

SOUTHWARK

Street Drinkers and Anti-Social Behaviour in Camberwell

Problem

This summary outlines an initiative to tackle street drinking related anti-social behaviour in Camberwell, which has been led by the Camberwell Green Safer Neighbourhood Team (CGSNT).

Camberwell has had street drinkers for years. What were once just the odd one or two street drinkers on the benches in Camberwell Green developed into groups of fifty congregated in the main public areas. The community had had enough and wanted the problem tackled once and for all.

Generally, the drinkers' presence reduced the quality of life for people living, working or travelling through the area. They were anti-social, engaging in drug misuse, prostitution, begging and petty theft. They discouraged the public from using parks or other open spaces.

The complaints from the public placed the demand upon the following agencies:

The police, the local authority, and a dozen or so voluntary and statutory agencies in the area.

The aim was to provide a long-term solution to street drinking related anti-social behaviour in Camberwell.

Scanning /Analysis

Outreach workers were employed through funding by the local authority and Public meetings held to assess the scale and nature of the problem. The CGSNT identified and monitored individuals. This found that there were in excess of 120 street drinkers', with a hardcore of around 30 in the area most of the time. Most were engaged with service providers in Camberwell but lived outside the area. Many had housing, health and benefits issues.

The number and variety of service providers, and licensed premises in the area was highlighted as a contributory factor.

Response

New protocols were set up between the various agencies involved and information exchange processes developed. Individuals were 'case conferenced' and their specific needs were addressed.

A process of escalating enforcement, which included Anti Social Behaviour interventions were applied where necessary. Primary Care Trust and Local Authority service providers supported these measures. A 'Wet Centre' was opened and environmental changes made.

Assessment

This initiative has been independently evaluated and hailed as a demonstration of successful partnership working. Street drinking has been substantially reduced in the area and the initiative has received great public support.

It has provided the template by which Southwark Safer Neighbourhood Teams, partners and the community work together.

It must, however, be stressed that the problem solving process to tackle this problem is ongoing.

WANDSWORTH

Executive Summary

This project deals with criminal and anti-social behaviour by youths with dangerous dogs. Data from stakeholders and other agencies concerned with youths and animals was used to analyse the problem and formulate responses.

Research & Analysis

- No evidence that crime was enabled by the possession of dangerous dogs.
- Evidence that dogs in the possession of youths had attacked police officers, community support officers, housing staff, residents, children and pets.
- Anecdotal evidence of organised dogfights.
- Evidence that the victims knew the offenders and were too scared of retribution to support prosecutions.
- Many dog-owning residents were inconsiderate towards their neighbours and disregarded byelaws and tenancy agreements pertaining to the owning and exercising of dogs on the estates.
- Anti-social behaviour on the estates was caused by a core group of individuals whether or not they had dogs with them.

Response

- Residents' newsletters. 'Good news' press releases. Public estate & ward meetings.
- Post-incident visit to victims by the partnership offering support and encouraging engagement.
- Identify target offenders, gather intelligence and monitor their activities.
- RSPCA educational visits to offenders.
- Youth engagement by youth workers.
- Anti Social Behaviour Orders, injunctions, seizures and banning orders. Crime investigations and process.
- Promote two of the target offenders to the Prolific and Priority Offenders Scheme.

- Dog Warden & Parks Police Patrols and operations with police.
- CCTV monitoring of hot spots.
- Secure problematical communal areas.
- RSPCA training for Safer Neighbourhood Team and patrol officers.
- Regular partnership meetings.

Assessment

April 2004 – September 2004 compared to April 2005 – September 2005

- Telephone calls to police 'Type 48 – Animals'. **Reduced from 19 to 14.**
- Intelligence reports regarding dogs. **Reduced from 22 to 19.**
- Intelligence reports regarding target offenders and dogs. **Reduced from 18 to 9.**
- Crime reports regarding target offenders. **Reduced from 17 to 13.**
- Crime reports involving dangerous dogs. **Reduced from 9 to 2.**
- 'Stop and Account' regarding dangerous dogs. **Increased from 0 to 8**

- Housing department reports a reduction in complaints from residents about dogs.
- Housing department reports a reduction in damage to estate furniture caused by dogs.
- Reduction of fear amongst housing staff.
- Dangerous dogs are no longer on the ward meeting agenda.
- Dangerous dogs not identified as an issue by the 2005 public attitude survey.

