

# Tackling Anti-Social Behaviour Together

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**Anti-Social Behaviour  
Action Plan 2026 – 2029**



**HEDDLU DE CYMRU  
SOUTH WALES POLICE**







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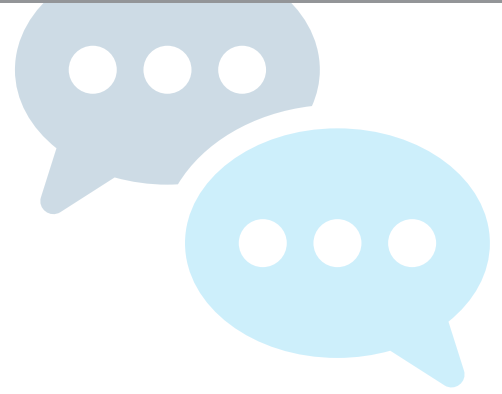
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# Our Plan

## Foreword



Anti-social behaviour remains one of the issues that most affects how safe people feel in their homes, their streets and their communities. It is often described as “low level”, yet for those who experience it, its impact is anything but. It can erode confidence, damage wellbeing and undermine the pride people rightly have in the places where they live and work. As Chief Constable of South Wales Police, I am absolutely committed to ensuring we do everything we can to prevent and reduce anti-social behaviour and to protect those who are most vulnerable to its harm.

This Action Plan sets out how we will deliver on that commitment. It reflects the principles of the Neighbourhood Policing Guarantee closely with Our South Wales Police Delivery Plan and the Police and Crime Commissioner’s Crime and Justice Plan. At its heart is a simple but powerful ambition: **to provide visible, accessible and victim-focused policing that tackles the issues that matter most to our communities and delivers a consistent, high-quality service across South Wales.**

We know that we cannot achieve this alone. The causes of ASB are often complex and intertwined with wider vulnerability, unmet need and environmental factors. Our approach therefore places partnership at its core, working with local authorities, health boards, housing providers, youth services, the voluntary sector and communities themselves to deliver sustainable solutions, not short-term fixes. Through hotspot policing, structured problem-solving and early intervention, we will continue to combine targeted enforcement with preventative action that addresses the root causes of harm.

Crucially, this plan is shaped by the voices of the public. Through South Wales Listens, community engagement, young people’s forums and the lived experiences shared by victims, we have built a detailed understanding of the issues people want us to prioritise and the standards of service they rightly expect. We will continue to listen, to act on feedback and ensure that every report of ASB receives a consistent, proportionate and victim-centred response.

My commitment as Chief Constable is that South Wales Police will be relentless in turning this plan into action. Progress will be governed, scrutinised and measured, and we will hold ourselves and our partners to account for the difference this work makes on the streets of our communities. Together, we will build safer neighbourhoods where people feel supported, confident and reassured that anti-social behaviour will not be tolerated.

**Jeremy Vaughan KPM**  
Chief Constable



As your Police and Crime Commissioner for South Wales, my priority is clear: to ensure our communities are safe, just and inclusive places to live, work and thrive. Working in close partnership with the Chief Constable, we each have distinct responsibilities, but we share a common purpose, protecting our communities and preventing harm.

Through my 'In Your Community' visits, one issue is raised time and again by residents, businesses and young people across South Wales: anti-social behaviour.

For those experiencing it, ASB is not minor and it is not trivial. When it affects your home, your livelihood or your sense of safety, it matters deeply. Listening to these concerns and acting on them sits at the heart of my Police, Crime and Justice Plan.

Over the past three years, we have taken a focused and evidence-led approach to tackling ASB where it causes the greatest harm. Through Operation Sentinel, supported by Home Office Hotspot Action Fund investment, South Wales Police and our partners have targeted visible patrols and coordinated activity in a small number of high-harm locations. While these hotspot areas represent only a very small part of our force area, they account for a disproportionate amount of violence and anti-social behaviour.

By concentrating our efforts where they are needed most, we are delivering on my commitment to visible, responsive neighbourhood policing that addresses the issues communities tell me matter most.

