

Anti-Social Behaviour

TCC Symposium

4 February 2014



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Note to website readers



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This presentation was deliberately highly interactive, drawing attention to and debating the characteristics of ASB; at each stage guiding the audience through a wealth of information from prior cases to:

- **Demonstrate the advantages of capturing, developing and sharing better information**
- **Working more closely with multiple agencies at operational levels**
- **Questioning the patterns in results shown over time as opposed to snapshots**
- **Show that ASB is a societal problem requiring many agencies to work closely together on the ground**
- **That much good data exists that can simply be pooled and displayed e.g. on GIS – as a good start**

Introductions: TCC - 1

A community dedicated to reducing the Social and Economic Costs of Crime in the UK.

Viewing Criminal Justice as a System, and making changes where there is best leverage. Trialling changes to show significant operational performance improvements, and improving productivity and reducing waste.



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Who is the TCC?

Introductions: TCC -2

TCC was founded by five independent management consultants, each of whom has extensive experience of using systems thinking to help tackle performance and other organisational problems.

All are passionate about the need to reduce the social and economic costs of crime that burden communities.

Outlines on an A3 on the wall.



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You will see more about us and the others who can't be here, on the wall

Introductions: *John Morgan*

John consults on business strategic planning, process improvement and redesign, and professional development for leaders. His focus is on the need for healthier work organisations that go beyond mere survival, to become highly productive and enjoyable units.

He enjoys working across and between organizations, encouraging cooperation and helping growing businesses to rediscover teamwork.



Introductions: *Dave Gaster*

Building on wide senior management experience across local government, Dave focuses on Lean and Systems Thinking and change management to greatly improve service delivery, significantly reducing costs without need for redundancies. He published *Visualising Transformation* in 2010 and over 600 people in several authorities have since founded their transformations with a 3-day course.

Dave has a knack for finding opportunities, enabling many organisations to collaborate properly after years of good intent.



In 90 minutes...

- Is ASB a new problem?
- How would we know that we're winning?
- Whose responsibility is this?
- What *does* work?
- Who pays for it?
- How?



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6 bullets

We will cover the WHAT and HOW by getting up to look as a group at examples arranged on the walls...

Are these what you call ASB?



A HIGHFY round - Are these what YOU call ASB?

Where are they from?

- **Mankini ban in Newquay**
- **Water cannon proposed for London**
- **Swearing banned in Preston – other towns looking to further control public signs and written language**
- **The < Anti-Social Behaviour, Crime and Policing Bill > now before House of Lords**

So the definition of ASB varies widely; and is evolving quickly

Q: What have YOU come for?



ASB = significant?

- UK Crime est £36.2 bn (2003)
- ASB est £ 3.4 bn (2003)

Unknowns:

Distress to citizens

Confidence & complaints - Police, Justice

Multiple calls yet cases unresolved

Journeys and fuel



2 bullets

I will return to the estimates later...

What is ASB?

- Distress, fear, hate, harassment, alarm
- NOT mainstream crime
- NOT a new problem
- NOT only something bored youths do
- Definition remains slippery, and is changing
- *'lack of respect or consideration for other people'*
- Possible escalation into lives of criminality



6 bullets

Lots of jargon



Is ASB a new problem?

In 2003

- One-day survey
- 66,107 items
- Est £13,500 /day
- Est Total £3.4 bn /yr

In 2013

- Not repeated since
- Don't know!
- Don't know!
- Don't know!

- And the data remain generally poor



8 bullets

Refer to A1 size Poster Print on wall

How would we know? -1

Scan the figures:

Month	ASB Incidents
Apr-06	9,034
May-06	8,428
Jun-06	9,163
Jul-06	10,287
Aug-06	9,195
Sep-06	8,984
Oct-06	11,003
Nov-06	6,767
Dec-06	6,703
Jan-07	6,510
Feb-07	6,517
Mar-07	7,775
Apr-07	9,404

What's happening here?



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2 bullets

Scanning the figures, what can you see?