BEXLEYHEATH

This problem-solving initiative was designed to tackle youth crime and disorder on an estate in North End (Slade Green) ward in Bexley. The Indices of Multiple Deprivation shows North End falling outside the most deprived 25% wards but has small pockets of severe deprivation falling within the most deprived 25%. The ward experiences disproportionate levels of crime and disorder. North End was Bexley's first Community Safety Action Zone (CSAZ), in August 2002. CSAZ is a multi-agency, community-focussed programme delivering long-term crime and disorder reductions. A focus on the ward highlighted that residents were experiencing persistent, serious problems, including intimidation and harassment, criminal damage, threats and bullying of younger children. Registered Social Landlords (RSLs) managing local properties had different responses to problems and were sending out conflicting messages about what behaviour would be tolerated. Many residents did not feel safe going out and were reluctant to let their younger children play out or use the local facilities.

Within CSAZ, a Problem-Solving Process (PSP) was established, led by Sergeant McKibbin and the Safer Neighbourhood Team (SNT). Other

stakeholders included:

Residents

RSLs:

Orbit Bexley HA,

CDS Society

Beaver Housing Society,

Hexagon HA,

Youth Service,

Youth Engagement Service (YES)

Highways and Amenities

Goals were to:

- **Reduce crime and disorder on the estate by 50%**, measured by calls to Police, community Safety, PIB figures and resident surveys.
- Develop an Anti-Social Behaviour Estate Agreement between all RSLs to promote a consistent and cohesive response to complaints of anti-social behaviour regardless of who managed the tenancy.

Research and analysis

Information was gathered and analysed re victims, locations and offenders and presented to stakeholders at the first meeting. Proposals were made and the following interventions agreed:

Response

- Leafleting the estate informing residents about the PSP.
- A combined RSL Newsletter informing residents that landlords would work together to improve responses to complaints re ASB.
- Undertaking a fear-of-crime survey to establish base line
- Regeneration of derelict block of flats in Hollywood Way.
- Clean-up days to remove litter, bulky rubbish and involve young people in caring for their environment.
- Identify persistent offenders for ASB enforcement including consideration of ASBOs/referrals to support services.
- Consideration of possession action against four anti-social families,
- Creating youth diversionary schemes
- Regeneration nearby playing field including fencing replacement, upgrade of swing-park and building of a multi purpose ball court on the field.

BARNET POLICE

Watling Avenue Graffiti Reduction Project

Problem

This summary outlines an eighteen-month problem-solving process designed to reduce graffiti throughout Burnt Oak town centre.

The location consists of a shop parade and outdoor market. Every shop front

and wall was covered in graffiti. For years, local people have complained about the visible damage and their accompanying fear of crime.

These complaints created a demand on the following: the local authority, shopkeepers, police, the local church. A problem-solving group was established with one aim – to reduce graffiti in Watling Avenue by 50% over 18 months.

Research/Analysis

The police conducted an environmental visual audit of the area using video/stills images.

Questionnaires were sent to local people. A public meeting was held. The overwhelming plea was to rid the area of graffiti.

Police and local authority analysis highlighted the town centre as a hot spot for graffiti and street crime.

The problem-solving group considered three questions:

- Location - How could the area be cleaned of graffiti?
- Offender - How were offenders to be identified/arrested?
- Victim - How could the project be sustained?

Response

The problem-solving group decided on the following options:

- ~ Obtain funding to clean the graffiti
- ~ Engage volunteer workers from the church and Soul In The City
- ~ Ensure this project gained 'flagship status' and maximum publicity
- ~ Engage local businesses to provide raw materials
- ~ Involve local young people
- ~ Provide graffiti-cleaning kits to shopkeepers
- ~ Identify offenders/tags through partnership work
- ~ Sustain the development by introducing CCTV into the town centre
- ~ The local authority to conduct future EVAs and clean 're-hits' regularly
- ~ Deliver Operation Payback one year ahead of its planned introduction
- ~ Keep local people informed

Evaluation

Photographic/video images were used to evaluate the project.

