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| Report for: - | Overview and Scrutiny Committee |
| Date of Meeting | Monday 20th September 2021 |
| Part | Part 1 |

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| Title of Report: | Anti-Social Behaviour within both Babergh and Mid Suffolk District Council. |
| Author: | Peter Watson- Community Safety Project Manager |
| Purpose of Report: | To update members of the current arrangements for managing anti-social behaviour across the Council and to provide data both on a local and national scale. |
| Recommendations: | That, members consider the report and make comments as felt appropriate. |
| Corporate objectives: | Working in partnership to create a borough that enables Babergh and Mid Suffolk's communities to thrive and prosper. A clean, safe, and enjoyable environment and to build strong and vibrant communities. |
| Risk Implications: | Failure to effectively deal with anti-social behaviour places a reputational risk on the Council which could be held to account through residents raising a Community Trigger or report to the Victims commissioner. |
| Health and Safety implications: | Effective management of Anti-social behaviour reduces the risk of physical harm to staff and residents |
| Consultees: | Ian Rafferty – Community Safety (ASB) Officer. James Buckingham-Environment Assistant Manager. Roan Morling- Housing and Engagement Team Manager. Suffolk Constabulary |
| Glossary of acronyms and any other abbreviations used in this report: | ASB- Anti- social Behaviour |

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| | ASBCPA- Anti-Social Behaviour, Crime and Policing Act 2014. ECINS- Empowering Communities Inclusion and Management System. BMSDC- Babergh and Mid Suffolk District Council. |
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1. Introduction

Babergh and Mid Suffolk District Councils recognise that the issues created by antisocial behaviour need to be dealt with in a robust but proportionate manner. Residents are entitled to live in a quiet and peaceful environment, so when appropriate BMSDC will aim to work quickly and efficiently to tackle incidents of ASB. There has been a significant continuation of improving our stance in our communities, and our footing with other agencies, in that BMSDC has undergone a transformational path in the last 12 months to undertake, review, and implement new policies, procedural arrangements and training that have added layers of improvement from grass root level to the assisting ably with requirements of the internal strategy plans and contributing to the priorities in the overarching Western Community Safety Partnership arrangements. Within Community Safety the ASB sits on a plateau to cover a range of issues such as Safeguarding, Criminal Exploitation, Hate Crime, Modern Day Slavery, Domestic Homicide Reviews, County Lines and Case Reviews under the Community Trigger process.

ASB is signposted to one of any 3 service areas within BMSDC namely: -

Environmental Protection- This sits within ‘Public Protection’ and deals with environmental nuisance complaints, which can often entail an element of anti-social behaviour such as noise complaints and waste accumulations from residential and commercial premises. The team also deals with ‘enviro-crime’ enforcement including littering, fly-tipping, and graffiti. The work often requires a multi-agency approach with internal partners and external agencies including the Police, Housing Associations and Social Services.

Tenant Management – This sits under the tenancy services arm of the housing department. The team deals with many aspects of tenancy related issues including death, assignments, permissions, exchanges, and Anti-Social Behaviour. They now have a suite of tools available to them to assist in the support and/or enforcement of the 7500 council tenancies that they manage across the two districts.

Community Safety- This sits within ‘Communities’ and deals with all remaining complaints which are not designated to fall under the remit of either Environmental Health and/or Tenant Management to include the private sector, commercial premises, open spaces, case reviews (AKA ‘Community Triggers’), and hosting the multi-agency ASB panel meetings. The work undertaken is particularly focussed on high-risk/complex management cases.

To aid our work BMSDC has now firmly put in place a software system called Ecins which allows a legal pathway to work collaboratively across several key agencies, and internal service areas, so that both transparency and accountability can be demonstrated. The model is still being rolled out to some agencies as the cornerstone of joint agency work comes to the fore and bring new efficiencies required and an improved case management system to all.

In addition, training awareness sessions on ASB have also been conducted with members to promote, signpost, and offer transparency to members as we strive to improve communications and understanding from victim to specialist BMSDC officer.

In line with this external training was also undertaken in June 2021 to identified key staff at BMSDC so that they became more accustomed on the tools that are available under the ASBCPA 2014 to include (but not limited to) understanding the theory and practice related to community protection notices, criminal behaviour order and closure orders and to recognise that quintessentially the new 'Act' is about putting the victim first so that they have a bigger say in what happens during the ASB process.