But enforcement alone is not enough.

If we are serious about reducing ASB for the long term, we must also tackle its root causes. That is why we are investing in prevention and early intervention. We're supporting programmes that provide opportunities for young people, strengthen community resilience and address the factors that can lead to persistent anti-social behaviour. By aligning hotspot policing with wider partnership initiatives such as Clear Hold Build and Pride in Place neighbourhoods, we are taking a coordinated, whole-system approach, that balances immediate action with lasting change.

This Action Plan reinforces my commitment to putting victims first, strengthening public confidence and ensuring neighbourhood policing remains visible and accessible. It is about being clear that anti-social behaviour will not be ignored and that communities across South Wales deserve to feel safe in their everyday lives.

Our ambition is straightforward: safer streets, stronger neighbourhoods and a South Wales where everyone can live without fear and with confidence in the services that exist to protect them.

**Emma Wools**

**South Wales Police and Crime Commissioner**







## Introduction

The UK Government's **Neighbourhood Policing Guarantee**, launched as part of the Safer Streets Mission, aims to increase public confidence in policing and enhance the capacity and capability of the neighbourhood policing workforce to prevent crime and anti-social behaviour.

A central tenet of the Guarantee is cracking down on anti-social behaviour (ASB), with each police force in England and Wales having a named anti-social behaviour lead officer who will work with communities and partners to develop a local ASB Action Plan that will set out how, together, they will address the issues faced by communities and town centres.

The Guarantee supports South Wales Police's continued commitment to the provision of visible, accessible, engaged and responsive neighbourhood policing to tackle the issues that matter to communities across South Wales, reflected in the South Wales Police Delivery Plan and the Police and Crime Commissioner's South Wales Police, Crime and Justice Plan.

Despite often being referred to as low-level, anti-social behaviour is a blight on communities and can have a profound and lasting impact on victims and their families; the consequences of the behaviour can be hugely significant, leading to a range of negative emotional, financial and social impacts.

Anti-social behaviour is also perceived to be a precursor to other visible crimes such as theft, violence, vandalism and drug offences that erode feelings of safety and undermines communities.

Such behaviour can result in victims no longer feeling safe in their homes, it can damage and disrupt the quality of life for those affected and it can negatively impact on businesses and community confidence and wellbeing.

## What is Anti-Social Behaviour (ASB)?

Anti-social behaviour is defined in the [Crime and Disorder Act 1998](#) as:

*“Behaviour that causes, or is likely to cause harassment, alarm and distress to one or more persons not of the same household as the perpetrator.”*

It is further defined under the [Anti-Social Behaviour, Crime and Policing Act 2014](#) as:

- (a) conduct that has caused, or is likely to cause, harassment, alarm or distress to any person,
- (b) conduct capable of causing nuisance or annoyance to a person in relation to that person’s occupation of residential premises, or
- (c) conduct capable of causing housing-related nuisance or annoyance to any person.”

We know that ASB can take many forms and is traditionally categorised into three specific types of behaviour that can have a devastating and traumatic impact on individuals and communities. We also know that it is essential that we accurately record crimes when they have occurred, as well as incidents of anti-social behaviour, to build a full picture of what is happening in our communities and to ensure victims receive the right level of support.

### Personal ASB

This is anti-social behaviour where a person or persons target a specific individual or group and can manifest in behaviours such as intimidation and harassment.

### Environmental ASB

This is anti-social behaviour that has a detrimental impact on the wider environment including public spaces or buildings. This can typically take the form of fly-tipping, aggressive begging, dog fouling and discarded drug litter.

### Nuisance ASB

This is anti-social behaviour where a person/persons cause suffering or annoyance to the wider community. This can take the form of verbal abuse, drunkenness, violence and vehicle-related nuisance.

South Wales Police take every report of ASB seriously and we are committed to reducing its harm and impact on our communities. **The South Wales Police Delivery Plan** and the **South Wales Police, Crime and Justice Plan** identify tackling ASB and addressing its underlying causes, through early intervention and prevention as key strategic priorities.

