



Constituency Committee - Birkenhead

Date:	Thursday, 28 May 2015
Time:	6.00 pm
Venue:	Birkenhead Town Hall

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SUPPLEMENTARY PAPERS

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ANTI-SOCIAL BEHAVIOUR IN BIRKENHEAD

(DRAFT BRIEFING) May 2015

Birkenhead Constituency Committee
Wirral Council

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1. Background

1.1 The Crime and Disorder Act (1998) defined anti-social behaviour (ASB) as follows:

‘Acting in a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as (the defendant)’

1.2 Therefore, anti-social behaviours are actions that harm or lack consideration for the well-being of others (Berger, 2003). Anti-social behaviour is labelled as such when it is deemed contrary to the norms for social conduct (Breckland Council, 2015).

1.3 If anti-social behaviour is allowed to continue unchallenged, the effects for individuals and communities can be devastating. The cost of putting right the damage to both individuals and property and the time spent dealing with the issues can be extremely costly. The effect that anti-social behaviour can have on individuals and their families can be enormous.

1.4 A national one-day count of incidents across the country estimated that the daily cost of anti-social behaviour to be £13.5 million, running into a yearly estimated cost of £3.4 billion.

2. Introduction

2.1 The aim of this paper is to start the process of providing Birkenhead Constituency Committee with intelligence about anti-social behaviour to inform future partnership working and strategic decision designed to:

- maximise value for money and service quality
- improve outcomes for residents

2.2 It attempts to quantify the level of spending and activity undertaken to address anti-social behaviour by public sector organisations in Birkenhead. It specifically focuses on the following agencies:

- Merseyside Police
- Merseyside Fire & Rescue Service
- Social Housing Providers (e.g. Magenta Living and Riverside Housing)
- Wirral Borough Council this includes:
 - Anti-Social Behaviour Team
 - Community Patrol
 - Sports Development Team
 - Troubled Families Service
 - Family Support Service
 - Youth Support Service (Youth Outreach)

2.3 This paper is supported by number of appendices and a separate literature review summarising the effectiveness of a range of different ASB interventions based on published academic studies.

Anti-Social Behaviour Activity Analysis

3 Merseyside Police

3.1 Crime

- 3.11 Anti-social behaviour needs to be considered within the context of the overall level of crime reported in Wirral and Birkenhead.
- 3.12 Wirral residents during 2014 (January to December) reported 30,551 crimes to Merseyside Police (as reported by Police.UK including ASB). This equates to approximately 1 crime for every 10 Wirral residents during 2014.
- 3.13 The Birkenhead neighbourhood (as defined by Merseyside Police) accounted for the largest number (13,808) and proportion (45.2%) of crimes reported during that period as highlighted below in **Table 1** (Wirral Crimes by Neighbourhood during 2014). However, Birkenhead's population only accounts for 28% of the total Wirral population. **Table 1** also illustrates the number of reported ASB incidents.
- 3.14 There is 1 crime for every 6 residents in Birkenhead. If Birkenhead residents had the same level of crime as the Wirral average, there would have been approximately 5,000 less crimes reported in 2014.

Table 1 – Wirral Reported Crimes by Neighbourhood during 2014 (January to December)

2014 (January to December)	Police Neighbourhood*				Wirral Total
	Birkenhead	Wallasey	Wirral South	Wirral West	
Number of Crimes	13,808	8,339	4,127	4,227	30,551
Crimes as a % of Wirral Total Crimes	45.2%	27.3%	13.5%	14.0%	100%
Number of ASB Crimes	5,175	3,433	1,468	1,886	11,962
ASB Crimes as a % of Wirral Total Crimes	43.2%	28.7%	12.3%	15.8%	100%

Data Source: Police.UK (2015)

*Note – Police Neighbourhoods are virtually coterminous with constituency boundaries

3.2 Anti-Social Behaviour Reported Activity

- 3.21 Merseyside Police define and record (as part of reported crime statistics) anti-social behaviour as the following form of activities:
- Vandalism that is linked to threatening and/or offensive behaviour
 - Graffiti linked to threatening and/or offensive behaviour (e.g. involving racism or other hate crimes)
 - Buying drugs on the street

- Drinking on the street
- Threatening or drunken behaviour
- Setting off fireworks late at night
- Use of off-road motor bikes

3.22 **Table 2** illustrates that anti-social behaviour in Wirral is the most common form of crime reported to Merseyside Police. During 2014, 39.2% (11,962 out of 30,551) crimes were classified as anti-social behaviour (1 ASB crime for every 27 Wirral residents).

Table 2 - Wirral Reported Crimes by Type and Neighbourhood during 2014 (January to December)

Type of Crime	Police Neighbourhood								Wirral Total	
	Birkenhead		Wallasey		Wirral South		Wirral West			
	No.	%	No.	%	No.	%	No.	%	No.	%
Anti-social behaviour	5,175	37.5%	3,433	41.2%	1,468	35.6%	1,886	44.1%	11,962	39.2%
Bicycle theft	147	1.1%	116	1.4%	72	1.7%	76	1.8%	411	1.3%
Burglary	859	6.2%	581	7.0%	419	10.2%	323	7.6%	2,182	7.1%
Criminal damage & arson	1,717	12.4%	996	11.9%	477	11.6%	505	11.8%	3,695	12.1%
Drugs	755	5.5%	389	4.7%	97	2.4%	101	2.4%	1,342	4.4%
Other crime	119	0.9%	51	0.6%	27	0.7%	31	0.7%	228	0.7%
Other theft	714	5.2%	418	5.0%	286	6.9%	272	6.4%	1,690	5.5%
Possession of weapons	67	0.5%	36	0.4%	11	0.3%	11	0.3%	125	0.4%
Public order	367	2.7%	204	2.4%	80	1.9%	88	2.1%	739	2.4%
Robbery	66	0.5%	37	0.4%	4	0.1%	9	0.2%	116	0.4%
Shoplifting	1,160	8.4%	507	6.1%	329	8.0%	278	6.5%	2,274	7.4%
Theft from the person	77	0.6%	38	0.5%	14	0.3%	15	0.4%	144	0.5%
Vehicle crime	810	5.9%	376	4.5%	352	8.5%	200	4.7%	1,738	5.7%
Violence & sexual offences	1,775	12.9%	1,157	13.9%	491	11.9%	482	11.3%	3,905	12.8%
Total	13,808	100	8,339	100	4,127	100	4,277	100	30,551	100

Data Source: Police.UK (2015)

3.23 Birkenhead accounted for had the largest number of reported ASB crimes (5,175 or 43.2%) in Wirral (out of a total of 11,962 ASB crimes reported in the borough in 2014).

3.24 During 2014, there was 1 ASB crime reported for every 17 residents in Birkenhead (compared to 1 ASB crime reported for every 27 Wirral resident).

3.25 Significantly, anti-social behaviour in Birkenhead accounted for nearly 17% of **all** crime in Wirral (during 2014).

3.3 Anti-Social Behaviour Trends

3.31 **Table 3** (illustrates the trends in ASB for both Wirral and Birkenhead over the past 4 years (2011-2014). It demonstrates the following key trends:

- 19.3% (2,857) reduction in ASB crime in Wirral between 2011-14
- 23.9% (2,131) reduction in ASB crime in Wirral *if Birkenhead is excluded* (combined Wallasey, Wirral South and West) between 2011-14
- 12.3% (726) reduction in ASB crime in Birkenhead between 2011-14

3.32 Although all of the trends in ASB are positive, the level of reduction in Birkenhead is significantly smaller than that seen in the rest of Wirral.

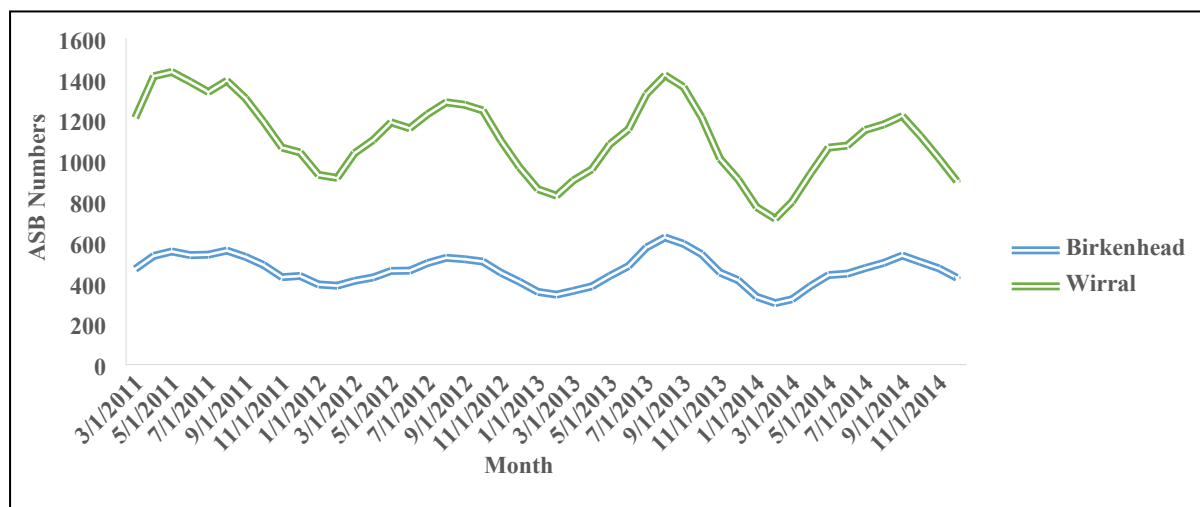
Table 3 – Trends in Reported Anti-Social Behaviour between 2011 and 2014

Anti-Social Behaviour	Year				
	2011	2012	2013	2014	2011-14
Wirral (Excl. Birkenhead)	8,918	7,925	7,424	6,787	N/A
Change (No.)	N/A	-993	-501	-637	-2,131
Change (%)	N/A	-11.1%	-6.3%	-8.6%	-23.9%
Birkenhead	5,901	5,379	5,548	5,175	N/A
Change (No.)	N/A	-522	169	-373	-726
Change (%)	N/A	-8.8%	3.1%	-6.7%	-12.3%
Wirral (Total)	14,819	13,304	12,972	11,962	N/A
Change (No.)	N/A	-1,515	-332	-1,010	-2,857
Change (%)	N/A	-10.2%	-2.5%	-7.8%	-19.3%

Data Source: Police.UK (2015)

3.33 **Graph 1** illustrates the trends in ASB crimes by month in Wirral (excluding Birkenhead) and Birkenhead between 2011 and 2014. The profile of the graph has been smoothed by using 3 month rolling averages (reduces monthly variation).