2. National Picture

The Crime Survey of England & Wales (TCSEW) - Anti-social behaviour up to March 2021 provides a recent landscape of data on the national picture detailing 2 million incidents of anti-social behaviour (ASB) in the year ending March 2021.

There was a shift in trend as there had been a 48% increase compared with the year ending March 2020 and some of this was partly attributed to the effects of the post Covid-19 pandemic encountered nationally with the largest increase seen in April to June 2020, with incidents up 83% compared with April to June 2019.

The TCSEW also showed that 29% of adults personally witnessed or experienced anti-social behaviour in their area in the last 12 months.

TCSEW estimates also showed that 9% of adults experienced being insulted, called names, threatened, or shouted at in public spaces in the year ending March 2021. Where a specific perceived reason for the harassment was given, the most common was because of the coronavirus pandemic (20%). This included experiences related to social distancing and lockdown restrictions.

The most common non-coronavirus-related perceived reason for these experiences was their education, income level or job (10%), followed by race or ethnicity (8%). A higher proportion of females (8%) thought that the reason for their experience was their gender, compared with fewer than 1% of males

The excel spreadsheet attached details the ASB recorded incidents in England by police force area, so we have 'East' covering the Suffolk area in rows 34-40 which covers the period March 2008 to March 2021.

There is a significant amount of data on the attached however the salient points to reflect upon are shown below: -

APRIL 2018- MARCH 2019

| COUNTY | Number of incidents | Number per 1000 population |
|----------------|---------------------|----------------------------|
| Bedfordshire | 17223 | 26 |
| Cambridgeshire | 16001 | 19 |
| Essex | 46425 | 26 |
| Hertfordshire | 26498 | 22 |
| Norfolk | 15026 | 17 |
| Suffolk | 8553 | 11 |

APRIL 2019- MARCH 2020

| COUNTY | Number of incidents | Number per 1000 population |
|----------------|---------------------|----------------------------|
| Bedfordshire | 12817 | 19 |
| Cambridgeshire | 15599 | 18 |
| Essex | 41187 | 22 |
| Hertfordshire | 25345 | 21 |
| Norfolk | 14594 | 16 |
| Suffolk | 8161 | 11 |

APRIL 2020- MARCH 2021

| COUNTY | Number of incidents | Number per 1000 population |
|----------------|---------------------|----------------------------|
| Bedfordshire | 15740 | 23 |
| Cambridgeshire | 15716 | 18 |
| Essex | 60278 | 33 |
| Hertfordshire | 27690 | 23 |
| Norfolk | 14296 | 16 |
| Suffolk | 10346 | 14 |



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Challenges

Through the numerous professional multi-agency meetings attended, the challenges nationally and locally are significantly different to pre covid-19 pandemic.

At an Area Safeguarding Forum Teams event during April 2021 it was revealed that referrals to social services for both adult and children had increased exponentially with a social worker's case load increasing from an average of 41 to 94 during the previous 12 months (April 2020- March 2021). This is just one indicator of the scale of the effect of the pandemic and the increase in ASB cases being seen nationally.

Domestic abuse showed a 33 % increase nationally during lockdown so when we look at the combined effects of these within our own area this means that there are more referrals will be sent to us which places a greater demand on capacity to our service areas.

To counteract this, we have reviewed our first point of contact and devised an improved on-line reporting form to the public so to streamline the work.

We are reliant on multi-agency working with cases where mental health issues are a concern and there has been a noticeable shift in these coming to the fore with pressure on our housing solutions team to assist rehoming those that present the most challenging behaviours. The interaction with Mental Health Trust on cases reveal the tremendous burden they are placed under with increased volumes of cases which understandably causes delays in treatment in some cases causing the ASB to be managed on a more victim focused basis.

Other challenges include reaching out to the younger generation so that we can listen to their 'voice' and understand their needs better and to offer support and guidance to steer away from the diversity that ASB covers one main area being criminal exploitation, so the 'Youth Project' is a stepping-stone to help and support.

