solution.



Possible solutions have included mediation, deployments of youth outreach workers, protection of vulnerable adults, positive behaviour group, drug rehabilitation and social services, This list is not exhaustive, but dependant on the subject's needs.

Parenting Control Agreements (PCA's)/ Acceptable Behaviour Contracts (ABC's) are also considered at this stage.

Step 4

Following receipt of the referral, the procedure at the first referral stage is carried out and a letter is sent to the subject / parent guardian requesting they attend a multi agency case conference. This conference will consider the scale of the referral and problem in general, and will decide if it is suitable for referring back to the third stage, or whether the partnership has tried all reasonable means to solve the problem, and enforcement action is required.

Enforcement may be by way of Housing Injunctions / Eviction, Parenting Orders or Anti Social Behaviour Orders.

The data base is now used to provide the case summary and all supporting information by all agencies. Persistent offenders may also be referred at this stage to obtain an ASB Order to control their offending and aid rehabilitation.

Locations

Locations are also able to be referred to the partnership for problem solving and now rather than just one agencies view, the whole partnership has a voice. This has enabled us to highlight potential areas of concern, and actually plan the problem solving aspect constructively, involving all concerned. This method runs in conjunction with the National Intelligence Model as we are now able to focus resources on the most concerning issue and persons.

The issue of ASB and the 4 point plan structure features in the Basic Command Unit control Strategy and flows through to the tasking and coordinating group on which two members of the ASB Core Group sit.

Identity of Subject

When the identities of the persons responsible for ASB are unknown, the ASBRC is able to send out questionnaires asking the local residents and businesses for their views. This has allowed the structure to concentrate its resources and time on the true nature of the problem.

The partnership has also purchased mobile CCTV systems and these are used to assist in identification, and evidence gathering.

The SOAR bus (Swansea Outreach Activity Resource) a mobile youth / interaction centre is taken to areas identified by the system and engages with the community on their doorstep.

The Partnership has purchased a mobile Graffiti Removal Vehicle in answer to the public's perception as detailed in the British Crime Survey. This vehicle and its technician are used daily to rapidly remove graffiti and restore the communitie's pride in the area.

The ASB structure has also allowed the flow of information between all agencies united to reduce crime and disorder.

The Problem Solving Group

The purpose of the group acts as a consultative body. All of the partner agencies are represented, and problems are discussed and actions agreed. This group has grown with the project as agencies have come on board



having identified the benefits of the partnership approach. Any breaches of ABC or stage 3 or 4 referrals are brought to the group.

The group sits once a month, but the core group is able to be convened at short notice if necessary.

Since December 2002 Magistrates are able to impose ASB orders post conviction. The Partnership has agreed with the Magistrates that all ASB orders will be made via the Partnership.

Assessment

All of the objectives have been met and exceeded, and the partnership is continuing to refine the system and set new objectives.

The structure has been proven to work, focusing on the causes of ASB and in turn, focusing the agencies concerned.

The coordinator has proved to be the integral link to all partners. The objective view point is maintained, as the coordinator screens all referrals, ensuring the validity and grading check.

This system has truly allowed problem solving to be at the forefront of the Partnership's drive to combat ASB and crime & disorder in general, now forming part of the Partnerships Crime and Disorder strategy.

The system is data compliant, which has assisted the Partnership in encouraging other, some what reluctant agencies to join.

In a recent meeting with Chris Turner (Compliance Manager) Information Commissioner, he commented on the structure's strength to meet community needs whilst still being data compliant.

The structure has served to open up a whole new world of agency and community intelligence and information. Evidence is now recorded and referenced on one database. We now see the full picture, not just pieces of the jigsaw.

The system has identified previous unmentioned areas as having the potential for large scale disorder, which current crime statistics don't highlight. This identified area is not a deprived area, but made up of rapidly growing private housing estates where both parents work, and the youth have available money. This has enabled us to focus the youth services in this area and allocate funding for youth facilities, whilst consulting with the youth in the area, to develop long term solutions.

In line with the National Intelligence Model, there has been an improved targeting of resources with agencies working hand in hand to deliver services, but being aware of others roles and needs.

We are also using GIS mapping via Project 'Dragon' from the Welsh Assembly to assist in the grouping of the issues surrounding ASB.

Extra staff are now required to continue the excellent ground breaking partnership working to reduce crime and disorder and two further posts have been funded out of the 2004/5 Partnership budget.