Graph 1 – ASB reported numbers by months for Wirral and Birkenhead (2011-2014)

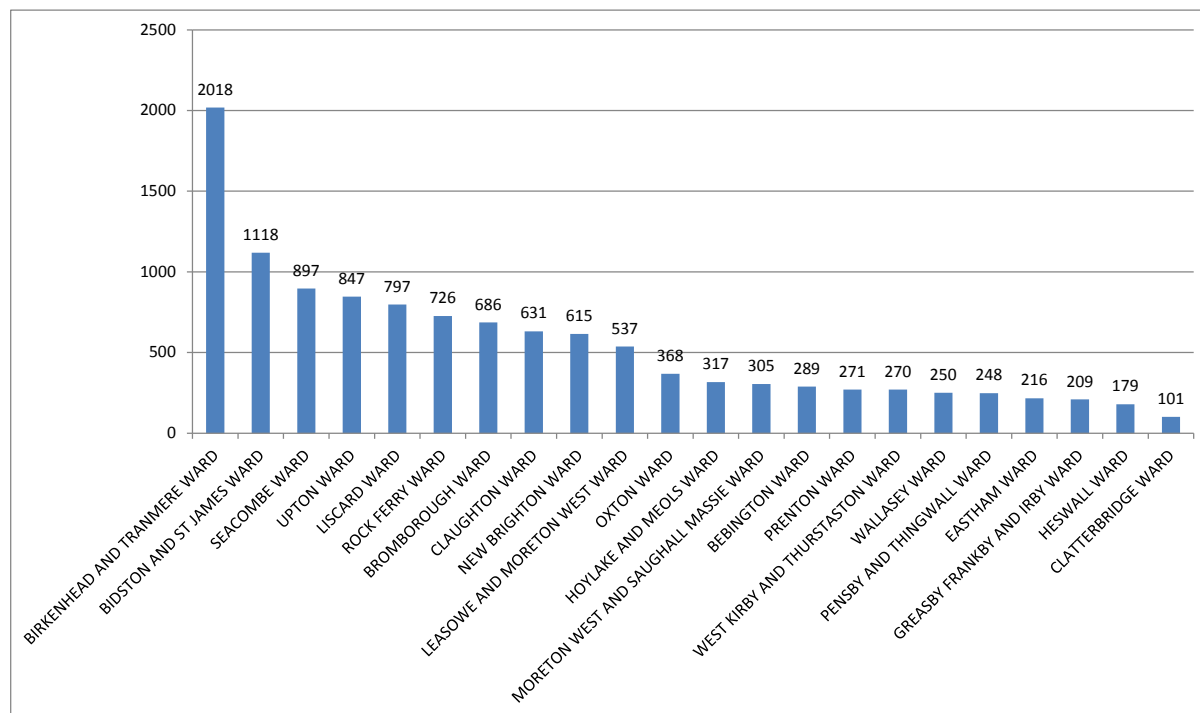


Data Source: Police.UK (2015)

3.4 Anti-Social Behaviour Location and Type

- 3.41 ASB activity within Birkenhead Constituency was largely concentrated (in order of prevalence – see **Graph 2**) in the wards of Birkenhead and Tranmere (2,018 incidents or 39% of incidents in the constituency – concentrated in places like Birkenhead Park) and Bidston and St. James (1,118 incidents or 22% of incidents in constituency). Note: Birkenhead and Tranmere wards reported nearly twice as many incidents as Bidston and St. James wards.

Graph 2 - Anti-Social Behaviour reported activity by ward 2014 (January to December)



Data Source: Delphi (Police System) 2015

- 3.42 The Information Team of the Community Partnership (led by Bob Little, Information Manager) produce detailed geographical analysis (as part of a sophisticated intelligence support function) of hot spot areas by ASB category based on information reported to Merseyside Police. This information is used to co-ordinate and prioritise ASB resources across partnership agencies.
- 3.43 **Appendix 2 (A, B and C)** illustrates the type of 'hot spot' information provided. Charing Cross in Birkenhead is consistently highlighted as a 'hot spot' for ASB, principally in relation to alcohol and youth related ASB.
- 3.44 Repeat locations of ASB activity (and crime) are generally areas which are defined as attractors, enablers or generators (**Appendix 1** – defines each of these terms in more detail). In Wirral the areas suffering the most from ASB include the following:
- Accident and Emergency Departments
 - Parks and Recreation Grounds
 - Fast Food Outlets,
 - Off Licences, Bookmakers

- Night Time Economy Areas
- Leisure and Beauty Spots
- Travel hubs (bus terminals, train stations etc)
- Social housing areas

3.45 The top 5 locations in Wirral with more than 20 incidents reported in 2014 where:

- Birkenhead Park, Park Rd, Prenton (82 incidents)
- Central Park, Liscard Rd, Wallasey (63 incidents)
- McDonalds Restaurants LTD, 262 Grange Rd, Birkenhead (58 incidents)
- Wirral University Teaching Hospital NHS Foundation Trust, Arrowe Park Rd, Wirral (52 incidents)
- ASDA Stores Ltd, 222 Grange Rd, Birkenhead (42 incidents)

The majority of the locations reported are within Birkenhead constituency. In addition within Birkenhead 0.45% of locations (11) are responsible for 6.6% of all ASB (and within all Wirral 0.45% (27) locations responsible for 8% of all ASB).

3.45 **Table 4** illustrates the type of ASB reported to Police during 2014. Rowdy and inconsiderate behaviour was the most common form of ASB reported (note - there is a slight discrepancy between the total number of ASB reports below, as some incidents were not attributed a 'neighbourhood' or 'ASB category').

Table 4 – ASB Category reported to Merseyside Police (2014)

Police ASB Category	Wirral (Number)	Birkenhead Constituency	
		Number	Percentage
Abandoned Vehicles	63	18	28.6
Animal Problems	39	11	28.2
Begging / Vagrancy	63	39	61.9
Firework (Use/Sale/Possession)	67	31	46.3
Inappropriate Vehicle Use	1,093	447	40.9
Malicious Communications	279	107	38.4
Noise	271	101	37.3
Nuisance Neighbours	1,755	774	44.1
Rowdy Inconsiderate Behaviour	7,627	3,276	43.0
Street Drinking	190	145	76.3
Total	11,447	4,949	43.2

Data Source: Police.UK (2015)

3.5 Anti-Social Behaviour Repeat Victims (callers)

3.51 Victims reporting an incident of ASB to the Police are not obliged to leave their own details. Therefore, during 2014 only 7,812 ASB calls uniquely identified the caller (out of a total of 11,962 ASB incidents).

3.52 As the same caller may have their name recorded differently, the grid reference of the address given by the caller is used as the best means of uniquely identifying the victim of ASB.

3.53 **Table 5** illustrates the frequency of ASB victim callers in Wirral during 2014. Over 50% of victims called the police on more than one occasion.

Table 5 – ASB reported victim/caller frequency in Wirral during 2014 (January to December)

Caller Frequency (during 2014)	Number	Percentage
Called once	3,591	46%
Called twice	634	16%
Called 3 times	220	8.4%
Called 4 times	119	6.1%
Called 5 times	61	3.9%
Called 5+ times	143	19%

Data Source: Delphi (Police System) 2015

3.54 **Table 6** highlights the number of repeat calls split by constituency. Unlike most methods of measuring crime and disorder, it illustrates repeat ASB callers are slightly more prevalent in Wirral West (although these figures do not take into account variations in tolerance levels).

Table 6 – Number of repeat ASB reported calls by Constituency during 2014 (January to December)

	Constituency			
	Birkenhead	Wallasey	Wirral South	Wirral West
Number of repeats	1,364	800	210	1,520
% of repeats	35%	21%	5%	39%

Data Source: Delphi (Police System) 2015

4 Merseyside Fire and Rescue Service

4.1 Merseyside Fire and Rescue Service classify all fires into primary or secondary incidents (with deliberate secondary fires classed as anti-social behaviour fires). Examples of this kind of fire include:

- Derelict vehicles
- Bonfires
- Rubbish fires and grassland fires

4.2 It is estimated by Merseyside Fire and Rescue Service that the total cost of all fires (primary and secondary) in Birkenhead between 2009/10 and 2013/14 was £13.3 million. Secondary fires accounted for £5.9 million (44%) of that total cost (approximately £1.2 million in 2013/14).

