



Anti-social Behaviour Scrutiny

Lead Member Foreword



Anti-social behaviour (ASB) is a major issue nationally and locally, and our residents tell us it is one of their key concerns. To feel safe and secure in our homes, our streets and our neighbourhoods is a basic need. As Councillors, we are a key contact point for residents when they have concerns, and this review has provided an excellent opportunity for us to explore the issue of ASB in detail.

It is important to acknowledge right at the start of a review such as this that we are not suggesting that all, or even many, of our young people in Barking and Dagenham are engaged in ASB. The vast majority reject such behaviour and are, in fact, engaged in an impressive array of positive leisure activities. It is vital that we remember this and do not allow the important contributions to society being made by so many of our young people to be undermined by the actions of a small number of their peers.

It is all too easy for the reputation of young people in general to be damaged in this way. The media, delighting in the sensational and often playing on fears of readers and viewers, repeatedly gives undue emphasis to youth ASB. It is the job of everyone with the interests of young people at heart to promote a more positive image. It is also essential that we work with partners in the media to encourage them towards more balanced reporting of young people's activities and achievements.

If we help to promote understanding and positive attitudes towards young people, we simultaneously tackle some of the undue anxieties that residents experience. A classic example is the fear of large groups of young people; the vulnerable older resident may perceive a threatening gang, whereas the young people involved have gathered simply to play an innocent game of football in the street. Removing these unnecessary fears through education and shared understanding is just as significant as resolving genuine ASB cases, in terms of improving residents' quality of life.

However, the fact remains that a small number of our young people choose to act in a way that does cause harm or distress to others. This problem is not limited to young people; adults also behave in an anti-social manner, but that is not the focus of this review. Furthermore, young people are not exempt from becoming victims of youth anti-social behaviour themselves, and many report feeling the same concerns as our adult residents about ASB. It is an issue that is not going away and requires our attention.

Throughout this report we consider various agencies and organisations that are working with young people in the borough to raise their aspirations and to encourage positive choices. These organisations range from formal, statutory providers to innovative outreach projects being run by the third sector. Some deliver universal youth provision while others provide targeted support to those committing or at high risk of committing ASB. They are run by

professionals and community leaders from a range of backgrounds with a wealth of experience, and they all share a common interest in helping and supporting the young people of the borough. On behalf of the committee, I commend their efforts, and I hope the recommendations contained within this report will help to make their vital and important work a little easier to achieve.

1 Introduction

1.1 At its meeting on 1 July 2009, the Safer and Stronger Community Select Committee (SSCSC) commissioned an in-depth review on anti-social behaviour (ASB) perpetrated by and against young people in the borough. The Committee wanted to know how young people became involved with ASB, to what extent young people and the wider community saw themselves as victims of ASB, and how the Council and partners, both statutory and non-statutory, were working together to address concerns.

The review was prompted by a number of considerations:

- In 2008, The Campaign Company carried out a consultation on behalf of the Council with local residents, Council staff, the Third Sector, Councillors and other significant stakeholders. A total of 2103 people (1900 of whom were resident in borough) were contacted during the consultation process. The results indicated that ASB was a key concern for many of the respondents.
- ASB indicators drawn from the Place Survey 2008 showed that 59.2% of residents thought that there was “a problem with people not treating each other with respect and consideration in their local area”. This percentage was the highest across England. 45.5% of people also felt that “drunk and rowdy behaviour” posed a problem, putting the borough above the London average of 36%.
- These surveys were supported by Member reports that ASB is a key concern that is raised frequently by constituents, and as such Members were keen to address this issue on behalf of the local community.
- Furthermore, the choice to focus an in-depth review on ASB was strategically linked to the Council’s Community Priority to provide “a safer borough where the problems of anti-social behavior have been tackled and all young people have a positive role to play in the community”.
- The review was also aligned with the aims stated in an open letter from the Leader of the Council to the Chief Executive on 29th April 2009, which stressed the need to reduce fear of crime and increase safety on streets, at homes and in schools.

The terms of reference for the Committee can be viewed in Appendix 1.

1.2 In the 2009-2010 municipal year, the Safer and Stronger Community Select Committee consisted of nine Councillors all of whom supported the review:

- Councillor John White (Lead Member)
- Councillor Mohammed Fani (Deputy Lead Member)
- Councillor Richard Barnbrook
- Councillor Fred Barns
- Councillor Dee Hunt
- Councillor Inder Singh Jamu

- Councillor Terry Justice
- Councillor Milton McKenzie
- Councillor Joanne Rawlinson

The Lead Services Officer for the review was Glynis Rogers, Divisional Director for Community Safety and Neighbourhood Services. The Lead Scrutiny Officer was Paramjit Nijher.

- 1.3 Over the course of the review the Committee held five formal meetings and heard evidence from a wide range of services and organisations involved in addressing ASB in the borough. Members also undertook a number of site visits to observe projects and activities *in situ*. They also ensured that young people had a chance to give their views directly, through a consultation meeting held with approximately fifteen young people living in the borough who had experience of anti-social behaviour. Full details of witnesses and site visits are given in Appendix 2 and 3.

The final report and recommendations of the Committee were agreed at the formal SSCSC meeting on 17 February 2010.

2 Background

2.1 What Is Anti-Social Behaviour?

Anti-social behaviour is often described as difficult to define. According to the Home Office, the term is defined as any aggressive, intimidating or destructive activity that damages or destroys another person's quality of life.

In Barking and Dagenham, levels of ASB vary from low-level, sub-criminal behaviour to high-risk criminal behaviour. The LBBD ASB Team defines three types of behaviour that can fall into the ASB bracket:

- Behaviour that would always be classed as anti-social – this would be deliberate and possibly criminal, such as drug dealing, violence and harassment (including racial harassment).
- Behaviour that is considered ASB if it causes nuisance – this would not necessarily be intentional, but would be deemed as likely to cause nuisance to most people, such as noise, parking issues and congregation. This is the most commonly reported type of ASB in the borough.
- Behaviour that arises from activities of people with different lifestyles or culture, such as reasonable living noise and cooking smells. Although this type of behaviour is not usually considered to be ASB, it can cause friction between residents and the ASB team will consider low-level interventions to help resolve issues.

2.2 Public Perception of Anti-Social Behaviour and Young People

2.2.1 A National Picture

Tackling anti-social behaviour is a key priority for the government and for local communities across the U.K., a large number of whom regularly identify anti-social behaviour as one of the most important issues in their area. Problems caused by anti-social behaviour are often challenging and the solutions can be varied and complex.

Nationally, concerns about youth crime appear to be growing. Patterson and Thorpe (2006) report that during 2005/06, 32% of adults surveyed across England and Wales indicated that 'teenagers hanging round on street corners' was a very or fairly big problem in their locality, an increase of 5% from two years previously. In addition, 63% of respondents thought that crime had increased over the previous year, with 30% believing it had significantly increased.

However, national crime rates have actually fallen by 42% over the past 10 years. Since the early 1990s the long-term trend for detected offending in young people has been one of significant decline (Nacro, 2007). Furthermore, 2006-07 police recorded crime rates showed that violent crime fell by 1%, the first fall in that category in eight years.

According to the 2008-09 British Crime Survey on public perception, people tend to have less negative perceptions about crime in their local area than nationally. The proportion of people that perceive an increase in crime nationally (75%) is higher than those that perceive an increase in crime locally (36%).

However, since 2003/04 there has been little real variation in many of the statistics relating to behaviours that together could be seen as a measure of ASB, such as perceived problems with teenagers 'hanging around', vandalism, graffiti and other deliberate damage to property, and noisy neighbours (British Crime Survey, 2008/09). However, there has been an increase in the proportion of people who identify concerns about people being drunk or rowdy in public spaces in their local area, rising from 19% in 2003/04 to 26% in 2008/09.

The 2009 Ipsos MORI survey actually shows a decrease in the percentage of people who believe that ASB is a problem in their area. There was a strong link between people's perceptions and experience of ASB. A high level of ASB was perceived amongst the 16-24 year age group as compared to older age groups.

2.2.2 A Local Picture

In Barking and Dagenham ASB has been and remains a key concern for residents. According to the Neighbourhood Management Survey in 1997, 40% of residents indicated that ASB was the issue in most need of improvement in their area (highest response). *The Safer Neighbourhood Team Ward Priorities Survey* in 2009 also indicated that 53% of residents' improvement priorities were related to ASB.

The Place Survey in 2008 indicated that 39.3% residents felt that ASB was a problem in their area and that only 29.7% of residents agreed that the Police and Council were successfully dealing with local concerns about ASB and crime.

According to the recent 2008-09 Ipsos MORI survey, *ASB in Barking and Dagenham* is higher compared to the rest of London; in particular, 64% of people

felt that teenagers hanging around on streets are a problem in the borough. Furthermore, 59% felt that people don't respect each other in the borough. Interestingly, 61% agreed that parents don't take enough responsibility for the behaviour of their children.

A '*Be Safe, Feel Safe*' Intelligence report was also produced in September 2009 reporting views from 135 Barking and Dagenham 'community communicators' regarding how safe they feel in their local neighbourhood. The consultation for this report was carried out in eight wards in the borough (Becontree, Eastbury, Heath, Parsloes, River, Thames, Valence and Village). Overall, the results indicated that the majority of the people felt safe in the neighbourhoods that they live or work in. However, a number of specific factors contributed to reducing this feeling of safety, mainly; young people, nuisance neighbours, crime and the media. The analysis indicated that people also felt unsafe going out at night and believed that the Police should take primary responsibility for keeping people safe, through the Safer Neighbourhood Teams, but that responsibility for safety should also be placed on other agencies, including the Council, the wider community and individuals themselves.

The majority of the respondents suggested that the following changes were most likely to improve their sense of safety;

- More visible Police on the streets
- More CCTV
- Improved lighting in public spaces, and
- Fewer young people on streets.

2.3 National Legislation and Guidance Relating to Anti-Social Behaviour

The Crime and Disorder Act 1998 introduced measures to combat anti-social behaviour. The Act came into force in July 1998 and required Crime and Disorder Reduction Partnerships (CDRPs) to be set up in each district in England and Wales and placed an obligation on local authorities and the police (amongst others) to work together to develop and implement a strategy to tackle crime and disorder in their area. The Act also introduced anti-social behaviour orders (ASBOs), which could be granted by the Court against people who participate in actions that cause or are likely to cause alarm or distress to other people. Breaching an ASBO is considered as a criminal offence and can lead up to five years' imprisonment or a fine. An ASBO can be issued by Local Authorities, the Police and Registered Social Landlords.

The Act also includes provision to extend landlords' powers to deal with anti-social behaviour in social housing. Furthermore, it allows for social landlords to introduce 'demoted tenancies' to reduce the security of tenancy of an existing tenant in cases of anti-social behaviour. The Act also provides the means for schools, local authorities and youth offending teams to work with parents in preventing and tackling anti-social behaviour by their children.

The Anti-Social Behaviour Act 2003 created new powers and incentives to assist Local Authorities in dealing with a range of anti-social behaviours. A national campaign "Together" was launched as an accompaniment to this legislation. Since then there has been a significant response from local communities determined to tackle anti-social behaviour. The Clean Neighbourhoods and Environment Act 2005 introduced powers to allow Councils to address environmentally-related ASB in a more effective manner. These powers were aimed at deterring graffiti, fly-tipping, animal nuisance and littering, amongst other offences, and included the power to issue fixed penalty notices for environmental offences.

In 2003, the Home Office's Anti-Social Behaviour Unit published an Action Plan, *Tackling Anti-Social Behaviour*, which set out how the responses of public services to anti-social behaviour were to be improved.

In 2005, the Government's Respect Task Force was established, and the following year the Respect Action Plan was introduced. This Plan made provision for supporting or challenging anti-social households, tackling truancy and ASB in schools, providing activities for younger people and strengthening local communities and measures to tackle ASB. In 2007 the Respect Task Force was combined with a newly established Youth Task Force, with the aim of improving delivery of young people's services so that they are designed around their needs (National Children's Plan 2007).

The current three-year crime strategy, *Cutting Crime; A New Partnership 2008 – 2011*, is designed to identify "continued pressure on anti-social behaviour" as a key area for focus over the period 2008-11.

The Government now expects the Local Area Agreement (LAA) Framework to provide a mechanism through which local strategies and interventions to tackle ASB can be introduced.

On 20th November 2009, the Home Office published its Crime and Security Bill. The Bill includes further measures to tackle ASB amongst young offenders, including retaining the DNA of convicted offenders. Simultaneously, the Department for Communities and Local Government (DCLG) also announced £10m funding to train front line and specialist staff across 130 local authorities, including Barking and Dagenham, to fully utilize their existing power to prevent and penalise anti-social behaviour.

2.4 Structures and Strategies in Place to Address Anti-Social Behaviour Locally

In Barking and Dagenham there is a dedicated Anti-Social Behaviour Team, which sits within the wider remit of Community Safety and Neighbourhood Services. Within the Council, other departments and directorates also play an important role in addressing specific aspects of anti-social behaviour, for example, Integrated Youth Services, through the provision of universal and diversionary youth activities, Housing Services, through supporting tenants and managing problematic behaviour, Environmental and Enforcement Services through work with licensees and the Drugs and Alcohol Action Team who, amongst other service provision,

deliver outreach to areas where young people are gathering and where substance misuse is seen to be problematic.