Agencies are now re-prioritising their work such as replacing defective street lights, redesigning parks and community centres.

This project has improved the agencies cost effectiveness by using good sound communication links and common sense. We are now utilising each others skills, and charging works done to partners at cost only.

Over 400 multi agency staff have received training in the structure, and presentations have been made to over 1000 agency staff. The training has been developed by trainers from each agency and is now starting to train the whole partnership staff. (13,000 Council, 7,500 Health, 470 Police and 330 Fire)

The structure has identified potential offenders, and served to divert many others away from offending. Agencies have been able to evidence, concentrating their time on resolving issues for persons, without them having committed a crime.

Several subjects' parents have contacted the Partnership to thank the group for its work with their children.

The cost effectiveness of this approach is born out by the table of referrals below.

No of Referrals	768
Letter 1	738
Letter 2 (risk assessed)	79
Letter 3	13
Letter 4	0
ABC's	22
Questionnaires	17
Subject Case Conferences	31
ASBO	2

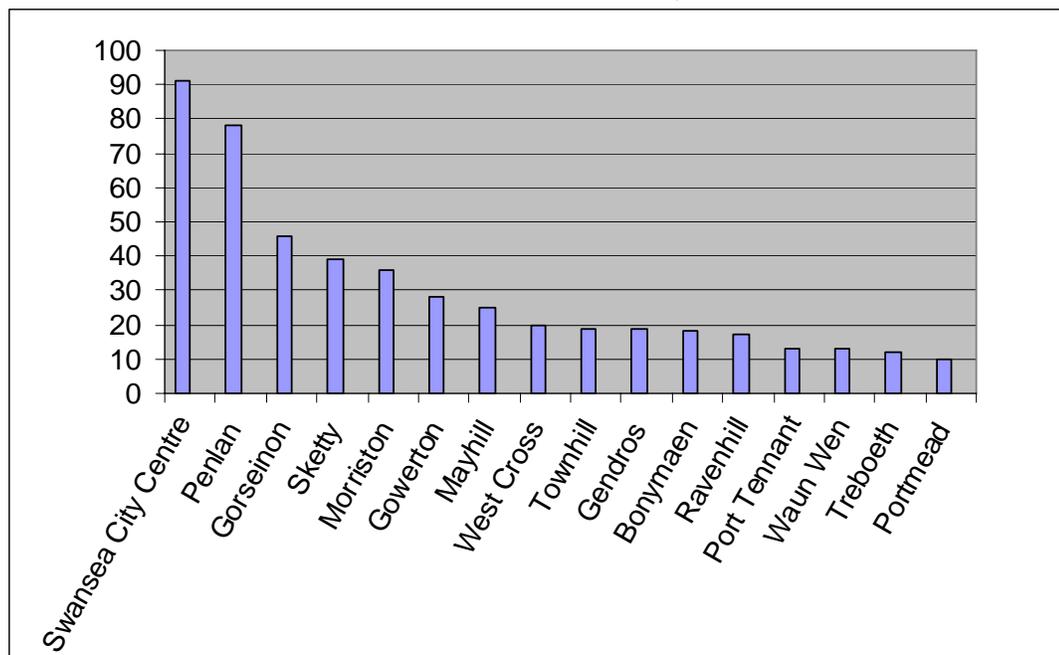
The effectiveness of the structure can be seen by the enormous difference between the number of Letter 1's 738 and Letter 2's 79 a difference of almost 90%..

This figure should also be compared to the fall in the number of offences referred to the youth offending team.

Swansea Youth Offending Team	2002	2003
TOTAL NUMBER OF OFFENCES	1796	1554

Working on the Home Office ASB units cost of ASB, and taking the letter 1 as offences prevented, a cost benefit of £150,552.00 has been achieved.

Figure 3. Number of referrals made in areas of Swansea as recorded by ASB



Database.