Yes there are peaks and troughs –but what is driving them?

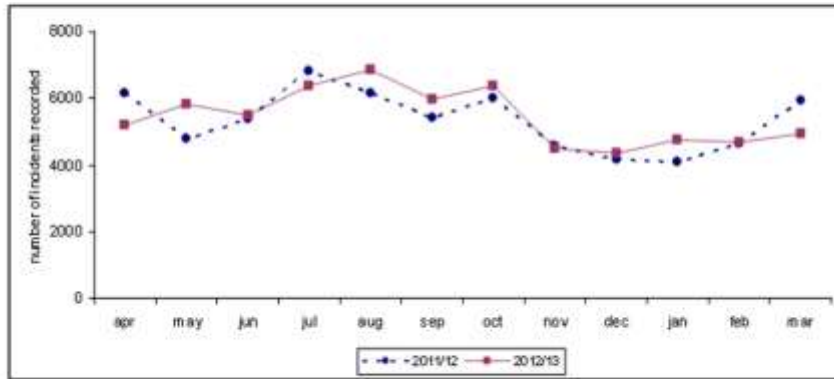
Even if we pored over the entire table, it would be hard going

So lets move on...

How would we know? -2

Statistics – can you see a trend? (PSNI)

Figure 3 Total number of anti-social behaviour incidents each month April 2011 to March 2013



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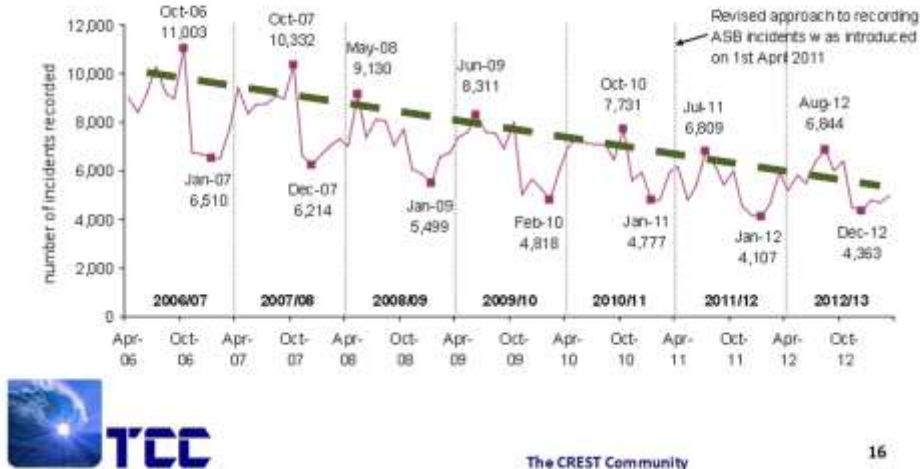
1 bullet

This is still a short segment of a longer story...

How would we know? -3

Statistics – look for trends (PSNI)

Figure 2 Total number of anti-social behaviour incidents each month April 2006 to March 2013



2 bullets

Now a story begins to appear.
And we automatically ask questions!

2nd bullet adds a guessed TREND line

The repeating pattern of points is especially interesting,
and needs research

Whose responsibility?

