



Report to: Police and Crime Panel

Date: 8th April 2022

Subject: Anti-Social Behaviour

Report of: Alison Lowe, Deputy Mayor of West Yorkshire

Author: Wendy Stevens – Research Manager

1. PURPOSE OF THE REPORT

- 1.1. Anti-social behaviour (ASB) has been a longstanding performance measure for previous Police and Crime Plans and the new plan is no exception to this with a key measure of reducing the number of ASB incidents
- 1.2. The West Yorkshire Police report (Appendix A) show how the recording of ASB incidents has changed in recent years alongside the work that has taken place to deal with ASB in West Yorkshire.
- 1.3. The 'Voice of West Yorkshire' articulates the priority that the public of West Yorkshire give to dealing with ASB and this should be considered when looking at the impact of these crimes and incidents
- 1.4. ASB is also measured via the Police Satisfaction figures and contributes to the key measure in the new plan for increasing satisfaction with the Police.
- 1.5. The report indicates support for this continuing to be a priority going forward and to fulfill the objective of the Police and Crime plan to :
 - Tackle ASB at the earliest opportunity through a tiered approach of prevention, intervention, and enforcement.

2. INFORMATION

- 2.1. The recent Needs Assessment shows how ASB incidents have changed over recent times.
- 2.2. During 2020 the types of Anti-Social Behaviour changed as more people were at home and we saw more calls which were neighbour related, and increases in nuisance motorcycle/ quad bikes, with reductions in the normal higher categories of Youth Nuisance and Adult nuisance (non-alcohol).
- 2.3. Throughout 2020 each District in West Yorkshire Police put together a plan to drive down the nuisance motorcycle/quad bike occurrences. This relentless focus in this area has driven this call type down and now the category of youth nuisance is beginning to take supremacy again.
- 2.4. The Needs Assessment highlights the national focus on ASB as described in the governments Beating Crime plan and articulates the role of the Mayor/PCC in implementing tools to deal with ASB in an area. It concludes that :
 - ASB is a priority for the public of West Yorkshire and the Beating Crime plan brings into sharper focus some of the tools and activities required around this area, so should play a prominent part in the Police and Crime plan
- 2.5. The Voice of West Yorkshire document (which was published alongside the Police and Crime Plan and the Needs Assessment), shows that ASB is a particular priority for the public in West Yorkshire.
- 2.6. The area of focus which is Neighbourhood Crime and ASB was seen as a priority by over 73% of the respondents to the Police and Crime plan survey.
- 2.7. Priority 3 in the plan (Safer Places and Thriving Communities) addressed many of the crime and ASB topics which affect residents' neighbourhoods, and so attracted the largest volume of open-ended feedback (over 600 comments recorded).
- 2.8. This was also highlighted by the desire to see the cross cutting theme in the plan of Early Intervention and Prevention used to tackle social issues which communities felt could fuel offending including ASB.
- 2.9. As a result of the above, ASB was included as a key measure in the plan under the Safer Places and Thriving Communities priority. This was articulated as a reduction of ASB incidents in comparison to the Year to April 2022 baseline.
- 2.10. The West Yorkshire Police paper attached at Appendix A shows the amount of work that has taken place in West Yorkshire to address ASB. Particular attention is drawn to the ASVAT (Anti-Social and Vulnerability Assessment

Tool) which was highlighted by the recent PEEL inspection as 'innovative practise' and formed part of our grading as Outstanding at prevention and deterrence.

- 2.11. Overall the focus on ASB ensures that the Police and Crime plan outcome of Tackle ASB at the earliest opportunity through a tiered approach of prevention, intervention, and enforcement

3. EQUALITY, DIVERSITY AND INCLUSION BENEFITS AND IMPLICATIONS

- 3.1. Equality, Diversity and Inclusion benefits and implications are considered throughout all of the work of Neighbourhood Policing Teams including the work completed for ASB
- 3.2. With the Outstanding grade for prevention and deterrence, West Yorkshire Police have shown their desire to prevent people becoming victims of crime and ASB and this will ensure benefit for all.

4. IMPLICATIONS FOR YOUNG PEOPLE IN WEST YORKSHIRE

- 4.1 As indicated in the 'Voice of West Yorkshire', by intervening early in ASB crimes and incidents then this will help tackle issues which fuel offending and ASB. This in turn will ensure that less young people are involved with ASB and with the harm associated with it.
- 4.2 The document highlights the work that is taking place in West Yorkshire to deal with ASB and this has culminated in an outstanding grade for prevention and deterrence in the recent PEEL inspection which will benefit young people in West Yorkshire.

5. FINANCIAL IMPLICATIONS

- 5.1. In order to ensure this level of engagement, there is a need to ensure that Neighbourhood Policing Teams are kept up to strength and given the tools that they need to deal with these incidents. This will bring financial implications which are discussed regularly in budget updates and forms part of the reasoning when discussing the precept.
- 5.2. With the recent precept uplift the budget for 2021/22 is agreed, but the pressures on future budgets is recognized and this will continue to be an area focused on.

6. LEGAL IMPLICATIONS

- 6.1. The Police Reform and Social Responsibility Act 2011 as modified by the West Yorkshire Combined Authority (Election of Mayor and Functions) Order 2021 sets out the requirement to issue a Police and Crime Plan as soon as practicable after taking office and, in any case, before the end of the financial year (31 March) in which the Mayor is elected.
- 6.2. The Police and Crime Plan should determine, direct and communicate the Mayor's priorities for their local area during their period in office.
- 6.3. By including ASB as a key priority for the local area it ensures that this will be reported on regularly and included in the key performance measures for the plan.

7. EXTERNAL CONSULTATION

- 7.1. The report articulates the public consultation that took place for the Police and Crime plan and shows that the public view ASB as a priority for the area
- 7.2. More information on this can be found in the Voice of West Yorkshire document published alongside the Police and Crime plan

8. RECOMMENDATIONS

- 8.1. That the panel note this report

BACKGROUND PAPERS AND APPENDICES

Appendix A – Anti-Social Behaviour Report from West Yorkshire Police

CONTACT INFORMATION

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Title: Anti-Social Behaviour Report

1. SUMMARY

1.1 This report outlines the Force's current position in relation to Anti-Social Behaviour (ASB). It includes details of the current trends of ASB calls and locations within each District in West Yorkshire. It also contains data detailing the volume of recorded incidents, repeat rates, public perception, ASB Crime Data Integrity (CDI) compliance and satisfaction.