4.3 During 2013/14 there were 3,300 incidents across Wirral with approximately 946 of these incidents being deliberate secondary fires. Therefore, secondary fires constitute 29% of total incidents reported (2013/14)

Table 7 – Secondary Fires by Birkenhead Constituency Ward and Year (2009/10 to 2013/14)

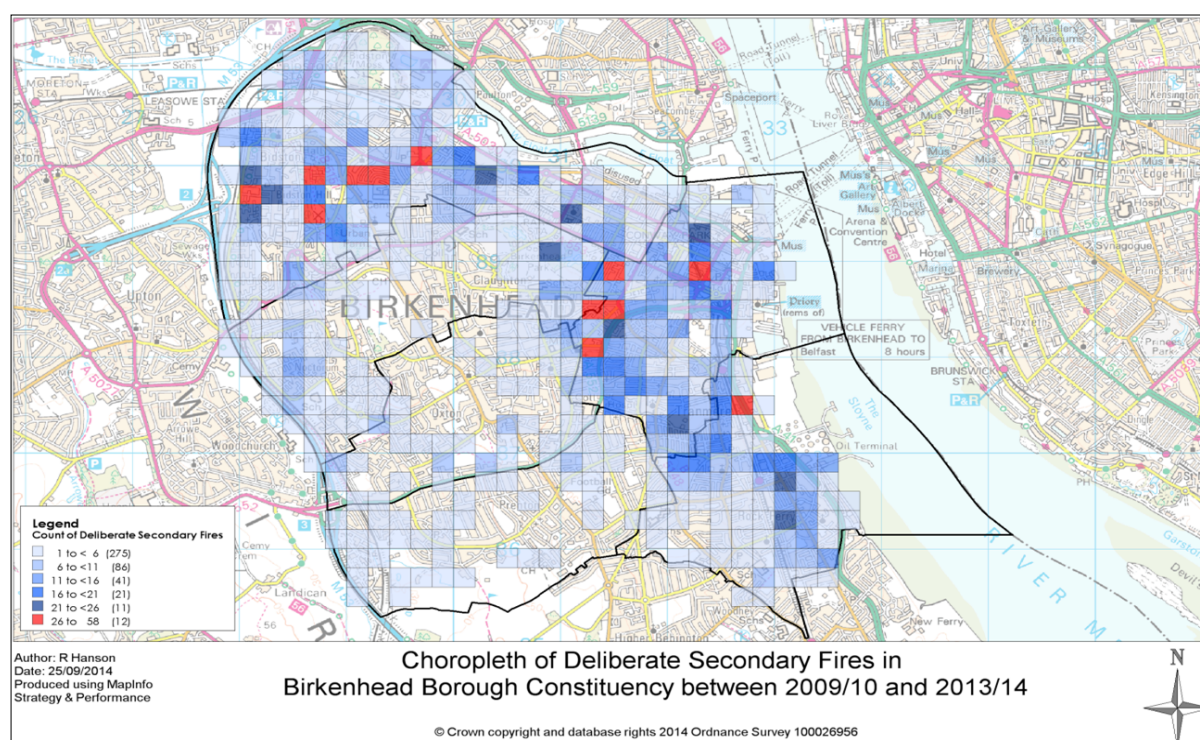
Year	Bidston & St. James	Birkenhead & Tranmere	Claughton	Oxton	Prenton	Rock Ferry	Total
2009/10	236	165	82	30	25	104	642
2010/11	305	248	54	22	19	112	760
2011/12	235	169	59	27	10	127	627
2012/13	84	114	37	10	12	45	302
2013/14	185	177	73	25	23	71	554
Total	1,045	873	305	114	89	459	2,885

Data Source: Merseyside Fire and Rescue (2014)

4.4 **Table 7** illustrates the following key points:

- Approximately 59% of Secondary fires in Wirral were in Birkenhead
- Bidston and St. James; Birkenhead and Tranmere; and Rock Ferry had the highest concentrations of Secondary fires
- The number of fires has decreased in Birkenhead Constituency between 2009/10 and 2013/14 by approximately 14% (88 Secondary fires). During the same time period Wirral reduced by 27% (346 Secondary fires).

4.5 **Map 1 – Deliberate Secondary Fire Locations in Birkenhead (2009/10 – 2013/14)**



Data Source: Merseyside Fire and Rescue (2014)

4.6 **Map 1** shows the density of Deliberate Secondary fires between 2009/10 and 2013/14. The map identifies the following:

- Areas to the south-west of the constituency; primarily the wards of Oxton and Prenton saw fewer incidents than Birkenhead & Tranmere and Bidston & St James wards
- The locations highlighted in RED on the map have seen more than 25 Deliberate Secondary fires over the 5 year period and they include: Exmouth St/ Borough Rd;

around St James Church; Conway St/ Argyle St; the industrial estate between Campbelltown Rd / New Chester Rd; Bidston Hill and the Beechwood Estate.

5 Social Housing Providers

5.1 Magenta Living

5.12 Magenta Living is the largest provider of social housing in Wirral. **Table 8** illustrates the number and type of ASB related incidents recorded by Magenta Living from residents of their housing stock (approximately 12,200 households) between 2012 and 2014 (calendar year).

Table 8 – ASB incidents and related activities recorded by Magenta Living (Dec 2012 – Dec 2014)

ASB Category	Wirral			Birkenhead		
	2012/13	2013/14	Difference (%)	2012/13	2013/14	Difference (%)
New cases received	782	744	-38 (-4.9%)	280	367	87 (+31.1%)
Cases closed	784	583	-201 (-25.6%)	0	0	0 (0)
Perpetrator interviews	574	591	17 (+3.9%)	237	301	64 (+27%)
Formal warnings	171	189	18 (+10.5%)	62	66	4 (+6.5%)
Notice served	16	19	3 (+18.8%)	3	2	-1 (-33.3%)
Anti-Social Behavior Contracts (ABC)	21	25	4 (+19%)	12	9	-3 (-25%)
Injunction	6	12	6 (+100%)	4	4	0 (0)
Surrender of property by perpetrator	16	32	16 (+100%)	10	10	0
Eviction	2	4	2 (+100%)	1	1	0 (0)
Mediation	19	0	-19 (-100%)	3	1	-2 (-66.7%)
Total	2391	2199	-192 (-8%)	612	761	149 (+24.3%)

Data Source: Magenta Living 2015

5.13 Between 2012/13 and 2013/14, Magenta Living recorded a decrease in the total number of new cases of ASB recorded (reduction of 38 cases or 4.9%) in Wirral overall. This decrease corresponded with an increase in interventions designed to address ASB (e.g. perpetrator interviews, formal warnings etc.). However, there was also a significant decrease in the number of Wirral ASB cases closed (reduction of 201 cases or 25.6% between 2012/13 and 2013/14).

5.14 During the same time period Birkenhead households reported a significant increase in the number of new ASB cases (increase of 87 or 31%) to Magenta Living. Again this correlated with an increase in both perpetrator interviews (increase of 64 interviews or 27%) and formal warnings (increase of 4 warnings or 6.5%). Other forms of intervention decreased very slightly or remained the same as the previous year.

5.2 Riverside Housing

5.21 Riverside is a nationwide provider of social housing supporting people across a wide range of age groups and circumstances. 54% of Riversides Wirral housing stock is in Birkenhead.

Table 9 below illustrates the number of ASB cases reported to Riverside Housing in the 11 months between April (2014) and February (2015).

Table 9 – Type of Anti-Social Behaviour reported to Riverside Housing (2014/15)

Type of Anti-Social Behaviour	Wirral	Birkenhead Constituency	
		Number	Percentage
Noise	52	35	67%
Alcohol Related	4	3	75%
Verbal Abuse	8	5	63%
Dog	2	2	100%
Drugs	5	4	80%
Criminal	4	2	50%
Harassment/Intimidation	5	5	100%
Youths at Property	5	4	80%
Rubbish/Noise	2	0	0%
Graffiti	1	1	100%
Total	88	61	69%

Data Source: Riverside Housing (2015)

5.22 The majority of the cases 69% (61) of all ASB reported to Riverside Housing occurred in Birkenhead (note: 54% of housing stock is located within Birkenhead). Noise was the most common form of behaviour (in both Wirral and Birkenhead).

5.23 **Table 10** displays the actions taken as a consequence of ASB. The actions undertaken by Riverside are slightly lower than the number of case reported.

Table 10 – Action taken by Riverside Housing in ASB cases (2014/15)

Action Taken on Anti-Social Behaviour cases	Wirral	Birkenhead Constituency	
		Number	Percentage
Notice Seeking Possession	3	3	100%
Notice Requiring Possession	2	1	50%
Eviction	5	4	80%
Acceptable Behaviour Contract	11	4	36%
Anti-Social Behaviour Injunction	4	4	100%
Camera	2	1	50%
Sound Equipment	4	1	25%
Mediation	4	2	50%
Support Referral	3	2	67%
Transfer	1	0	0%
Total	39	22	56%

Data Source: Riverside Housing (2015)

6 Wirral Council

6.1 Range of Services

6.11 Wirral Council provides a range of services designed to tackle and prevent anti-social behaviour. The main services provided include the following:

- Wirral Anti-Social Behaviour Team (WASBT)
- Community Patrol
- Wirral Sports Development Unit
- Troubled Families
- Family Support Service
- Youth Service (principally Youth Outreach)

6.2 Wirral Anti-Social Behaviour Team (WASBT)

6.21 WASBT resources are allocated by the ASB Governance group which utilises multi-agency intelligence (e.g. Police and Fire Service statistics previously presented) to target 'hot spot' locations and repeat victims. A full description of how the ASB team is allocated is outlined in **Appendix 3**.

6.22 WASBT is a multi-disciplinary unit consisting of a Manager, six Enforcement Officers (EO'S) one Seconded Educational Social Worker (all Wirral Council Employee's) and two seconded Police Officers.

6.23 EO's investigate allocated cases of Wirral's most serious anti-social behaviour (ASB) and neighbour nuisance. The offices assess initial complaints of ASB to establish whether a case can be accepted by the team. The Officers also coordinate responses to location ASB across Wirral. The two Police Officers coordinate all action involved in Criminal Behaviour Orders.

6.24 Two EO's are dedicated to Birkenhead Constituency (2 covering Wallasey and 2 covering both Wirral West and South), however the team directs and deploys resource (including additional EO's) to any area identified to be the most affected by ASB. The team responds to direct referrals from both the public and partners, anecdotal and statistical information as well as Intelligence and partner information.

6.35 **Table 11** illustrates WASBT resource allocation in Quarter 4 2015 (1st January to 1st April – broadly in line with demand). The snapshot highlights that Birkenhead constituency has the largest allocation of cases in total (and across all categories with the exception of locational allocation).