Our ASB Action Plan will explore the local context behind ASB in South Wales and places victims at the centre of our approach. The plan will outline how, through targeted, visible policing, community engagement and problem solving delivered through well-established partnership arrangements, we will prevent and reduce ASB.

We will be relentless in our collective efforts to build stronger, safer communities in towns and cities across South Wales and the commitments we are making in this plan provide us with the foundations from which we can deliver lasting change.

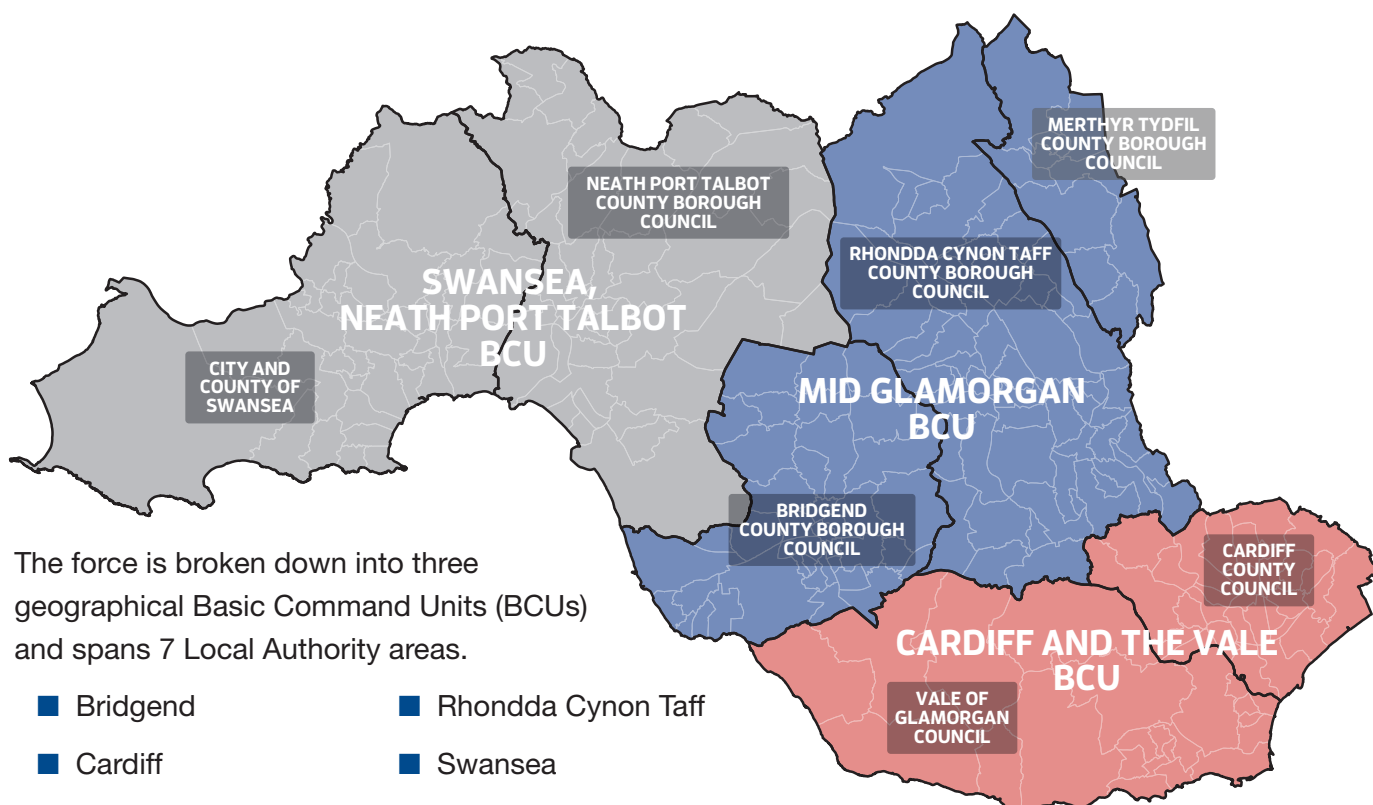
# Our Communities

## Section 1 | Local context



### 1.1 | Local Priorities

South Wales Police cover an area of 812 square miles, which represents 10% of the geographical area of Wales and 42% of the population, providing a policing service to 1.3 million people. South Wales is a diverse region, boasting urban, rural and coastal areas and featuring the two largest cities in Wales – Swansea and the capital city, Cardiff. Within the boundaries of the force, sit 55 of the 100 most deprived communities in Wales.



