



**Police and Crime
Commissioner for Dyfed-Powys**

**Response to the Police & Crime Panel's
Report on Anti-Social Behaviour**

February 2021

Introduction

On 4th November 2020 members of the Police and Crime Panel considered a report from their lead member Cllr William Powell on tackling anti-social behaviour (ASB) in the Dyfed Powys area. The purpose of the report was to consider:

- What is Anti-Social Behaviour?
- What the Police and Crime Plan for Dyfed-Powys says about Anti-Social Behaviour
- The level of Anti-Social Behaviour in Dyfed-Powys
- How the Commissioner seeks to address any identified ASB issue(s)
- Dyfed Powys residents' perception of anti-social behaviour levels in their community.

The report did not seek to consider operational decisions of the Chief Constable and/or the role of local authorities in tackling anti-social behaviour.

Within the report, the Panel acknowledged the work undertaken by the Commissioner and his office to address ASB issues, which includes:

- Frequent opportunities for the public to raise awareness of anti-social behaviour and its effect on individuals and communities;
- Engaging pro-actively with partners;
- The appropriate commissioning of support services, e.g. Goleudy and;
- The innovative deployment of the Proceeds of Crime Funds.

The Panel concluded that the Commissioner has demonstrated a commitment to addressing identified ASB concerns within communities across the Force area, however they presented a number of recommendations to further support activity. The purpose of this report is to provide an update to each of the recommendations, as outlined below:

Recommendation 1: 'The Commissioner's commitment to the roll out of CCTV for community reassurance and to combat criminality, including incidents of Anti- social Behaviour, is a matter of public record. Without wishing to pre-empt the work of my panel colleagues on the CCTV sub-group, I recommend that an assessment be made of the impact of that investment on combatting ASB, to help prioritise deployment of resources in this area in the future'

OPCC Recommendation 1 Update:

The vision for the CCTV infrastructure was for a sustainable system to support operational policing based on demand, crime, anti-social behaviour and calls for service.

It is difficult to quantify the value that CCTV provides; there are incidents that have been downgraded, incidents where additional or fewer resources have been deployed and incidents where attendance was not required at all due to CCTV assistance.

It is easier to demonstrate the impact in terms of investigations and missing people as much of the work around ASB is preventative and not easily quantifiable. CCTV helps police to respond to emerging incidents of ASB swiftly, before they escalate. It is thought also that the fact that CCTV cameras are visible in our towns deters crime albeit there is no empirical evidence to support this.

CCTV footage has already proven crucial evidence in police investigations. The quality of the footage has been so compelling that some suspects have pleaded guilty to the offences they were accused of. One such example being a grievous bodily harm case where a male victim was knocked unconscious with a single punch to the head outside The Met Bar in Llanelli in November 2018. The incident was clearly captured on a Dyfed-Powys Police CCTV camera and when presented to the suspect, he pleaded guilty. He was sentenced to 20 months in prison.

In Newtown, Powys, a young man was captured on CCTV smashing a shop window walking through the town on a night out. He was identified from the CCTV. He had no recollection of the incident as he was under the influence of alcohol. He apologised profusely to the shopkeeper and paid for a new window

As well as helping in the prevention and detection of crime and ASB, CCTV is assisting with the protection of vulnerable people in the force. Operators assist with searching for missing people and people in mental distress. There are clear examples of how vulnerable people have been swiftly reunited with their loved ones thanks to CCTV acting as an extra set of eyes covering a much larger area on camera than officers could on foot in the same length of time. Operators also successfully spotted a 14-year-old girl walking through a town centre in darkness during the early hours of the morning.

The below gives an indication of the effective use that is being made of the system which also allows Gold and Silver commanders to actively monitor incidents around the Force area via the Hikcentral Control Client app.

Tables 1 shows the number of downloads requested in order to support evidential investigations, with Table 2 providing a snapshot from 2020 showing the number of incidents that were monitored by the controllers.