Table 11 – Wirral Anti-Social Behaviour Team Allocation for Q4 2015

Allocation Method	Constituency		
	Birkenhead	Wallasey	Wirral South & West
Cases*	22	18	15
Assessments	26	6	5
Locational**	6	10	6
Youth Referrals	14	7	0
Projects/Initiatives/Schemes	3	3	0

Data Source: WASBT (2015)

Notes (Table 11 previous page):

* All investigations are centred on a victim focused approach and are case managed through a collaborative process of assessment, evidence gathering, planning and evaluation to determine the best course of legal and/or non-legal action. Relevant support services which meet an individual's and family's comprehensive social needs are also identified to ensure that a resolution is sought with a twin track approach of challenge and support. Each individual piece of information/evidence gathered from every case interaction has to be recorded accurately and in detail by the EO conducting the investigation. **Appendix 4** provides a detailed example of this area of work.

** Problems can occur with individuals gathering at locations such as in parks and open spaces; outside shops and on streets, as well as in other locations. More often than not these gatherings are by young people who may or may not be causing ASB. Irrespective of whether there is actual or perceived nuisance, WASBT is required to direct agencies to work together and to coordinate an appropriate response. If an agency who has identified a locational issue is either unable to resolve the problem or is not the appropriate agency to respond, the location should be raised at the ASB Governance Group as an 'emerging issue'. This should be done at an early a stage to try to prevent the situation from escalating further.

6.36 The legal and voluntary orders currently active and managed by WASBT are outlined in **Table 12** below. The vast majority of the ASB legal orders managed are for Birkenhead residents.

Table 12 – Current ASB Legal Orders managed by WASBT (as at April 2015)

Legal Orders	Constituency		
	Birkenhead	Wallasey	Wirral South & West
Anti-Social Behaviour Orders			
Total	17	0	0
5 year	1	0	0
3 year	1	3	0
2 year	15	0	0
Anti-Social Behaviour Orders on Conviction			
Total	14	3	0
Infinite	4	0	0
Injunction (2 years)	0	1	0
5 year	2	0	0
3 year	2	0	0
2 year	6	2	0
Criminal Behaviour Order			
2 years	1	0	2
Voluntary Orders			
Acceptable behaviour contract (6 months)	0	4	2
Good behaviour agreement* (6 months)	0	7	0
Community Protection Warning			
6 months	1	0	0

Data Source: WASBT (2015)

***Notes:** There are two existing Service Level Agreements in the Wallasey constituency, one with a Registered Provider and one with a Secondary School. A Good Behaviour Agreement is a voluntary contract agreed between the school, the pupil and their parents/guardian, implemented and monitored by WASBT.

6.3 Community Patrol Team

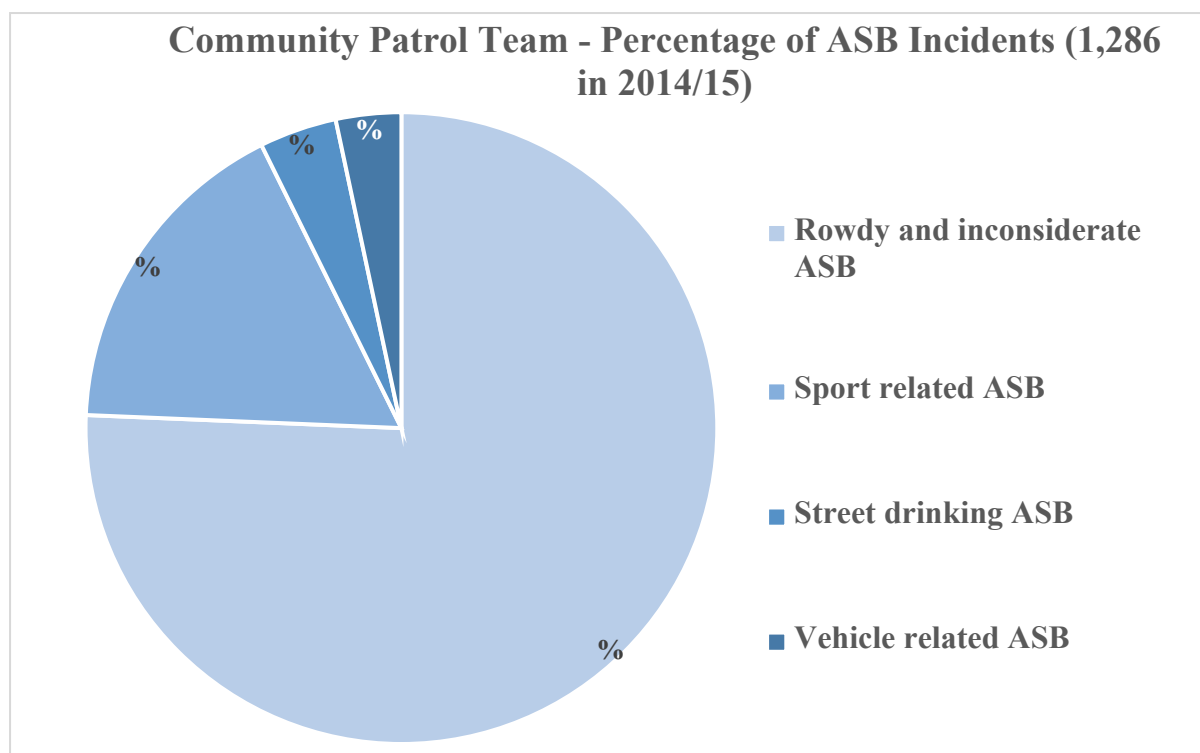
6.31 The Community Patrol team aims to make the Wirral a safe place to live, work and visit through the following activities:

- Providing security to Local Authority property (e.g. responding to fire alarm and intruder activations)
- Improving the environment (e.g. reducing the presence of fly tipping and graffiti)
- Enforcement and intelligence (e.g. deployment of appropriate resources and measures to problem 'hotspots' through joint working and intelligence sharing with other council departments and partner agencies)
- Partnership working and provision of a street presence
- Tackling anti-social behaviour and nuisance.

6.32 Between April (2014) and February (2015), the Community Patrol dealt with a total of 9,727 incidents. Of these, 13% or 1,286 of those incidents were related to anti-social behaviour.

6.33 **Chart 1** illustrates the type of ASB incidents the team have tackled during 2014/15 (April to February). The most common type of ASB was rowdy and inconsiderate behaviour (75.7% or 973 incidents).

Chart 1 – Percentage of ABS Incidents Types reported to the Community Patrol Team (2014/15)



Data Source: Wirral Community Patrol (2015)

6.34 33% or 430 of the incidents reported to the Community Patrol team during 2014/15 were in Birkenhead. This percentage is consistent with statistics reported by both Merseyside Police and Merseyside Fire and Rescue.

6.4 Wirral Sports Development Team

- 6.41 The Sports Development Team aims to improve the physical and mental health of Wirral residents and communities through sport and physical activities. They provide a range of services targeted in areas of deprivation designed to address and prevent anti-social behaviour.
- 6.42 **Appendix 6** illustrates the range of services provided by the Sports Development Team during 2014/15 and the level of uptake in Wirral and Birkenhead.
- 6.43 Approximately 82% of the targeted ASB services provided by the Sports Development team are delivered for the residents of Birkenhead (this occasionally involves residents participating in activities outside of the constituency).
- 6.44 The Sports Development team secure national funding through an evidence and outcomes based approach to service delivery and ongoing evaluation. For example, economic models produced by Sport England indicate that regular participation in sport can deliver healthcare savings of between £1,750 and £6,900 per person. Based on these estimates, the Health Development Teams ASB budget could generate potential health savings of £778K in Birkenhead.
- 6.45 The Sports Development Team are currently collaborating with a Health Economist (Public Health) to assess the local cost benefits of sports investment to partners (e.g. Health) in order to maintain and secure further external funding streams.

6.5 Troubled Families (also known as the Intensive Family Intervention Programme or IFIP)

- 6.51 The programme supports families who are: in receipt of out-of-work benefits; have children with persistent absence from school; are involved in anti-social behaviour; and have multiple or complex needs including substance misuse.
- 6.52 Families receive one-to-one support, including home visits, as well as group sessions with their allocated key worker, who will conduct a whole-family assessment and determine the root causes of the problems. The key worker will look at the family's needs and strengths, considering the roles of children, parents and carers within the family, and support them to make long-term changes (including sign-posting to other agencies where appropriate).
- 6.53 The majority of the 287 families participating in the first phase of the programme (2014/15) were identified using existing data sets (e.g. data from the Wirral ASB Team), which were analysed by the programme entry criteria (education; youth crime and ASB; employment; and local criteria). A significant number of families met more than one of the programme criteria (e.g. in Birkenhead 98 families met 3 of the criteria and 17 met all 4 of the criteria).
- 6.53 128 families in Wirral (out of the 287 families) met the youth crime & ASB criteria for the programme. 52 (41%) of those families were from the Birkenhead constituency.

- 6.54 The 2014/15 national funding for the programme (£4,000 per family) is based on a combination of:
- Upfront payment (40%)
 - Payment by results (60%)
- 6.65 The payment by results component is dependent upon the delivery of criteria based outcomes (e.g. education, ASB etc.). To date, 152 payment by result claims have been successfully submitted (from a cohort of 287 families). 117 families have met the outcomes for education, youth crime and ASB.
- 6.66 Using the Department for Education's Family Savings Calculator, the average saving for a family engaged in IFIP is £76,125 (range: £3,453 - £152,726. Average savings across agencies can be broken down as follows:
- Local Authority (£27,343)
 - Society (£19,315)
 - Social Services (£10,018)
 - Health (£4,206)
 - Police (£12,827)
 - Criminal Justice (£1,586)
 - Youth Offending Team (£708)
 - Other (£122)

6.6 Family Support Service

- 6.61 The Family Support Service uses the same delivery model as the Troubled Families programme, but is funded from a different income stream (Council funded) and targets families that need slightly less intensive support (compared to the intensive family support provided by Troubled Families).
- 6.62 **Table 13** illustrates the reduction in reports of ASB or criminal activity by families supported by the Family Support Service during 2014/15. The information is based on audit of records and highlights the number of families that have both been identified and demonstrated improvement.