The force is broken down into three geographical Basic Command Units (BCUs) and spans 7 Local Authority areas.

- Bridgend
- Cardiff
- Merthyr Tydfil
- Neath Port Talbot
- Rhondda Cynon Taff
- Swansea
- Vale of Glamorgan

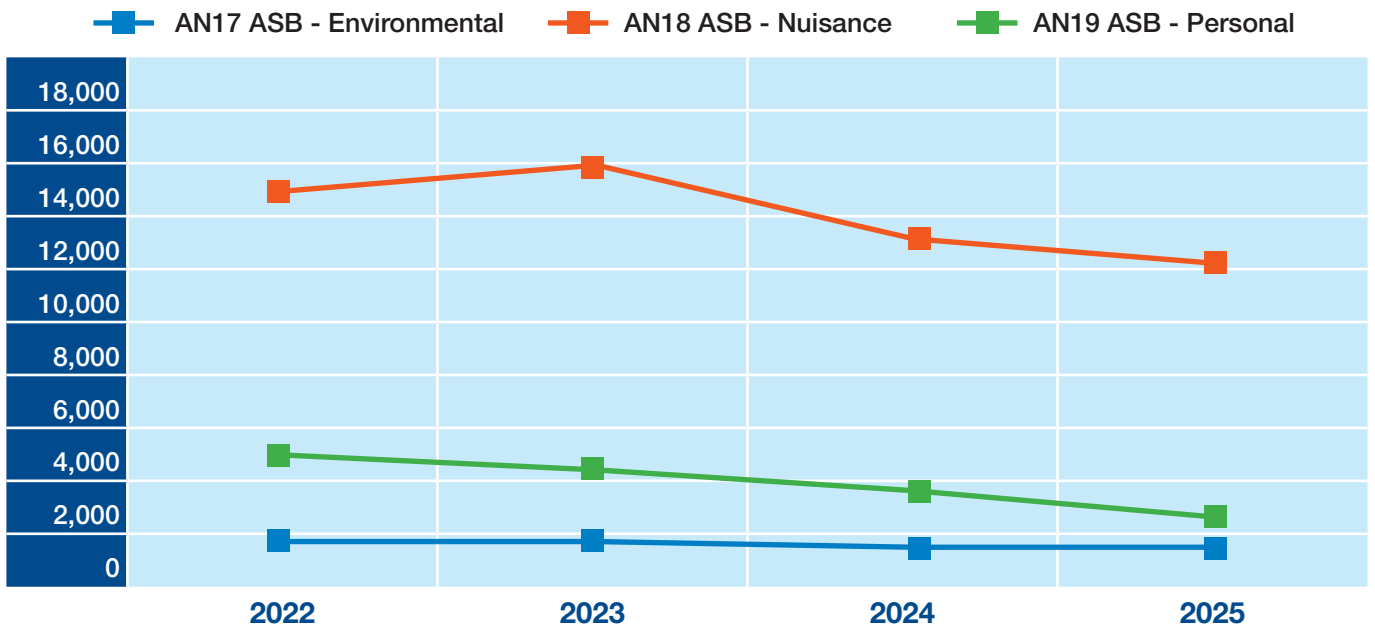
In developing this action plan, we have sought to establish a comprehensive understanding of the nature, prevalence and complexity of ASB across South Wales, its drivers, as well as its impact on victims and communities.