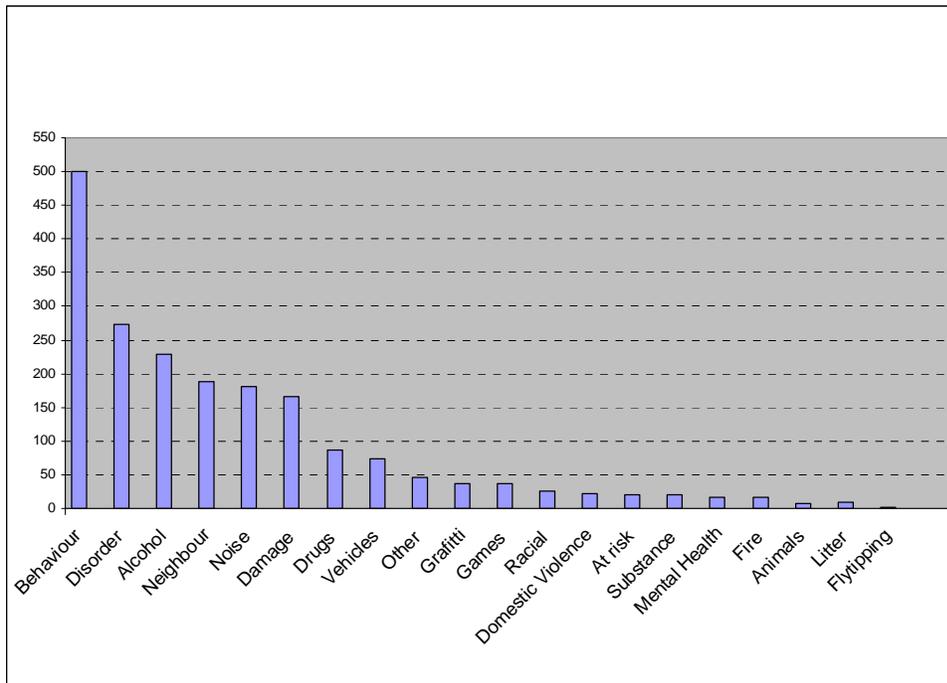


Figure 4 Classification of referrals to ASB Data Base

Continual Monitoring

The core group meets monthly and serves to continually monitor and improve the structure. The ASB database provides the group with analytical information on which to continually evaluate the system's performance.

Current Referral Agencies

Local Authority Area Housing Managers, Neighbourhood Support Unit, City Centre Management & Rangers, Parks and Recreation Department, Mid & West Wales Fire Brigade, British Transport Police, Neighbourhood Watch Association Chair only, Swansea National Health Service Trust Area & Department Managers, South Wales Police, Swansea Youth Offending Team, Mental Health Team Areas in Swansea, National Probation Service, Social Services & Local Authority Leisure Centre Managers

Work is ongoing to increase the number of referral agencies.

We are currently in discussion with NHS Solutions Wales, with a view to them making referrals as well as receiving sanitised health data to assist in identifying patterns across Swansea.



Conclusion

The structure has quickly spread across the South Wales Police area, and has been adopted by many other Partnerships and Police Forces alike.

This partnership project has taken 'Joint Working' to a new level in which reducing crime and disorder is a priority, and key to the quality of life of a community, and the route to success.

Agencies now feel like a community themselves, and are better placed to meet the needs of the people working and living in Swansea.

The structure has received much acclaim from the Home Office Anti Social Behaviour Unit, and is ranked in the top three in England & Wales. (Letter attached)

The Home Office Crime Reduction Centre has also commented on the structure, and it's sound problem solving basis. (Letter attached)

The 'Police Review' ran a cover story article on the Safer Swansea ASB structure. (See article attached)

The local Evening Post has run several stories on the strength of the Partnerships structure. (See articles attached)

The Chair of the Neighbourhood Watch Association has also commented on the community engagement of the structure. (Letter attached).



Appendix

ASB Referral Form

Letter from Chair of Neighbourhood Watch Association

Letter Crime Reduction Centre

Letter from Home Office

Evening Post Articles

Police Review Article



Safer Swansea - A Community Safety Partnership
OCCURRENCE REPORT

Partners Ref No:

ASB Ref No:

Subject Ref No:

Details of incident (please tick all appropriate boxes)

- Alcohol Drugs Substance Confiscated Y/N Vehicles Fire
- Disorder Racial/Hate Domestic Violence Neighbour At Risk Noise
- Damage Graffiti Behaviour Mental Health Games Animals
- Truant Litter Fly Tipping Illegal Trading
- Other Please State Details

TIME DATE / / LOCATION (TYPE)

Street District

Postcode Sector Ward

Subject's details - Occupation/School DOB / /

First Names Last Name

Self Defined Ethnicity Ethnic Appearance Gender Male Female

Address (Street)

District Town

Postcode Telephone Number

Property Type Detached, Semi, Terrace, House, Bungalow, Multi Storey Flat, Floor No.