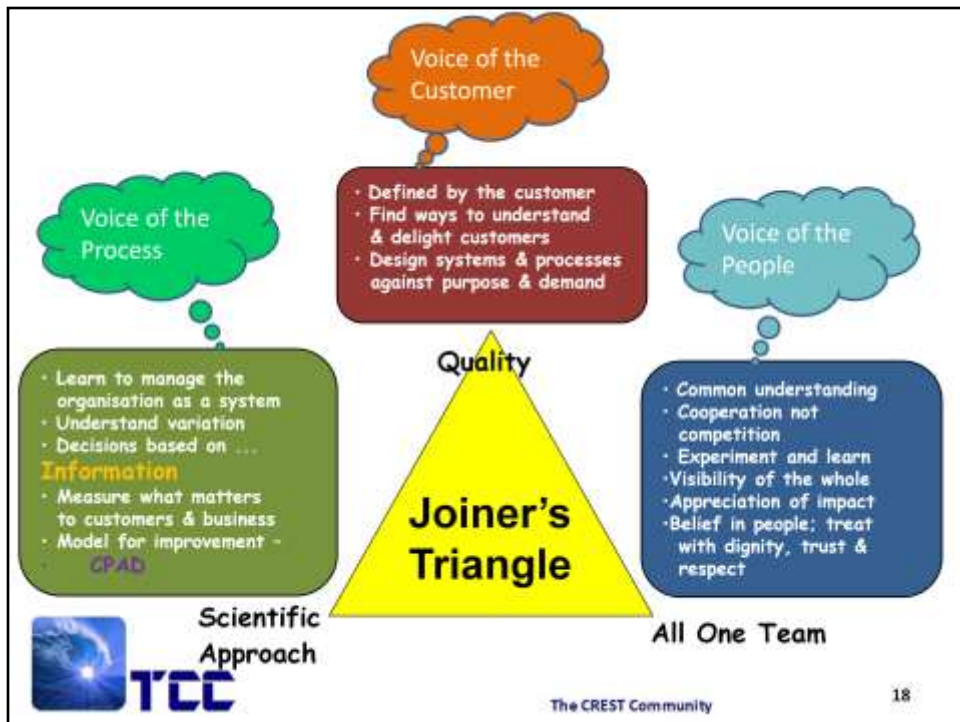
- Police are usually involved – also:
- County & District Councils – obligation
Environmental protection
- Fire Brigades & NHS & Probation Trusts
- Parish & Town Councils – costs here too
- Housing Associations and Landlords
- Courts, and Victim Support
- *Pretty much all of society!*



7 bullets

Pretty much all of Society is involved.

And what does this mean for that estimate of £3.4 bn?



Brian Joiner's triangle pulls three aspects into focus at the same time...

-over to Dave

Landmark cases

- 2007 – Pilkington (Leicestershire)
 - 33 incidents logged* over 10 years
- 2010 – Askew (Manchester)
 - 88 incidents logged* over 6 years
- 2012 – Toseland (Hampshire)
 - ? incidents logged* May-Aug 2012
- 'Joining up' incidents; sharing intelligence
- Not meeting 'minimum standards'



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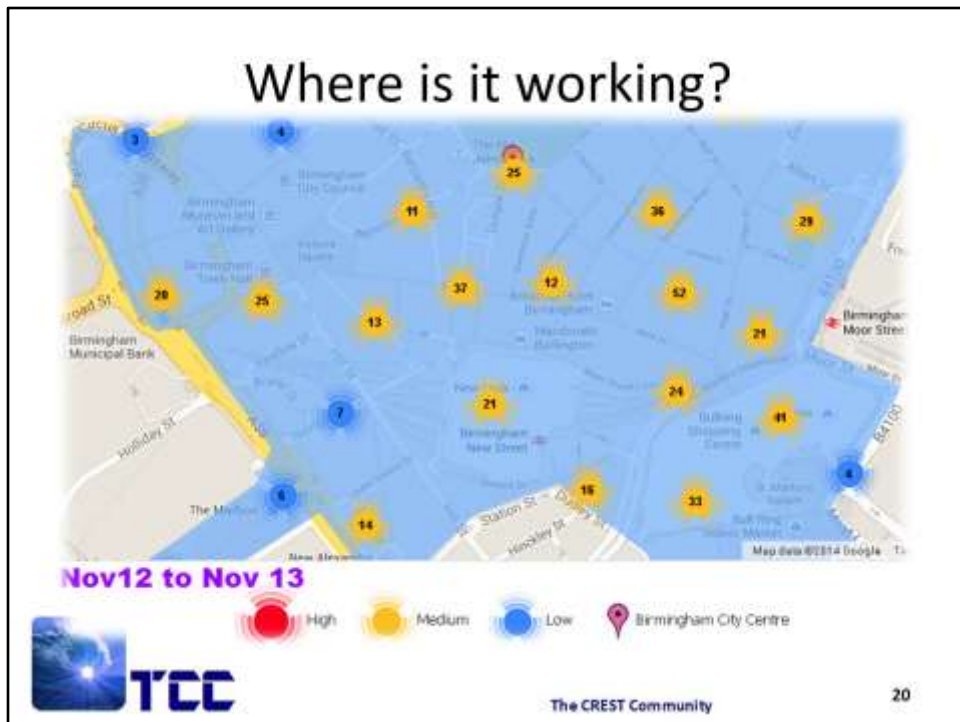
Pilkington – minority of a community attacking those who were different, over a long term. 2 deaths. Family claim settled OoC in 2012 in £ x 5-figures.