In the year ending 2025, South Wales Police received **18,020** reports of ASB with incidents classed as Nuisance ASB being by far the most common public concern (74%) followed by Personal ASB (16%) and Environmental ASB (10%).

The graph below demonstrates an ongoing reduction in the volume of reported ASB to South Wales Police since 2022 and working in partnership, we remain steadfast in our determination to ensure that downward trend continues, supported by the foundational commitments we are making in this action plan.



### ASB occurrences by type and year



The next table represents the highest rates of recorded ASB per 1000 people at ward level in each of the seven Local Authority areas. Many of the electoral wards identified below are currently subject to partnership problem solving initiatives supported by the Home Office Hot Spot Action Fund\* which is demonstrative of South Wales Police and partners’ commitment to sharing information and resources to deliver sustainable, evidence-based interventions that tackle the root causes of harm.

*\*The Hot Spot Action Fund is led by the Office of the Police and Crime Commissioner for South Wales and delivered under Operation Sentinel in South Wales Police*



## Rate of ASB Offences (per 1,000 population) since 2022

Local Authorities	Ward	2022	2023	2024	2025
<b>Bridgend</b>					
	Maesteg East	19.6	15.3	18.3	23.6
	Oldcastle	31.7	27.3	16.8	21.3
	Caerau (Central)	29.3	28.2	20.0	20.0
<b>Cardiff</b>					
	Butetown	33.4	63.1	70.1	43.1
	Cathays	54.5	47.3	44.9	42.5
	Adamstown	42.0	41.6	37.3	35.4
<b>Merthyr Tydfil</b>					
	Town	41.4	36.0	40.4	31.6
	Gurnos	29.8	27.0	18.9	26.2
	Cyfarthfa	20.2	29.0	21.1	22.8
<b>Neath Port Talbot</b>					
	Neath North	63.9	56.0	65.0	58.1
	Sandfields East	24.6	18.3	21.8	22.5
	Neath East	23.7	21.6	24.3	18.0
<b>Rhondda Cynon Taf</b>					
	Pontypridd Town	64.6	62.9	51.9	37.8
	Aberdare East	39.8	40.3	36.1	34.2
	Porth	18.9	23.6	25.4	24.9
<b>Swansea</b>					
	Castle	86.1	113.2	78.8	76.6
	Penderry	29.5	21.6	18.9	18.2
	Townhill	22.6	20.0	16.4	17.5
<b>Vale of Glamorgan</b>					
	Castleland	40.7	47.2	33.4	26.9
	Buttrills	28.8	31.8	24.9	19.2
	Baruc	28.9	27.6	16.9	18.0



We recognise that whilst recorded ASB continues to fall year on year, data from the Crime Survey for England and Wales (CSEW) for year ending March 2025 showed that 35% of people experienced or witnessed anti-social behaviour (ASB). In addition, the Community Survey delivered through our South Wales Listens public engagement platform illustrates that it remains a significant concern within communities. Since its launch in May 2023, over **59,000** surveys have been completed by members of the public who have shared their views with us on a range of topics, such as community concerns, feelings of safety and thoughts and feelings toward use of force and stop search powers by police.