Table 13 – Reduction in reports of ASB or criminal activity by families supported by the Family Support Service during 2014/15

2014/15	Wirral			Birkenhead Constituency		
	Identified	Improved	Percentage	Identified	Improved	Percentage
Quarter 1	52	43	83%	21	20	95%
Quarter 2	39	24	62%	25	16	64%
Quarter 3	39	26	67%	25	16	64%
Quarter 4	49	37	76%	32	25	78%
Total	179	130	73%	103	77	75%

Data Source: Family Support Service (2015)

- 6.63 **Table 13** (previous page) highlights that the majority of families both identified (56%, 103/179) and demonstrating an improvement in the number of ASB and criminal incidents reported (59%, 77/130) are residents of Birkenhead constituency.
- 6.64 Birkenhead residents also exhibited a slightly higher percentage improvement in the number of ASB/criminal incidents reported throughout 2014/15 (75% for Birkenhead compared with 73% for Wirral).

6.7 Youth Service

- 6.71 All Youth Service provision is designed to tackle and raise awareness of ASB and the consequences for young people and communities (e.g. standard item on all supervision and team meetings). The Youth Outreach teams make the greatest contribution to the prevention of youth ASB through:
- Four distinct outreach teams per constituency consisting of a Team leader (full time), Principal Youth worker (5 hours per week) and Youth Support workers (63 hours per week). This level of staffing allows for up to 13 individual per week in each constituency.
 - Each of the four teams has the use of a 'Kontaktabus' (converted minibus) to provide a safe haven for young people and to deliver informal education. Each bus has floodlighting to illuminate dark and dimly lit areas for safe delivery and activities (e.g. football).
- 6.72 Youth Outreach target ASB 'hot spots', particularly on Friday and Saturday evenings providing support to a wide range of young people through an integrated multi agency approach (e.g. participation in Operation Stay Safe and seasonal operations such as bonfire night). During April to December 2014, Youth Outreach teams contacted 2,750 young people aged 13-19 years.
- 6.73 **Table 14** illustrates the total number of ASB intervention delivered by the Youth Service by constituency (2013/14).

Table 14 – Youth Service ASB Interventions for 2014/15

Intervention (Gender)	Constituency				Total
	Birkenhead	Wallasey	Wirral South	Wirral West	
Male	570	843	304	1,103	2,820
Female	257	621	209	326	1,413
Total	827	1,464	513	1,429	4,233

Data Source: Youth Service (2015)

- 6.74 The number of interventions in Birkenhead appears low relative to demand (as previously outlined) and compared to other constituencies. The Youth Service believe this is the result of a number of factors. These include:
- 2014/15 is the first year that targeted interventions have been recorded (so its results need to be treated with caution)
 - In Birkenhead, youth workers approach large groups of young people who are causing ASB but target their resources on a core group within it. This strategy works by targeting

the ring leaders to divert them from what they are doing. This often leads to young people who are on the periphery losing interest in what's going on which has impact on reducing the scale of the ASB that is happening. Subsequently only interventions with this core group are recorded.

- c. West Wirral's interventions are potentially inflated by the proximity of ASB hot spots in the constituency to council run youth clubs (e.g. West Kirby). In Birkenhead there are areas like Mersey and Victoria Park, Noctorum Estate, Ilchester Park that have high ASB but it is only the outreach team that is recording these interventions.

6.75 **Appendix 5** illustrates a case study of Youth Outreach involvement in a multi-agency approach and the outcomes that it delivers.

6.8 Activity Summary

6.81 Across all agencies (and departments), the pattern of ASB activity is reasonably consistent. The key ASB issues highlighted are:

- Birkenhead has the highest prevalence of reported ASB
- ASB levels are decreasing in Wirral, but the decrease is not as rapid in Birkenhead
- ASB is concentrated in Birkenhead and Tranmere and Bidston and St. James wards
- Rowdy and inconsiderate behaviour is the most common form of ASB reported
- A large proportion of ASB victims make repeated calls about an incident (e.g. 35% in Birkenhead)
- The majority of ASB legal orders (as managed by the Wirral Anti-Social Behaviour Team) are for residents of Birkenhead
- ASB trends are correlated across agencies and within departments
- Prevention focused services (e.g. Sports Development and Troubled Families) are predominantly evaluated by demonstrating improvements in ASB outcomes (e.g. cost benefit reductions).

6.82 It should be noted in the interpretation of the results in this paper, that each agency individually records each incident (and associated activity) separately on disparate systems (e.g. there is no single systems that records multiple agency activity). Consequently, it is not possible to aggregate results across agencies, as ASB incidents may be reported more than once (so aggregating information would result in double-counting). The development of a single data repository (and associated reporting) across ASB agencies is a development that should be evaluated.

Anti-Social Behaviour Financial Analysis

7 ASB Activity Budgets

7.1 The level of investment allocated to tackling anti-social behaviour in Wirral is currently estimated to exceed £748K per year (based on 2014/15 budgets). This figure excludes the following areas:

- £365K of additional investment in tackling ASB approved by Cabinet Resolution on 10th February 2015

- Merseyside Fire and Rescue ASB budgets
- Merseyside Police budgets
- Prevention budgets (Wirral Sports Development Team; Early Intervention Family Support; Troubled Families; and the Youth Service) which are analysed separately in section 8

7.2 Both Merseyside Fire and Rescue Service and Merseyside Police (besides dedicated ring fenced budgets e.g. diversionary activities fund) are unable to disaggregate their budgets (at any level) to identify investment in ASB. This limitation should be considered within the context of the prevalence of ASB outlined in this paper and the respective 2014/15 budgets for both organisations (Merseyside Fire and Rescue £6.5m / Merseyside Police £21.2m).

7.3 **Table 15** on the next page highlights the composition of ASB budgets by organisation for Wirral (based on 2014/15 budgets).

Table 15 – Wirral ASB Budgets by Organisation (2014/15)

Organisation	Budget Description	Wirral Budget (£)
Merseyside Police	2 Secondments to the Wirral ASB Team (end April 2015?)	70,000
	Diversionary Activities Fund	9,500
Wirral Council	CYPD ASB Budget:	520,000
	- Wirral ASB Team (WASBT)	357,617
	- Other costs (e.g. marketing)	162,383
	Community Patrol*	91,063
Magenta Living**	Tenancy Enforcement Team	163,000
	Cleaning and Security Team	29,870
	Build by Design Budget	12,000
	Community Patrol	40,590
Riverside Housing***	ASB salaries	43,836
	ASB legal costs	12,000
	ASB other costs	2,000
Total		993,859

Data Sources: Wirral Council (2015), Merseyside Police (2015) Magenta Living (2015) and Riverside Housing (2015)

Notes:

* Community Patrol – budget calculation is based on the percentage of total incidents reported as ASB related applied to the total staff budget

** Magenta Living – Tenancy Enforcement budget based on a caseload review/Cleaning and Security budget is a crude estimate of workload/Community Patrol SLA is based on the percentage of total incidents reported as ASB related applied to the total staff budget

*** Riverside Housing – ASB budget allocation is based on the geographical location of housing stock

7.4 To establish the level of investment in ASB in Birkenhead is not a straightforward task as budgets (as highlighted in **Table 15**) are not universally allocated or managed by constituency. Therefore, it is proposed that a combination of methods could be used to disaggregate the £748K funding identified across Wirral. These methods include the following:

- Actual targeted investment (e.g. Merseyside Police Diversionary)
- Asset based allocation (e.g. Magenta Living and Riverside Housing are both based on geographical location of assets)
- Demand based allocation (e.g. Wirral Anti-Social Behaviour Team [including 2 secondments], other ASB related costs [CYPD budget] and Community Patrol)

Demand in this instance is the Birkenhead ASB activity reported to Merseyside Police during 2014 (January to December) as a proportion of all ASB activity. This equates to 43.2%.

7.5 The results of the applying the methods identified in 7.3 as outlined in **Table 16**.

Table 16 - Wirral ASB Budgets (2014/2015) disaggregated to Birkenhead Constituency level

Organisation	Budget Description	Wirral Budget (£)	Allocation Method	Birkenhead Constituency (£)
Merseyside Police	2 Secondments to the Wirral ASB Team (end April 2015?)	70,000	Demand	30,240
	Diversionary Activities Fund	9,500	Actual	7,500
Wirral Council	CYPD ASB Budget:	520,000	Demand	224,640
	- Wirral ASB Team	357,617	Demand	154,490
	- Other costs (e.g. marketing)	162,383	Demand	70,150
	Community Patrol	91,063	Demand	38,519
Magenta Living	Tenancy Enforcement Team	163,000	Asset	61,940
	Cleaning and Security Team	29,870	Asset	20,312
	Build by Design Budget	12,000	Asset	4,560
	Community Patrol	40,590	Asset	15,424
Riverside Housing	ASB salaries	43,836	Asset	25,566
	ASB legal costs	12,000	Asset	6,472
	ASB other costs	2,000	Asset	1,079
Total		993,859		436,251

Data Sources: Wirral Council (2015), Merseyside Police (2015) Magenta Living (2015) and Riverside Housing (2015)

- 7.6 Application of the budget disaggregation methodology would result in Birkenhead Constituency having a collective ASB budget of approximately £436K.
- 7.7 The budget figure of £436K is slightly in excess of the budget that would be generated if ASB demand (42.3% would be £429K) was applied universally across all budgets. However, this is distorted slightly by the large proportion of Riverside Housing assets located in Birkenhead (see **Table 15** notes).