The wider borough partnership also plays a vital role in addressing anti-social behaviour. The police have a dedicated ASB Team, which works in close partnership with the Council ASB Team, to the extent that there is a move towards co-locating both teams at Roycraft House. Issues of ASB specifically relating to young people can be identified and addressed through schools working in partnership with the police through the Safer Schools Partnership, and the YOT is an excellent example of a number of agencies working together to address youth offending.

The third sector also provides invaluable support to young people in the borough, both in terms of universal provision and raising aspirations, and in terms of interventions and diversionary activities. Health services are less directly involved, but still must consider ASB in their planning processes, for example, through referrals, through work to reduce the harm caused by alcohol and through mental health provision.

The Safer Borough Board takes the lead on ensuring a whole borough approach to address ASB as part of its wider remit to reduce crime and disorder in the borough. A number of interlinking strategies and action plans are in place, most notably the ASB Strategy, which is currently being drafted. The ASB Strategy will be monitored by the ASB and Hate Strategic Group which is responsible to the Safer Borough Board.

The Committee noted that the ASB Team are currently developing an annual ASB Action Plan, from April 2010-March 2011, to address ASB more effectively in the borough. The Plan (currently in draft form) has four strategic priorities, which link to the national indicators enabling the team to measure its performance against achieving these aims. It is anticipated that the action plan would reflect the findings of the Select Committee. The four strategic priorities are:

- Ensuring that the partnership is effectively identifying and responding to the concerns of local people
- Taking effective, proportionate action against those acting anti-socially
- Supporting victims and witnesses of ASB
- Preventing ASB from continue from continuing and/or escalating

Each of the strategic priorities has a range of projects in order to enable the ASB Team to achieve its aims and targets. These projects are referred to and discussed throughout this report.

3 Findings and Recommendations

In compiling the findings, the evidence gathered by the Committee has been grouped into key themes, and recommendations are presented with the relevant themes to provide context. For ease of reference the recommendations can also be viewed as a list in Appendix 4.

3.1 Media

3.1.1 Public Perception

Although evidence from different sources and research indicates that crime levels have reduced or remained constant over a period of time, the perceived level of youth crime remains high. According to the British Crime Survey, crime levels have remained stable throughout 2005/06 and 2006/07. The number of crimes increased in the 1980s and early 1990s, peaking in 1995. The levels then began to decrease, stabilising in 2005/06 (Jansson, 2007).

However, when it comes to public perception of crime and ASB, the statistics paint a different picture altogether. It has been suggested that the 'perceptions of prevalence tend to outstrip direct experience of youth crime' (Anderson et al., 2005). Nayak (2003) explains that the image of the street gangs imprinted in the public's psyche through portrayals in the media is one of intimidation, violence and a generation of crime. However, from the youths' perspective this is usually seen as nothing more than a social gathering of friends.

Findings from the 2008/09 British Crime Survey on perception of crime and anti-social behaviour indicate that problems with 'teenagers hanging around' were frequently mentioned as a main aspect of ASB. According to the 2008/09 Ipsos MORI survey in Barking and Dagenham, 64% of residents agreed that teenagers hanging around on the streets were a problem in the borough.

The results from the youth consultation run by the Committee as part of this review revealed that majority of the young people who attended believed that adults and older people had a negative view of them. As one young participant put it, "when we hang around with our mates people think we are there to cause trouble, when we are just chilling out and socialising". The Committee also took the view that the majority of young people within the community are unlikely to be involved with ASB and that it was important to communicate this message to adults in the community.

The young people participating in the consultation also claimed that they did not feel comfortable communicating with most adults in the community. Members felt that the Council should be doing more to promote a positive image of young people to the wider community and to remove myths about youth crime and ASB.

Recommendation 1:

The Committee recommends that the Group Manager for Engagement should lead on consulting the Youth Council and the Older People's Forum on ways in which the barriers that exist between generations can be broken down. This consultation could take the form of a joint event for these groups to discuss intergenerational issues.

In recent years we have seen the Flanagan Review (2007), the Neighbourhood Crime and Justice Group's review *Engaging Communities in Fighting Crime* (2008) and the Policing Green Paper (2008) all focus heavily on the need to improve public confidence in policing and the way crime and ASB are being dealt with. The 2008 Ipsos MORI report *Closing the Gaps* also emphasises the importance of effective communication within the community. The report also studies the key drivers of

overall satisfaction with the Council and being well informed about public services generally appears to correlate highly with satisfaction.

The National Foundation for Education Research (NFER) carried out a detailed review of *Young People, Crime and Public Perceptions* in 2008. The review highlighted factors that may influence the perception of crime levels and identified the impact of media as one of the main contributors. Other factors included personal characteristics and circumstances; age, gender, location and socio-economic factors). The Council's 2009 "*Be Safe Feel Safe*" report also indicated that media and its reporting of issues around youth crime was a significant contributory factor towards people feeling unsafe in the borough.

Referring to the low satisfaction rate and high levels of perception of crime and ASB in Barking and Dagenham, Members take the view that the Council and the Police need to communicate better with local residents and further publicise the work they are doing to address crime and ASB.

Recommendation 2:

The Committee recommends that consideration be given to carrying out a marketing campaign to achieve the following:

- Promotion of how the Council is working to address ASB in the borough
- Raising awareness of what support is available to victims of ASB
- Challenging negative perceptions and stereotyping of young people in relation to ASB

The Committee suggests that this work be led by the Divisional Director of Community Safety and Neighbourhood Services, and requests that a report on progress against this target be brought back to the Committee within six months.

3.1.2 Publicity and Promotion

The Committee was keen to establish how and to what extent young people are kept informed about the leisure and recreational activities and facilities in place for them throughout the borough and to ensure that all groups of young people are equally able to access this information.

Members heard evidence that activities and facilities offered by the Youth Support Services, many of which are delivered through the Vibe Youth Centre, are publicised through social networking sites regularly used by young people, such as the recently formed Street Base website. Street Base is a youth initiative that provides positive activities for young people to develop new skills. The website enables young people access information on the activities available to them, as well as providing advice on a whole range of topics.

The Committee commends the work undertaken by the Youth Support Services in creating an excellent website, but encourages officers to continue to investigate all possible media outlets to publicise youth facilities and activities, including – if appropriate – local radio.

Recommendation 3:

The Committee notes the good work being done by the LBBB Integrated Youth Support Services to promote the activities provided for young people. The Committee recommends that the Integrated Youth Support Services gives consideration to incorporating the use of local radio stations into its marketing strategy.

3.2 Statutory Agencies / Enforcement

3.2.1 Anti-Social Behaviour Team

The Council's ASB team consists of an ASB manager, one ASB officer and three ASB Caseworkers. The Caseworkers are dedicated to particular wards and also have themed areas of responsibility, such as, licensing and problem solving. The team works with the Police, Safer Neighbourhood Teams (SNTs) and a range of both internal and external partners.

It was noted that the caseworkers had been doing their job for a number of years and had built an excellent relationship with the community. Despite having a small team, officers have successfully dealt with 1446 cases out of a total of 1554 received between April 2008 and September 2009. Further detail is shown in the table below. The Committee commends their work.

Period	Number of cases reported	Number of cases successfully closed
April 2008- March 2009	983	957 (97.4%)
April 2009- June 2009	287	280 (97.6%)
July 2009- Sept 2009	284	209 (72.8%)

3.2.1.1 Partnership working

Although the majority of ASB is dealt at a low level, cases of consistent behavioural problems are reported on monthly basis to the Standing Case Conference (SCC). The Standing Case Conference was set up to deliver multi-agency action planning through partnership working to reduce anti-social behaviour in ward-based locations. The SCC group consists of the Anti-Social Behaviour team and partners such as the Police, Housing, Integrated Youth Support Services, Youth Offending Services, Enforcement Service and the Legal team.

Other partners are invited when required to resolve specific issues, including the Primary Care Trust (PCT), Registered Social Landlords (RSLs), Transport for London (TfL), the Drugs and Alcohol Action Team (DAAT), Neighbourhood Management, the Probation service, the Fire Brigade and Children's Services. The aim of the SCC is to reduce ASB through a cohesive and co-ordinated multi-agency

approach, centred on communication, preventative action, information sharing and problem solving.

3.2.1.2 Martins Corner Project

The Committee visited Martins Corner as an example of successful partnership work in addressing anti-social behaviour. Martins Corner, situated in the Mayesbrook ward, is a transport hub point where a large number of school children congregate after school to wait for buses home. The area had once experienced severe problems of anti-social behaviour by young people, which was described as groups of young people congregating and acting in a disorderly and intimidating manner towards local businesses, customers and residents. Specific behaviours included alcohol misuse and graffiti, and fights and thefts were regularly reported.

These issues were addressed by the Council, the Police, Safer Neighbourhood Teams, local businesses and residents working in partnership. A variety of measures were taken, including the installation of CCTV cameras on Porters Avenue and Wood Lane, fixing thin strips of metal to the tops of kerbside barriers to make them uncomfortable to sit on, and putting unflattering pink lighting in place above the shops to discourage image-conscious youths from gathering there. The partnership also provided shopkeepers with 'alert boxes', which could be used to call and warn each other of problems, such as fighting, abusive customers and shoplifters.

The project was a great success, as more elderly people are now shopping around Martins Corner. Local businesses informed Members that Martins Corner was now a much improved area and incidents of anti-social behaviour had reduced significantly. The alert boxes were referred to as a successful system, in that they provided a sense of security for the businesses.

3.2.1.3 ASB Interventions

In December 2006 the National Audit Office produced a [report](#) that examined the work of the Anti-Social Behaviour Unit, set up by the Prime Minister and the Home Secretary in December 2002, since 2003. This study found that 65% of people stopped behaving anti-socially after one intervention, 86% stopped after two and 93% stopped after three.

In Barking and Dagenham, intervention takes place at three different levels when dealing with ASB cases; low level, medium level and high level.

Low Level	Medium Level	High Level
Mobile overt and covert CCTV	Written warnings including abatement notices issued by the Nuisance Team	Injunctions (including ASBIs) – issued to people over 18 years of age. Social landlords also have the power to issue to tenants.
Victim support - safer homes mediation to the party and community	Interviews with subject (i.e. young person) and relevant parties such as the police, landlords,	Anti-Social behaviour Orders (ASBOs) – only
Diary sheets to quantify the level of problems		

<p>and referral to specialist agencies, i.e. drugs, mental health, services for young people</p> <p>Environmental Visual Audits to identify and respond to triggers of ASB in certain areas</p>	<p>Youth Inclusion Support Programme (YISP), parents, etc.</p> <p>Acceptable Behaviour Contracts (ABCs) - individually tailored written agreements for youths to not to carry out certain acts or behaviour.</p> <p>Parental Agreement Contacts between parent(s) and youths and Good Neighbour Agreements</p> <p>Restorative Justice – bringing the person causing harm and the victim together.</p>	<p>issued to youths aged ten or over. Breaching of an ASBO is a criminal offence and could lead to up to 5 years' imprisonment.</p> <p>Tenancy action - demoted tenancy, eviction, suspension of housing applications or Rights to Buy.</p> <p>Partnership powers such as dispersal orders or closure orders, e.g. drugs and property closure orders for premises manufacturing or supplying Class A drugs.</p>
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In Barking and Dagenham, a total of eight ASBIs and 14 ASBOs have been issued in the last year. Furthermore, a total of 140 ABCs have been issued from which only four escalated to an ASBO level.

In terms of supporting witnesses and victims of ASB, mediation and restorative justice techniques are employed where appropriate, as can be seen in the table above. However, there is a need to improve data capture relating to ASB witnesses and victims in general. Members noted that the reporting of hate crime in schools and children's centres is relatively low and that further work is required to increase the number of responses received through client satisfaction surveys.

Recommendation 4:

The Committee recommends that further effort and resources be identified and dedicated to supporting victims of anti-social behaviour.

3.2.2 The Police

The 2009 Partnership Strategic Assessment found that there was an 11.6% decrease in the number of disorder calls made to the police in the borough. The majority of disorder calls related to rowdy or inconsiderate behaviour (81%). By the time police officers had arrived at the scene of a disorder incident, in 20% of the cases the incident was no longer occurring. No offences were disclosed in 33% of reported disorder incidents.

Members noted that the highest percentage of disorder-related incidents in the borough occurred in Abbey Ward (10.6%), with offences focused around Barking Town Centre and Barking Station. However, there are other hotspots around the

borough, many of which are strongly correlated to the locations of offences listed as 'violence against the person'.

Cases of ASB are resolved through a four-stage cycle process called SARA:

- Scanning – identifying the problem, studying data and information obtained from community sources.
- Analysing – defining the problem and establishing the causes and generators.
- Responding – making recommendations based on the information gathered, assessing the short, medium and long term actions to be taken, seeking best practice elsewhere and assessing its success or failure.
- Assessing - what was achieved, whether the problem had been resolved and identifying the weaknesses in the process.