Once firmly established, the Community Safety team will utilise the Communities Team 'locality' role to both acquire information from our 'communities' but to also reach out to those that remain a 'silent' victim, unaware of the services and assistance we can offer. This is very much an area that we wish to promote and develop during the next 12 months as it recorded that among those that have witnessed or been a victim of ASB in the past 3 years, 56% did not report it to anyone. Of those that were victims only 16% reported it to their council or social services which is why we in community safety are resolute on focusing strongly on engaging with our own communities.

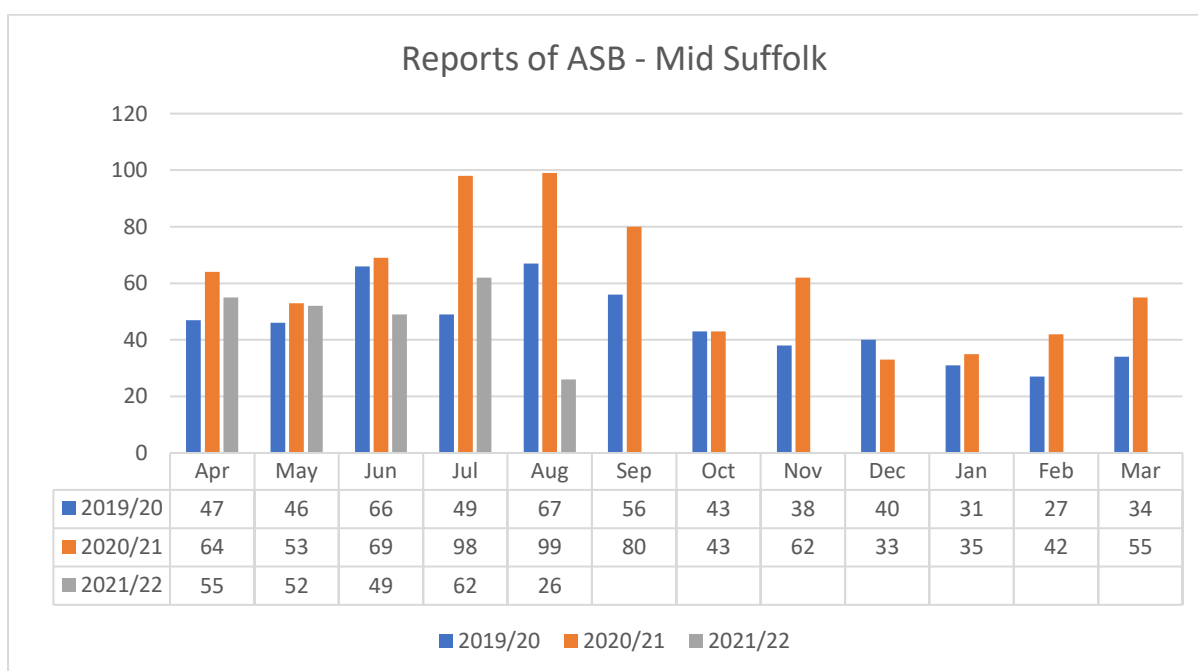
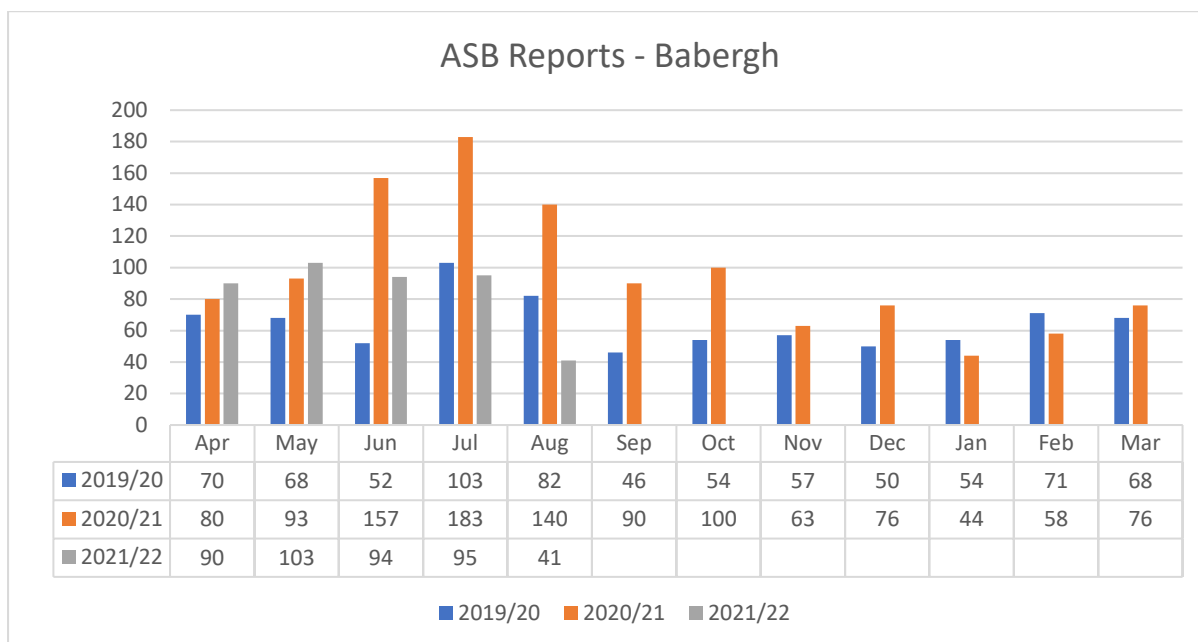
To address some of the challenges BMSDC has faced there has been significant step changes to both capacity and capability within community safety which has added resilience to the team.