8. Anti-Social Behaviour Prevention Budgets

- 8.1 Sports Development, Early Family Intervention, Troubled Families and Youth Outreach teams invested £862,148 collectively in tackling ASB in Wirral during 2014/15. **Table 17** illustrates the budget breakdown by team.
- 8.2 The Sports Development team has a Wirral budget of £399K (**see Table 17**) which it secures from a range sources and grants (e.g. Sports England; National Citizens Service; and Public Health Outcomes). Attainment of this funding is dependent upon the utilisation of an evidence based approach to service delivery and outcome measurement. Funding levels are further enhanced through negotiation with partner organisations to obtain additional free resources (e.g. free space given to run activities).
- 8.3 The Troubled Families programme (as previously outlined) is based on national funding (£4,000 per family) which for 2014/15 comprises of:
- Upfront payment (40%)
 - Payment by results (60%)
- 8.4 The Troubled Families budget information contained in this report is based on the number of families meeting the ASB criteria at the point of entry into the programme. A more accurate analysis of ASB costs would use the verified outcome payments received from central government. To date however, claims have been made for only 152 of the 287 families for 2014-15 (legitimate lag in data collection between intervention and outcome). A full outcomes and payments dataset for the programme will be available post 31st May (2015) after all claims have been submitted.
- 8.5 The Family Support Service ASB budget presented in this report is based on the number of families recorded entering the service involved in reported ASB incidents as a proportion of all families supported by the service, regardless of the reason. It should be noted that the service model for the Family Support Service will be redesigned for 2015/16 and it will be merged with the Troubles Families team.
- 8.6 The Youth Outreach budget is derived from staffing costs allocated by constituency and dedicated to preventing ASB behaviour.

Table 17 – Wirral ASB Prevention Budgets (2014/15)

Team	Budget Description	Wirral Budget (£)
Sports Development	Budget	290,172
	Matched Funding*	109,285
Troubled Families	Demand**	178,081
Family Support	Activity***	17,410
Youth Outreach	Staffing budget (as outlined in 6.61)	267,200
	Total	862,148

Data Sources: Wirral Sports Development Team (2015), Wirral Outreach Team, 2015, Troubled Families (2015) and Family Support Service (2015)

Note:

* Matched funding – financial value of additional resources (e.g. free space given to run activities) gained by the Sports Development Team through negotiations with partner agencies

** Demand – based on ASB criteria met at point of entry to service (as proportion of all criteria met)

*** Activity – derived from a qualitative review of records

8.5 **Table 18** illustrates the Wirral ASB budgets disaggregated for Birkenhead constituency. The total figure for Birkenhead of £397,523 is in line with level of ASB demand (as outlined in point 7.4).

8.4 Birkenhead's allocation of the Sports Development Teams budget is illustrated in **Table 18** (below). The allocation of £247K (61%) is based on targeting services to address need (e.g. ASB levels and deprivation).

Table 18 - Wirral ASB Prevention Budgets for Birkenhead (2014/15)

Team	Budget Description	Wirral Budget (£)	Allocation Method	Birkenhead Constituency (£)
Sports Development	Budget	290,172	Targeted	179,832
	Matched Funding	109,285	Targeted	67,729
Troubled Families		178,081	Targeted	72,345
Family Support		17,410	Targeted	10,017
Youth Outreach	Staffing budget	267,200	Targeted	67,600
	Total	862,148		397,523

Data Source: Wirral Sports Development Team (2015), Wirral Youth Service (Outreach Team, 2015), Troubled Families (2015) and Family Support Service (2015)

9. Next Steps

The conclusions outlined in this section have been developed by the project sponsors (Frank Field, MP for Birkenhead, Chair of Birkenhead Constituency Committee and Phil Davies, Councillor for Birkenhead and Tranmere, Leader of Wirral Borough Council) based on the information contained within the report.

- 9.1 Establish why ASB levels are reducing at a slower rate in Birkenhead in comparison to the other three constituencies and Wirral overall.
- 9.2 Target ASB resources as a matter of urgency in areas of the highest need (e.g. Birkenhead and Tranmere ward). Ensure that interventions are tailored to meet the specific requirements of particular areas (e.g. Birkenhead Pak and McDonalds) and issues (e.g. rowdy and inconsiderate behaviour versus inappropriate vehicle use).
- 9.3 Focus new investment on services/initiatives with a strong evidence base for delivering improvements in ASB outcomes e.g. all new ASB investment should quantify in advance the outcomes that will be delivered.
- 9.4 Consult residents and the local businesses community to establish the type of ASB support needed in Birkenhead (e.g. consider the possibility of making some funding available to community groups to deliver improvements in ASB measurable outcomes).

- 9.5 Quantify the level of resources utilised by both Merseyside Police and Merseyside Fire and Rescue Service in preventing and tackling ASB.
- 9.6 Establish the tolerance levels of residents to ASB. There is currently no contemporary data (quantitative or qualitative) available which examines the impact of repeated ASB incidents on victims reporting levels (regardless of the agency to which ASB is reported). The difference in tolerance thresholds between areas also needs to be considered in greater detail. Anecdotal evidence suggests that both of these factors may have an impact on incident reporting and therefore, the statistics (ASB and general crime) analysed in this paper (e.g. potentially resulting in under reporting in areas of deprivation where ASB is disproportionately high).
- 9.7 Develop and implement integrated systems that record and analyse activity (e.g. number and location of ASB incidents across multiple services), outcomes (e.g. ability to measure reductions in ASB following an intervention) and finances (e.g. to ensure that resources are allocated to meet need). These systems should be designed to reduce the focus and time spent on process and facilitate the measurement and delivery of outcomes. The development of a common ASB across all agencies could be the first stage in this process.
- 9.8 Implement an outcomes based approach to ASB service delivery, measurement and performance management.
- 9.9 Rebalance ASB investment in the long term to focus on preventative services as opposed to services which address the consequences of ASB (e.g. in line with Children Centres).
- 9.10 Development of an ASB recovery plan for Birkenhead Constituency which delivers outcomes consistent with those experienced by residents in other constituencies. The plan should quantify timescales and outcomes to be delivered.

Tony Kinsella

Birkenhead Constituency Committee
May 2015

REFERENCES

Berger, Kathleen Stassen (2003). The Developing Person through Childhood and Adolescence, 6th edition (3rd publishing). Worth Publishers.

Welcome to Breckland Council. ["Anti-Social Behaviour"](http://Breckland.gov.uk/Anti-Social-Behaviour). Breckland.gov.uk

Appendix 1 – Definitions of ASB Generator, Attractors and Enablers

- A1** **Crime Generators** are places to which large *numbers* of people are attracted for reasons unrelated to criminal motivation. Providing large numbers of opportunities for offenders and targets to come together in time and place produces crime or disorder. Examples of generators include shopping areas, transportation hubs, festivals, and sporting events. The large number of crime or disorder events is due principally to the large number of place users and targets.
- A2** **Crime Attractors** are places affording many criminal opportunities that are well known to offenders. People with criminal motivation are drawn to such locales. In the short run, offenders may come from outside the area, but over longer time periods, and under some circumstances, offenders may relocate to these areas. Prostitution and drug areas are examples. Some entertainment spots are also well known for allowing deviant activity. Such places might start off being known only to locals, but as their reputation spreads increasing numbers of offenders are drawn in, thus increasing the number of crime and disorder events.
- A3** **Crime Enablers** occur when there is little regulation of behaviour at places: rules of conduct are absent or are not enforced. The removal of a parking lot attendant, for example, allows people to loiter in the parking area. This results in an increase in thefts from vehicles. This is an example of an abrupt change in place management. Sometimes place management erodes slowly over time, leading to problem growth. Crime enablers also occur with the erosion of guardianship and handling. For example, if parents attend a play area with their children they simultaneously protect the children (guardianship) and keep their children from misbehaving (handling). If parenting styles slowly change so that the children are increasingly left to themselves, their risk of victimization and of becoming offenders can increase.

Map 1 - Charing Cross Birkenhead (Merseyside Police All ASB Hotspot)



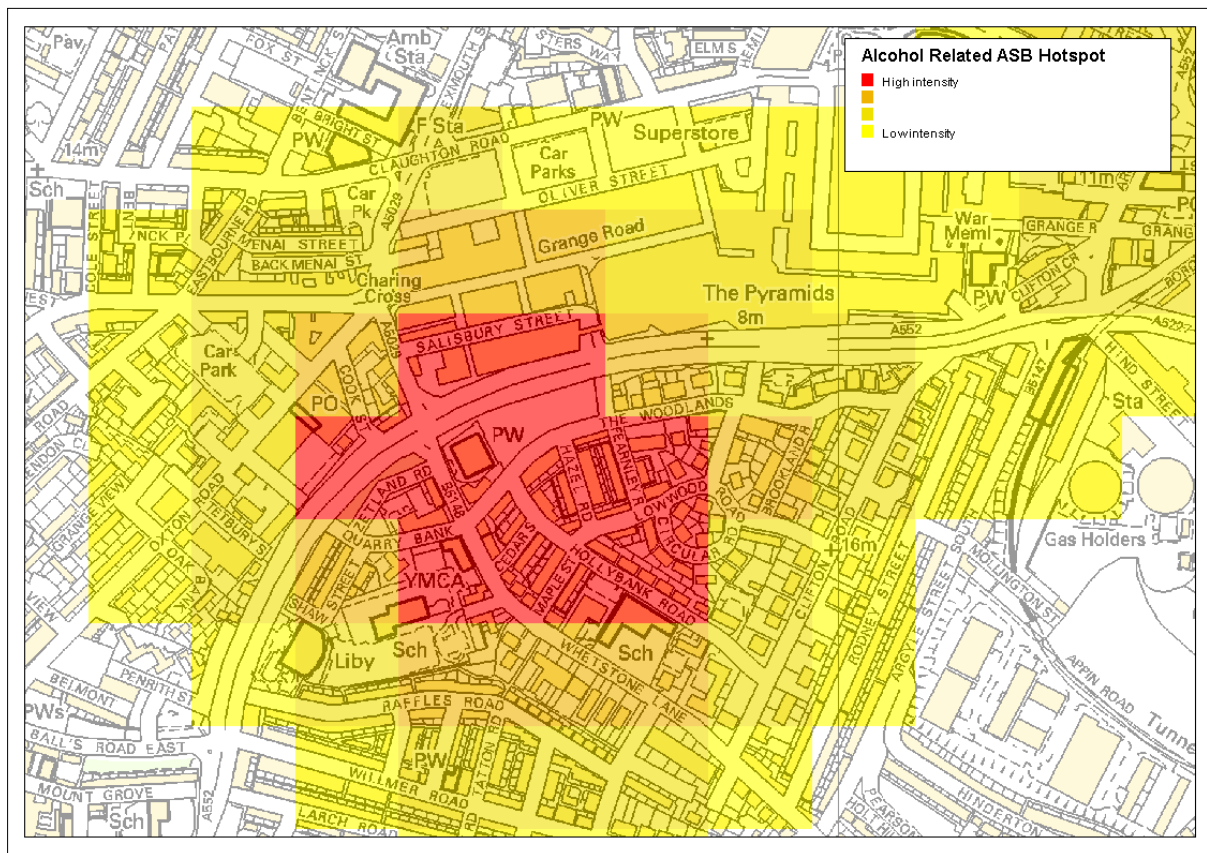
All Anti-Social Behaviour

There were 1060 recorded ASB incidents during 2014. This accounts for 21% of ASB within this Police Neighbourhood and 9% of all Wirral ASB incidents.