Year-on-year comparative crime analysis revealed these success measures:

- ❖ 90% of the town centre remains graffiti-free
- ❖ A 50% reduction of reported graffiti offences
- ❖ 8 graffiti artists arrested and processed
- ❖ A 20% reduction in street crime offences
- ❖ Analysis reveals the town centre is no longer a graffiti hot spot
- ❖ Fire Service analysis showed an 85% reduction in rubbish/abandoned vehicle fires
- ❖ Loss analysis at a repeat venue for shoplifting highlighted a quarterly saving of £6500

Positive community tension indicators and good news stories emanated from the project.

There is no evidence of displacement.

All eleven interventions were delivered and achieved their purpose.

TOWER HAMLETS

Ranwell West Estate - Arson Reduction – Summary Report

Problem

This summary outlines a nine-month problem-solving initiative designed to tackle high levels of arson attacks on the Ranwell West Estate, situated in Bow West, Tower Hamlets.

In late 2004 / early 2005 there was a large increase in Fire Brigade callouts to the estate. The callout rate had increase tenfold in this period. The ward had one of the highest callout rates for arson in the capital.

The fires were being started in rubbish chutes, storage areas and skips on the estate. Also, recycle collection boxes were being set alight outside front doors of flats.

A cross-agency anti-arson group was established with the aim of: 'reducing arson levels to those of other estates across the Borough'.

It included:

Safer Neighbourhood Team (SNT), London Fire Brigade, London Borough of Tower Hamlets Anti-Social Behaviour Unit and Housing Office.

Research / Analysis

The group started by asking themselves four basic questions:

- What could be done to secure areas being set alight?
- What could be done to give reassurance to residents?
- Were all residents aware of the dangers of arson attacks?
- How can we increase vigilance on the estate?
- Could there be a relationship between anti-social behaviour on the estate and the fires?

This exercise revealed that:

- Measures could be put in place to prevent access to combustible materials
- Fire-prevention systems should be put in place
- Residents needed to be more aware of the problem in order to step up vigilance
- The estate needed quick response time and increased

- Need to deal with general anti-social behaviour problems

Response

To design a customised response to the identified problem, the problem-solving group decided to:

- Reduce the potential for fire by applying locks on bin chutes, cupboards and skips
- Ensure the rapid removal of rubbish
- Have a sprinkler system in the bin cupboards
- Ensure proper lock-up procedures
- Step up police patrols
- Raise awareness levels of residents
- Targeted intelligence patrols
- A poster campaign
- Prioritise 999 calls to estate
- Install CCTV
- Set up professional witness scheme
- Resolve general anti-social behaviour problems

Evaluation

Independent evaluation was conducted to show the impact of this initiative.

Fire brigade have shown a massive reduction on call out rates. Arson Group has been extended to cover similar estates across the Borough.

All agencies feel a high level of ownership of the project.

CROYDON POLICE

'From Prejudice to Pride' - Summary

This project relates to severe and continuous youth disorder that occurred within the environs of a local shopping at Headley Drive, junction with Frensham Drive, New Addington, Croydon. The disorder involved significant anti-social and racist behaviour which disrupted the local community and, in particular, the Somalian Community, making their lives a misery. It reached a peak in the summer of 2004 when a serious racist arson attack took place on a car owned by a Somalian family that completely gutted the vehicle.

In May 2004, the New Addington and Fieldway Safer Neighbourhood Team became operational. It quickly established contacts in the community and formed a representative Community Panel. The Panel identified the situation around Frensham Drive and applied a structured partnership approach:

1. Conduct analysis to find out the extent of the problem
2. Define the problem
3. Set objectives to solve the problem
4. Agree and implement action
5. Evaluate.

Three objectives were agreed to resolve the problem:

- a. Immediate action was required to prevent youth anti-social behaviour and crime, and to arrest offenders.
- b. The investigation into the arson attack must be thorough in order to arrest the perpetrators, to rebuild the trust and confidence of the Somalian Community in the authorities, and to reduce racist crime.
- c. A medium term solution must be introduced to divert local young people away from the street and away from crime

The underlying principle that governed this project was the need to address the problems through a joint partnership and community approach. This principle enabled all parties to have a degree of ownership of the problem and readily contribute towards its resolution.