If tenant, Name of Landlord (Council, Gwalia etc)

IF SUBJECT WILL NOT GIVE DETAILS OR NOT KNOWN PLEASE PROVIDE DESCRIPTION Age or appears.

Parents/Guardian (If Appropriate) Name

Self Defined Ethnicity Ethnic Appearance Gender Male Female Age

Address: (if different) Street

District Town

Postcode Telephone Number

Informant/Witness First Names Last Name

Self Defined Ethnicity Ethnic Appearance Gender Male Female Age

Address (Street)

District Town

Postcode Telephone Number

If tenant, Name of Landlord (Council, Gwalia etc)

Reasons for Referral (Brief circumstances in support) **Is your Agency considering proceedings** **Y / N**

Other (Please continue overleaf)

Others involved **Yes/No**

Submitted by Agency

Please return to The 'Partnership Office' c/o Cockett Police Station,
John Street, Cockett, Swansea SA2 0FR



SWANSEA NEIGHBOURHOOD WATCH ASSOCIATION

Sgt. B. Heard
Community Safety Dept.
Sketty Police Station
Gower Rd.
Sketty
Swansea
SA2 9BT

09.03.04

Dear Sgt. Heard

Further to our conversation I write to confirm the position of my Association within the Safer Swansea Partnership and the way in which our membership has benefited from the Anti-social Behaviour structure that the partnership has put in place.

There is absolutely no doubt that Neighbourhood Watch being incorporated into the structure as an equal partner has not only enabled the voice of the community, through the chairperson of the Association, to be listened to but to be given the credence that it is entitled to in a way that was previously not possible.

Being a referral agent for persons or locations into the problem group discussions has already brought about solutions to some problems that had been ongoing in the community for in some cases up to two long years before our involvement. The dissatisfaction of communities with the previous ways and means open to them has been very apparent and up until the introduction of this system, seemingly hopeless to those who have suffered the effects of anti-social behaviour.

We are of the opinion that it is an advantage to be independent of the control of an employing agency as we have no constraints placed upon us when representing the best interest of our membership. At all the meetings that I attend on behalf of the Association I am usually the only one present to be there in a voluntary capacity with no targets to meet except the solution of that particular problem. Being able to arrange meetings between those partners who I feel are part of the solution to a problem at an early stage has been undoubtedly advantageous.

I am grateful to those who have been instrumental in setting up the current system for including Neighbourhood Watch and therefore the man/woman in the street in this structure in the way that they have. As the partnership is still evolving, I feel confident that the way in which we operate is the right way forward and I feel honoured to be part of it.

Yours Sincerely,

Ann Davies (Mrs.)
Chairperson SNWA



Home Office

Crime Reduction Centre
Training Team

The Hamkells, Easingwold, York, YO6 1 3EG
Fax: 01347 825099 Direct Line: 01347 825078
Email: david.fernley@homeoffice.gsi.gov.uk www.homeoffice.gov.uk

Our Ref
Your Ref
Date

15 March 2004

FAO Sgt Brian Heard
Partnership office
C/O Cockett Police Station
John Street
Cockett
Swansea

Safer Swansea

Bryan Heard ran two workshops at a Home Office Good Practice Seminar on young people and crime on 11th March. Bryan outlined the problem solving approach adopted for the Safer Swansea initiative to 40 delegates.

Questions and feedback during the workshop were very positive about the approach taken to the problem, especially the importance of marketing and a multi-agency approach to problem solving. Informal feedback from delegates after the workshops indicated that they were interested in adopting a similar approach in their partnerships and police forces.

Evaluation sheets were handed out at the end of the seminar. Of those returned to the organisers over 80% of those people who attended Bryan's workshop said that they had found it useful and would review their way of working as a result.

Dave Fernley
Training Team Leader
Home Office Crime Reduction Centre



Crime Reduction and Community Safety Group
Anti Social Behaviour Unit
Ian Brady
50 Queen Anne's Gate, London SW1H 9AT
Switchboard 0870 0001585 Fax 0207 273 2975
E-mail ian.brady@homeoffice.gsi.gov.uk www.homeoffice.gov.uk

Date 10th March 2004

Dear Brian,

I am writing to say thank you for inviting me to visit Swansea recently and to say how pleased I was with the work that is taking place in your area.