Table 1

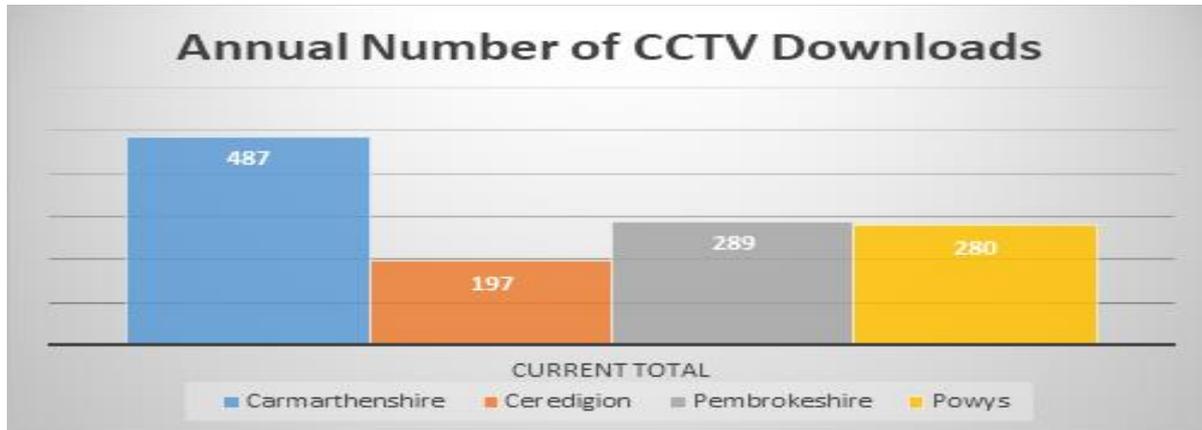
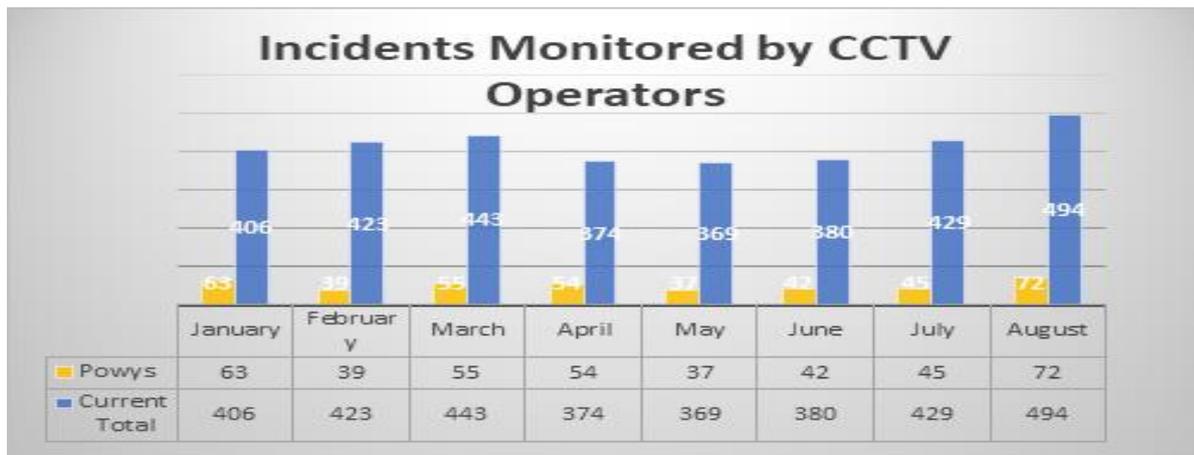


Table 2



The CCTV Coordinator is currently in the process of producing a performance framework which details the key performance indicators and statistics that will be collated and published, in line with the Surveillance Camera Commissioner's Code of Practice. This has been slightly delayed due to the current Covid restrictions.

Attached in Appendix A are case studies from the past year demonstrating where CCTV has had a positive impact on ASB.

Recommendation 2: 'Whilst acknowledging the commitment shown by the Commissioner to ensure, via his office's website, social media and communications activities, that members of the public are equipped with information regarding the support services available to them should they become a victim of ASB, I recommend a regular review and audit of this work be undertaken, so as to ensure that such information continues to be effective, accessible and user friendly'.

OPCC Recommendation 2 Update:

The OPCC have reviewed what communication methods are currently in place and identified how we could improve our communication around this support service.

Current situation:

OPCC Website

Information regarding support services available to victims of anti-social behaviour is available on the Police and Crime Commissioner's website. There is a dedicated page providing details of the support services funded by the Commissioner, which the public are able to access via the below hyperlink:

<http://www.dyfedpowys-pcc.org.uk/en/your-neighbourhood/services-available-to-you/>

The first service listed on the page is Goleudy, which delivers support services to victims of anti-social behaviour. The website states "*Goleudy also provides a service to identify and manage the level of risk amongst victims of anti-social behaviour, to improve community safety, and reduce the impact on residents of Dyfed Powys.*"

In addition, newly published to this page are a series of one-page summary leaflets providing key details of each service. The Goleudy leaflet includes the following information:

- The service provided;
- The contract details;
- Statistics as to how many people access the service;
- Feedback on the service; and importantly
- How the public can access the service

The leaflet is written and structured in such a way which makes it easy to understand and follow. It is available to download in both Welsh and English.

OPCC Social Media

We regularly post details of the commissioned support services available on our Facebook and Twitter pages.

'Community Link'

The Commissioner's Newsletter, 'Community Link' often includes feature articles on commissioned services. Having looked back through the last year's editions, we can confirm that Goleudy featured in both the March 2020 and May 2020 editions.