3.2.2.1 Dedicated ASB Team

Members heard evidence from the Chief Inspector Partnerships, Performance and Communication on how the Police address anti-social behaviour in the borough. Members were pleased to note that a dedicated Anti-Social Behaviour (ASB) team has been set up, comprising of an Inspector, an ASB officer, two Problem Solving Advisors and a Borough Intelligence Analyst.

The Borough Intelligence Analyst obtains and collates data on ASB. The Analyst takes difficulties in defining ASB, as discussed earlier in this report, into account when analysing data, and weighs perception against reality, and victimisation against the fear of victimisation. It was noted that there can be major discrepancies within the community around the reality of ASB and the way it is perceived. However, the Police identify ASB as a consistent problem for every ward in the borough, thus making it a key priority.

The Problem Solving Advisors also play a crucial role in dealing with ASB. Their main responsibilities include monitoring complaints received from ward panel meetings, assessing problems and discussing what actions to take. Problem Solving Advisors also work closely with schools in the borough on issues such as truancy, poor attendance, exclusion and behavioural problems and, along with the Transport for London Officers, attend Citizenship Curriculum classes to educate children about crime and ASB. The Advisors also work with the health partners for children with mental health problems.

3.2.2.2 Police on the streets

The Metropolitan Police Service provides all Local Authorities with a base level of Police Officers. In Barking and Dagenham, there are currently 450 Police Officers.

The response from the Council's 2009 '*Be Safe, Feel Safe*' report indicates that, although the majority of residents feel safe in the neighbourhoods in which they live and / or work, respondents identified a number of factors that detracted from their feelings of safety, including youth crime. In particular people reported feeling unsafe at night, in parks and whilst travelling on public transport.

To address these concerns, people expressed the wish for more police and especially a more visible police presence on the streets. However, recruiting more

police officers is expensive and funding is limited. The Metropolitan Police Service (MPS) has identified a tranche of 200 Police Officers, who are available for Local Authorities to part fund, in addition to the existing staffing levels provided by the MPS. The officers are an additional resource and are subject to a two-year contract. It was noted that 24 Local Authorities in London have adopted this and that Barking and Dagenham is one of the eight boroughs that are not part of the initiative.

Recommendation 5:

The Committee recognises the need for an adequate amount of police officers to address crime and deliver services effectively in the borough. The Committee requests that the Council investigate the pros and cons of part-funding additional police officers and bring a report back to Committee Members by no later than July 2010.

3.2.2.3 Engaging With Young People

Findings from the consultation with young people undertaken as part of this review revealed that young people were reluctant to report crime to the police. The main reasons given were the lack of confidence in the police and the fear of identification when reporting crime.

Members heard evidence from the police that they endeavour to engage with young people through non-threatening and confidential methods, such as a free text service, which enables young people to text their views on what the police should be doing to reduce crime. Other innovative ways to engage with young people include offering a blue-tooth service, organising information stalls on streets and running events through the Safer Neighbourhood Teams.

In terms of reporting crime, as well as dialling 999 and visiting the police stations, crime can be reported anonymously by filling out a form online. People can also report crime online through the Crimestoppers website, which allows the provision of details of a crime without revealing identity.

Recommendation 6:

The Committee recommends that the provisions in place for young people to report crime at a location other than police stations, such as the use of online reporting, should be better publicised to young people.

3.2.3 CCTV

In Barking and Dagenham, a 'CCTV incident' is defined as an activity that requires action from the CCTV Monitoring Officer and does not include routine monitoring. There are currently 90 CCTV cameras deployed around the borough, 16 of which are installed by Transport for London (TfL) as part of the East London Transit Scheme. Under this arrangement, the ownership is transferred to the Council on completion of the installation.

A total of 1,821 CCTV incidents have been recorded between 11 August 2008 and 31 March 2009, and a further 1,868 between 1 April 2009 and 23 October 2009. This activity does not include other services provided within the CCTV Control Room, such as monitoring and responding to intruder, fire and panic alarms.

The overall cost of purchasing and installing a CCTV camera is approximately £25,000 and, due to limited resources, the CCTV cameras are reallocated from one area to another, as appropriate. Before CCTV is installed, an Environmental Visual Audit (EVA) is carried out, which produces detailed community intelligence about the area, in terms of measures that would support crime reduction and improve residents' quality of life. The intelligence is assessed by agencies working together in partnership, for example, the police, the ASB Team, DAAT, Housing Services, Environment and Enforcement Services and so on.

It was noted that, although CCTV has become an integral part of our strategy to address crime and ASB, there is nationally a lack of data and evidence regarding the impact of CCTV on reducing actual crime figures. This is due to the fact that, although incidents of crime and ASB are recorded through the CCTV Services in the Council and then passed onto the police and the Crown Prosecution Services for further investigation, CCTV Services do not regularly receive feedback on actions taken as a result of the information provided.

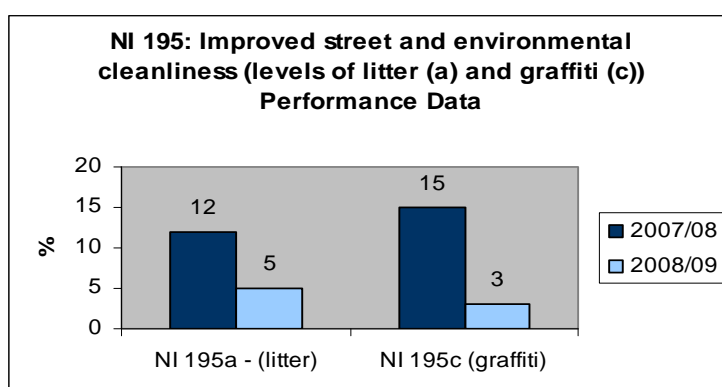
Members feel that this one-way communication process impedes the opportunity for CCTV Services to monitor the impact of CCTV in reducing crime or deterring ASB in the borough.

Recommendation 7:

The Committee recommends that the Police and the Crown Prosecution Services provide regular feedback on the outcome of the incidents recorded on the CCTV in the borough to the CCTV Services in the Council.

3.2.4 Environmental and Enforcement Services

Environmental and Enforcement Services play a key role in ensuring a safer, greener and cleaner borough by providing a range of services. In terms of anti-social behaviour, graffiti, litter, fly tipping and noise nuisance have been identified as the key environmental issues in the borough. Members were pleased to note that there are effective measures in place to address these issues, such as a free graffiti removal service. Local businesses are also encouraged to sign up to a graffiti charter, which includes free graffiti wipes and discount on graffiti removal services. Statistics show that in the last two years, levels of litter and graffiti have reduced significantly.



3.2.4.1 Noise Team

According to the Place Survey (2009), 75% of residents stated that noise is not a significant problem in the borough, despite a five per cent rise in the number of complaints received since 2008. It was noted that during 2008/09, a total of 3317 noise complaints were dealt with, 55 penalty notices were served and 13 prosecutions took place.

3.2.4.2 Street Wardens

The Committee noted the proposed restructure within the Environment and Enforcement Services, in particular to the Area Environmental Services and Environmental Health and Trading Standards. The aim of the restructure is:

- To expand, improve and enhance the street warden service by enhancing the capacity to the service to deal with a greater range of service requests in a more effective manner.
- To tailor services to local needs in such a way as to maximise resources and customer satisfaction in line with the cleaner, safer and greener agenda.
- To improve the local people's perception of the Council by providing services that are more responsive and flexible to local needs.
- To ensure that environmental enforcement services are carried out in an effective and efficient manner.

There is currently a Street Wardens Team responsible for identifying and reducing environmental crime and environmental anti-social behaviour by patrolling on a regular basis. There is currently one street warden per ward in the borough. However, under the new structure the street wardens will be transferred to Area Environmental Services.

The new structure will consist of an amalgamation of the three teams; the street wardens' team, the abandoned vehicle team and the public health team, into an Environmental Crime Unit. This Unit will provide a team of officers to deal with the enforcement of environment and public health issues, including street trading outside of the town centre. The team will be made up of a group of qualified Environmental Health Officers (EHOs) with a high level of generic enforcement skills, supported by a team of street wardens and a specialist warden to deal with dogs.

3.2.4.3 Licensing

The Licensing Act 2003 was introduced to reduce crime and disorder and alcohol misuse through regulating the sale and supply of alcohol. The purpose of the licensing system is to promote four fundamental objectives:

- the prevention of crime and disorder;

- public safety;
- the prevention of public nuisance; and
- the protection of children from harm.

In Barking and Dagenham, there are 159 off-licence premises and 91 on-licences including pubs, clubs and restaurants. The Licensing Team works closely with the Anti-Social Behaviour Team, the police, local businesses and other services to prevent underage sales of alcohol and alcohol-related ASB.

Actions are taken at a local level by the Licensing Board to control sales of alcohol within off-licences, for example, requiring all premises selling alcohol to put stickers on drink containers showing the name and address of the premises. This helps to identify premises selling alcohol to underage young people. An off-watch scheme, similar to Pub Watch but aimed at the off-licence trade, has also been introduced to spot the sale of alcohol by proxy.

The borough also operates the "Challenge 21" policy. Licensees are provided with a 'refusal book' that they use to record occurrences where they have requested identification from young people buying alcohol. A thank you letter is usually sent from the Council's Licensing Team to licensees who record such requests on regular basis.

Members note that active underage test purchases are also carried out in the borough to detect premises selling alcohol to underage young people. A total of 400 test purchases were carried out in 2008 and a further 140 were undertaken between April 2009 and September 2009.

Recommendation 8:

The Committee supports the robust approach to licensing taken in the borough, and encourages the Licensing Team and Anti-Social Behaviour Team to continue to work together to call problematic licences into review and to support the local community to overcome anti-social behaviour in these areas. The Committee also recommends that a firmer line be taken with regards to the granting of licenses and the withdrawal of licenses from those found to be in breach of the law.

One challenge in identifying underage drinking is that young people often conceal their consumption by adding alcohol to soft drinks. In order to overcome this, the Police Licensing Team have recently purchased 'Alcohol Test Strips'.

The Alcohol Test Strips are a rapid and highly sensitive test to detect the level of alcohol in any liquid. When dipped into a suspected drink, a change in colour on the strip will immediately show whether alcohol is present. Hundreds of strips have been purchased and will be distributed to the Safer Neighbourhood Teams to pilot. The officers will be targeting young people in parks and streets and the impact of the strips will be monitored in approximately six months' time.

Similar initiatives are already being undertaken by a number of local authorities. The London Borough of Bexley introduced alcohol-testing kits in April 2009, carrying out a six-month pilot in three areas within the borough. The pilot proved to be highly successful, showing a 40% decrease in the level of alcohol consumption and a further 28% reduction in overall violent crime since April 2009. The Home

Office granted Bexley with further funding to purchase more strips, which are now used by the Safer Transport Teams to identify alcohol consumption on buses.

Recommendation 9:

The Committee supports the Alcohol Test Strips pilot scheme to determine whether young people are consuming alcohol through adding it to soft drinks. The Committee would like a report outlining the results of the pilot from the Police Licensing Team and Safer Neighbourhood Teams in six months' time.

3.2.4.4 Safer Parks Team

Results from the direct Member consultation with young people revealed that the majority of respondents liked to spend time in parks in the borough, socialising with their friends. However, the majority of respondents also said that they did not feel very safe in the parks, mainly due to a fear of being attacked, bullied or mugged by young people from large gangs.

The Committee noted that the Boroughs' Safer Park Team had recently been restructured to maximise the impact of Safer Parks Officers in providing a safer environment for people visiting parks and reducing the fear of crime and ASB in parks. Barking and Dagenham has 25 parks and open spaces spread across the borough, and the Safer Parks Team covers the ten mostly frequently used parks in the borough. The Team consists of nine officers, including a supervisor, and each officer is allocated a park and is responsible for that park, providing reassurance and support to park users.

The Safer Parks Officers help reduce anti-social behaviour and criminal damage in the parks, promoting a visible presence and engaging with users to encourage greater use of parks and facilities. Since their introduction, there have been some positive reductions in relation to crime and disorder in parks, although problems still exist. Under the recent restructure, put in place in January 2010, the Safer Parks Officer role has been revised and is more focused around the visibility of the officers in the parks and further engagement with the public visiting the parks.

It was noted that the Safer Parks Officers mainly deal with criminal activities and anti-social behaviour at a low level. Children fighting in parks, graffiti and vandalism were reported as the most common types of anti-social behaviour. The officers are required to make a record of all incidents in the parks. The parks are mostly used during the day at the weekends by young children and families and, consequently, the majority of the problems arise during the evenings. The Safer Parks Team works in partnership with the Metropolitan Police and other organisations as part of the wider police network. Work is ongoing across the Council to ensure that all staff work together to promote safety in parks.