3. Local Picture

Below are two charts, one for Babergh the other for Mid-Suffolk, which provide a snapshot of the ASB in these areas which show peaks during main summer months where incidents can be higher due to youths gathering and causing nuisance for example. There are, of course, other factors however seasonal ASB is a common feature nationally and is useful when doing a predictive case management study on where to deploy resources to most effect.

For clarity purposes, the data in the charts are representative of 'reports' made and recorded however, it is worth noting that not all reports will actually get promoted to a full case management status for a variety of reasons to include: -

- The report fails to meet the ASB definition.
- The report needs to be signposted to a different agency.
- There will be reports that require a quick and simple intervention without the necessity of going onto the case management system.
- It is possible that you get duplicate reports (usually this would be noise nuisance being reported on a frequent basis) which can distort the figures.



When we analyse the Suffolk crime stats for July 2020 to June 2021, we find that anti-social behaviour crime was the fastest growing crime and it increased by 18.4% over the last twelve months.

Part of the reasons for this have been alluded to earlier but other factors other than Covid 19 are likely to include: -

- People being less tolerant to ASB and reporting it, whereas in the past they may not have done so.
- Over the years better access to on-line reporting offered.
- Non- statutory agencies providing signposting to clients on who to report matters to.

- Promotional campaigns.
- Community Safety at BMSDC has improved its front-line service. A case in example during April 2016 to December 2020 no case reviews requested under the community trigger process. However, since the beginning of 2021 we have received 5 such requests.
- Improved recording of ASB. Here at BMSDC we now have Ecins as our case management.

Where does ASB 'sit' within the local picture within Suffolk?

For the period July 2020 to June 2021 Violent crime accounted for 39.7% of all reported crime in Suffolk.

In the same period ASB made up the 2nd largest number of reported crimes, accounting for 17.3%. So ASB accounts for more than 1 in every 6 crimes reported.