BIRKENHEAD CONSTITUENCY COMMITTEE

Appendix 2B – Hot Spot Intelligence produced by the Information Team (Community Partnership)

Map 2 - Charing Cross Birkenhead (Merseyside Police Alcohol Related ASB Hotspot)



Data Source: Community Partnership (Information Team, 2015)

Supporting Commentary:

Alcohol Related Anti-Social Behaviour

During the period January 2014 to December 2014, 11% of all ASB incidents in Wirral were alcohol related (1358). A high proportion of these were distributed in and around Birkenhead, which is the Night Time Economy area in Wirral.

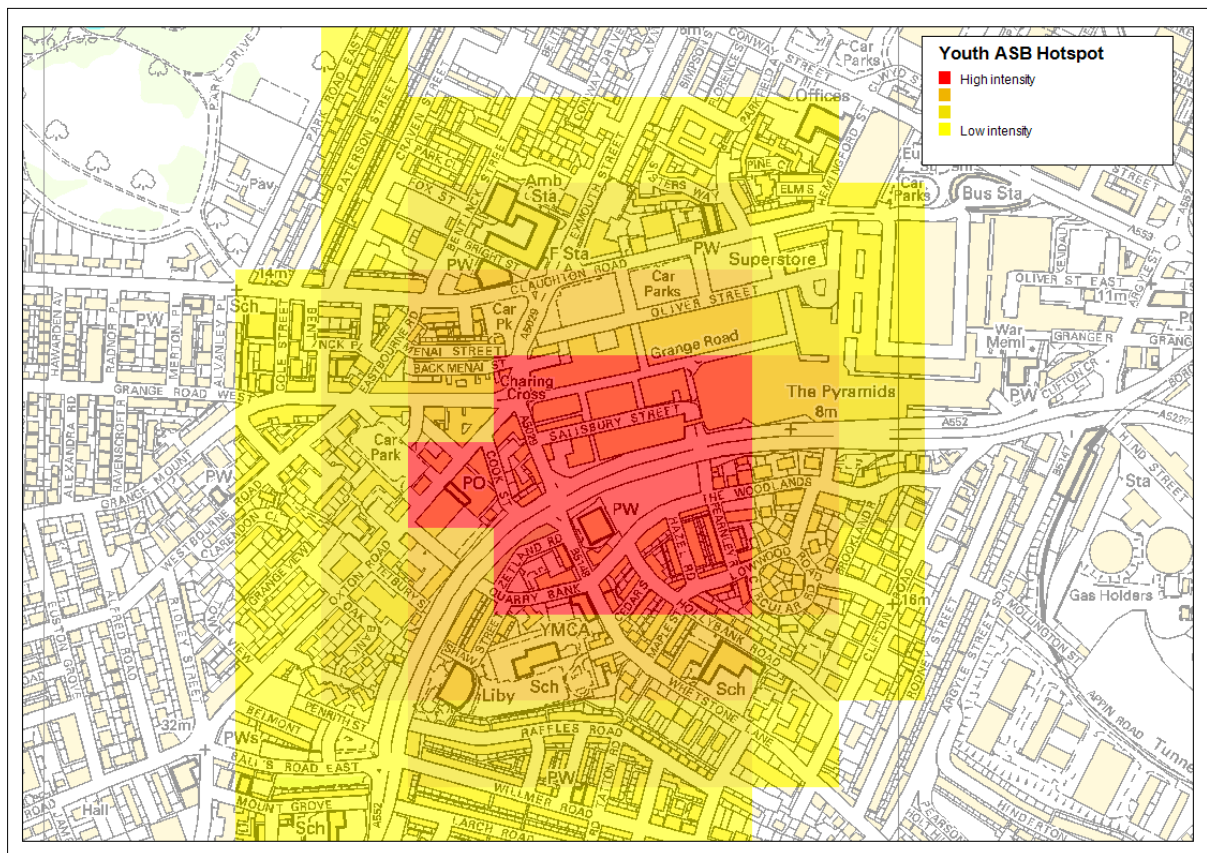
The Alcohol Related ASB hotspot was concentrated around the Charing Cross area of Birkenhead. It runs from Salisbury Rd, around Charing Cross, stretching across Borough Rd with roads in and around YMCA towards Birkenhead Central Library, extending as far as Whetstone Lane.

There were 80 recorded Alcohol Related ASB incidents within this hotspot during January 2014 to December 2014. This accounts for 2% of ASB within this Police Neighbourhood A3 and 1% of all Wirral ASB incidents.

Top Alcohol Related ASB incident within this hotspot was Rowdy Inconsiderate Behaviour and Street Drinking at 51% and 45% (41 and 36) see anti-social behaviour incident categories.

Appendix 2C – Hot Spot Intelligence produced by the Information Team (Community Partnership)

Map 3 - Charing Cross Birkenhead (Merseyside Police Youth Related ASB Hotspot)



Data Source: Community Partnership (Information Team, 2015)

Supporting Commentary:

Youth Anti-Social Behaviour

36% of all reported ASB incidents in Wirral was reported as involving Under 18 year olds (4259). The Youth related ASB hotspot was once again located in Birkenhead, in and around the Charing Cross area; across Borough Rd down to Balls Rd and extending towards YMCA; as far as Whetstone Ln.

There were 147 recorded Youth Related ASB incidents within this hotspot during January 2014 to December 2014. This accounts for 3% of ASB within this Police Neighbourhood A3 and 1% of all Wirral ASB incidents.

Top Youth Related ASB incident within this hotspot was Rowdy Inconsiderate Behaviour at 94%(138). However, Street Drinking amongst this age cohort remained low at 1%. Vehicle Nuisance accounts for 3% (4) see anti-social behaviour incident categories.

Appendix 3 – Allocation process for Wirral Anti-Social Behavior Team (WASBT)

A2. Locational Anti-Social Behaviour

- A2.1 The multi-agency Anti-Social Behaviour (ASB) Governance Group, chaired by a police Chief Inspector, meets on a monthly basis to develop and implement plans, including allocation of resources to tackle anti-social behaviour in 'hot spot' locations across the borough. The Group also provides a response to any emerging issues that are identified by agencies and focuses upon repeat victims. Consideration will be also given at this meeting to locations that may benefit from the use of all or some of the powers available in the Anti-Social Behaviour, Crime & Policing Act 2014.
- A1.2 Long-standing and/or problematic locational issues that cannot be resolved at the ASB Governance Group are devolved to a multi-agency Problem Solving Group (PSG). The ASB Governance Group will determine the lead officer to co-ordinate the Problem Solving Group. This meeting will include representatives from all or some of the agencies attending the ASB Governance Group, depending upon the nature of the locational issue and any other representatives deemed appropriate. The members of the PSG work together to deploy resource that will address entrenched hot-spot locations and develop short, medium and longer term responses to help secure sustainable outcomes.
- A1.3 Each Problem Solving Group will adopt a SARA approach to problem solving which determines the resource.
- SCANNING - Identification of the problem and outlining the nature of the problem
 - ANALYSIS – The reason there is a problem
 - RESPONSE – The actions that need to take place to remedy the problem
 - ASSESSMENT – Ensuring the action taken has the desired outcome

A2. Neighbour Nuisance (individual case)

- A2.1 Wirral Anti-Social Behaviour Team deal with the most serious and/or persistent cases of anti-social behaviour across the entire Borough occurring in the private sector (i.e. amongst privately rented and owner-occupied properties) on a priority basis subject to its capacity and will take referrals directly from members of the public in this sector as well as internal departments and external partners. RP tenants engaged in anti-social behaviour must be dealt with by their respective landlord.
- A2.2 Upon receipt of a complaint an initial assessment of its seriousness is made and a decision taken as to whether the complaint should be investigated by the Team. It may be that the Team monitors the complaint for a further period of time after the initial assessment before making a final decision on whether or not it is appropriate for the Team to deal with the complaint. An assessment takes into account the following factors:
- The number of people affected by the behaviour;
 - The vulnerability of the victim(s);
 - The nature of the anti-social behaviour;
 - The frequency of the anti-social behaviour;

- The length of time the problem has existed
 - Any previous intervention/action that has failed to resolve the problem will also be taken into account.
- A2.3 A complaint that is deemed appropriate for enforcement action by Wirral Anti-Social Behaviour Team after assessment will be allocated to an Enforcement Officer (depending on capacity).
- A2.4 A fast-track provision will be made for complaints that are particularly serious and/or urgent. These may be complaints where an incident involving actual or threatened violence and/or an incident that the complainant believes was motivated by any form of discrimination has occurred.
- A2.5 If a complaint is assessed not appropriate for investigation the team will always (where appropriate and necessary) direct/refer the complaint to the relevant department/partner and/or advise (where possible) on a resolve.