1.2 Whilst West Yorkshire Police and our Partner agencies continue to face challenges such as continued changes to national COVID guidelines, there have been clear decreases in the rates of ASB across West Yorkshire since the last published report. This report examines why these incidents are decreasing and highlights the amount of work across the Force undertaken to counter ASB.

2. ASB LEGISLATION

2.1 The Anti-Social Behaviour, Crime and Policing Act 2014 came into force in March 2015. This was a significant change in the structure of the legislation with a reduction from 19 available powers to 6:

- Injunctions to prevent nuisance and noise (INPAs)
- Criminal Behaviour Orders (CBOs)
- Dispersal Powers
- Community Protection Notices (CPNs)
- Public Space Protection Orders (PSPOs)
- Closure Powers

2.2 This change consolidated and simplified the law in relation to ASB. For local involvement and accountability, the Act also includes the following measures:

- ASB Case Review (Community Trigger) – Victims can activate a multi-agency review of their case and agencies can use early intervention techniques to try to resolve the issue. Each District has a publicised procedure in place for when a Community Trigger request is made
- Community Remedy – In some cases, the victim can have a say in the outcome

3. ASB GOVERNANCE

3.1 The Force continues to use Storm and Corvus computer systems to produce monthly Management Information for each District and for the Force. The Storm interface is on the Bluestar platform and is where all contact to the Police is recorded. This includes 999/101 telephone calls, web

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chats and online reporting. Corvus is a tasking and intelligence system, which is also developed by Bluestar. It contains information about the volume and types of ASB incidents and how they are dealt with. This data enables the Force to identify whether rates are increasing or decreasing.

3.2 ASB victim satisfaction is monitored through the Victim User Satisfaction Surveys, which are carried out each month. The Survey covers all aspects of the victim's journey with the Police, including ease of contact; speed of arrival; actions taken; keeping informed of progress; treatment and overall satisfaction. The response provides an insight into how the victim is left feeling following their interaction with the Police and feeds into the service recovery process. The ASB Satisfaction Survey review was completed in February 2021 following the introduction of a new ASB question set. The new Survey commenced in April 2021 and the new question set has an additional facility to enable the caller to request recontact from the local Neighbourhood Team. A new process has been implemented in the Call Management Centre (CMC) to ensure compliance when dealing with ASB callers.

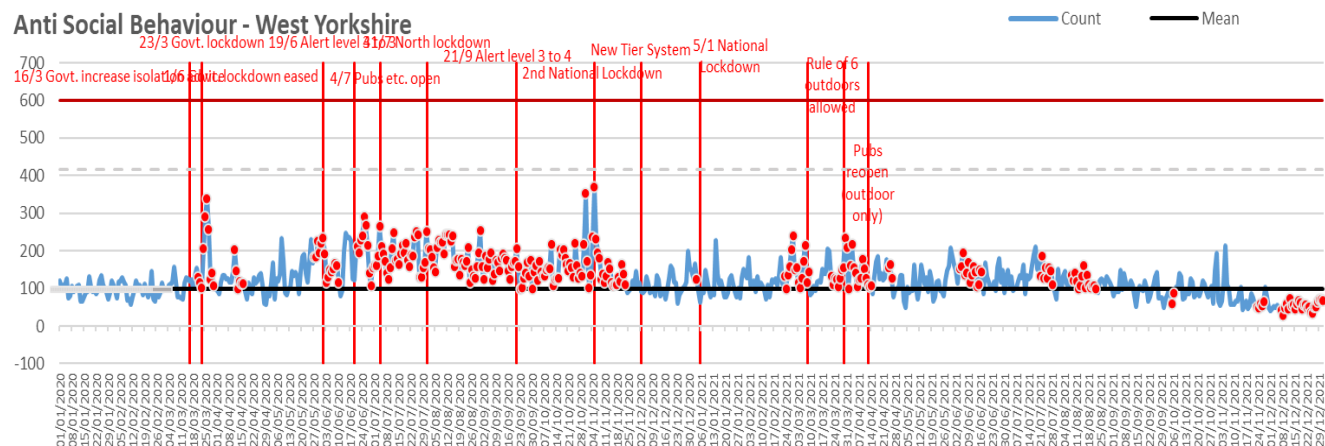
4. REPORTED ASB AND COVID-19

Table 1

	West Yorkshire - Total ASB Incidents			
	2020	2021	+/- vol	+/- %
Jan	3071	3463	392	12.8%
Feb	2794	3533	739	26.4%
Mar	4118	4337	219	5.3%
Apr	3402	4000	598	17.6%
May	4586	3566	-1020	-22.2%
Jun	5389	4049	-1340	-24.9%
Jul	5828	4170	-1658	-28.4%
Aug	5835	3630	-2205	-37.8%
Sep	4659	2939	-1720	-36.9%
Oct	5058	3044	-2014	-39.8%
Nov	4318	2220	-2098	-48.6%
Dec	3417	1632	-1785	-52.2%
Total	52,475	40,583	-11,892	-22.7%

4.1 The 2021 figures show an overall decrease in the number of ABS incidents from the previous year. Although for the first 4 months in 2021 there was an increase in incidents, the significant decline in ASB rates from May 2021 brought the overall figures down by almost 12,000 incidents (22.7%) over the course of the year. The overall rates of ASB incidents in 2021 are lower than those recorded in 2019 /20, which in part can be attributed to the Covid Lockdown periods and the reduction in reports relating to breaches of the Covid regulations, but also demonstrates the continued hard work of the Neighbourhood Teams and Partners in each District to reduce ASB and drive down demand within their Ward areas. In addition, the Force has also focussed on ensuring incidents with an element of ASB are logged correctly at the point of reporting and finalisation.

Table 2



4.2 Whilst there was a correlation between key COVID events and increased rates of ASB incidents in 2020 and early 2021, the easing of national COVID restrictions have not had the same impact on the ASB rates as it did at the height of the pandemic / restrictions when there was a clear correlation between greater levels of socialising and greater incidents of ASB.