Members were pleased to note the vast refurbishment work in a number of parks in the borough. Barking Park was reported as one of the busiest parks in the borough, attracting approximately 70-80 thousand visitors a year. In February 2008, under the Public Parks Initiative, the park secured £3,254,000 funding from the Heritage Lottery Fund restoration and improvement. Mayesbrook Park in Dagenham was one of 11 parks throughout Greater London chosen to receive money for redevelopment by a public vote in 2009. The park received £400,000 towards

better footpaths, more lighting, refurbished public toilets and new play areas for children in order to encourage a greater public presence.

3.2.5 Youth Offending Services

The Government's Youth Crime Action Plan (YCAP), 2008, emphasizes the importance of prevention and early intervention when working with young people who offend or are considered to be at the risk of offending. Often this includes targeted work with families in order to reduce the number of young people entering the Youth Justice System. A target has been set by the Government to provide additional funding and expert support to at least 40 families in each local authority where children are known to have behavioral problems and are in need of assistance to prevent them from entering the Youth Justice System (HM Government, 2008).

The Youth Offending Team (YOT) in Barking and Dagenham is a multi-agency operation comprising of staff from the police, probation service, Adult and Community Services (ACS), education, and health. The YOT is based in ACS and works closely with young offenders and their parents / carers as well as with the courts, other criminal justice agencies, organisations and groups that support young people. Other key providers and supporters include the youth service, training and employment providers, accommodation and leisure services and many voluntary sector agencies. The YOT provides various types of support services to young people and their families, and uses a range of intervention methods to reduce ASB. The team also aims to improve victim satisfaction and reduce the fear of youth crime in the borough.

At the time of writing, the YOT was working with 170 young people.

3.2.5.1 Youth Inclusion and Support Panels (YISPs)

The Youth Inclusion and Support Panels (YISP) are a multi-agency planning group offering early intervention based on assessed risks and needs. YISPs are set up to identify and prevent ASB and offending by 8-13 year olds (up to 17 in some areas) who are considered to be at high risk of offending, ASB, truancy and social exclusion. There are currently 220 YISPs set up across the country. At the time of writing there is a core group of approximately twenty young people involved in the YISP in the borough.

3.2.5.2 Baseline Youth Inclusion Project

The Barking and Dagenham Youth Inclusion Project is one of the 70 projects funded by The Youth Justice Board across England and Wales. The project is based in two centres; one is located in the Gascoigne Estate, Barking, and works with a core group of roughly fifty young people, the second is located at the Jo Richardson Community School, Dagenham, and works with a core group of roughly 25 young people. Crime Concern manages them both in partnership with the Barking and Dagenham YOT.

The project provides a constructive way of involving those young people who are most at risk of offending or reoffending. The programme provides a dynamic, locally based integrated package of activities for more than fifty young people

between the ages of 13-16 years. In most cases the young people are known to the police and / or have been truanting from school.

The Youth Inclusion Project also benefits other young people in the area by enabling them to participate in activities through their association with those in the target group. The activities include provision of education and school support, as well as after-school activities, mentoring and life skills, sports (such as football, basketball, dance and outdoor activities), and other leisure activities (including DJ and MC workshops and multi-media and creative arts programmes).

3.2.5.3 Family Intervention Projects

Family Intervention Projects (FIPs) are specifically designed to help families with high levels of ASB and criminal behaviour, who have been evicted or are at the risk of being evicted due to ASB. These families have complex needs and are usually already known to a number of organisations and agencies.

FIPs are intended to address the following issues amongst families:

- High levels of ASB and criminal activities
- Homelessness / risk of homelessness
- Education and learning difficulties
- Physical and mental health problems
- Domestic violence

However, the primary objective of the FIP is to stop ASB within problematic families and restore safety to their homes and to the wider community. Using a twin-track approach, the FIP addresses the root causes of anti-social behaviour, as well as supervising and using enforcement tools to provide incentives for change.

Funding to rollout a national network of FIPs was announced in January 2006 as part of the government's *Respect Action Plan*. Further expansions were announced in the Children's Plan in December 2007 and the Children's Plan *One Year On* in December 2008. Following successful early evaluation, the Youth Crime Action Plan announced that that all local authorities would receive funding for a FIP aimed at preventing youth crime. In addition, the Budget 2008 announced funding for 32 FIPs aimed at tackling child poverty. The first data on outcomes from the later projects will be published early in 2010.

In Barking and Dagenham there are four dedicated key-workers within the Youth Offending Service providing various types of support through the FIP. The key-workers provide practical and emotional support to motivate families to change their behaviour. Contracts are established between the family and FIP setting out the agreed changes in behaviour. Support is provided to the family to facilitate the changes and sanctions are used when the contract is breached. Key-workers also support families by providing parenting advice and guidance, behaviour management, helping children to get back to school, practical help with the house and arranging activities for families.

FIPs offer a phased service; a model in which the key-worker will engage with a family intensively during the first weeks and months and then gradually reduce their

involvement as the contract stipulations are met and the family is enabled to sustain positive changes with less direct support.

3.2.5.4 Parenting Programmes

It is generally accepted that parenting is crucial throughout all stages of a child's development. Every Child Matters (2003) recognises this, stating 'The bond between the child and the parent is the most critical influence on the child's life. Parenting has a strong impact on a child's educational development, behaviour and mental health.'

Professor Stephen Scott's (2006) work focusing on adopted children, *Improving children's lives, preventing criminality: Where next?*, shows that parenting has such an impact that 'better rearing' techniques can cancel out any element of 'higher inherited risk' from birth parents and result in young people significantly less likely to be involved in criminal behaviour.

An Ipsos MORI Survey in October 2006, indicated that majority of people see the quality of parenting as having a significant impact on ASB, both as a cause and as a means of crime reduction. The survey also indicated that 82% of people support the statement that parents should be held responsible for their children's bad behaviour and that it is the parents' responsibility to teach their children positive values and acceptable behaviour. The results from the Ipsos MORI Survey (2008/09) in Barking and Dagenham indicate that 61% of residents felt that parents do not take enough responsibility for the behaviour of their children.

The results from the youth consultation run by the Committee revealed that the majority of consultees believed that parents are largely unaware of the challenges that their children face in terms of crime and anti-social behaviour, and that this often leads to breakdowns in communication and the provision of effective support.

The Parenting Services in Barking and Dagenham provide support to parents in order to help them improve their child's behaviour and enhance the parent-child relationship. Support is also provided to parents to increase awareness about their own attitudes and beliefs around effective parenting, as well as broadening their knowledge about child development, child care and child health. The support is broken down as follows:

- Demonstrating different parenting styles and approaches
- Using a holistic approach in working with parents, children and the family
- Communicating with parents in a friendly style and providing clear information
- Using simple theory-based models for parents to use at home
- Addressing different factors, such as home safety, child development, substance misuse, and so on.
- Recording regular attendances and investigating non-attendance

Tackling ASB is most effective when agencies work in partnership. The Parenting Team works together with other family support services in the borough, i.e. Social Services, Neighbourhood Management, the Family Group Conferencing Team and Children Centres, in order to ensure a cohesive and joined-up approach. Parents are also referred to specialist agencies to deal with other family problems, such as

housing, substance misuse and mental health support services. If the problems within the family are so great that a child is thought to be at risk, then a safeguarding concern will be raised, as appropriate.

Parenting contracts are offered to parents requiring a structured approach in dealing with their children's involvement in ASB. Written agreements are produced setting out responsibilities, goals and timescales. Progress is reviewed after a set period of time. Parenting Orders can also be issued to secure the cooperation of parents who are not willing to accept support voluntarily. This can include imposing requirements on parents to attend parenting programmes. Members agree that helping parents / carers improve their parenting skills is crucial in the effort to reduce youth offending in the longer term.

The following parenting programmes are available in the borough:

i) Strengthening Families, Strengthening Communities (SFSC)

The SFSC parenting programme is a community-based programme specifically designed to promote the following factors associated with 'good parenting':

- Developing close and warm relationships between parents and children;
- Using methods of discipline that support self-discipline in children;
- Fostering self-esteem of children;
- Developing strategies to deal with risky situations;
- Managing anger.

At the same time SFSC deals with the factors in parenting that are associated with increased risk:

- Inconsistent parenting;
- Harsh discipline in an overly critical environment;
- Limited supervision;
- Isolation and lack of knowledge of community resources.

Importantly, the SFSC approach emphasises that parenting is impacted by the local environment (for example the availability of good schools) and that parents should play an active role in shaping this environment by engaging with community resources.

SFSC is structured into 13 three hour sessions taught in consecutive weeks and is run for parents of 3-18 year olds. The programme is offered in 16 different languages in the borough. A report on the evaluation of the SFSC programme (2005-07) shows the continuous positive impact it has on parents; 99% of those involved said they would recommend the course to their family and friends.

ii) Speak Easy

The purpose of this project is to provide parents and carers with the information and skills to talk to their children about sex and relationships. Confidential information and advice is provided on contraception, sexually transmitted infections, planning a pregnancy, pregnancy choices and sexual wellbeing. Parents and carers also

receive information on family planning clinics, sexual health clinics and other sexual clinics in the borough. The project is delivered through seven group sessions of two hours each.

iii) DPYK – ‘how to drug proof your kids’

This project is intended to give parents the skills to help shield their children from substance misuse. The YOS provides support by developing home-based strategies that influence children’s choices through group sessions run on the weekends.

iv) Pass It On

The Pass It On programme offers support and information to parents on a number of topics, including drugs/alcohol misuse, behaviour management, ASB, the youth justice system, counselling services and careers information. The sessions are available for parents twice a week during the afternoon and evenings.

v) Parenting Wisely (PW)

This parenting skills programme is aimed at parents of adolescents. The programme, available on a CD-ROM, provides interactive training through modelling solutions to potential problem situations that parents might face. Parents work through the scenarios and their actions are then analysed and constructively critiqued through a question and answer session. The programme is available to parents on a one-to-one basis or in groups.

vi) Family Focus Ward (FFW)

FFW is a family-based prevention and intervention programme that has been applied successfully in a variety of contexts to help high-risk young people and their families.

The Committee expressed the view that parenting in today’s society is far more challenging than it was many years ago. Changing family values, a growing emphasis on consumerism and advances in technology have increased pressure on young people, thus making parenting more challenging. Members therefore agree that supporting parents through parenting programmes is necessary as part of the attempt to achieve a longer-term reduction in youth anti-social behaviour.

3.2.6 Housing Services

The borough’s Tenants Status Survey, which is conducted every year, indicated that 72% of tenants were satisfied with their landlords. The survey also highlighted that residents identified services to address ASB as their third highest priority for improving quality of life in the borough. Members noted that the Housing Service Plan for 2010 includes improving ASB as one of its key priorities.

Historically, the overall satisfaction rate for dealing with anti-social behaviour in a housing context has been relatively low. This was due to lack of regular communication between services within the Council. This has improved through

recent joint working sessions with other services such as Adult Social Care, Mental Health Services and so on.

Following a consultation with Members and residents, a new structure for Landlord Services has been established. The Committee noted that, prior to the consultation, the Estate Service Officers were primarily responsible for all tenancy and estates duties (including housing-related ASB). However, under the new structure the role of the Tenancy Services Officers has been revised to focus specifically on issues around tenancy-related ASB and to address these issues more effectively by working closely with the ASB team.

3.2.6.1 Responding to ASB

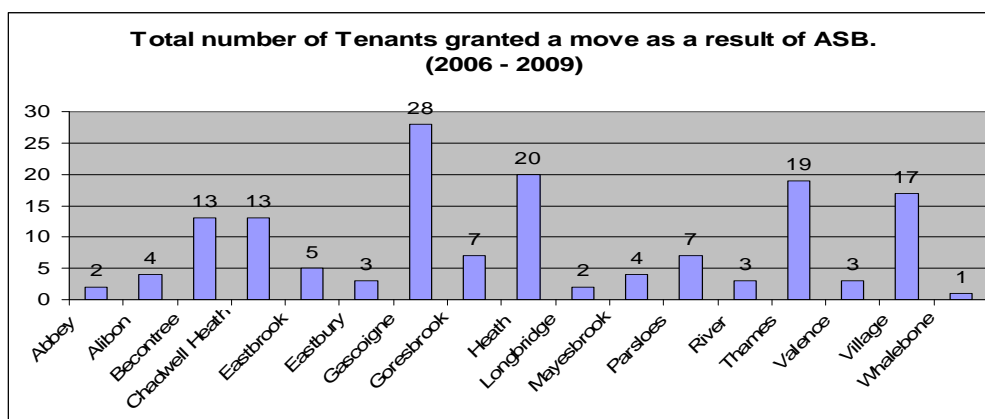
Issues of ASB related to tenancy/Council housing estates are dealt by Landlord Services, working in close partnership with the ASB Team. The Head of Housing Services stated that the key element in dealing with ASB efficiently is through effective partnership work and information sharing. The team already works closely with various partners such as the Safer Neighbourhood Team. Where issues are complex these cases are lead by the ASB Team within Community Safety and Neighbourhood Services.