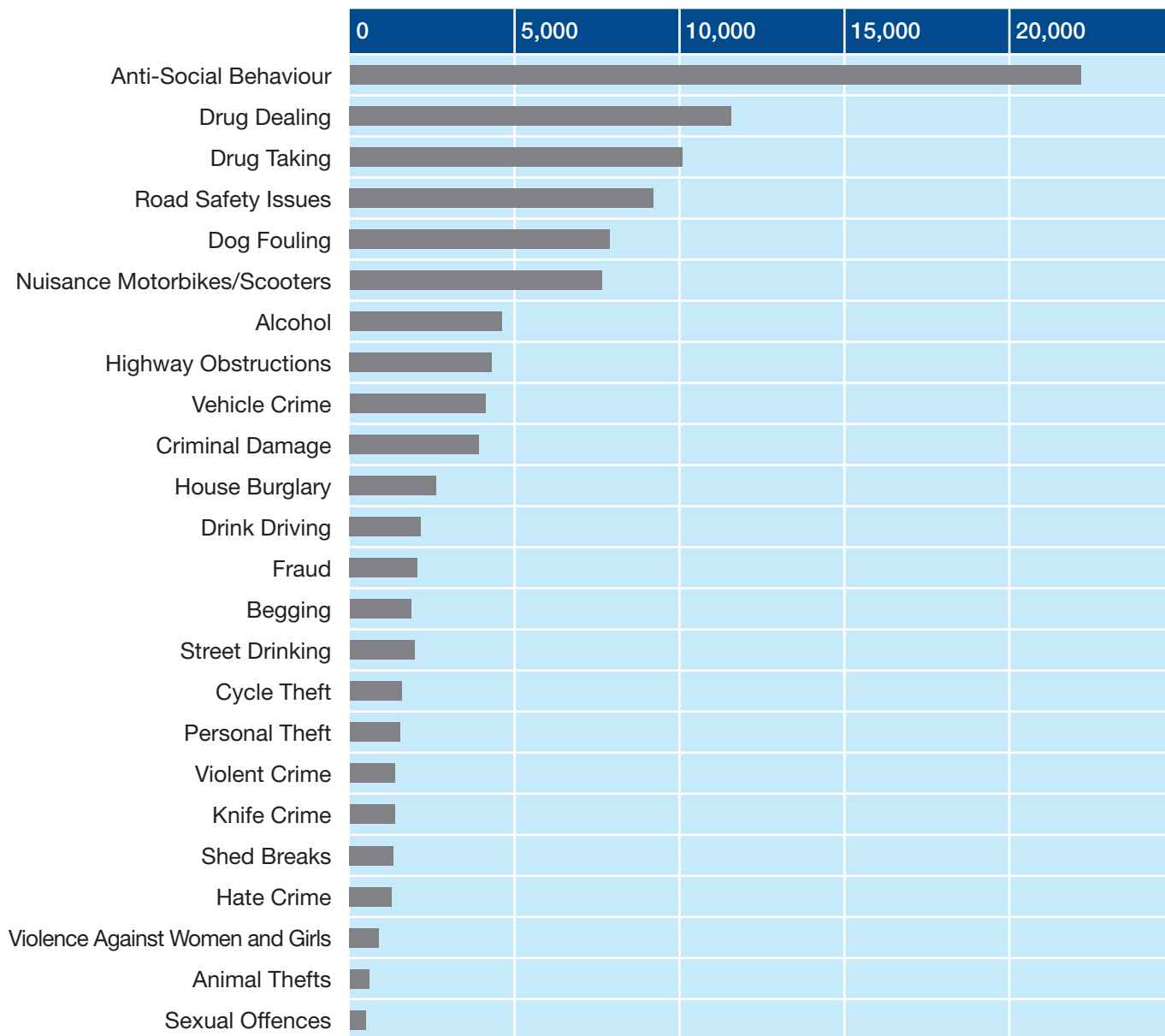
Between May 2023 and December 2025, members of the public have been asked what they perceive to be the main issues are in their community. ASB has consistently been the main issue across South Wales, with 22,254 (37%) of respondents telling us so.

**Crime in England and Wales - Office for National Statistics**

“...this ASB Action Plan puts victims firmly at its heart...”



What are the top 3 issues affecting you in your community that would benefit from joint working between Police, Partners and community members to resolve?