Looking ahead:

The series of commissioned services one-page leaflets will be promoted regularly on our social media platforms, alternating between the commissioned services.

The Goleudy-specific leaflet, will feature in the next edition (March 2021) of the Commissioner's Newsletter, 'Community Link'. Thereafter, each commissioned service PDF will feature in subsequent editions.

Commissioner in Conversation sessions will be held on a weekly basis in early 2021, until the pre-election period commences. Commissioned service providers, such as Goleudy, will feature in these conversations to raise awareness of the support service available to the public.

Recommendation 3: 'I recognise the importance of the Commissioner's role as appellant body for victims of ASB but it would be appropriate for that role to be emphasised more in communications work, reminding members of the public of their rights and how to exercise them.'

OPCC Recommendation 3 Update:

I can confirm that Dyfed Powys OPCC publish information on their website in relation to appealing a Community Trigger outcome, via the following hyperlink:

<http://www.dyfedpowys-pcc.org.uk/en/contact-us/compliments-and-concerns/>

Additionally, the OPCC Engagement team have been tasked to progress this recommendation by incorporating into their planning of future communications work. In particular, we will look to highlight the Commissioner's role as an appellant body for victims of ASB, as well as the public's rights and how they can be exercised. This will be progressed with a series of social media posts (which we have already started to action); referencing within some editions of the PCC's

Community Link Newsletter and including within all press releases that reference anti-social behaviour.

Recommendation 4: 'Whilst recognising the considerable amount of work already being done in relation to the Community Trigger, I recommend that the Commissioner engages pro-actively with the Police and partner agencies in order to improve the effectiveness of the Community Trigger in Dyfed-Powys, in line with the recommendations of the former and current Victims Commissioner.'

OPCC Recommendation 4 Update:

In responding to this recommendation we have considered the comments made by Dame Vera Baird QC (Victims' Commissioner for England and Wales) (highlighted in orange font) when reacting to the Home Office's new guidance:

"Yes it calls on local agencies to place information on their websites and in other accessible formats, although it is unclear how this might be enforced. We know many fail to do so."

As part of ongoing consultation and feedback between the OPCC and the Force, feedback was provided to Dyfed Powys Police on 13th September 2020 in relation to this point. In terms of accessibility, the OPCC advised the Force that it would be encouraging to see the direct contact details for the Community Trigger on the Force website (and we can place them on the OPCC website) i.e. the email and postal address that has been included at the end of the application. We also queried whether there would be an opportunity to enable members of the public to complete the form electronically on the Force website. At present, we only have the option of ringing 101 and requesting a copy of the form, however we will continue to explore the option of an electronic version of the form with the Force.

I can confirm that Dyfed Powys Police publish information to request a Community Trigger across a number of websites i.e.:

On the Dyfed Powys Police website: <https://www.dyfed-powys.police.uk/advice/advice-and-information/asb/nw/request-asb-case-review-community-trigger/>;

On the Dewis Cymru website:
<https://www.dewis.wales/ResourceDirectory/ViewResource.aspx?id=23630>

On ASB Help website: <https://asbhelp.co.uk/dyfed-powys/>.

Additionally, Dyfed Powys OPCC publish information on their website in relation to appealing a Community Trigger outcome: <http://www.dyfedpowys-pcc.org.uk/en/contact-us/compliments-and-concerns/>.

"Astonishingly, the guidance still stops short of giving victims the right to attend in person. Instead it talks about '... good practice to have somebody involved in the case review to represent the victim, such as from Victim Support ...'"

"And 'Consideration should also be given to whether it is appropriate for the victim to be invited to attend the case review ...or whether, in the circumstances, there are good reasons for them not to do so. In such circumstances, it may more be appropriate to invite a representative of the victim to attend'.

"How can the 'victims' voice be heard' if they are not even allowed to attend and speak for themselves? And if the resolution meeting takes place behind closed doors, how can the victim have any faith in the outcome?"

This matter was raised by the OPCC on 13th September 2020, as process documents presented by Dyfed Powys Police suggested that the victim would be informed of the outcome as opposed to being involved in the review. The PCC is of the view that it would be best practice to enable the victim to speak at the start of a review. Subsequently, Dyfed Powys Police have detailed in the 'Community Trigger Operational Guidance' document the following information concerning victim attendance at the hearing: *"Where we deem it appropriate or feasible and where the applicant consents, the applicant or advocate will be given an opportunity to attend/join the start of the review to address the panel and present their impact statement/expectations. Should the applicant not wish to join the start of the review they will be given the opportunity to provide their impact statement and expectations 7 days prior to the review in order to be circulated to the panel. Investigating officer/s may be invited to present the case and provide case knowledge. The Chair will be the decision maker."*

"As far as independent challenge is concerned, the Home Office has held back from requiring independent chairs for the meetings. Instead, the limit of the ambition is: 'Where most of the agency representatives have been involved in a particular case, consideration should be given to involving somebody independent in the review to provide an external or fresh perspective on the case and the action that has been taken.'"