I was very impressed to see that the issue of anti-social behaviour is being addressed and that the partnerships are working together to provide the best approach. It was very pleasing to see some of your initiatives in action and I was particularly impressed with the overall approach taken to the Safer Swansea Partnership.

The Home Office strongly and wholly support the idea of multi agency partnerships and I am pleased to see that the good practice which you have demonstrated in Swansea is having the positive results which it merits.

One factor, which stood out from the visit, was the way in which you are approaching your problems not only from the enforcement side but also by the sharing of problems to focus on the root cause. This is something we are very keen to encourage throughout the nation and now see Swansea, along with two other areas, as a beacon of good practice which we can use as an example for other authority partnerships. I hope you will keep me informed of your continued progress and look forward to hearing from you soon.

Please be in touch if there is anything we can do to help.

Yours sincerely

Ian Brady
Implementation Team

SOUTH WALES EVENING POST PRESS CLIPPINGS

WARNING TO OTHER YOBS

14:00 - 08 March 2004

I Was delighted to read about the action taken to sentence the violent, teenaged thug Matthew Ace for two years prison under the new law covering anti social behaviour (Post, February 28). Thankfully, this mindless young menace will be absent from our city streets for at least 12 months.

Let us hope that this will be a warning to all the other yobs, thieves and thugs in our city that this sort of behaviour will result in swift police action and imprisonment.

Well done to the Evening Post for confirming its support by promising to identify and publish details of future offenders.

Name and address supplied

BANNED

DAVID STOAKES

14:00 - 28 February 2004

Safer Swansea Partnership applied for the ASBO.

Chairman Paul Hodges said they were satisfied Ace was a "persistent and serious offender" and warning others about him may help prevent him offending and ensure the ASBO is enforced.

LANDMARK IN WAR ON CRIME MENACE

14:00 - 28 February 2004

Following sentence police and Swansea Council immediately applied for an Anti-Social Behaviour Order on behalf of the Safer Swansea Partnership.

Sergeant Bryan Heard told magistrates: "It is necessary to do this because the nature of his offending is so serious. The very nature of the speed he has driven at has put members of the public at risk."

The Safer Swansea Partnership argued that the order was needed to "uphold the human rights and quality of life for the people of Swansea".

It was justified, proper, legal and necessary.

CITY ANTI-SOCIAL SCHEME 'A MODEL FOR OTHER AREAS'

14:00 - 27 February 2004

Action has been taken over nearly 600 Swansea individuals engaged in anti-social behaviour in the last 12 months. The campaign is proving successful in reducing crime and other problems across the city.

Safer Swansea Partnership has acted to prevent misbehaviour continuing under a plan of action that is having positive results.

The anti-social behaviour scheme involves four steps.

When the partnership office in Sketty is first notified of someone's misbehaviour, a letter is sent to that person warning them that their behaviour has been recorded. Since the action plan was introduced in January last year there have been 642 referrals and 564 letters have been sent out. If the anti-social behaviour continues the person concerned is sent a second letter and will receive a visit from the partnership in a bid to prevent repeat offending. Only 44 second letters have been necessary, indicating that the misbehaviour stopped.

The third referral involves sending another letter to the person concerned and a case conference called. This could lead to the individual being asked to sign an acceptable behaviour contract or a parenting order being made if the person involved is a juvenile. Just three letters have been sent out at this stage.

If all else fails, yet another letter is sent to the individual and another case conference called. This could result in an anti-social behaviour order being served.

According to the Safer Swansea Partnership, the high drop-off rate in anti-social behaviour and the few orders being issued are a measure of the operation's success.

The scheme has been highlighted in *Police*, a magazine for those involved in policing in the UK which means it is being drawn to the attention of every police force in the country. The Swansea partnership involves the city police working with other agencies to deal with anti-social behaviour, providing a co-ordinated approach to the problem.

Sergeant Bryan Heard, from the force's community safety unit, told *Police* magazine: "Anti-social behaviour covers a huge melting pot of problems and not all of them can be dealt with by the police.

"Crime and disorder is not just a policing issue for us. It is something that is thought about by the local authority as well. It includes probation, education, youth services, ambulance and fire, which is why they are all based at the Safer Swansea Partnership office."

There are representatives from 20 agencies at the office which drives home the message that tackling anti-social behaviour is a joint responsibility.