Prompt action is taken for all ASB cases within agreed timescales. In severe cases the complainants are contacted within one day and interviewed within three days. Examples of severe cases include domestic violence and race/sexual harassment. Noise cases are usually dealt with within one day. Cases of graffiti and abandoned vehicles are designated as non-severe cases and are dealt by contacting the complainants within three days and interviewing within five days.

Members noted the range of interventions used to prevent ASB, such as acceptable behaviour contracts, anti-social behaviour orders, tenancy enforcements, parenting orders, intervention orders and so on. These interventions have resulted in a total of 63 notices served on council tenants for ASB and five eviction orders issued from April 2008 to March 2009. There were also three demoted tenancies and six postponed possession orders. A total of thirteen drug closure orders were successfully applied for since the legislation came into force.

Services also use probationary tenancies to deal with cases of ASB. Probationary tenancies enable landlords (for the first twelve months of a tenancy) to regain possession without having to rely on the discretion of the courts. This applies to all new tenants in the borough. At the end of the probation period, if the tenancy is conducted in a satisfactory manner, it will revert to a secure tenancy after 12 months without the need to issue a new agreement. Powers do exist to extend the probationary period from 12 to 18 months where appropriate. The process enables Housing Services to identify and determine tenants involved in ASB and deal with the issue more swiftly.

It was reported that between 2006-09 a total of 151 tenants were granted a move as a result of ASB in the borough. The table below provides a breakdown of this by ward.



3.2.6.2 Support to victims of ASB and other crime

Housing Services, in conjunction with the ASB Team, offer various types of support to the victims of crime and anti-social behaviour, depending on the circumstances of the case, the needs of the victim and any associated risks. Support for victims and witnesses can take a number of forms, such as:

- With the agreement of the victim, Housing Services can consult with the police and/or other appropriate agencies to determine whether there have been threats of violence or actual violence and whether there is an ongoing risk to the complainant and/or their family. Complainants that do not live in a council property are referred to other appropriate agencies to provide this support.
- Physical security measures to the home: these are offered through Sanctuary Services and Safer Home Services and provide a low-level security, such as fire-safe letter boxes, smoke alarms, film on windows, locks and bolts, and so on. This service is provided in cases where the victim or someone who lives with them has suffered threats of violence or actual violence and a continued threat is perceived. It was noted that a total of 484 properties received this service between April 2009 and November 2009 (about 69 a month) and 38% of people receiving this service were council tenants (184 residents in the period).
- Legal action: consideration is given to initiating legal proceedings to protect the victim and/or any witnesses to anti-social behaviour (for example, through an injunction), if appropriate. This is considered in cases where there have been threats of violence or actual violence and those legal proceedings would enable the complainant to remain in their home.
- Moving the victim/witness: in most cases, action is taken to allow the complainant to remain in their home. However, in cases of very serious anti-social behaviour (where other support has been considered and found not to be appropriate) the victim/witness can be moved to another council property. This option is only available to council tenants, and is called a Management Transfer.
- Professional witnesses and surveillance: in some cases, a professional witness and/or surveillance to monitor anti-social behaviour is used in order

to reduce the risk to the complainant. Professional witnesses and surveillance are both governed by legislation and so are not always appropriate. In any case, not every type of anti-social behaviour is possible to verify independently.

- Referral to a support agency or partner agency: in some cases the complainants are referred to appropriate support services such as the Racial Equality Council or Victim Support, or other agencies (for example, the police) who may be able to offer further assistance. Referrals will only be made with the agreement of the complainant.

3.2.6.3 ASB in Council and Non-Council Housing

Not all housing in the borough is owned by the Council. There is also private rented, owner occupied and housing association rented accommodation. In cases where housing legislation is, therefore, not an option, the ASB Team use all other legal and civil powers to ensure these issues are dealt with.

The Anti-social Behaviour Standing Case Conference looks at the most complex ASB cases and puts in place action plans around these. Between April and October 2009, the ASB Standing Case Conference managed 61 tenancy related ASB cases. 33 of these cases were Council tenants (54%) and 9 were people in temporary accommodation provided by the Council (15%). Four of the individuals were tenants of other Registered Social Landlords (7%) and 15 were either owner occupiers, had no fixed abode or lived in private rented accommodation (2%).

Although the Council has limited authority over private rented housing and Registered Social Landlords (RSLs) in the borough, Housing Services are developing good working relationships with RSLs and private landlords with multiple properties.

Members felt advice or information should be made available for private landlords on how to address tenants with ASB. The Head of Housing Services explained that a voluntary scheme offering advice on being a good landlord is available and private landlords are encouraged to take part in the scheme.

3.2.6.4 ASB by Tenants from Other Local Authorities Housed in the Borough

There is a London-wide agreement that means London Boroughs with extreme shortages of social housing can place households in private rented accommodation in other boroughs, including Barking and Dagenham. There is a criterion in place that governs which authorities can place residents outside their own borough, and also specifies the maximum number of households they can place. If a household placed in Barking and Dagenham by another borough causes antisocial behaviour, the Antisocial Behaviour Team in Barking and Dagenham will liaise with the placing authority to deal with this household. Information about whether a household is placed by another local authority can be found via Council Tax and Housing Benefit records which the ASB Team have access to.

3.2.6.5 Future Developments

In November 2009, a modern housing system called Capita Housing was launched in the borough. The system enables key partners to share resources and have access to housing data. The system also provides an information-sharing facility, including access to information on ASB issues addressed by other services. The Head of Housing Services is confident that this new system will improve the processes around resolving ASB cases as most of them require input from different services across the Council. The system will also provide access to statistical information on ASB by ward in the borough.

Recommendation 10:

The Committee recommends that Housing Services and the Anti-Social Behaviour Team continue to work closely together, using relevant legislation (including possession action) to impact on anti-social tenants, both in the local authority and private sector.

3.3 Universal Provision

3.3.1 Schools

Safer School Partnerships (SSPs) were introduced in September 2002 by the Department for Education and Skills (DfES), the Home Office, the Youth Justice Board (YJB), the Association of Chief Education Officers (ACEO) and the Association of Chief Police Officers (ACPO) with a view to focusing on early intervention and prevention as a partnership approach to crime prevention, school safety, behaviour improvement and educational achievement. All schools involved in the Safer School Partnerships initiative have a Police Officer or Community Support Officer allocated to their school to work with pupils, staff and other local agencies.

The Committee heard evidence from the management team at Warren Comprehensive School and police representatives affiliated to Warren, All Saints, Eastbrook and Robert Clack Schools through the Safer Schools Partnership. Members heard that the police officers in all nine secondary schools in the borough regularly attend classrooms to engage with and educate pupils on various issues such as anti-social behaviour, knife crime and so on. The police officers assist teachers and school staff in patrolling local shops within the vicinity of the school; both in the morning to ensure children are getting to school on time and after school to deter them from causing any nuisance or behaving in an anti-social manner within the local community. The police officers also regularly assist young people in getting home safely after school by ensuring there is a police presence on school buses. If children from a different school are identified as committing anti-social behaviour, the police officers will report back to their counterpart at the relevant school for further investigation.

In addition, teachers and the school staff regularly supervise and engage with young people during breaks and lunchtimes. As an example, Robert Clack School operates a number of activities and social clubs during lunch times for young children, particularly those with challenging behaviour problems. The Committee commends these initiatives.

The School Partnership Inspector reported that schools are working together in addressing incidents of conflict between young people from different schools. The police officers work in partnership with the Safer Neighbourhood Teams to identify local hotspots for ASB. The police officers also liaise with local shops around the vicinity of the schools, offering assistance in identifying young people involved in ASB.

The various police officers that Members spoke to shared the view that there are insufficient facilities and activities in place locally for children to use after school, hence, children congregate on streets, in parks or on buses to pass their time. It was suggested that further suitable youth provision should be offered outside of schools, in the forms of youth clubs, youth shelters, play areas or open air cafes for young people to socialise.

It was noted that in January 2009, Children's Services undertook an extensive consultation with young people aged 14-19 years regarding the activities and facilities they were participating in and how they thought these activities should be better publicised. A total of 1,232 young people participated in the consultation and the results indicate that sports were the most popular form of leisure activity. However, engagement with children and young people is an on-going process and the Commissioning Team ensures regular consultation is undertaken.

Members were pleased to hear that Warren Comprehensive School works with parents to prevent students engaging in or becoming victims of ASB. The school organises 'community night' meetings where parents are invited to discuss issues regarding the education or the behaviour of their children. In their role as community leaders, Members take an active role in leading on community safety issues and tackling anti-social behaviour. Therefore, the Committee encourages Warren Comprehensive School and any other schools hosting similar 'community nights' to work more closely with their local ward Councillors to address issues of challenging behaviour by young people.

Members also identified school council meetings as another potential avenue for them to get involved in working with young people and schools to help address ASB. Currently, 57 out of 60 schools in the borough hold school council meetings.

Recommendation 11:

The Committee requests that a communication be prepared by the Head of Quality and School Improvement to ask schools in the borough to consider extending an invitation to local Ward Councillors when holding 'community night' or school council meetings, as appropriate.

3.3.2 The Vibe

The Youth Service manages a number of projects within buildings such as The Vibe and the Sue Bramley Centre. In addition, the Service is soon to provide youth workers at the Gascoigne Community Centre, who will help to support weekly Youth Clubs. This will include sessions on Fridays and Saturdays. In addition, youth provision extends to school holiday activity programmes, such as the recent summer programme that attracted over 2,400 attendances over a six week period.

The Vibe youth centre was launched in December 2005 and is run in conjunction with Barking and Dagenham Youth Offending Service. The club is open to young people between the ages of 13-19, with access for those with special needs up to the age of 25. The Youth Centre uses a range of projects to help young people with their education and employment prospects. It also seeks to re-engage and motivate young people and members learn to take responsibility, develop social skills and enjoy the benefits of teamwork.

Current User Groups at the Vibe are as follows:

- Ab Phab Youth Club – meets at The Vibe on Monday evenings. They are a mixed group of disabled and able-bodied young people who participate in various activities.
- Move It Aside and Dance – meets on Monday and Wednesday evenings. They are a dance group of young people who use the space in the studio to practice and develop new routines to perform at various shows and venues in the borough.
- D of E – This is a Youth Service provision that delivers the Duke of Edinburgh Award. Currently, young people have the opportunity to work towards gaining their Bronze Award on alternate Wednesdays and the Silver Award on alternate Thursdays. This includes Expedition training.
- Schools Out – a youth club provision for looked after young people aged 8-12 that runs every other Thursday at The Vibe.
- Looked After Young People – A borough statutory group who meet at The Vibe every other Thursday and participate in various activities. There is another group, Young Care Leavers, who also use The Vibe on different occasions to plan their programme.
- The Transitions to School (TSS) project runs every Monday and Wednesday from 4.30 – 6.00pm. The aim of the project is to help Year 6 students have a smooth transition to Year 7.
- Money Matters – A Youth Support Service provision in which a group of young people meet every Thursday evening and contribute to decisions on the allocation of the Youth Opportunity and Youth Capital Government Funding to young people who apply to set up projects.
- BAD Youth Forum – The BAD Youth Forum helps young people to get involved in the democratic process and is made up of 4 sub groups: Crime and Safety, Equalities, Health and Environment and UK Youth Parliament. Each sub group meets once every two weeks either on a Tuesday or Wednesday from 5-7pm. They also meet in school holidays to take part in the Youth Achievement Awards programme.
- Volunteering and Leadership Group – currently working with 16-17 year olds who meet at The Vibe on Monday, Tuesday and Wednesdays between 9.30 am

– 2.30 pm. This project helps young people who are NEET to build self-esteem and confidence, in order help them move into education or employment.

- Youth Action Trust - A group who meet every other Thursday and are currently working towards an Open College Network (OCN) qualification for young people in Team and Communication Skills.
- Lifeline – They use The Vibe every day between 9am – 4pm. This group works with young people who are Year 11 school students who are not currently engaged in mainstream education. They deliver core subjects, i.e. Maths and English along with an Enrichment programme.
- Open Access – The Vibe's generic programme for young people, which operates from 6.30 – 8.30pm on Tuesday, Wednesday and Friday evenings and 12.30 – 4.30pm on Saturday afternoons. Various activities are available, as well as focused sessions around politics, photography, making choices and managing emotions.

3.3.3 Youth Access Cards

According to the Active People survey in 05/06, Barking and Dagenham currently has the lowest physical activity rates in London, and the third lowest in the whole of the country, with 50% of its residents doing no physical activity at all.

The majority of the young people who took part in the consultation with Members indicated that they had become involved with ASB due to an absence of alternative leisure activities. The young people were all very keen to use leisure centres and cinemas, but cited the entrance cost as prohibitively expensive and requested free or discounted access.

The Committee noted that there is a scheme being developed called the Youth Access Card, or to give it its formal brand name, the 'Streetbase Connect Card'. This card will be available for all young people up to age 19 to access services throughout the borough and will be issued to young people through schools. It is part-funded through the Council and part-funded through the PCT.