Appendix 4 – Removed

Appendix 5 - Anti-Social Behaviour Case Study (caused by Youths in Eltham Green)

Background

In November 2013 the Eltham Green area of Woodchurch was identified at the monthly multi-agency Anti-Social Behaviour Governance Group (ASBGG) as an emerging locational hotspot by Youth Support and Merseyside Police. This was due to an increase of reports to Merseyside Police and Wirral Community Patrol of youths causing annoyance and also Youth Support workers were becoming aware of problems through both their outreach and centre based work.

The information shared and collated enabled the predication of a future recorded locational hotspot. Therefore, ASBGG instructed Wirral Anti-Social Behaviour Team (WASBT) to coordinate a Problem Solving Group (PSG) to respond to this increase of anti-social behaviour (ASB) and prevent a long standing issue. This meeting was held in December 2013 and attended by the following.

- WASBT;
- Youth Support;
- Merseyside Police;
- Community Patrol;
- Magenta Housing;
- Merseyside Fire and Rescue Service;
- Sports Development Unit.

As per usual procedure each agency had prepared all relevant information prior to the PSG which was sent to WASBT who in turn collated the information and presented the following to the members of the PSG at the start of the meeting.

- A group of 20 youths (predominantly male) where reported to be causing anti-social behaviour in and around the direct area of Eltham Green, Woodchurch,
- This group was proving to be extremely hard to reach and refusing to engage with services,
- The ASB included, criminal damage, hate race, rowdy and inconsiderate behaviour towards shop worker/owners and their customers,
- The police were also investigating a number of assaults and public order offence in regards to this group.

Information shared at the PSG identified that the reports were not coming from the residents who lived in or directly surrounding Eltham Green they were being reported by the shop staff and customers. Police investigation had determined that local residents where refusing to make any official complaints due to a fear of reprisal.

The PSG also identified a number environmental, building security and complex design issues that were significantly contributing to the increase in ASB.

The PSG produced an action plan which focused upon:

- Enforcement;
- Improving public perception to encourage and support increased reporting;

- Supporting Victims;
- Youth Engagement;
- Improving Environment ;

Each area within the action plan was assigned a lead officer/agency and all developments were continuously fed back to WASBT who acted as the central point of contact and ensured all information was being shared efficiently and effectively to all partners involved and that ASBGG was updated at each meeting.

Youth Support lead on 'Youth Engagement' and implemented a project of work designed with the most appropriate youth activity to tackle the exact issues identified at PSG. This project is outlined below:

Youth Engagement Project Outline

An eight week project began on January 10th 2014 and ran each Friday evening, supported by Merseyside Police, Youth Support (i.e. West Wirral Youth Outreach Team, Response, Fender Youth Club), Sports Development Unit, local community and parents.

Prior to the project starting, young people from the area, including the targeted 20, were consulted in regards to what diversionary activity they would engage in.

The project comprised of two interventions:

1. **The Kontactabus:** This bus was deployed between 6.30 – 8.30pm on a Friday evening staffed by workers from the youth clubs and outreach team supported by a mobile sports session, led by workers from Sports Development. This activity was deployed in an area away from Eltham Green to give the residents respite which supported other elements of the PSG action plan of encouraging residents to report incidents of ASB. It was targeted at the 20 youths causing ASB however was open to any youth aged 11-19 who lived in the area. This session provided the opportunity to build relationships with the targeted young people and challenge and support their current behaviour, away from the area they had been causing ASB.

This session was also attended by the Youth Support Service's alcohol and substance misuse workers who offered specialist support to young people on alcohol and substance misuse.

2. **Outreach:** An Outreach Team targeting Eltham Green between 8:30pm-10:30pm. This aimed to engage with the very hard to reach young people and encourage them to participate in the earlier activity, support positive behaviour from the young people whilst they were in Eltham Green and also supporting the wider action plan from the PSG in regards to reassuring victims and challenging community perception.

Measuring Success

In January 2014 Eltham Green was recorded (as predicted in November) as a locational hotspot at ASBGG. It should be noted that this is often the case when a multi-agency response is deployed into

a locational hotspot as predominantly there is an aim within the PSG action plan to reassure victims and encourage them to report ASB and this often results in an increase in recorded incidents.

It is important to measure the success not only on the reduction of ASB but also on the length of time the area continues to be recorded as locational hotspot and the wider factors such as an increase in the engagement into positive activities and the improved perceptions, within the community, of anti-social behaviour.

Project Outcomes

- Between November 2013 and May 2014 there was a **75%** decrease in ASB in Eltham Green.
- The area was recorded as a locational hotspot at ASBGG in January 2014. It was no longer a recorded locational hotspot at ASBGG in March 2014.*
- Over the 8 week period 90 young people engaged in the project;
- Out of the 90 young people, 25 were females and 65 were male;
- The project developed positive relationships not only with the area youth work staff but with wider support agencies and the Neighbourhood Police. The improved relationships allowed areas of risk to be disclosed and the youths to be directed to the most appropriate support;
- It allowed Youth Support to support individuals to recognise issues within their own behaviour as workers both challenged and supported any youth involved or at risk of being involved in ASB;
- A number of young people involved in the project were referred to the Youth Support Service's GIRLS and/or LADS project – both of which provide intensive group work looking at risk taking behaviour for more vulnerable young people (**see notes below for greater detail);
- A number of young people contacted via the project were referred through to the Gateway for early help interventions via Team Around the Family (TAF). In addition, a number of other young people were already known to Targeted Services and already receiving a single agency intervention or involved in TAF. These interventions ensured an appropriate multi-agency response for individual young people and their families;
- This Project drew on strengths from the wider community, including young people and parents who supported the initiative which developed community cohesion and integration for staff and young people;
- Subsequently, a group of parents have started meeting with a view to enhancing and developing additional youth activities on the estate. This initiative is being supported by local elected members and Youth Support officers.

Notes:

**WASBT was in weekly contact with both the residents of Eltham Green and the staff of the local shops. Also Merseyside Police were coordinating regular reassurance visits. Therefore the reduction in reported incidents was not due to incidents simply not being reported.*

****G.I.R.L.S. Project**

The G.I.R.L.S. Project, funded by Public Health Outcomes Fund, is a specialist project specifically designed to support the most vulnerable and at risk young women aged 13 -19 across Wirral.

The project, offers a unique, informal and educational 12 week personal development programme to Wirral young women, which includes a weekend residential at Oaklands Outdoor Education Centre and a 'finale' celebration event.

The overall aims of the project are to:

- 1. Reduce risk taking behaviour including drug and alcohol misuse*
- 2. Reduce offending / re-offending and anti-social behaviour*
- 3. Increase resilience around peer pressure and harmful relationships*
- 4. Improve aspirations and opportunities, particularly regarding healthy lifestyles and making informed choices*

LADS Project

The project is aimed at young men aged between 13-19 years old and runs in the four Wirral localities. Each project has to 14 young men participating in the course.

The project has been designed to address a number of issues relevant to young men in today's society, including:

- Drug / alcohol misuse*
- Harmful / exploitative relationships*
- Criminal / anti-social behaviour*
- Raising aspirations and developing resilience*

Each of the four groups take part in an 8 week informal education programme aimed at developing young men's awareness and an understanding of the above issues to support them to build confidence, self-esteem and strengthen resilience.

Towards the end of the project there is a residential run from Oaklands Outdoor Education Centre to consolidate what young people have learnt throughout the course. There is also be a focus on building on skills, strategies and aspirations and the young men work towards setting a personal action plan for the future.

Appendix 6 – Wirral Sports Development Team Activities Uptake and Target Audience (2014/15)

Programme Name	Target Audience	Wirral	Birkenhead	
			Actual	%
Street Games & Door Step Clubs	14-25 year olds in areas of deprivation	536	487	91
Street Games (US Girls)	14-25 year olds in areas of deprivation	280	333	84
Street Games (Volunteer programme, including full-time volunteers and young advisors)	18 plus years	1,440	1,440	100
Satellite Clubs (9 - bridging gap from school/college to community sports)	11-25 year olds (new sporting opportunities)	3,600	400	11
Sportivate (trying a new sport or new to sport)	14-25 year olds (6 week taster sessions)	228	0	0
Positive Futures / Enhanced Outreach (with Public Health)	14-19 year olds in ASB hotspot locations:	750	750	100
	Mersey Park	316	316	100
	Charing Cross/Bentinck Street	48	33	69
Positive Futures referrals/ activity	16-21 year olds	85	50	59
Operation Banger (Diversionary activities)	(13-19 year olds) Hotspot locations 29th Oct - 5th Nov nights	333	333	100
Youth Sports Nights (8 to 24 year olds)	Birkenhead Youth Club (Trampoline, Monday)	2,160	1,680	78
	Birkenhead Youth Club (Trampoline, Tuesday)	2,160	1,680	78
	Birkenhead Youth Club (Wednesday)	1,026	1,026	100
	Wirral Tennis & Leisure Centre	612	461	75
	Birkenhead Youth Club (Friday)	4,894	415	8
	Birkenhead Youth Club (Trampoline, Saturday)	3,072	2496	81
Up-skilling instructors	16 plus years of age	29	22	76
Additional classes as a result of up-skilling coaches (16 plus years of age)	Europa Pools	10,868	10,868	100
	Beechwood Leisure Centre	4,992	4,992	100
	Wirral Tennis & Leisure Centre	19,240	19,240	100
Cycling	50+ Wirral wide. Those with sedentary lifestyles, including SEN's	2,400	1,920	80
Active All Sports Disabilities	8-19 year olds	795	493	62
National Citizens Service	16-17 year olds (Wirral wide)	165	66	40
Total		60,082	49,448	82

Data Source: Wirral Sport Development Team (2015)