4.3 In late 2021, the government confirmed there were to be no more restrictions imposed, rates of ASB continued to decline. There are a number of contributing factors that are likely to have led to this, such as:

- Continued relaxation of national rules meaning that there were no breaches of lockdown regulations that could be mistaken for ASB.
- A large percentage of the population returned to work, meaning that they were less likely to witness and report ASB activity while working from home.
- A return to ‘normality’ gave people less opportunity to be involved in ASB.
- The continued easing of regulations meant that people no longer felt the need to rebel against imposed restrictions.

5. ASB PROFILE SEPTEMBER - DECEMBER 2021

5.1 The long-term trends show rates of ASB across all Districts and across all types of ASB and saw a significantly statistical reduction of 31.2% during this period. (Appendix A) The biggest decreases in type are ‘Neighbour Related’ and ‘Adult Nuisance – Non Alcohol Related’. As previously stated, further relaxation of COVID regulations and the population returning to offices and children going back to school from September 2021 have had an impact on the volumes of these types of ASB. (Appendix B)

5.2 The shorter-term trends show that there was a slight increase in ASB incidents in October which is particularly noticeable in Leeds. There were increases in social activity across the city during this month, such as the return of festivals like Oktoberfest and Live at Leeds. There was then a marked decrease in the following two months across all Districts which is indicative of the seasonal trends of reduction in ASB over the winter months.

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Rank	West Yorkshire	Long Term Volume (YTD)			Long Term Per 1,000 Pop			Short Term Trend - ASB per Day				
		20/21	21/22	+/-	20/21	21/22	↓	Sep 21	Oct 21	Nov 21	Dec 21	Trend
		41,964	28,857	-31.2%	26.7	18.4	↓	96	97	73	52	
1	Leeds	15,165	10,401	-31.4%	34.9	23.9	↓	34.8	38.5	29.9	19.3	
2	Bradford	10,167	7,354	-27.7%	19.5	14.1	↓	24.1	23.8	18.7	12.1	
3	Kirklees	6,730	4,543	-32.5%	15.9	10.8	↓	15.4	13.3	9.2	7.7	
4	Wakefield	6,128	4,016	-34.5%	39.3	25.8	↓	13.4	12.6	9.7	8.3	
5	Calderdale	3,774	2,543	-32.6%	107.4	72.4	↓	8.6	8.5	5.5	4.9	

Rank	West Yorkshire	20/21	21/22	+/-	20/21	21/22	↓	Sep 21	Oct 21	Nov 21	Dec 21	Trend
1	Youth Related	12,284	9,578	-22.0%	7.8	6.1	↓	32.0	35.2	27.2	19.2	
2	Nuisance Motorcycle/Quad Bike	8,278	6,837	-17.4%	5.3	4.4	↓	23.6	19.0	13.5	12.5	
3	Adult Nuisance - Non Alcohol Related	6,700	3,597	-46.3%	4.3	2.3	↓	11.5	10.1	8.2	6.0	
4	Neighbour Related	7,111	3,230	-54.6%	4.5	2.1	↓	10.8	7.8	5.4	5.5	
5	Nuisance Car/Van	3,412	2,877	-15.7%	2.2	1.8	↓	10.3	7.1	5.3	4.7	
6	Alcohol	1,781	1,400	-21.4%	1.1	0.9	↓	4.4	3.5	2.8	2.7	
7	Fireworks/Snowballing	1,987	1,065	-46.4%	1.3	0.7	↓	2.8	13.1	10.0	1.1	
8	Littering/Drugs Paraphernalia	411	273	-33.6%	0.3	0.2	↓	1.0	0.9	0.5	0.5	

5.3 As an organisation WYP is now much better at identifying a crime from a victim/caller's initial contact. The Office of Force Crime Registrar (OFCR) have been auditing incidents over recent months that were previously picked up and being recorded as ASB (Personal). They discovered that a lot of these incidents should have been identified and recorded as crimes (e.g. Criminal Damage, Harassment). The OFCR are aiming to identify these at an earlier stage and record them as such, rather than as ASB. This is another contributing factor to the reduction in figures in the more recent months.

6. ASB CRIME DATA INTEGRITY (CDI) COMPLIANCE

6.1 Previous Local Accountability Meeting (LAM) reports from OFCR have focused on understanding the CDI compliance rates of those missed crimes contained in the ASB Personal (P), Nuisance (N) and Environmental (E) Logs. The ASB Personal, Nuisance and Environmental 'Opening Codes' (Incodes) on a call Log should only be used when the call taker does not identify any criminal offence from speaking with the caller and is satisfied that this is then logged as an ASB incident with the correct Incode.

6.2 ASB specific training has been put in place to ensure the early identification and correct recording of Incodes by the call taker. The success of the training continues to result in a reduction in ASB Logs and an increase in the number of ASB crime related Logs such as Public Order, Harassment and Criminal Damage.

7. ASB Personal (P) Crime Compliance

7.1 The focus of all ASB training is early identification of crimes by the call taker and recording these as crime related logs. The success of the training should see a reduction in ASB logs and an increase in the number of ASB related crime logs such as PO, Harassment and Criminal Damage.

In September 2020 the OFCR Audit Team started a monthly review of all ASB P logs for CDI compliance. The volume of ASB P logs and percentage of crimes in the logs were as follows