The card will reduce the need for young people to register with each individual service they use, while at the same time it will help services to gather accurate demographic and activity data. The card will also ensure young people access age-appropriate services, as well as providing one single form of access for local services, such as leisure services, condom distribution (for young people aged between 11 and 19) and cashless school meals.

The card will be loaded with credits to redeem against various leisure activities and facilities. Young people will be also be able use their credits to rent free DVDs from the library, and to access cinemas and leisure centres, amongst other options. It will also be possible to accumulate credits through making healthy choices. As an example, obese young people using their card to purchase healthy lunch options or access exercise facilities will accumulate credits that they can redeem against fun leisure activities. This will create an incentive for young people to make appropriate choices. This links to London Connect's work and national work on youth access cards.

Recommendation 12:

The Committee supports the introduction of the Streetbase Connect Card and welcomes the increase of free or discounted leisure options for young people combined with the incentivised approach for young people to make positive, healthy choices. The Committee urges officers to give consideration to the following issues:

- How to ensure that all young people, including NEETs, receive a card. This will involve distribution options that are not solely based around schools.
- The financial viability of using the card to incentivise a move away from ASB by persistent offenders, either through penalties (such as rescinding the card or credits) or rewards for good behaviour (such as additional credits).

Members request that report be brought back to the Committee in six months' time outlining progress so far.

3.3.4 Community Halls

The Committee noted that the concept of sharing buildings for youth clubs and community events can be problematic as sometimes as it is not clear who has overall responsibility for the building. This can cause conflict between users when they compete for space and time slots within the buildings.

Detached Youth Workers reported that they have tried to find local venues where they can meet young people, especially during winter months. They have approached local community centres, village halls, church halls and schools. The response has been patchy across the borough. A similar response has been received by people trying to set up local voluntary youth clubs.

There are currently 12 halls within the Community Centres and seven school halls available for hire throughout the borough. The Youth Support Services currently have access to only two Community Centres to use as youth clubs, Abbey and Castle Green. Following negotiations with the Community Centre Committee, the Service is also planning to set up a youth club on two evenings per week at the Theresa Green Community Centre. Youth Support Services has also expressed an interest in using the Community Centre in Marks Gate to use as a youth club.

The Community Cohesion Service will introduce new management agreements with Community Associations in early 2010 which will reinforce their role in ensuring all groups of the community can access community halls. Where any concerns are identified, the Community Cohesion Service will help dispel concerns and ensure use of halls by young people and services for them.

The Community Cohesion Service will discuss with Community Associations ways in which they can ensure the voice of young people is heard in relation to the use of the community hall.

Recommendation 13:

The Committee notes the importance of making full use of the borough's buildings and community halls in order to enable Integrated Youth Support Services to make more facilities available for young people. The Committee, therefore, recommends that the Community Cohesion Service continue to work with Integrated Youth Support Services and local Community Associations to increase the use of halls as venues for the provision of activities for young people, as appropriate.

3.4 Targeted and Diversionary Provision

3.4.1 ASB Relating to Drug and Alcohol Misuse

According to the 2008/09 British Crime Survey, 26% of people thought that people being drunk or rowdy in public places was either a very big or fairly big problem in their area. There was no significant change compared with 2007/08.

A qualitative study on binge drinking amongst young people aged between 18 and 24 years old (*Drunk and Disorderly*, 2003) highlighted the effects of drunkenness on mood and behaviour as an explanation of why binge drinking makes risk-taking and anti-social behaviour more likely among young people. Young people were described as being more inclined to act on impulse, thinking less about the consequences of their actions, and losing their tempers more easily when they were drunk.

Barking and Dagenham has encouraged and supported work to counter substance misuse amongst young people and this is recognised as a priority within the Children and Young People's Plan.

In January 2009, the Home Office announced £1.5m of funding for the fifty areas in the country with the highest levels of alcohol-related crime and disorder, as well as high public concerns about drunk and rowdy behaviour. Barking and Dagenham was identified as one of these areas. This money will be used to tackle underage sales, to confiscate alcohol from young people under the age of eighteen and to carry out tougher law enforcements. Furthermore, eleven London boroughs, including Barking and Dagenham, will receive an extra £30,000 to tackle specific local trouble spots of alcohol-related crime and disorder. (Home Office, 2009).

3.4.1.1 Drugs and Alcohol Action Team (DAAT)

The Barking and Dagenham Drugs and Alcohol Action Team (DAAT) is responsible for commissioning drugs and alcohol support services for all residents including young people up to the age of 19 and takes the strategic lead on addressing youth substance misuse.

DAAT officers commission drug treatment services across the borough, including treatment for adults and young people, education and prevention, and criminal justice. The Team has a fully integrated substance misuse treatment system to meet the needs of drug and alcohol users and their families, as well as specific services for young people experiencing problems with drug use.

The Common Assessment Framework (CAF) is used across all services to identify and assess children and young people at risk. This includes young people whose parents are misusing drugs and alcohol. In Barking and Dagenham, there are currently six substance misuse services in place for adults and parents. Through use of a drug use screening tool, if identified for substance misuse, children are then referred to Children's Services. The parents / adults are offered educational programmes for containing or preventing substance misuse.

In terms of young people treatments for substance misuse are provided at four different stages, as seen below:

- Tier one - front line practitioners provide universal services (signposting and onward referrals from schools, GP's, Children Centres, Youth workers, Connexions and so on.)
- Tier two focuses on young people with additional needs and provides a more targeted service (quick interventions and advice on harm reduction).
- Tier three addresses substantial issues and provides specialised treatment (interventions to alleviate harm caused by young people through substance misuse).
- Tier four – highest level (includes moving young people into rehabilitation settings to decrease level of risk). Tier four is a last resort and rarely used in the borough.

3.4.1.2 Local Statistics Relating to Drug and Alcohol Misuse

The 2007/08 data from the National Drug Treatment Monitoring System (NDTMS) and POPPIE (a software system designed to meet the needs of a wide range of services involved with the treatment and care of people with addictive disorders, including both drugs and alcohol) indicate that the use of cannabis (83%) and alcohol (17%) are the main aspects of substance misuse by young people in the borough. The percentage of substance misuse amongst males (66%) was higher than females (34%). However, compared to 2006/07 data, substance misuse by females has increased by 1%, while male substance misuse has decreased. The 2007-08 data also indicates an overall increase in alcohol misuse by 48% amongst young people in the borough.

According to the Drug and Alcohol Young People Treatment Plan 2010-11 (*Young People's Needs Assessment*), there are potentially 659 young people in the borough with a substance misuse treatment need who are not currently engaged in treatment. This number was derived by completing a 'Treatment Bullseye'; an illustrative tool that has been used as a part of a needs assessment process to help understand young people's drugs and alcohol use based on their level of engagement with treatment services in Barking and Dagenham and other partnership agencies. Although this may seem like a soaring figure, there has not, in fact, been a significant increase from last year. However, due to improved sophistication in data collection methods, there is a marked increase in treatment-naïve numbers being recorded.

The table below provides a further breakdown:

Breakdown of Treatment Naïve by Tier
<p>Tier 3 Treatment Naïve – 79 young people plus 439 hidden harm = 518</p> <ul style="list-style-type: none">• Young people who required structured specialist interventions who may have already have problematic use• 43 young people known to Youth Offending Services(drugs)• 16 young people via hospital admissions (alcohol)• 20 young people via drug related mental health admissions (drugs)• Hidden Harm: 209 adults known to treatment with under 18's residing in their home. 230 known to treatment with children and young people living with carers.
<p>Tier 2 Treatment Naïve – 141 young people</p> <ul style="list-style-type: none">• Young people who required brief intervention primarily to minimise harm and prevent problematic use.• 55 young people known to Connexions (drugs/alcohol)• 27 young people via Merlin PACS (drugs/alcohol)• 59 Accidents and Emergencies presentations (drugs)

The Treatment Plan also indicates that Barking and Dagenham has an core group of approximately 600-800 young people who fall into one or more categories associated with vulnerability to drug and alcohol misuse. These young people may be Not in Education, Employment Training (NEET) and known to Social Services and/or the Police and Primary Care Trust. It is, therefore, a key priority for the DAAT and the borough's wider partnership to work together to identify strategies to prevent substance misuse amongst this group of young people.

3.4.1.3 Alcohol Consumption by Women

National survey results (April 2002) indicate an increase in the percentage of young women consuming alcohol. A European School Survey Project (2008) on alcohol and other drugs recorded the results of interviews with more than 2,000 young people aged between 15 and 16 years old across 35 countries. The results indicated that 26% of boys and 29% of girls in the UK had indulged in binge drinking at least three times in the previous month (binge drinking was classed as having more than five alcoholic drinks in a row). The study also revealed binge-drinking levels had fallen for boys since the last survey in 1999, while those amongst girls showed an upward trend.

Following a joint strategic assessment by the DAAT and Health partners, it was noted that, although compared to neighbouring boroughs alcohol misuse in Barking and Dagenham is relatively low, there are concerns around increasing alcohol consumption amongst women in the borough. The local data does not confirm this increase amongst women, but anecdotal evidence from frontline practitioners suggests that this has been the case.

Furthermore, the Young People's Needs Assessment Plan 2008-09 undertaken by the DAAT indicates that out of the 76 referrals made to the DAAT, 62% were males and 38% were females. This shows a 5% increase in the number of young women engaged in treatment for drugs and/or alcohol across the board, as compared to data from previous years. This may necessitate further investigation by the DAAT and could be linked to the anecdotal reports of increased alcohol consumption by women. The 2009-10 Young People's Specialist Substance Misuse Treatment plan also highlights the need for more targeted work with young women, as this group is under represented in the treatment system.

3.4.1.4 Prevention and intervention

The Committee heard evidence that the DAAT is targeting 150 young people for specialist treatment, although only 52 young people (aged 14-17) are actually receiving treatment in the current year. 46 of these young people were receiving treatment in the borough and the remaining 6 were receiving treatment outside Barking and Dagenham. A total of 87 young people received specialised treatment last year.

The DAAT has appointed a School Drugs Advisor, whose role is to ensure that all schools in the borough comply with the DAAT policy and early identification of young people in need. The Subwise programme offers support to parents / adults at a local level who are dealing with their children's substance misuse. Outreach work is jointly provided by specialist substance misuse workers and detached youth workers who aim to engage with and divert young people into positive activities or treatments. The Outreach Team is in regular communication with the Anti-Social Behaviour Team and Neighbourhood Management.

The DAAT works in partnership with other services and organisations to identify young people at risk at an early age. For example, Operation Alcopop was introduced and piloted in the summer of 2009 and involved the police and Outreach Team providing on-the-spot referrals to young people identified with drinking problems. It is expected that this pilot will be continued.

The DAAT works in schools to identify young people who are misusing substances or who are at risk of substance misuse. The DAAT currently offers services in Barking College and is planning to introduce a 'talking from experience' project into schools, in which an adult with a history of substance misuse would talk to students about his/her experience. This is intended to educate young people about the treatments and support available, as well as encouraging self-referrals.

The Committee discussed the correlation between dementia and the level of alcohol and drugs consumed. According to Professor Georgy Bakalkin (8 July 2008) up to 10% of patients diagnosed with dementia have a history of prolonged alcohol abuse. Members felt that the risks associated with the consumption of alcohol were not sufficiently publicised in the borough.

Recommendation 14:

The Committee recommends that the DAAT work with colleagues in the Council, health partners and other agencies to raise awareness about the risks of dementia associated with cannabis and alcohol misuse and the existing support available for people.

3.4.2 Locality Working

The Council's Neighbourhood Management Service works across six localities to promote community cohesion and to ensure that the Council and its partners understand the priorities of local people and are able to co-ordinate local services to respond to these priorities. Neighbourhood Management is part of the Multi-agency Localities Team which brings partners together in a community setting to address emerging priorities.

Section 17 of the Crime and Disorder Act (CDA) 1998 places a responsibility on local authorities to consider the crime and disorder implications of service design and delivery. The CDA Review broadened the definition of Section 17 so that agencies have to take account of ASB, behaviour adversely affecting the environment and substance misuse. The Neighbourhood Management Service works closely with partners to make improvements in line with local ward priorities, many of which focus on reducing crime and disorder, as well as providing support to Police Safer Neighbourhood Teams.

The Neighbourhood Management approach enables local communities and service providers to work together at neighbourhood level to improve services through responding to local needs.

Projects led throughout the borough include:

- Problem solving at Ellen Wilkinson House, Althorne Way, Shipton Close and Inskip Road tackling antisocial behaviour and improving security;
- Working with Subwize to carry out drugs outreach work at Marks Gate and Shipton Close;
- Supporting the work of the Neighbourhood Crime and Justice Coordinator promoting Community Crime Fighters and Community Payback initiatives;
- Working with the Police during 'Not in my neighbourhood week' from 2nd to 9th November 2009 in Village, River, Alibon and Heath wards.