Askew – similar pattern. 1 death.

Toseland – noisy parties, litter etc and a much faster acceleration. 1 serious assault, a head wound requiring life-long nursing care

Histories always linked to a blend of factors including Environmental, Family, Social, Behavioural, drug/alcohol Dependency... Sergeant (now Inspector) disciplined

Investigations reveal the procedural failings...



West Midlands Police are one of the forces keen on guiding policing on an evidence-base

They are actively using mapping in partnerships, going beyond simply showing these (reassuring?) figures to the public.

Suffolk Police – 2010 – partnership working with co-located teams, sharing access to ASB data. → Benefits, results...

Budget reductions

Example - Avon & Somerset Police

The force needs to save £42m (under CSR) will cut 134 posts, 61 of them PCs; and may include closing police stations.

Chief Constable Nick Gargan said "Not only have the team found a way for a shrinking police force to maintain its standards, but they have also improved existing plans to absorb cuts that lie ahead – reducing previously anticipated PC reductions of 161 to just 61."



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CSR down-escalator affects the whole public sector

A&S claim to be able to protect services, and to be cut a greater proportion of their costs *away from the front-line*

What might we expect will be the effect on ASB?

Who CAN pay?

- Public sector is all under great cash pressure
- Audit Commission's *Tough Times* report showed auditors...concern about the medium-term financial prospects of over 1/3 of England's 353 councils.
- PricewaterhouseCoopers *Local State We're In* survey found 89 % expect some councils to get into serious financial difficulties by 2016 and 86 % predicted essential services will fail.



**We know many partnerships are under threat simply because “Something has to give”
– but at what greater cost elsewhere?**

Better that we look to work in more effectively partnerships, and make our teams really work

Recap

- NOT a new problem →
- → Definitions evolving
- → Data gaps hinder linking *cause to effect*
- Responsibility *shared* across many agencies
- What works - *Multi-agency & Early interventions & Prevention not remedy*
- Fund & maintain *Linkages* not Resources
- Have good *information to share* –a beginning



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Certainly decades-old; and not one that is going away

Our definitions are changing quickly

Data gaps – nationally we are still working on the estimated cost of ASB developed in 2003!

Shared responsibility is the only way

Getting in earlier does work, but requires good intelligence gathering –and that needs trust-building

Squabbling about funding allows the problems to grow, possibly out of hand

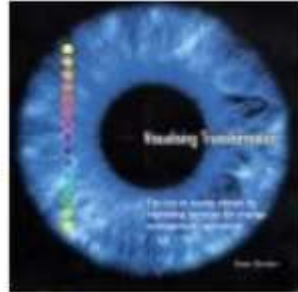
**We DO have lots of good information, unshared,
untested, unjoined, unloved – over to Dave**

You asked for...



Sources...

- BBC News <http://bbc.in/1b0ixj1>
- ASB C&P Bill <http://bit.ly/1iPu8cv>
- 1-day count <http://bit.ly/1erHeWs>
- PSNI stats <http://bit.ly/1iCGsg9>
- Joiner Triangle – *VT book*
- Cuts at Avon & Somerset <http://bit.ly/1iOpRGn>
- Local Gov't Executive <http://bit.ly/1giBk0w>
- Birmingham map <http://bit.ly/1n64VuO>



So let us have your questions...