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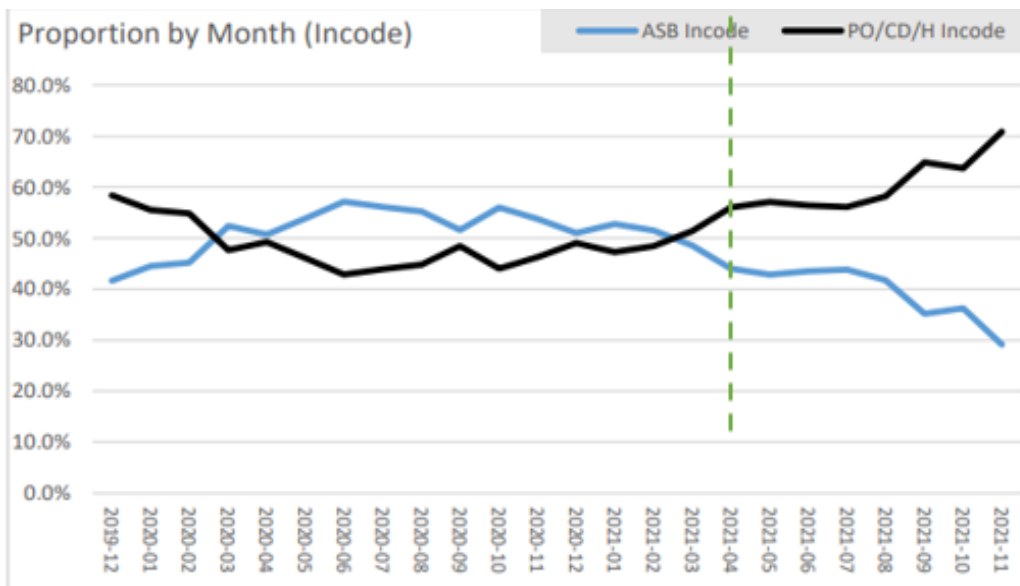
MONTH	NUMBER OF ASB P LOGS	NUMBER OF CRIMES REQUIRED	MISSED CRIMES
September 2020	305	126	102
October 2020	303	128	99
November 2020	251	90	67
December 2020	241	101	74
January 2021	233	71	49

7.2 As a result of these audits the Force increased its focus and an ASB CDI Action Plan was developed. The first phase commenced in April 2021 with a series of mandatory face to face training sessions for all Contact Staff.

A review of the number of logs recorded as ASB P shows a reduction in both the number of logs and the number of crimes contained within those logs.

MONTH	NUMBER OF ASB P LOGS	NUMBER OF CRIMES REQUIRED	MISSED CRIMES
May 2021	111	44	33
June 2021	90	39	26
July 2021	112	40	31
August 2021	121	49	35
September 2021	81	16	13

The number of logs being recorded as ASB P has reduced by between 50 – 70%, as has the numbers of crimes contained within those logs. The percentage of crimes in the logs has remained around 35%, but the actual numbers of missed crimes has reduced significantly.



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7.3 When we track the percentages of ASB and PO/Harassment/Damage Incodes, the table below shows a steady reduction of ASB Logs and a matching increase in Crime related Logs.

Incude Comparison (last 2y) - ASB Incodes vs [Public Order & Criminal Damage & Harassment]* Incodes

* Referred to below as "PO/CD/H Incode"

	Incident Volume (by Incode)			Proportion of Total		% Change from prev month	
	ASB Incode	PO/CD/H Incode	Total	% ASB Incode	% PO/CD/H Incode	% ASB Incode	% PO/CD/H Incode
2019-12	2811	3945	6756	41.6%	58.4%		
2020-01	3197	3991	7188	44.5%	55.5%	2.9%	-2.9%
2020-02	2968	3599	6567	45.2%	54.8%	0.7%	-0.7%
2020-03	4360	3971	8331	52.3%	47.7%	7.1%	-7.1%
2020-04	3656	3550	7206	50.7%	49.3%	-1.6%	1.6%
2020-05	4878	4173	9051	53.9%	46.1%	3.2%	-3.2%
2020-06	5608	4206	9814	57.1%	42.9%	3.2%	-3.2%
2020-07	5990	4684	10674	56.1%	43.9%	-1.0%	1.0%
2020-08	5895	4786	10681	55.2%	44.8%	-0.9%	0.9%
2020-09	4871	4577	9448	51.6%	48.4%	-3.6%	3.6%
2020-10	5335	4191	9526	56.0%	44.0%	4.4%	-4.4%
2020-11	4614	3970	8584	53.8%	46.2%	-2.3%	2.3%
2020-12	3610	3471	7081	51.0%	49.0%	-2.8%	2.8%
2021-01	3667	3283	6950	52.8%	47.2%	1.8%	-1.8%
2021-02	3699	3481	7180	51.5%	48.5%	-1.2%	1.2%
2021-03	4524	4788	9312	48.6%	51.4%	-2.9%	2.9%
2021-04	4123	5246	9369	44.0%	56.0%	-4.6%	4.6%
2021-05	3628	4836	8464	42.9%	57.1%	-1.1%	1.1%
2021-06	4120	5338	9458	43.6%	56.4%	0.7%	-0.7%
2021-07	4230	5413	9643	43.9%	56.1%	0.3%	-0.3%
2021-08	3724	5185	8909	41.8%	58.2%	-2.1%	2.1%
2021-09	2919	5385	8304	35.2%	64.8%	-6.6%	6.6%
2021-10	3094	5433	8527	36.3%	63.7%	1.1%	-1.1%
2021-11	2271	5524	7795	29.1%	70.9%	-7.2%	7.2%

8. REPEAT CALL LOCATIONS

Top Repeat Locations - ASB (based on last 6 months to December 2021)

Address	District	NPT Ward	Count
SEACROFT GREEN SHOPPING CENTRE - SEACROFT AVE	LD	LDT_E	67
OVENDEN GRE	CD	CDT_HX	47
BRADFORD RD	KD	KDT_BS	25
ILLINGWORTH ROAD	CD	CDT_HX	25
HUDDERSFIELD RD	KD	KDT_DEW	22
FARFIELD AVE	BD	BDT_BS	22
TEMPLE NEWSAM HOUSE - TEMPLE NEWSAM PK	LD	LDT_E	22
THE BROKEN BRIDGE 5 HORSEFAIR	WD	WDT_NE	22
BEXLEY GR	LD	LDT_E	21
BUS STATION - TRINITY ST	WD	WDT_NE	21
COACH STATION - DYER ST	LD	LDT_CITY	21

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RANELAGH AVE	BD	BDT_BE	21
TRINITY LEEDS - ALBION ST	LD	LDT_CITY	21

The Neighbourhood Teams ensure a problem-solving approach is taken to tackle the issues. All the top repeat locations have open Problem-Solving Occurrences (PSOs) and involve external Partners where necessary. Examples of such work undertaken at some of the locations is shown below:

8.1 Seacroft Green Shopping Centre - Leeds

The repeat calls for Seacroft Green Shopping Centre are primarily nuisance youths and ASB. The Off-Road Motorbike Team are working alongside a charity named 'Bumpy' who work with young people which provide a safe, supervised place for people of all ages and abilities to get involved in riding motorbikes on and off road. This intervention is for 12 weeks and involves young people from Crossgates, Swarcliffe and Whinmoor and the NPT attend to support and engage. During Tasking meetings, 'nuisance bike demand' and ongoing ASB issues are discussed to formulate a multi-agency response to tackling it.