The Committee heard evidence from the Neighbourhood Co-coordinator for Gascoigne Ward, stating the methods and partnership approach used by the Neighbourhood Management Service to address the issue of anti-social behaviour in the area. Gascoigne Ward has the third largest population in the borough, and at one point was reported to have severe problems of graffiti, vandalism and anti-social behaviour by both adults and young people. The Gascoigne Safer Neighbourhood Management Team addressed these problems through efficient partnership work with Ward Members and various other services, such as:

- A project provided by the Detached Youth Service to engage with young people and seek their views on what activities they would like in the area.
- The Gascoigne Children's Centre is currently under refurbishment and will develop into a Youth Community Centre, which will also be used as a youth club in the evenings.
- Barking Learning Centre carried out a series of workshops amongst young people, including those from other wards, asking their views on what should be changed in the area. Approximately 70 young people participated in the workshops.
- A Community Sports Programme was set up to engage with young people aged 7-14 through organising sports activities, such as football games.
- The Baseline project targets young people who are at the risk of drugs and alcohol misuse and provides a signposting service into education and employment. Young people also take part in voluntary work such as attending the over 50's club.
- A Multi-agency Locality Team concentrates on the whole family through joint work by the Neighbourhood Management Teams, Social workers, mental health, Modern Matrons, Children Services and family co-ordinator from Children's Services.
- A Community Payback scheme includes four days a week community work for young offenders to carry out in their neighbourhood as part of their unpaid work sentence.

The installation of CCTV by local businesses has been very effective in enabling the police to access evidence of youth anti-social behaviour. Similarly, the Subwize project has been effective in identifying and working with young people as young as nine with alcohol and drugs problems.

3.4.3 Community Street Pastors

Street Pastors is an initiative spearheaded by the Ascension Trust as an interdenominational Church response to neighbourhood problems. Pastors engage with people on the streets and in night-time venues to listen to people facing difficulties and to offer practical help. They work together in partnership with the local government, the police and local churches to help build communities and transform lives.

The Street Pastors initiative began in 2003 and is now operating in over 60 locations around the United Kingdom. Since its introduction, there has been a significant reduction in street crime in areas where street pastors operate. Examples taken from police crime statistics show a 30% reduction in Lewisham within the first 13 weeks, a 95% reduction in Camberwell, a 74% reduction in Peckham and a 7.5% reduction in Lincoln with the first 6 months.

In Barking and Dagenham, the Street Pastors initiative began in May 2009 and is managed by the Street Pastors Co-ordinator. In July 2009, the initiative received funding of £30,000 over three years from the Home Office. Barking and Dagenham Street Pastors aim to contribute to reducing street crime by increasing

community safety and well-being and ensuring a visible positive presence that reduces the fear of crime.

The Barking and Dagenham Street Pastors initiative works in three phases:

Phase One – street pastors engage with young people on the street, including hard-to-reach young people and gang members, building up trusting relationships. Patrols are targeted in areas known to have problems with anti-social behaviour. Street Pastors currently patrol four areas in the borough; Barking, Dagenham, Marks Gate and Chadwell Heath.

To date, 50 incidents where street pastors have intervened and calmed down potential anti-social incidents have been reported by the Police. Furthermore, 109 incidents have been recorded where street pastors have supported vulnerable people. Street pastors are now working with 50 young male students aged between 12 and 15 who are believed to be members of a local gang.

Phase Two – The School Pastors Project has engaged students from six local secondary schools, six local primary schools and Barking and Dagenham Pupil Referral Unit. This includes 120 key young people who are involved in gang-related activity. As a result of School Pastor patrols and work in local schools, in the period July to November 2009, it is estimated that the project has engaged with 5,614 young people, although, the total potential for engagement with pupils/students is 10,351.

The School Pastors mentor young people within a school setting who have been failing in school due to behaviour, family or home-life issues, health problems or disabilities. A team of School Pastors also patrols potential anti-social "hotspots" and accompanies children as young as five walking home from school in "after school patrols". In September 2009, the Metropolitan Police provided funding of £5,000 to support the School Pastors initiative.

The Committee undertook a visit to Jo Richardson School and commended the work undertaken by the School Pastors in patrolling and engaging with young people after school. Members were also pleased to see that the school staff and teachers also actively took part in patrolling with the school pastors.

School Pastors have also taken assemblies in local schools working with year groups 7 to 11 highlighting the dangers of becoming involved with gangs, anti social behaviour and other criminal activities

Phase Three – a new gang intervention initiative, offering a 26-week programme for young people who have been involved in gang-related crime is projected to be in place in 2010. It is estimated that there are currently seven active gangs operating in the borough. In this new initiative the Street Pastors will be working with the YOT, local schools, education, training and apprenticeship schemes, the council, recruitment agencies, local housing, benefits agencies, the police and local families to help these young people turn their lives around.

This intensive programme aims to address the conditions leading to gang-related anti-social and aggressive behaviours and criminal conduct. Young people will be supported to re-enter education, employment or training, and will be helped in skills

development and goal setting. They will also be given the opportunity to reflect on why they became involved in gang-related activity and how to avoid such a path in the future. The programme is intended to help young people gain self-awareness and peer and adult support.

Funding is crucial to this project for its long-term sustainability. The Street Pastors Coordinator will oversee the development of partnership links as well as developing the programme. Funding of £12,000 a year will be required for this programme; which would include the cost of employing 12 people, who will work with the young people as well as the provision of training and equipment. The Street Pastors Co-ordinator has been in discussions with the Youth Offending Team and the Police for three-year funding for the Programme. A final decision has not yet been made on the provision of secure funding for the programme.

Recommendation 15:

The Committee commends the work undertaken by Street Pastors and supports the new Gang Intervention Programme. The Committee is mindful that currently the Programme does not have a secure funding in place and recommends that the police and the Youth Offending Services work together to identify funding streams for the programme for the next three years.

3.4.4 Kickz Programme

The 2008 Crime and Communities Review concluded that the specific targeting of funding and support was key to diverting more young people into constructive activities and away from crime and ASB. The Committee visited and undertook evidence regarding a number of facilities and activities related to youth provision in the borough. In particular Members visited the Kickz programme delivered by the Dagenham and Redbridge Football Club. The Kickz Programme is a project targeted at 12-18 year olds and provides the chance to take part in a positive activity three nights a week at the Dagenham Parks School. The project is primarily supported and funded by the Football Foundation and the Metropolitan Police. The purpose of the Kickz programme is to provide a safer, stronger and more respectful community through the development of young people's potential. The Kickz Programme initiative reflects the Government's ten year youth strategy; *Aiming High* (DCSF, 2007) and is also relevant to the Mayor of London's *Time for Action* (London, 2008) document, aimed at equipping young people for the future and preventing violence.

Since its introduction in 2006, the number of young people engaged in the Kickz programme has increased significantly. The Football Foundation Annual Report 2009 indicates that there has been a 7.6% reduction in ASB across all scheme areas on the days that Kickz sessions have been running. The most established London Kickz project, based on the Ferry Lane Estate in Haringey, has seen close to a 30% reduction in specific crimes.

The 2006/07 Football Foundation Annual report stated that Kickz projects are making real impacts on crime and anti-social behaviour levels in the areas in which they are delivered. It was noted that in London and the North West, crime reduction was over five times greater on the days when Kickz projects were being delivered

and that, even more compellingly, there was little evidence that crime was being displaced to other times and/or areas. This, it was suggested, is because Kickz is not merely diversionary, but rather is a development programme committed to providing holistic support for young people with the aim of improving their life chances (rather than simply restricting their opportunities for engaging in criminal activity).

In Barking and Dagenham, the Kickz Programme is a partnership between West Ham United FC, Dagenham and Redbridge FC, the Council, the local police and other organisations. The programme is largely funded by the Football Foundation and Children's Services within the Council. The number of young people registered with the Kickz Programme has steadily increased to a current position of 180. The match games are arranged with other teams within the borough, providing an opportunity for young people to get involved at West Ham Football Club, Mayesbrook Park and Dagenham Parks School.

Approximately 40-45 young people participate in Kickz every week. Additional activities, such as street dancing, are also arranged for young people. Barking and Redbridge Football Club runs workshops for young people registered through the Kickz Programme to raise awareness on knife and gun crime. This normally involves the police attending different sessions to raise awareness on the issue and the consequences. Workshops on sexual health are also run for young people.

The Football Club works in partnership with the Safer Neighbourhood Teams to publicise Kickz, for example, through leaflets to raise awareness of the programme. The programme is also advertised through the Dagenham and Redbridge Football Club website. The project creates routes into education, training and employment. Dagenham Park School provides training for young people to become football coaches and, after a period of time, to find jobs as football coaches.

The achievements of the young people are recognised through the Kickz award ceremonies. The first Kickz award ceremony took place in 2008, at which Barking and Dagenham won two categories. The borough will also be nominating young people for the 2009 awards. The awards also recognise the hard work and achievements of those who organise and deliver Kickz projects from football clubs, local authorities and the police.

Members were pleased to note that once high level of ASB in the area surrounding Dagenham Park School, is now significantly reduced following the introduction of the Kickz programme and various other projects, although some problems still exist. Through the Kickz project, young people have developed a relationship of trust with the project co-ordinators. This enables the co-ordinators to seek concerns and views of young people around crime and anti-social behaviour.

Members noted that the Kickz project currently takes place at the playing field within Dagenham Park School. There are plans to develop the school in 2010, hence a likelihood that Kickz will lose the site. There is a possibility that the Leys Pavilion Park, located near the school, could be used as an alternative site for Kickz.

The Leys Pavilion is relatively a large area of land within Dagenham Park. There are four football pitches, four mini soccer pitches and changing facilities. However for Kickz to take place at the Leys Pavilion there are number of factors that require consideration:

- The need for a storage place for equipment (for example, mobile flood lights) and access to power, as it is not possible to carry the floodlights from the Dagenham and Redbridge Football Club to the sessions three times a week.
- Access to the pavilion three times a week. It was reported that currently the Pavilion is only used as changing facilities when the pitches are hired.
- The pitch would need to be marked out for the Kickz games every week.
- Kickz is currently funded from both the football foundation and the Council's Children's Services. Further ongoing funding for sessions outside the Dagenham park school would need to be secured in order to pay the coaches and purchase relevant equipment for the games, such as bibs, balls, and so on.

Recommendation 16:

The Committee supports the Kickz Programme and recognises the importance of continuing this initiative to develop young people's potential in sport. The Committee is concerned to note that the Programme is under threat due to the loss of its current facilities at Dagenham Park School, and urges Children's Services to support the Programme in its search for an alternative site. The Committee notes that the Leys Pavilion has been put forward as a possibility and requests that Children's Services assess the feasibility of this option and any additional funding that might be required to make this transition. In addition, the Committee applauds Dagenham and Redbridge Football Club's to publicise the Kickz Programme to young people within the borough and encourages them to continue to liaise with other organisations delivering facilities and activities for young people.

3.4.5 LBB Youth Support Service

The LBB Youth Support Service delivers a number of elements of statutory youth provision under the Integrated Youth Support Service. Provision through The Vibe has already been considered under section 3.3.2.

Members are also pleased to note the significant amount of targeted support and diversionary projects in place for young people.

3.4.5.1 Targeted Youth Support

Youth Support Service staff work as part of the Multi-Agency Locality Teams to provide services to young people who are referred through a Common Assessment Framework. They work with individuals to help them address specific issues through the provision of positive activities that develop personal and social skills.

3.4.5.2 Detached Youth Work Provision

Detached Youth Work is a model of youth work practice targeted at vulnerable and excluded young people that mainstream youth work and other services cannot reach. It takes place on young people's own territory, such as streets, cafes, parks, outside shops and other places that they choose to congregate.

Youth Support Service staff work on the streets every Thursday, Friday and Saturday evening in locations where young people gather. These gatherings often have, or are perceived to have, Anti Social Behaviour (ASB) implications. Staff help young people with these issues and signpost them to positive activities.

The majority of Detached Youth Work involves working with young people on issues such as drugs, alcohol, sexual health, bullying, race/racism, homelessness, education and unemployment. The Detached Youth Team work to ensure that young people have all the information they need to make informed choices.

In Barking and Dagenham, the Detached Youth Team consists of ten Youth Workers, who are fully qualified and trained to engage with young people. The Team currently works with young people in six wards within the borough; Eastbrook, Alibon, Heath, Gorsebrook, River and Village. The Team delivers detached youth work sessions on Thursday, Friday and Saturday evenings, running a number of activities and workshops.

The work of the Detached Youth Team directly links to the Youth Crime Action Plan (YCAP 2008), in aiming to reduce youth anti-social behaviour and other criminal activities. The objectives of the team are strategically linked to the five Every Child Matters outcomes and the LBBD Youth Public Service Agreement targets.

The Youth Support Services conducted a survey in the summer of 2009 in partnership with the Safer Neighbourhood Team, the Anti-Social Behaviour Team and local businesses. They asked young people in Dagenham about their needs and wants, and in response the Detached Youth Team have set up workshops on issues such as anti-social behaviour, crime, drugs, substance use and sexual health, as well as programmes to tackle associated drivers such as low self esteem, peer pressure and boredom. The Team also delivers workshops on teenage pregnancy to educate young people on risks and prevention. The Team also plans, delivers and evaluates activities based around the hobbies and interests of young people, such as drop in youth clubs, film production and sports coaching.