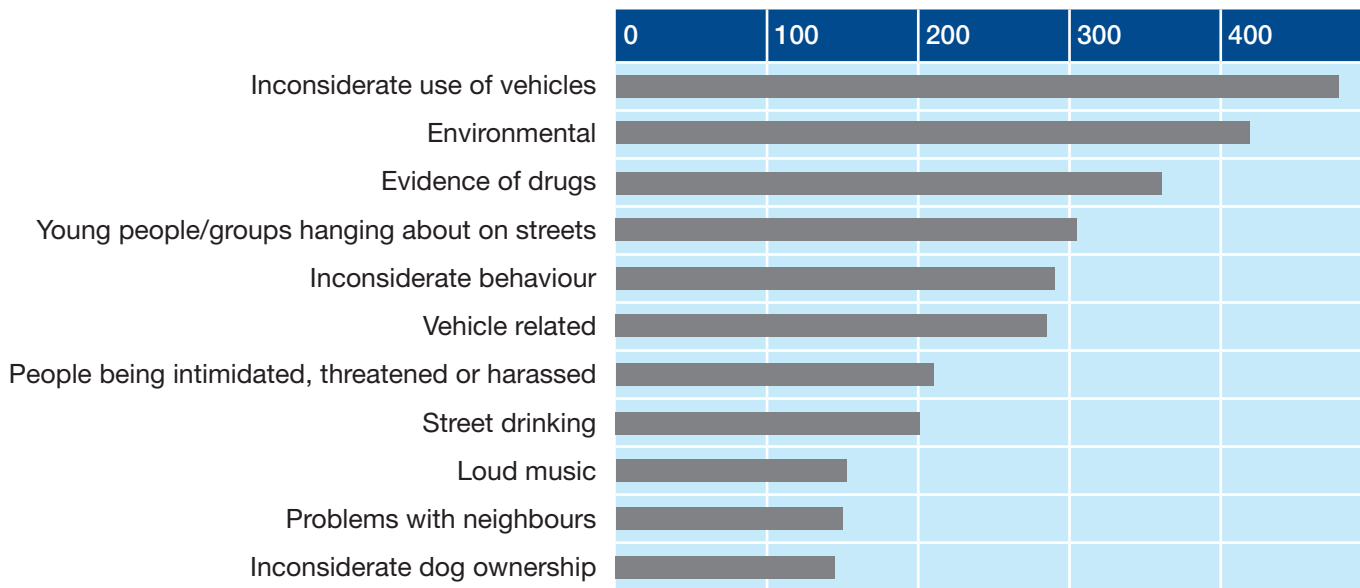


Members of the public who identify ASB as their biggest concern in the Community Survey are invited to participate in an automated follow up ASB survey to further understand the nature and scale of the behaviour that is impacting them in their local area so that appropriate action can be taken. As can be seen from the chart below, inconsiderate use of vehicles (e.g. speeding, E-Mobility and off-road motorcycle enabled ASB) is the most prevalent concern, followed by environmental ASB (litter/rubbish) and evidence of drug use.

Although ASB is identified by communities as its highest priority, we understand that this perception is not necessarily reflected in the volume of incidents reported to us. However, we continue to work







closely with our partners to ensure we capture a complete picture of ASB occurring in communities, including incidents that are reported via other routes and agencies. This is essential for us and our partners to obtain a comprehensive evidence base to build a true picture of risk and vulnerability, identify the types of initiatives that are required and where to invest resources to reduce and prevent ASB.

We also understand that under reporting of ASB is an issue nationally, with a recent YouGov survey indicating that at least half of victims of ASB do not report incidents to the police or other relevant agencies. There are several reasons for this such as victims not thinking anything could be done or that the matter was not serious enough to merit reporting. With our partners across South Wales, we are committed to improving communication and removing any existing barriers to reporting so that we ensure people know how and where to report ASB and what to expect when they do, because every report really can make a difference.

## 1.2 | Collaborating to Deliver for South Wales

Given the unique landscape of South Wales, we operate in partnership with a range of key partners and stakeholders to collectively tackle anti-social behaviour and address its underlying causes. These include:

- Local Authorities
- Registered Social Landlords
- Three NHS and Local Health Boards
- Two Fire and Rescue Services
- Criminal Justice Services, including Probation and Youth Justice Services
- Voluntary and Community Sector Partners





To drive collective action, there are five Community Safety Partnerships (CSPs) operating in South Wales, covering seven Local Authority areas.

The core role of CSPs is to deliver a multi-agency response to tackling and preventing crime and disorder and ASB at a local level, identifying local issues and developing solutions to address them.