Local Councillors also provide support through funding and a local youth club is held twice weekly for 11 - 17yr olds. Additionally, an educational DVD has been put together for schools within Seacroft by the local Councillor regarding safe riding, dangers, legislation and mechanical approaches. A mechanics workshop is also due to be launched at the Dennis Healy Centre soon.

8.2 Ovenden Green – Calderdale

The repeat incidents within Ovenden Green are due to a mixture of youth ASB and Off-Road Motorbikes. Although majority of these calls are from one local resident, the Team are working with this resident along with Together Housing and Partners to address the issues.

Operation Hourlock was set up due to the high volume of mopeds and motorbikes being stolen in North and East Halifax, these bikes were then ridden by the offenders and their associates in an anti-social manner until they became obsolete causing further bikes to be stolen. Through research and intelligence three groups were identified along with an excess of 10 TikTok accounts identified as being used by these groups. Offenders uploaded videos of anti-social riding on a number of Mopeds and Motorbikes. Key members of these groups were identified and subsequently arrested for Conspiracy to Steal Motor Vehicles.

Since the Operation began, there have been no further bike thefts in the District and there has been a substantial reduction in the Calls for Service for mopeds and motorbikes being ridden in an anti-social manner.

8.3 Bradford Road - Kirklees

There have been repeat calls regarding bin fires within Wilton Park that is classed as Bradford Road, within the Batley West Ward area.

Most calls for service are for youths setting fire to waste bins. The Neighbourhood Team have been engaging with local residents and gathering intelligence which has led to 4 suspects being identified. The Ward officers are working with the ASB Team to issue warnings to the children and they are also working

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with the West Yorkshire Fire Service who are delivering inputs on fire safety in schools to educate the young people and prevent further offences through education and signposting.

8.4 Ranelagh Avenue

Calls have significantly reduced (based on previous 6 months to June 21) when there had been 59 repeat incidents. Previous high call demand was a result of one caller making repeat calls in relation to nuisance bikes. The following actions have been undertaken to achieve the reduction:

- Allocating the caller with a single point of contact. Given the volume and repetition of calls, the reporting person was allocated a ward based PCSO to act as their single point of contact. This assisted in providing reassurance to the caller and ability to better map the problem
- Joint working with the Operation Steerside Team (a multi-agency response tackling driving standards across Bradford District). The NPT worked closely with them to address the 'nuisance bikes' concern and were successful in seizing a number of vehicles leading to a decrease in reports.

9. ASVAT (Anti-Social and Vulnerability Assessment Tool)

9.1 The ASVAT system continues to operate across all five Districts. The purpose of it is to enable staff to review ASB calls easily and to evaluate and identify risk effectively. The ASVAT has been designed to identify risks for repeat callers / victims, which may have been overlooked in the initial screening call process. The recent PEEL 2021/22 Inspection highlighted our use of ASVAT as an 'innovative practice' and it formed part of our grading as Outstanding at prevention and deterrence.

9.2 In addition to reviewing risk of completed call Logs the users of the ASVAT system have now been trained to actively review the call Logs to assist with crime recording standards. This has been achieved with the assistance of the Office of the Force Crime Registrar. A new referral process was introduced in 2021 to report under recorded offences back to the originating person / team in the Call Centre or Neighbourhood Policing Teams. Regular training on criminal offences is also being delivered to the ASVAT users on their bi-monthly NSO training days by the Deputy Force Crime Registrar.

10 PROBLEM SOLVING OCCURRENCE (PSO)

10.1 In 2021 West Yorkshire Police was subject to an HMICFRS Inspection which included reviewing our Problem-Solving Process. The Force was also peer reviewed by South Yorkshire Police in relation to our Neighbourhood Model. Following further recommendations and discussion, West Yorkshire made the decision to return to the OSARA Model of Problem Solving (Objective, Scanning, Analysis, Response, Assessment). There are currently 111 open Problem-Solving Occurrences (PSOs) across the Force, which focus resources according to local threats to reduce risk and repeat victimisation.

10.2 Following the recent PEEL 2021/22 Inspection, the Force was graded as 'Outstanding' in 4 areas –

- Preventing Crime
- Treatment of the Public
- Disrupting Serious and Organised Crime (SOC)
- Good use of Resources

10.3 The report stated, 'the Force has a highly effective Neighbourhood Policing Model that is focussed on the prevention of crime, anti-social behaviour and vulnerability' and is 'very effective at identifying high demand and vulnerable locations, including repeat victims'. It also stated, 'the Force carries out effective problem-solving to protect vulnerable people and reduce demand'.

11. PUBLIC PERCEPTION AND SATISFACTION

11.1 There are 5 measured areas:

- Overall Satisfaction of Service Users - ASB
- Satisfied - Ease of Contacting Somebody for Assistance
- Satisfied - Actions Taken by Police
- Satisfied - Being Kept Informed of Progress
- Satisfied - Treatment by Police Officers and Staff

11.2 While there has been a downturn in Overall Satisfaction which is currently 73.9%, Being Kept Informed of Progress has shown improvement, with the other measures remaining static in recent months (**Appendix C**).

Due to the changing and improved format of the Satisfaction Survey in April 2021, we currently have small sample sizes for some of the new questions with no comparison over time.

11.3 Preliminary analysis suggests initial contact (Ease of Contact and ability of the Call Taker) are particularly important areas of service delivery for ASB callers. Since the survey was introduced in April 2021 overall volume of 999 calls have increased which causes subsequent delays in 101 calls being answered and therefore reduced satisfaction with Ease of Contact of 101 callers (this has been seen across all Victim Satisfaction Surveys).