It means agencies other than the police can refer criminal behaviour to the partnership office, including head teachers, neighbourhood wardens, fire officers and the council.

Safer Swansea has been held up as a beacon of good practice by the Home Office, saying other forces should model themselves on it.

NOWHERE TO HIDE ON MAP OF SHAME

DAVID STOAKES

14:00 - 07 November 2003

This map is the police blueprint for pinpointing neighbours from hell and anti-social behaviour. The unique snapshot was prepared by Project Dragon for the Assembly as part of its battle to reduce nuisance and annoyance across the country.

It shows almost nowhere in Swansea is free of anti-social behaviour - and the size of the bubbles indicate the scale of the problem.

Chief Superintendent Mel Jehu, head of police in Swansea, said today: "With this sort of data partnerships, and in particular myself, have the ability to resource the areas with people where particular problems are.

"Analysis of this type ensures we are backed by fact rather than perception. It confirms what people are telling us. Sergeant Bryan Heard, of the police community safety department, said: "This approach to anti-social behaviour is about nipping many potential problems in the bud and stopping anti-social behaviour at an early stage.

"It allows partner agencies to exchange information which in isolation may not mean a lot, but when considered along with other data can build into intelligence that reveals patterns of anti-social activity and allows partners to focus resources on persistent offenders and hot-spot areas at critical times."

Dorian Samuel, Swansea Council's operations manager for the neighbourhood support unit, said the Partnership had been heartened by the effectiveness of the initial ASBO which had prompted it to look at ways of expanding the scheme.

He said: "The idea is to encourage people to modify their behaviour.

"We are trying to get people to recognise that they must be responsible for their actions.

"It is the last resort but one that is quite effective."

Jane's

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Safety match



SWANSEA PROJECT: Sgt Brian Frank and Tina Orr-Munro of the Swansea Partnership Agency are promoting the initiative

South Wales Police has joined with 20 agencies, including education welfare officers and local authorities, to tackle anti-social behaviour in Swansea. Tina Orr-Munro reports on an initiative that is starting to yield positive results

From the outside, many police stations in Swansea look like any other in the country, but if you step inside, you are just as likely to being into a flat office, a local teacher or educational welfare officer, as you are a police officer.

Under the banner 'Swansea Partnership', South Wales Police says it has taken partnership working to a new level,

getting local government staff to work with it. This is the force's response to tackling anti-social behaviour in the city.

Working all forces with a legal duty to reduce anti-social behaviour as defined by the Crime and Disorder Act 1998 under one roof may be a novelty, but Sgt Brian Frank, from the force's community safety unit, says it was a

logical step. "Anti-social behaviour is not a huge meeting part of problems and not all of them can be dealt with by the police," Sgt Frank says.

"Crime and disorder is not just a policing issue for us. It is something that is thought about by the local authority as well. It includes prevention, education, youth services, education and so on, which is why they are all based at the office.

In all, there are 448 police officers dealing with crime, but if you add in another 11,000 local authority staff and 2,000 council staff, just think how much better we could be."

As a result, the partnership office, set in Swansea, is known to representatives from 20 agencies, some are permanently based there while others rotate around case conferences and meetings on individuals involved in anti-social behaviour. By sharing premises, the Swansea Partnership aims to give local the message that tackling anti-social behaviour is a joint responsibility.

Sgt Frank says: "The unit is more important than most other units, which is why we came up with the 'Swansea Partnership' logo, instead of just using the South Wales Police logo at the marketing function."

The strategy also allows agencies other than the police to take criminal behaviour to the partnership office, including local teachers, neighbourhood watch, fire officers and the local authority housing association.

All referrals are taken on a case-by-case basis, with a focus on identifying an occurrence of anti-social behaviour. Staff can talk to those that cover all aspects of anti-social behaviour, from housing to fly-tipping.

There are three units in New South Wales, who work as a dedicated anti-social behaviour coordinator, or the partnership office. The goal is the establishment of a joint working partnership as for now it is headed jointly by South Wales Police and Swansea City and County Council - each of which pay half.

Miss Southard says: "We will allow you to concentrate totally on dealing with anti-social behaviour incidents, instead of having to ask where they are and being told no. It means we have a uniform approach to the issue of anti-social behaviour."