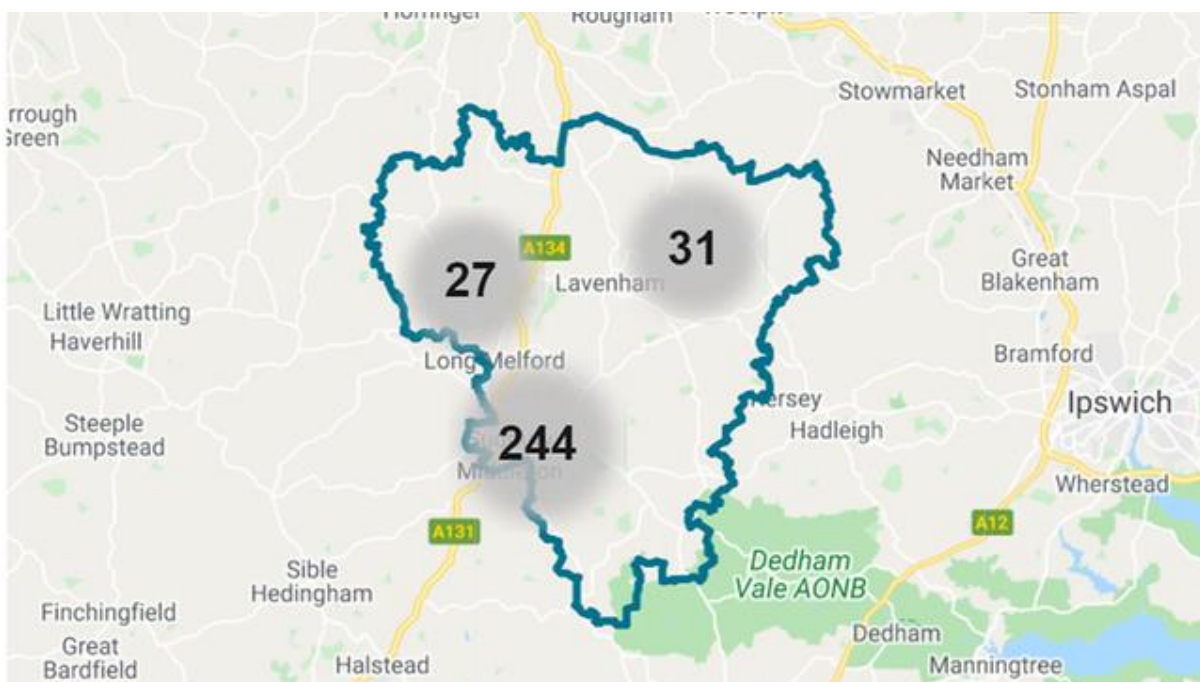
This number has increased by 18.4% when compared year-over-year in the period of July 2020 - June 2021.

Local Monthly comparison – June 20/ June 21

The latest crime figures released by Suffolk police show there was a drop in police activity in some areas of the region in June compared to a year ago. Even though last year the country remained under some lockdown restrictions in June 2020, there were more crimes reported to police than in June 2021.

Sudbury area

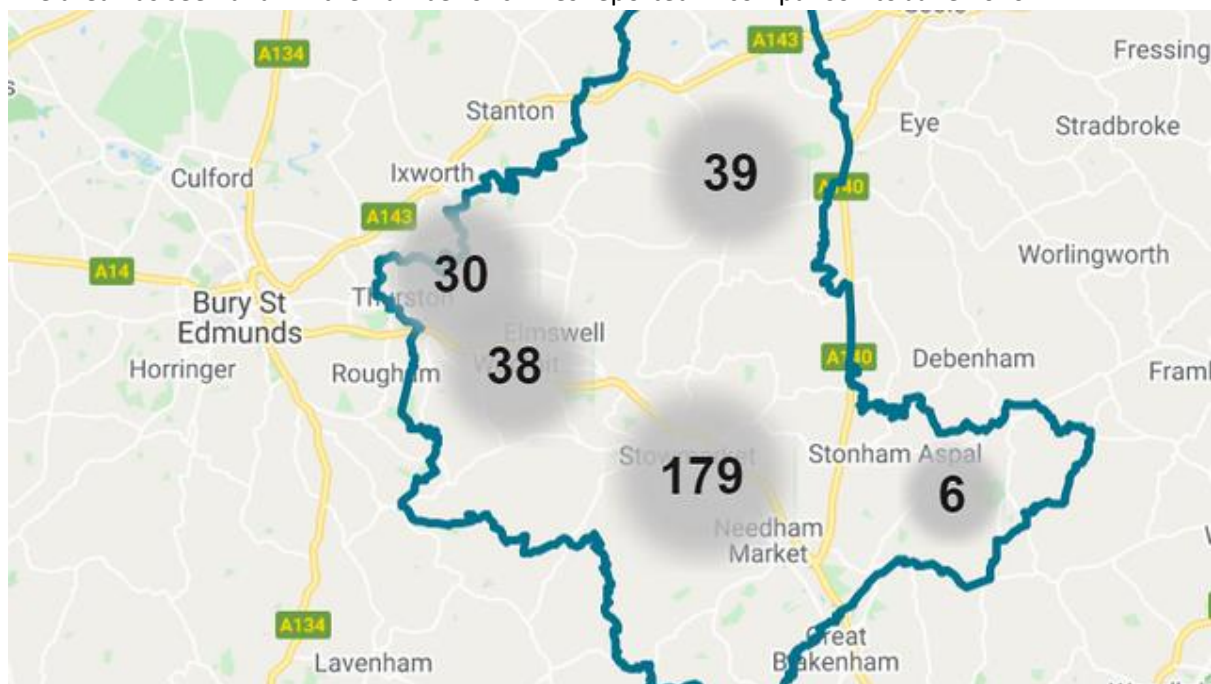
Throughout June 2021 there were 302 crimes reported to police which shows a positive decline from June 2020 when there were 400 crimes reported.