11.4 Demand was slightly lower towards the end of last year and a corresponding upturn in satisfaction in relation to Ease of Contact can be seen. Training involves call takers understanding the elements of the Survey and how their response can directly impact on the answers given to the survey questions.

12. FUTURE

12.1 West Yorkshire Police will continue to work with Partners and Public to reduce ASB. This work includes:

- **Training / Courses** – The Neighbourhood Policing Course was introduced for all Neighbourhood Staff in November 2021. This Course offers staff a Level 3 Skills for Justice accreditation in 'Understanding Neighbourhood Management'. This Course was introduced to improve the quality and consistency of Problem Solving, Community Engagement and Early Action. A mandated online ASB iLearn package was created which creates understanding in relation to the

Appendix A

negative impact that ASB has on the quality of lives of the people living in our communities. The Contact Management Centre and Neighbourhood Support Officers also receive regular training relating to ASB, for example ASB CDI recording and compliance.

- **Neighbourhood Profiler (NHP)** – Is a means of targeting Police and Partner resources and activities to locations where crime is most concentrated using a new electronic mapping system. NHP became available to operational officers in October 2021. It enables the implementation of alerts on officer's Handheld Devices when they enter an area of interest. Local Policing will work with staff at District to ensure they are fully aware of NHP and maximise their use of it for the benefit of communities
- **ASVAT** – We continue to monitor all ASB calls, highlighting vulnerability to ensure Police and Partners intervene at the earliest opportunity to reduce threat, risk and harm to individuals. Neighbourhood Support Officers are embedding the use of ASVAT to find hidden vulnerabilities and will be regularly trained by the OFCR to ensure process compliance and more accurate recording. Compliance will continue to be monitored through auditing.
- **Pol-Ed** – Is a resource which provides teachers with the tools to deliver information on the law, crime prevention (including ASB) and safeguarding. As of January 2022, over 400 out of 1260 Schools within West Yorkshire have registered to access these resources created by Local Policing that sit within the DoFE Statutory Framework for PSHE. Nearly a quarter of Schools registered within the first academic term when Pol-Ed was fully released. There is the potential for Pol-Ed to be made available to Local authorities nationally once local success is evaluated

13 SUMMARY

13.1 Throughout 2021 there have been improvements made by the Force in relation to the management of ASB. This work has been highlighted throughout this report and is evidenced by the reduction in recorded ASB. WYP and Partners have continued to face the challenges brought by COVID and the Omicron variant which have impacted on public behaviour, staffing and general working practices.

13.2 WYP remains committed to regularly reviewing ASB data, especially for repeat locations and callers to ensure we provide the best possible service to our communities. We will continue to work with our Partners, communities, and other agencies to manage and address demand and to offer ongoing training opportunities to our staff. The HMICFRS report stated that 'the Force has a highly effective Neighbourhood Policing Model that is focussed on the prevention of crime, anti-social behaviour and vulnerability' clearly demonstrates our clear commitment to positively tackling ASB and those people who commit acts of ASB.

Appendix A

ASB by District and Incident Type

Rank	West Yorkshire	Long Term Volume (YTD)			Long Term Per 1,000 Pop			Short Term Trend - ASB per Day				
		20/21	21/22	+/-	20/21	21/22	↕	Sep 21	Oct 21	Nov 21	Dec 21	Trend
	West Yorkshire	41,964	28,857	-31.2%	26.7	18.4	▼	96	97	73	52	
1	Leeds	15,165	10,401	-31.4%	34.9	23.9	▼	34.8	38.5	29.9	19.3	
2	Bradford	10,167	7,354	-27.7%	19.5	14.1	▼	24.1	23.8	18.7	12.1	
3	Kirklees	6,730	4,543	-32.5%	15.9	10.8	▼	15.4	13.3	9.2	7.7	
4	Wakefield	6,128	4,016	-34.5%	39.3	25.8	▼	13.4	12.6	9.7	8.3	
5	Calderdale	3,774	2,543	-32.6%	107.4	72.4	▼	8.6	8.5	5.5	4.9	

Rank	West Yorkshire	20/21	21/22	+/-	20/21	21/22	↕	Sep 21	Oct 21	Nov 21	Dec 21	Trend
1	Youth Related	12,284	9,578	-22.0%	7.8	6.1	▼	32.0	35.2	27.2	19.2	
2	Nuisance Motorcycle/Quad Bike	8,278	6,837	-17.4%	5.3	4.4	▼	23.6	19.0	13.5	12.5	
3	Adult Nuisance - Non Alcohol Related	6,700	3,597	-46.3%	4.3	2.3	▼	11.5	10.1	8.2	6.0	
4	Neighbour Related	7,111	3,230	-54.6%	4.5	2.1	▼	10.8	7.8	5.4	5.5	
5	Nuisance Car/Van	3,412	2,877	-15.7%	2.2	1.8	▼	10.3	7.1	5.3	4.7	
6	Alcohol	1,781	1,400	-21.4%	1.1	0.9	▼	4.4	3.5	2.8	2.7	
7	Fireworks/Snowballing	1,987	1,065	-46.4%	1.3	0.7	▼	2.8	13.1	10.0	1.1	
8	Littering/Drugs Paraphernalia	411	273	-33.6%	0.3	0.2	▼	1.0	0.9	0.5	0.5	

Rank	Leeds	20/21	21/22	+/-	20/21	21/22	↕	Sep 21	Oct 21	Nov 21	Dec 21	Trend
1	Youth Related	4,519	3,548	-21.5%	10.4	8.2	▼	11.9	13.5	10.9	7.3	
2	Nuisance Motorcycle/Quad Bike	2,764	2,276	-17.7%	6.4	5.2	▼	8.2	8.6	5.5	4.0	
3	Adult Nuisance - Non Alcohol Related	2,647	1,539	-41.9%	6.1	3.5	▼	5.6	4.1	4.2	2.7	
4	Neighbour Related	2,575	1,186	-53.9%	5.9	2.7	▼	3.8	3.2	2.2	1.7	
5	Nuisance Car/Van	936	802	-14.3%	2.2	1.8	▼	2.8	1.5	1.6	1.7	
6	Alcohol	718	591	-17.7%	1.7	1.4	▼	1.7	1.6	1.4	1.2	
7	Fireworks/Snowballing	834	363	-56.5%	1.9	0.8	▼	0.5	5.6	3.8	0.6	
8	Littering/Drugs Paraphernalia	172	96	-44.2%	0.4	0.2	▼	0.3	0.3	0.2	0.1	