When Miss Southard receives a form, she inputs the information

into a database. Although for the purposes of an anti-social behaviour order only evidence from the previous six months is accepted, the team holds information for a year and a day. This, explains Sgt Heard, allows the team to take into account any anniversary crime, committed on the same day every year.

Depending on what type of anti-social behaviour has been recorded, Miss Southard will notify the relevant department so that it can be dealt with. She is also responsible for sending those who commit acts of anti-social behaviour a letter, warning them that their behaviour has been recorded and telling them what will happen if they persist.

If their anti-social behaviour continues, another letter is sent, followed up by a visit to find ways to prevent re-offending. If this fails, a third letter is sent, but the partnership will also hold a case conference. Twenty to 30 partners can be involved in these monthly meetings. If a fourth letter is sent, the partnership may decide to pursue an anti-social behaviour order.

In a case where criminal behaviour is reported, but the perpetrator is unknown, a questionnaire is sent to residents in the affected area. This gives them the opportunity to name the individual or pass on a description of the person, which the partnership team can then follow up.

Reaping the rewards

Salter Swansea has already yielded results. Since its launch in January 2003, there have been 642 referrals. This has resulted in 364 letters being sent out to individuals and, of those, only 44 second letters were sent. Three letters were sent at the third stage.

At the moment, no one has reached the fourth stage, although the team expects to take out two anti-social behaviour orders in the near future. And, as a result of the letters, 20 anti-social behaviour contracts have been signed and 16 questionnaires have been sent out to residents where the perpetrators are unknown.

The high drop-off rate in anti-social behaviour and the few orders being issued are seen as a measure of success of the Salter Swansea operation. Jeff Davison, community safety coordinator for the City and County of Swansea,

PLAN OF ACTION

THE Salter Swansea partnership follows a four-point action plan for anti-social behaviour. The four steps are:

- first referral - a letter is sent to the person, warning him or her that the behaviour has been recorded
- second referral - the individual is sent another letter and is visited at home to find ways to prevent repeat offending
- third referral - another letter is sent and a case conference between the partners is held to discuss the individual. This could lead to an acceptable behaviour contract being signed or a parenting order. A parenting order is given by courts to help parents control their children. For example, parents can be given counselling on how to manage their children.
- fourth referral - another letter goes to the individual, followed by another case conference, which could result in an anti-social behaviour order being served.

says the success of the partnership office has had an impact beyond Sixty police stations.

He says even the council has re-organised itself, cutting the number of departments from nine to five to provide a more effective response to anti-social behaviour.

Mr Davison explains: 'It has had a significant impact on the council. Before there was an attitude of 'it's not my job', which meant it fell between departments and did not get done. Now, the council has reorganised to address the issue.'

'Where we are not working together, we have set up links. For example, community safety and crime reduction have become part of regeneration. This is as a result of lessons learnt from Salter Swansea.'

Officers on the ground have also benefited from Salter Swansea, says Sgt Heard. 'They can see that something is happening. They are more imaginative. The attitude is that we have got a solution to this.'

He adds: 'We want to do more partners. We visit what we want and link it in with the partnership, rather than acting in isolation.'

Ct Supt Tim Jones, who is based at Swansea basic command unit, agrees the partnership has had a positive impact. He says: 'It makes them better officers. They are thinking in terms of problem solving, instead of just moving individuals on. This is not just happening within South Wales Police, but in the fire service, local authority and housing.'

Salter Swansea has already been held up as a beacon of good practice by the Home Office for other forces to model themselves on. Sgt Heard says it is particularly satisfying that the work of the partnership office is being taken seriously in the wider force area. Other units are beginning to set up and take notice, he says.

He adds: 'Community safety is seen as the "fantasy island" of policing, but on a weekend I work in the police support unit and officers there have said to me that it has really made a difference to policing.' ■

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Other editions can read the News Desk at
Barnsley Police
■ Nightwatchman (197 Minutes 2002)
■ Jury service (197 Minutes 2002)

ANTI-SOCIAL BEHAVIOUR ACT 2003

NEW measures to tackle anti-social behaviour were introduced under the Anti-Social Behaviour Act 2003 this week. They include making it an offence to possess an air weapon or replica firearm in a public place without reasonable excuse and banning the sale and manufacture of high-powered air weapons. Penalty notices for disorder have also been extended to 16 and 17-year-olds.

Earlier this month Criminal Justice minister John Speller announced proposals to introduce anti-Social Behaviour Orders in Northern Ireland.