The most reported crime for Sudbury was violence and sexual offences - 119 reported. There were also 30 reports of criminal damage and arson within the area.

Stowmarket

The area has seen a fall in the number of crimes reported in comparison to June 2020.



There were 353 crimes reported in June 2020 compared to 292 in June 2021.

There has been a rise in the number of violence and sexual assaults reported with 139 reported in June 2021, compared to 128 in June 2020.

'Hot-spots'

Following the Stella Maris Inquiry 2020 by Anthony Douglas CBE, part of recommendation number 18 highlighted the placement of management to 'hot-spot' areas and an accompanying escalation process. To this end with the advent of Ecins we are now able to record and highlight areas which are either deemed 'temporary' or 'indefinite' in their nature.

Within the period I have held post the geographical areas that have been subject to most complaints are identified as: -

- Belle Vue Park, SUDBURY
- Minden Way/Cavendish Road- SUDBURY
- Pykenham Way- HADLEIGH
- Cats Lane, Great CORNARD

These are 'hot-spots' based on volume of reports not necessarily the content of the reports as they do vary.

In each of the areas given, appropriate measures have taken place (or continue to be) including diversionary arrangements and preventative measures (i.e., CCTV).

During 2021 the community safety team will extrapolate data and use this to focus on trends which includes hot-spot mapping and proactive management to these. Part of these will be to roll out perception surveys (street surveys) so that we gain an informed insight from the public on what the key areas are. This will enable us to deploy our resources more effectively.

4. Closed Circuit Television Video (CCTV) for Babergh area

The Council has statutory responsibilities under the Crime and Disorder Act 1998 to, “Do all that it reasonably can to prevent crime and disorder in its area.” Part of this can be connected to having an effective CCTV system, though it should be said this is a discretionary service.

However, it has been effective against various types of crime but particularly in reducing the fear of crime and one which the Community Safety team recognises and supports as part of a wider remit.

The current CCTV system was installed in 2000 and was deemed outdated. So, in July 2020 a report was produced to seek approval from Cabinet to upgrade the CCTV system and enter into a legal agreement to transfer the monitoring and maintenance arrangements to West Suffolk Council.

Significant points: -

- New town centre CCTV schemes in both Sudbury and Hadleigh are anticipated as going ‘live’ in August/September 2021.
- Capital funding (up to £183k) from BMSDC with annual contributions to the running costs (£42k/year) from Sudbury & Hadleigh Town Councils (£10k & £7.7k respectively).
- Monitoring/maintenance service delivered by West Suffolk Council’s CCTV monitoring facility.
- Suffolk Police led on the CCTV site location elements of the project.
- 18 CCTV locations in Sudbury
- 8 in Hadleigh.
- 1 new location in Minden Rd Sudbury is a residential area, predominantly to monitor ‘county lines’ type activities (but also other related ASB). Tenancy management have worked closely with the police to ensure the positioning of the camera provides as much information as possible, should it be required.
- 1 new location near Pykenham Way skatepark, Hadleigh, (an ASB hot spot).
- A further proposal for CCTV based within Belle Vue Park, Sudbury (in response to a recent spate of vandalism) is yet to gain full approval/revenue funding – (another ASB ‘hotspot’).

CCTV Operations Group comprising all stakeholders, to meet 3 times a year, coordinated by the author of this paper post late August 2021.