Rank	Bradford	20/21	21/22	+/-	20/21	21/22	↕	Sep 21	Oct 21	Nov 21	Dec 21	Trend
1	Youth Related	2,806	2,224	-20.7%	5.4	4.3	▼	7.4	7.6	6.4	3.5	
2	Nuisance Motorcycle/Quad Bike	2,368	2,049	-13.5%	4.5	3.9	▼	6.3	4.4	3.5	3.5	
3	Nuisance Car/Van	995	820	-17.6%	1.9	1.6	▼	3.1	2.4	1.6	1.2	
4	Neighbour Related	1,646	784	-52.4%	3.2	1.5	▼	2.8	2.0	1.2	1.6	
5	Adult Nuisance - Non Alcohol Related	1,342	717	-46.6%	2.6	1.4	▼	2.2	2.3	1.8	1.2	
6	Fireworks/Snowballing	568	425	-25.2%	1.1	0.8	▼	1.4	4.4	3.6	0.3	
7	Alcohol	347	257	-25.9%	0.7	0.5	▼	0.7	0.5	0.3	0.5	
8	Littering/Drugs Paraphernalia	95	78	-17.9%	0.2	0.1	▼	0.3	0.2	0.2	0.1	

Rank	Kirklees	20/21	21/22	+/-	20/21	21/22	↕	Sep 21	Oct 21	Nov 21	Dec 21	Trend
1	Youth Related	1,768	1,343	-24.0%	4.2	3.2	▼	4.7	4.2	2.9	2.7	
2	Nuisance Motorcycle/Quad Bike	1,314	1,052	-19.9%	3.1	2.5	▼	3.9	2.3	1.9	1.5	
3	Nuisance Car/Van	722	612	-15.2%	1.7	1.4	▼	2.0	1.1	1.0	0.9	
4	Neighbour Related	1,266	577	-54.4%	3.0	1.4	▼	2.1	1.3	0.8	1.0	
5	Adult Nuisance - Non Alcohol Related	1,064	509	-52.2%	2.5	1.2	▼	1.3	1.3	0.8	0.7	
6	Alcohol	287	248	-13.6%	0.7	0.6	▼	0.8	0.8	0.6	0.5	
7	Fireworks/Snowballing	250	160	-36.0%	0.6	0.4	▼	0.5	2.0	1.2	0.1	
8	Littering/Drugs Paraphernalia	59	42	-28.8%	0.1	0.1	↔	0.1	0.2	0.0	0.1	

Rank	Wakefield	20/21	21/22	+/-	20/21	21/22	↕	Sep 21	Oct 21	Nov 21	Dec 21	Trend
1	Youth Related	1,955	1,506	-23.0%	12.5	9.7	▼	4.9	6.4	4.8	3.7	
2	Nuisance Motorcycle/Quad Bike	1,148	847	-26.2%	7.4	5.4	▼	3.1	1.6	1.6	1.9	
3	Adult Nuisance - Non Alcohol Related	1,076	525	-51.2%	6.9	3.4	▼	1.4	1.5	0.8	0.9	
4	Neighbour Related	1,036	431	-58.4%	6.6	2.8	▼	1.5	0.8	0.6	0.6	
5	Nuisance Car/Van	397	416	4.8%	2.5	2.7	▲	1.4	1.3	0.8	0.7	
6	Alcohol	274	211	-23.0%	1.8	1.4	▼	0.8	0.5	0.4	0.3	
7	Fireworks/Snowballing	200	60	-70.0%	1.3	0.4	▼	0.2	0.6	0.8	0.1	
8	Littering/Drugs Paraphernalia	42	20	-52.4%	0.3	0.1	▼	0.1	0.1	0.0	0.1	

Rank	Calderdale	20/21	21/22	+/-	20/21	21/22	↕	Sep 21	Oct 21	Nov 21	Dec 21	Trend
1	Youth Related	1,236	957	-22.6%	35.2	27.2	▼	3.0	3.5	2.1	2.1	
2	Nuisance Motorcycle/Quad Bike	684	613	-10.4%	19.5	17.4	▼	2.2	2.0	1.1	1.5	
3	Adult Nuisance - Non Alcohol Related	571	307	-46.2%	16.2	8.7	▼	1.0	1.0	0.6	0.5	
4	Neighbour Related	588	252	-57.1%	16.7	7.2	▼	0.6	0.5	0.5	0.5	
5	Nuisance Car/Van	362	227	-37.3%	10.3	6.5	▼	1.0	0.7	0.3	0.2	
6	Alcohol	155	93	-40.0%	4.4	2.6	▼	0.3	0.1	0.1	0.2	
7	Fireworks/Snowballing	135	57	-57.8%	3.8	1.6	▼	0.2	0.5	0.7	0.0	
8	Littering/Drugs Paraphernalia	43	37	-14.0%	1.2	1.1	▼	0.2	0.2	0.1	0.1	

Appendix B

COVID recorded incidents

Month	All Covid Recorded Incidents	All Incidents Disposed on code 666
2020-03	1356	917
2020-04	21543	19669
2020-05	13766	12732
2020-06	3849	3473
2020-07	1097	958
2020-08	3230	2929
2020-09	3070	2864
2020-10	5001	4679
2020-11	5442	5022
2020-12	3690	3459
2021-01	6677	6205
2021-02	5739	5321
2021-03	5306	4949
2021-04	3038	2855
2021-05	1225	1100
2021-06	643	567
2021-07	472	410
2021-08	121	112
2021-09	84	72
2021-10	57	49
2021-11	38	31
2021-12	97	79