Although the approach is working well in changing the behaviour of young people, the Detached Team is relatively new and further work is still required to build strong relationships with the young people. The team is also working towards encouraging young people into other areas of the borough, such as to watch sporting events, as currently it appears that young people feel insecure and resistant to moving away from their local area. The Team is also planning to patrol shopping malls in Barking Town Centre, as one of the key areas where young people congregate.

3.4.5.3 Special Projects

Special projects include specific programmes with young people to address issues such as those who are not in education, employment or training (NEET) or to support young people at the time of transitions. For example, the Volunteering and Leadership Programme is a four-month programme to enable young people to gain skills that will help them find employment or education.

The NEET programme is aimed at 13-19 year olds, to engage and re-integrate young people back into education, employment or training. The programme enables young people to improve their personal, social and life skills.

3.4.5.5 Support for Third Sector Organisations

The Youth Support Service also supports independent and voluntary youth groups with training and grant aid. In addition, the Service is building capacity within the third sector by setting up local voluntary youth clubs in local communities. To date five voluntary clubs have been established and it is planned to open and support twelve by April 2010.

- Volunteering and Leadership Projects - The Detached Youth Team works in collaboration with Connexions (an information, advice and guidance service for all young people aged between 13 and 19 years old) to identify young people with problems, such as alcohol and drug misuse, and to encourage them to take part in the facilities offered by the Youth Support Service. The team also works alongside the Safer Neighbourhood Teams, Youth Offending Services and third sector groups in engaging with young people.

A six week programme was run in the summer of 2009 to give young people the opportunity to develop their skills through various fun, yet challenging, activities. Approximately 100 young people per day took part in various workshops at the Vibe Youth Centre, such as graffiti art, engineering, hockey, fashion designing, and so on.

- Voluntary Sector Support and Community Development - The Youth Support Service is working closely with PC Graham Mann towards developing a number of youth clubs in the borough. Currently there are four youth clubs open in the borough, however, it is hoped to open another 12 youth clubs over the next two years, with a final aim of opening a youth club in every ward in the borough. There are challenges in achieving this aim, however, namely sourcing continuous funding and suitable venues. The Detached Teams are investigating this issue.

Members commend the range of provision delivered and supported by the third sector, both in terms of providing positive activities for all young people and also through the delivery of targeted programmes for those most in need.

4 Conclusion

- 4.1 This has been the first review of the Safer and Stronger Community Select Committee. The review has aimed to identify some key issues that have particular relevance to anti-social behaviour perpetrated by and against young people in the borough, and to put forward recommendations that will provide support to young people in Barking and Dagenham, their parents / carers and others working to help young people make positive choices about their future.
- 4.2 Given the large topic area encompassed by anti-social behaviour, it was not possible for the Committee to thoroughly investigate all issues that potentially could have been included in the review. Although briefly touched upon, the Committee did not have time to take an in-depth look at the formal structures within the Youth Justice system that deal with sentencing and correction, such as youth courts, youth detention centres and probation services. However, although some young people displaying behaviour of an anti-social nature are also involved in higher level criminality, for the most part ASB is addressed without recourse to such institutions. Nevertheless, the Committee may return to these themes in more detail at a later stage or during the course of a different review.
- 4.3 In conclusion, the review has revealed that anti-social behaviour is a key concern for local residents and that important, effective work is already being done to address ASB across the partnership. This report seeks to support and encourage that work. Members recognise that we are travelling in the right direction on ASB and the recommendations put forward as a result of this review are intended to add to the momentum rather than requiring a change of course.

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Terms of Reference

- To consider the current range of services, interventions and facilities available in the Borough to address ASB, with a particular focus on young people.
- To contribute to the review of the anti-social behaviour strategy currently being undertaken by the ASB team.
- To establish an overall statistical picture of anti-social behaviour amongst young people and others in the borough.
- To look at how the Council and its partners are helping to address anti-social behaviour and perceptions of ASB.
- To engage with the public and, in particular, young people through public evidence-gathering sessions.
- To look at best practice and successful initiatives nationally and in other local authorities, including the London Borough of Barking and Dagenham's statistical neighbours and Beacon authorities.
- To respect the need for confidentiality surrounding certain aspects of the review, with particular regard to witnesses that may have been involved in ASB.
- To consider any related equalities and diversity implications.
- To report back to the Executive and relevant partnership sub-groups for comments and to the Assembly for agreement with findings and recommendations for future policy and/or practice.
- To monitor progress against the implementations of the recommendations, agreed by the Assembly, after six months.

Contributors to the review

The following people submitted reports or presented evidence at formal Panel meetings:

1 July 2009	<p>Glynis Rogers, Divisional Director for Community Safety and Neighbourhood Services</p> <p>Katherine Gilcreest, ASB Team Manager</p> <p>Paramjit Nijher, Scrutiny Support Officer</p> <p>Fiona Taylor, Legal Partner</p>
2 September 2009	<p>Glynis Rogers, Divisional Director for Community Safety and Neighbourhood Services</p> <p>David Horne, Group Manager, Youth Offending Team</p> <p>Rob Williams, Group Manager, Environment and Enforcement and Trading Standards</p> <p>Fiona Taylor, Legal Partner</p> <p>Nick Hancock, Chief Inspector, Partnership, Performance and Communication, Met Police</p> <p>PC Mark Osbourne, ASB Officer, Barking and Dagenham, Met Police</p> <p>Jeff Patteson, Intelligence Analyst, Borough Intelligence Unit, Barking and Dagenham, Met Police</p>
14 October 2009	<p>Glynis Rogers, Divisional Director for Community Safety and Neighbourhood Services</p> <p>Helen Harding, Parenting Officer, Youth Offending Services</p> <p>Ines Valero Rivas, Parenting Officer, Youth Offending Services</p> <p>Victoria Ekubia, Group Manager, Neighbourhood Management</p> <p>Lorraine Williams, Neighbourhood Coordinator</p> <p>Jenny Beasley, Group Manager, Drugs and Alcohol Action Team (DAAT)</p> <p>Saleena Sreed-Haran, Young People's Commissioner DAAT, Children's Services</p>

18 September 2009	Consultation event- focus groups: 15 Young people and five youth workers
6 January 2010	David Horne, Group Manager, Youth Offending Team Katherine Gilcreest, ASB Team Manager

The following people contributed to background research undertaken by the Scrutiny Officer at the request of Members:

- Karen Proudfoot, CCTV Manager, LBBD
- Paul Hogan , Head of Leisure, Arts and Olympics, LBBD
- Kevin Taggart , Programme Assurance Officer, LBBD
- Darren Henaghan , Head of Environmental and Enforcement Services, LBBD
- Peter Tonge, Area Environmental Services, LBBD
- Amanda Howard, Communication Officer, ASB Task Force, South Tyneside Council
- Susanne Payne, Corporate Scrutiny Services, LB Enfield
- James Knight, Community Safety Officer (ASB and Child Protection) Basingstoke and Dean Borough Council
- Geraldine Eley, Licensing Enforcement Officer, LB Bexley
- Amy Potterton, Research Fellow, Psychology and Counselling Department, School of Health and Social Care, University of Greenwich

APPENDIX 3

Site Visits Undertaken by Members During the Course of the Review

Date	Officers / representatives	Site Visit	Purpose	Members In Attendance
18 November 2009	<p>Imogen Thurban, Strategic Leadership Team, Warren Comprehensive School</p> <p>Tracy Kane, Warren School Business Manager</p> <p>Paul Argent, Senior Leader, Learning and Community, Robert Clack School</p> <p>PC Ivan Hayes, Safer Schools Partnership Inspector, Metropolitan Police</p> <p>PC Steve Bryant, Safer Schools Partnership Officer (Warren School)</p> <p>PC Marie Leggatt, Safer Schools Partnership Officer (All Saints School)</p> <p>PC Ann Walford, Safer Schools Partnership Officer (Eastbrook School)</p>	A visit to Warren Comprehensive School	To determine how schools address ASB	Councillors John White (Lead Member) and Terry Justice
7 October 2009	Diane Augustine, Street Pastors Coordinator	Tour with the School Pastors, Jo Richardson School	Engagement with young people	Councillor John White (Lead Member)

5 October 2009	<p>Tim O'Brien, Youth Support and Development Services Manager</p> <p>Maria Clerkin, Neighbourhood and Detached, Youth Support Service</p>	A visit to the Vibe Youth Centre	To discuss diversionary youth facilities and activities	Councillors: Mohammed Fani (Deputy Lead Member), Inder Singh Jamu, Terry Justice, Fred Barns and Dee Hunt
September – Nov 2009	<p>Kevin Bingham, Parks Police Sergeant</p> <p>Glynis Rogers, Divisional Director for Community Safety and Neighbourhood Services</p> <p>Paul Hogan, Head of Leisure and Arts, Adults and Community Services</p> <p>David Theakston, Group Manager, Parks and Commissioning, Leisure and Arts</p>	Tour with the Safer Parks Team	To learn how ASB in parks is dealt with	Councillors: John White (Lead Member), Mohammed Fani (Deputy Lead Member), Dee Hunt, Fred Barns, Terry Justice, Milton McKenzie and Inder Singh Jamu
18 September 2009	<p>Stephen Thompson, Managing Director, Dagenham and Redbridge Football Club (DRFC)</p> <p>Teresa Parish, Community Liaison Officer, DRFC</p>	A visit to the Kicks Programme, Dagenham Park School	Diversionary youth facilities/activities	Councillors: John White (Lead Member), Inder Singh Jamu and Fred Barns
19 August 2009	<p>Stephen Clarke, Divisional Director of Housing Services</p> <p>Christopher Boyo, Group Manager of Landlord Services</p> <p>Hakeem Osinaike, Group Manager of Landlord Services</p>	A meeting with the Housing Team	To understand how Housing Services address ASB	Councillors: Mohammed Fani (Deputy Lead Member), Inder Singh Jamu, Terry Justice, Dee Hunt and Fred Barns

28 July 2009	Katherine Gilcreest, ASB Team Manager	A visit to Martin's Corner	To observe measures put in place to reduce ASB in area previously seen as an 'ASB hotspot'	Councillors: John White (Lead Member), Mohammed Fani (Deputy Lead Member), Milton McKenzie, Inder Singh Jamu, Terry Justice and Dee Hunt
23 June 2009	ASB Team, Police, Social Services and Housing representatives	Observation of a Standing Case Conference	To understand how partner agencies work together	Councillor John White

List of Recommendations

Useful Terms and Abbreviations

This list tells you the meanings of some of the terms and abbreviations used in supporting documents.

Terms

In-depth review	When the Select Committee undertakes a detailed review into a particular issue.
Consultation	When the Government asks people what they think about its plans for the future.
Council Community Priorities	A plan setting out the ambitions for the Barking and Dagenham Partnership and how it will work to deliver improvements in the borough.
POPPIE	A software system, designed to meet the needs of a wide range of services involved with the treatment and care of people with addictive disorders, including both drugs and alcohol.
Treatment bullseye	An illustrative tool that has been used as a part of a needs assessment process.
Treatment Naïve	Young people that are identified to be in need for drugs and/or alcohol treatment but are not actually receiving the treatment.
Respect Action Plan	The Respect Action Plan sets out how the government will work to tackle anti-social behaviour and the wider culture of public disrespect.
Ipsos MORI Survey	Ipsos MORI (<i>Market and Opinion Research International</i>) is the second largest survey research organisation in the UK, formed by two of the UK's leading survey companies.
The Place Survey	National Survey which is carried out every two years, from September to November, by all local authorities to assess changes in residents' satisfaction and perceptions with the public services.

Abbreviations

ABCs	Acceptable Behaviour Contracts
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ACEO	Association of Chief Education Officers
ACPO	Association of Chief Police Officers
ASB	Anti Social Behaviour
ASBI	Anti Social Behaviour Injections
ASBO	Anti Social Behaviour Order
CAF	Common Assessment Framework
CDA	Crime and Disorder Act
CCTV	Closed Circuit Television
CDRP	Crime and Disorder Reduction Partnership
DAAT	Drugs and Alcohol Action Team
DCLG	Department for Local Communities and Government
DfES	Department for Education and Skills
EHO	Environmental Health Officer
EVA	Environmental Visual Audit
FIP	Family Intervention Project
GPs	General Practitioners
LAA	Local Area Agreement
LBBD	London Borough of Barking and Dagenham
MPS	Metropolitan Police Service
NDTMS	National Drug Treatment Monitoring System
NEET	Not in Education Employment and Training
NFER	National Foundation for Education Research
PCT	Primary Care Trust
RSLs	Registered Social Landlords
SFCS	Strengthening Families Strengthening Communities
SCC	Standing Case Conference
SNT	Safer Neighbourhood Team

SSCSC	Safer and Stronger Community Select Committee
SSP	Safer School Partnership
TfL	Transport for London
YCAP	Youth Crime Action Plan
YISP	Youth Inclusion Support Panel
YOS	Youth Offending Services
YOT	Youth Offending Team