Recordings are categorised as follows: -

- **Serious Offences** –drugs/ rape/ ABH, robbery.
- **Minor Offences** – indecent exposure/shoplifting/criminal damage.
- **Traffic** – drink driving/no insurance/ section 59.
- **ASB** – Begging /fighting /public order.
- **Other** – vulnerable person / missing person / suicidal person.

At the time of writing this report we are not receiving reports in, as the system is still in its roll out stage. However, the quality of the CCTV footage has been seen and examined and is of exceptionally high standard which will further enhance the work of managing ASB in our communities and assist significantly the partnership working with the police.

The author of this paper will be leading the CCTV operational group to its conclusion expected in Autumn 2021 then a roll over review in 2022 to maintain cohesion and direction where necessitated.

Closed Circuit Television Video (CCTV) for Mid Suffolk area

Since around 2006 Mid-Suffolk have contracted direct to West Suffolk and have a part-time co-ordinator.

5. **CASE STUDY –**

At the inception of a referral being made by one of our customers it is signposted automatically to the correct service area.

However, there will be times when there will be a crossover of work in that the referral may need to be signposted to more than one area by its very nature.

BACKGROUND TO CASE

Individual male adult who suffered brain injury at a young age leaving him with mental health issues which affects his behaviour.

Placed in one of our BMSDC properties.

His behaviour was having a detrimental effect to the quality of life in those in the immediate area.

ACTION TAKEN

- Case reported via housing officer and opened onto case management system.
- RAM (Risk Assessment Matrix) taken, and case graded as 'HIGH' due to impact to complainant (who also had mental health issues) but also to consider potential harm to perpetrator.
- Housing officer to look at relocating subject away from area into supported care.
- Mental Health (NSFT) engaged.
- Headway (registered charity that specialises in people with brain injury) engaged.
- Regular attendance to address to gain further information on complainant.

OUTCOMES

The case warranted urgent attention but was compounded by the behaviour of the complainant whose actions were giving cause for concern by antagonising the perpetrator. As a result of this a separate course of action was taken against them by way of a sanction so to protect both parties.

The perpetrator has suicidal thoughts and through engagement with Probation and Headway we engineered a trigger identification for this person so that we could then counteract this with breaking the cycle to reduce this thought process whilst rewarding them to leading a better lifestyle.

6. ASB Multi-Agency Panel Meetings

We have a statutory duty under Section 17 of the Crime and Disorder Act 1998 to consider the impact of all the functions and decisions on crime and disorder in our area and one way we comply with this is by hosting ASB Multi-Agency Panel meetings.

This is a platform where high risk/complex cases are raised to be discussed by fellow professionals from a multitude of backgrounds to include police, social services, Norfolk and Suffolk NHS, providers of social housing etc to highlight the concerns of an individual and the effect a case has on the community involved.

The ASB panel meetings have evolved over the last 12 months and been reviewed with -

- Increased frequency of meetings from bi-monthly to monthly.
- SMART approach adopted.
- Introduction of 'risk' matrix used to accentuate and allow escalation process to commence.

With the advent of ECINs we are looking to host panel meetings via this arrangement soon which will afford an improved efficiency on resources and specifically that of time management.
Data on cases held within the two panel meetings (last quarter).

| DATE | BABERGH | MIDSUFFOLK |
|-------------------|---|--|
| APRIL 2021 | 1 x Community Trigger, Neighbour Disputes, Drug Activity, Noise ASB 1 x Hoarding, Mental Health 1 x Domestic Violence, Noise ASB 4 x Mental Health 1 x NB, Animal Nuisance 1 x Alcohol Issues, Neighbour disputes 1 x Domestic Abuse, Drug Activity 1 x Drug Activity, Domestic Abuse, Alcohol Issues 1 x Vermin 1 x NR? | 1 x Mental Health, Alcohol Issues 1 x Drug Activity, Mental Health 1 x Mental Health 1 x NB, Drug activity 1 x Mental Health 1 x Neighbour Disputes, Noise ASB, Waste, Animal Nuisance 1 x Drug Activity, Hoarding 1 x Illegal Encampment, Assault/Threat |
| TOTAL | 13 | 8 |
| MAY 2021 | 1 x Hoarding, Fire Risk 1 x Domestic Violence 1 x Mental Health, Noise ASB | 1 x Mental Health 1 x Drug Activity, Cuckooing, Exploitation 1 x Missing Person |
| TOTAL | 3 | 3 |
| JUNE 2021 | 1 x Noise ASB, Drug Activity 1 x Neighbour Disputes, Alcohol Issues 1 x Fly Tipping 1 x Drug Activity | 1 x Drug Activity, Cuckooing, Exploitation, Mental Health |
| TOTAL | 4 | 1 |