Appendix A

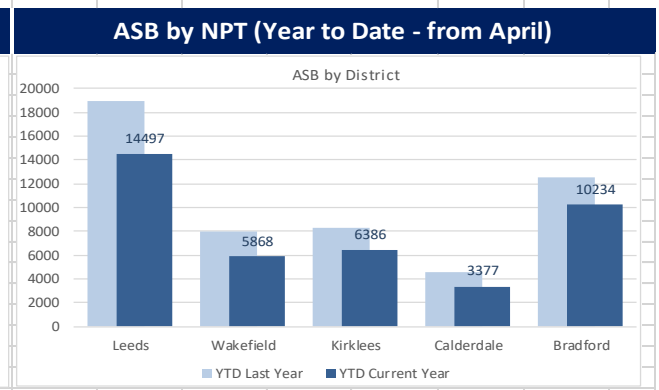
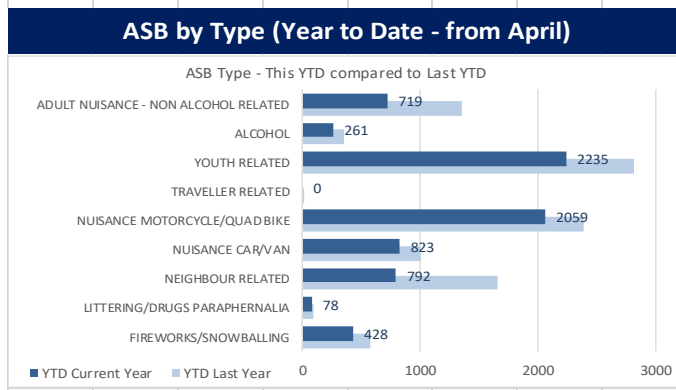
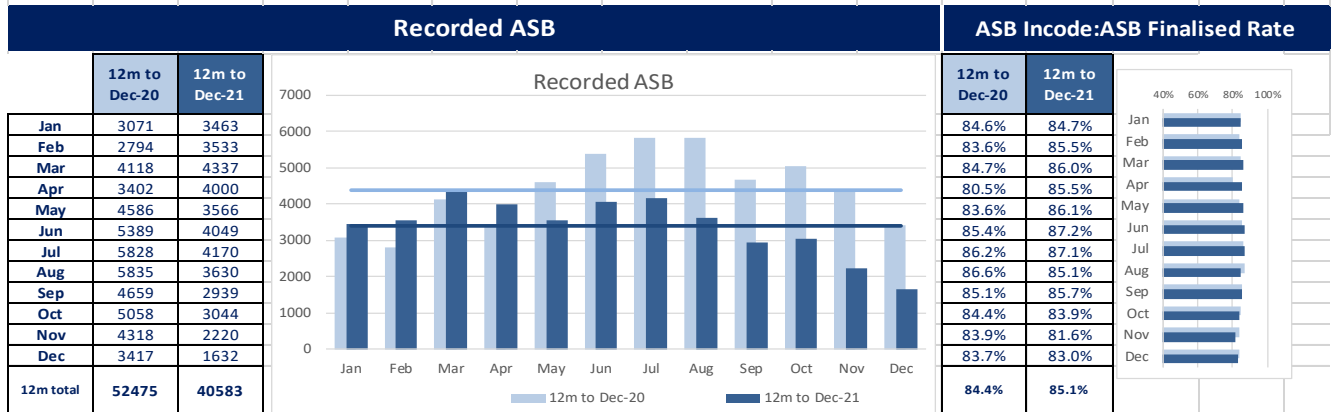
Appendix C

ASB Management Information - [WY - ASB Management Information.pdf \(wypnet.org\)](#)

Anti-Social Behaviour West Yorkshire - December 2021

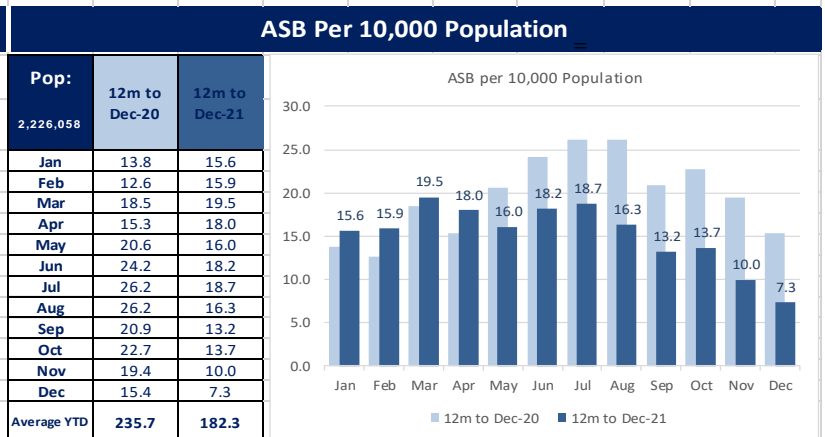
Satisfaction - Survey Data (12m rolling)		2020-21 Outturn	Oct-21	Nov-21	Dec-21	Change - last 12 months	
Satisfaction	% Overall Satisfaction of Service Users - ASB	73.9%	70.1%	68.1%	67.8%	Worsening	▼
	% Satisfied With Ease of Contacting Somebody for Assistance	85.5%	84.3%	83.5%	84.0%	No sig. change	↔
	% Satisfied With Actions Taken by Police	64.7%	67.9%	68.0%	68.4%	No sig. change	↔
	% Satisfied With Being Kept Informed of Progress	50.9%	56.8%	56.3%	57.4%	Improving	▲
	% Satisfied With Treatment by Police Officers and Staff	89.7%	91.1%	91.2%	90.9%	No sig. change	↔

Mar-21



Repeat ASB - 6 month rolling total

	Total Repeat Locations		6m to Dec-21 - 5 or more Repeats	
	6m to Dec-20	6m to Dec-21	By Location	By Victim (tel no)
Jan	3366	4136	743	324
Feb	2998	3764	673	314
Mar	3033	3686	649	307
Apr	2899	3504	622	284
May	3104	3344	618	282
Jun	3572	3447	635	291
Jul	4032	3568	670	289
Aug	4555	3637	675	290
Sep	4644	3395	617	271
Oct	4883	3206	574	232
Nov	4880	2982	531	209
Dec	4531	2623	438	174
Average	3875	3441	620	272



Repeats - now counted as "addresses occurring more than once in 6 months to [Month]" for better comparability