Several responses were implemented by different partners with specific aims in mind. For example, the police and local authority authorised a dispersal order to bring immediate control to the area; the Environmental Department removed graffiti and assisted in trying to secure evidence against offenders; the Primary Care Trust and housing department provided support to the Somalian Community; the close involvement of the press promoted a positive impression through the media; and the Youth Service opened a youth club and provided a holiday for some Somalian boys in support of the objectives.

Success of the project was evaluated principally through the qualitative evidence obtain through formal and informal arrangements. This was supported by various quantitative measures.

HAVERING

Problem Outline

Following the establishment of the St. Andrews Ward Safer Neighbourhood Team in September 2004, an initial public survey was undertaken that highlighted public concerns over damage to phone kiosks and bus stops, and youth gang activity. As none of these concerns had previously come to police attention, an Environmental Visual Audit was conducted together with a wider survey consisting of a questionnaire that was delivered to several hundred residential and business addresses in the area. This revealed that the public perception was one where the level of graffiti in the area had raised the fear of crime and antisocial behaviour in the area.

Description of Initiative

Together with partners from businesses, schools and transport providers, the level of graffiti was established through the regular cleaning of a prominent site. The officers researched the youth graffiti culture to establish the drivers to the phenomenon, and information was cleaned from partners that allowed regular offenders to be identified from their "Tags" and visual CCTV images. Successes in arrest and charge of offenders featured in the local media and

on posters requesting information about such offences.

Intervention Principles

This project relied upon gaining an understanding of the territorial nature of the graffiti gangs, and upon how high level of graffiti adversely affects the public perception of safety. To this end, it was necessary to disrupt the offenders; promote that graffiti was unacceptable; and publicise the successes of the initiative to reduce the fear of crime.

Project Outcomes

Following the conclusion of this project, three identified walls remained clean of graffiti for periods of between 2.5 months to 5.5 months, thus exceeding the initial 1-month target in every case. Additionally it was intended to bring to justice offenders for 50 offences. During the operation, offenders were brought to justice for 121 offences.

Longer-term outcomes have included the development of a town centre association from the partnerships formed during this operation, together with the development of an urban strategy and a plan for the deployment of CCTV in the area.

Design and Evaluation

The project was designed to identify the drivers behind graffiti damage; identify and nullify offenders; restore the environment and reduce the fear of crime. Evaluation was achieved through the monitoring for the presence or otherwise of graffiti on three target walls and by the number of offenders brought to justice for causing criminal damage through graffiti.

HACKNEY

Summary

At the beginning of 2005, the Pembury Estate had an unenviable reputation for gang related youth disorder. Concerns were growing about groups gathering in increasing numbers in public areas throughout the night. When approached by police the groups often outnumbered officers and threatened that if police did not stay away from the estate there would be a repeat of the widespread disorder experienced on the estate in 2002. As the dedicated local policing team for the area, the Hackney Central Safer Neighbourhood Team took a lead in addressing the problems from within the community rather than imposing measures upon them.

The project set two objectives:

- **To reduce disorder and anti-social behaviour and promote responsible citizenship among young people on the Pembury Estate**

This objective was achieved by focusing upon generating more effective community intelligence on gang related activities, increasing youth diversion, establishing clear boundaries on what constitutes “acceptable behaviour” for

young people through “Dispersal Zones”, and creating opportunities for engagement between police and young people in which views could be expressed frankly but fairly on sensitive tactics such as stop and search.

- **To promote trust and confidence between the police and communities on the Pembury Estate**

This objective was achieved by consulting more effectively with residents and partners to identify and ensure that their concerns and priorities are addressed, and using their ideas in the problem solving process; challenging the negative public and media perception of the estate as a “no go” area; and bringing together statutory and voluntary partners to make changes which improve the Quality of Life for residents.

These objectives were a touchstone and were referred to throughout the project, in order to ensure that everyone remained focused on what we were trying to achieve. During the evaluation process, evidence from a variety of sources including police indices, the Peabody Estate Office, KINs, direct information to the SNT from concerned residents and businesses, and CCTV footage, was used to assess if the objectives had been achieved.

The immediate outcomes of the project have been the successful dispersal of the problem groups and improved quality of life for residents. In the longer term, the project has resulted in the establishment of a sustainable partnership team addressing issues on the estate and in particular youth provision and providing a template for dealing with problems elsewhere on the borough.