7. Street based interventions

The Mix Stowmarket

The Mix is a youth work charity based in Stowmarket who work with young people from across Mid Suffolk and beyond. They are committed to effective partnerships with agencies, charities, and businesses to ensure young people can co-create and access the best youth work support available.

The Policy and Project Officer (Health and Wellbeing) in the Communities Team has been linking with The Mix on our Youth Social Prescribing Project as the organisation has already completed a lot of groundwork with Stowupland High School and local young people in Stowmarket and surrounding areas.

The Mix already works with other similar organisations such as The Porch in Hadleigh which is advantageous for us as our Youth Project will be linking with similar organisations throughout the two Districts. We continue to work closely with The Mix to help enhance the Youth Project with their guidance and expertise to support young people with their interests and concerns including their mental health wellbeing.

The Youth Project can also link with Safeguarding and Anti-Social Behaviour reduction as it gathers momentum and the community safety team have already earmarked this as a proactive measure to both promote the work the team is involved in but to lay foundations for future improvements within this important sector for the next generation.

Recently the community safety team combined on a collaborative basis to work with the Porch Project and Active Suffolk to focus on the younger generation to provide recreational activities in 'hot spot, in this case Belle Vue Park in Sudbury, to bring communities together and act as a diversionary means to those that caused problems within the area.

8. Mediation Services

Mediation was recognised as a tool to be offered as part of effective ASB management by the Stella Maris report and as such offers the opportunity to utilise an independent mechanism before considering taking more stringent action on cases involving ASB where a solution can be found by offering mediation to both parties.

Catch 22 was recognised for this need and have a background in working with the Police, Local Authorities and Housing Associations to provide a skilled, practical, flexible service focussed on resolving community conflict, unhampered by the constraints the referring professionals face.

The objectives for Catch 22 being: -

- To save referring officers time and resources by offering an independent service that gives residents the best possible chance of resolving their issues in a lasting way, reducing their need to call on the Council further now and in the future.
- To help residents find ways out of conflict, improve their wellbeing, and reduce stress by helping them to find resolution safely and constructively in the best way that their situation

allows. To aim for long lasting solutions leaving people better able to manage conflict in the future.

Catch 22 are a company known and respected nationally who we opened discussions with from early Spring with a view to securing a 12-month contract to offer up to 30 referrals being made during that period at a total cost of £12443.00 with a contract secured until 4th August 2022.

There will be a review in spring 2022 to establish the effectiveness of this arrangement with the option to extend for a further 12 months to Summer 2023.

9. ASB Awareness Week-Making Communities Safer

This was held between 19-25th July as part of a national campaign bringing people and organisations across the country together to take a stand against ASB and make communities safer.

This was recognised by the West Suffolk Community Safety Partnership as the ideal time to bring a uniform approach to the community trigger case review process and promote this to the more vulnerable groups by way of advertising and media campaigns.

BMSDC dedicated a page on our website to promote the campaign and was supported by representatives attending a 'Pop-Up' event in Sudbury to allow a face-to-face engagement with members of the public to consider their concerns, provide advice to and gather reports from and generally raise the profile of the ASB team.

During the period April 2016 to January 2021 no requests for a case review were made however since this date we have had 5 such requests showing the success of promoting our work to the community.

10. Closing statement

Work developed on ASB has in recent months gathered momentum and the improvements made has laid the foundations to meet both the legislative requirements imposed upon BMSDC but also the moral responsibility we behold to our customers.

There are challenges ahead that we face with confidence and the vision is to work even more effectively within the team as we engage and embrace our communities. We will endeavour to understand their issues and needs better, whilst offering a platform to them when required.

Importantly the facts and figures provided in this report support that we benefit in living in a low crime area statistically however, the ASB team will not remain reactively static but build on the successes to date and become more proactive to move forward and establish further innovative ways to engage, support and assist going forwards.