"The hearing has only been called because the victim has made several complaints about the ASB and they feel it has not been successfully tackled. It must surely therefore be the case that all cases need a 'fresh perspective'."

"For too many, the nightmare of ASB continues to blight their lives and they feel no one is listening. Sadly, I do not believe this guidance will offer them much comfort"

Within the 'Community Trigger Operational Guidance' document, Dyfed Powys Police have included the following information regarding the Panel:

"Crime and Harm Reduction Unit will liaise with the Partnership Inspector for a review panel to be convened.

Where possible a minimum of three representatives from responsible authorities will be required to participate in the case review.

When the threshold has been met the Crime and Harm Reduction Unit will advise the applicant in writing (see Appendix H). Details of the point of contact, Chair and panel members will be provided. They will also be provided with information on the next step of the process. Although there is no obligation, the applicant will be asked to prepare an impact statement which is an opportunity to outline their expectations of the process.

The panel should include a combination of:

- *Partnerships Inspector or local Inspector*
- *Neighbourhood Policing Sergeant*
- *Divisional ASB Co-ordinator*
- *Community Safety Partnership Manager*
- *Social Housing Provider (relevant management level)*
- *Departments within Local Authority, i.e Environmental Health, Social Services (relevant management level where possible).*
- *Local Health Board*
- *RSPCA (where necessary)*
- *Fire Service (where necessary)*
- *Ambulance (where necessary)*
- *Mental Health (where necessary)*
- *Social Care (where necessary)*
- *Probation (where necessary)*

If an official complaint has been made against any of the panel members, every effort will be made to replace the panel member with a person of equivalent management level/experience within that agency. Where this is not possible, consideration will be given to request an independent Chair. This may result in a Chair being selected outside of the Dyfed Powys area. Consent will be obtained from the applicant."

The work of the Force Anti-Social Behaviour Coordinator has recently been commended by the Chief Executive Officer (CEO) of ASB Help during a meeting with the Victims Commissioner, praising the hard work and commitment to develop Force policy and processes. In relation to ASB Help, this logo is included on the front page of the Community Trigger Operational Guidance document for

the Force, as the Force has signed-up to the ASB Pledge in-line with ASB Help, which ensures that the Force is up-to-date with legislation etc.

Appendix A

Below are some case studies from the past year of where CCTV has had a positive impact on ASB.

Llanelli – Drug use

CCTV operators in conjunction with Neighbourhood Policing Teams and the Information and Intelligence Department have identified known drug users congregating in Llanelli town centre. Following observations CCTV operators have identified drug use and sales and have deployed officers to conduct searches on these on individuals on numerous occasions. CCTV cameras have also been strategically moved, in consultation with Llanelli NPT to monitor specific areas where drug use is known to take place. Working together this has resulted in several individuals being stopped/searched due to suspect drug use, disrupting the use and sale of drugs in Llanelli town centre.

Haverfordwest

CCTV operators have utilised the CCTV cameras around the multi storey car park in Haverfordwest to proactively monitor and target ASB in the multi storey. Numerous calls for service have been received into the force around youths congregating, drug and alcohol use and verbally abusing/intimidating the public. CCTV operators working with NPT have been able to monitor and identify specific individuals involved, proactively deploy officers to scene and gather intelligence.

Professional begging – Force wide

CCTV operators have identified professional beggars in our town centres. Through deploying officers to these people the Force has disrupted their activity which has resulted in them moving from Ammanford to Cardigan and then to Haverfordwest. Through identifying these same individuals in each town a valuable amount of intelligence has been gathered.

Registered Sex Offenders – Welshpool and Pembroke Dock

CCTV cameras have been moved to assist with the detection of ASB which has targeted the home addresses of registered sex offenders. There have been numerous calls in relation to 2 specific addresses in Welshpool and Pembroke Dock (not connected) around harassment etc.

Protests

CCTV operators have monitored numerous protests across the force including Black Lives Matter protests, Extinction Rebellion and Penally migrant camp protests. Through the use of the CCTV the protests have been successfully monitored in the Force Control Centre, providing real time images to force commanders and special branch.

Summary

Some additional salient figures from 2020:

- Officers have downloaded footage a total of 1892 times
- 32 persons have been found as a direct result of CCTV enquiries
- A total of 5087 incidents have been tagged by CCTV operators for live time monitoring
- There has been a 35.95% decrease in crime within 100m of all camera sites across the force
 - Carmarthen – 28.97% decrease
 - Ceredigion - 40.85% decrease
 - Pembrokeshire – 50.57% decrease
 - Powys - 34.63% decrease