It is widely acknowledged that a multi-agency response is vital in addressing all the drivers of ASB, therefore a coordinated, consistent and timely partnership approach is essential.

There are strong examples of CSPs in South Wales that have developed robust governance arrangements to ensure connectivity and oversight of delivery against local strategic priorities, including dedicated sub-groups to respond to ASB, with ASB being a key strategic priority for each CSP in South Wales.

In addition to strategic sub-groups, CSPs also use locality-based problem-solving groups, led by South Wales Police, to identify ASB hotspots, share information and develop targeted interventions. The delivery of Home Office initiatives such as the Hotspot Action Fund, Safer Streets Summer Initiative and Winter of Action has been embedded within local CSPs and Problem-Solving Groups, with regular highlight reports recognising the connectivity across programmes and to ensure alignment, sharing of good practice, maximising the use of resources and reducing duplication of effort across the partnership landscape.

The role of CSPs will be key in the implementation of the Action Plan; progress on delivery will be reported via CSPs, in addition to internal governance and oversight mechanisms. Given the role of Public Service Boards (PSBs) to improve joint working across all public services in each local authority area in Wales (Wellbeing of Future Generations (Wales) Act 2015), CSPs both formally report into PSBs and escalate relevant matters for consideration by PSBs, providing an additional multi-agency oversight mechanism at a senior leadership level.



“...we are committed to delivering opportunities for communities to feel heard...”

In addition to CSPs, the South Wales Criminal Justice Board is a key mechanism providing strategic leadership and oversight with Police, Probation, Youth Justice and partners to deliver effective interventions and services aimed at reducing reoffending, including maximising the use of Community Payback Schemes.

### 1.3 | Connecting with Communities

Policing requires the active support and co-operation of the communities it serves to gain their trust and participation. It is imperative that we communicate, consult and engage regularly and effectively with all communities across South Wales.

Our vision to be an outstanding police service, accessible, reliable and trusted by our communities is underpinned by our ability to deliver tailored, locally focused and purposeful community engagement and as such, we are committed to delivering opportunities for communities to feel heard and see how their feedback shapes and influences local policing priorities and activity.

We have a strong commitment to proactive engagement and to seek out the voices of those who would not ordinarily engage with us including victims and survivors, those with lived experience and ethnically diverse communities.

To ensure our BCUs are fully equipped with the information needed to engage effectively with their communities, a bespoke engagement plan has been developed for each BCU, providing a strategic understanding of the demographic and ethnicity data held centrally relevant to their area, locations of seldom heard or underrepresented communities along with details of key stakeholders to involve in future engagement. Using a range of data sets, each engagement plan provides an overview of communities where confidence in policing or feelings of safety is low and in need of targeted policing activity. The plans are used to identify any barriers to engagement, with further support provided by our Equality, Diversity & Inclusion Team where such barriers have been identified.

Our Equality, Diversity & Inclusion Team have developed a Religion & Belief mobile application, available to all colleagues, which is an interactive guide which encompasses all major faiths. It brings together cultural and religious information to assist police officers and staff in a variety of ranks and roles. The app helps inform our officers and staff and provide an informed and effective service to the multi-cultural and diverse communities that make up South Wales.



Our engagement and feedback methods include:

## **Named, contactable officers**

Under the Neighbourhood Policing Guarantee, every area (ward) has a named contactable officer listed on both the South Wales Police and South Wales Listens website, as well as any upcoming events the public can attend to speak to an officer and a list of local priorities relevant to the specific area.

## **In person events**

Delivering pop up engagement sessions at local supermarkets, colleges, universities and community events, as well as maintaining a presence in trusted community spaces such as community centres, faith venues, food banks and libraries. These sessions may take the form of PACT meetings, surgeries, “Cuppa with a Copper” events, or street briefings.

In addition to force led initiatives, the Police and Crime Commissioner holds regular “In Your Community” Engagement Days, meeting with diverse community groups, local businesses and community led initiatives and linking with local neighbourhood policing Teams. Speaking with local people enables the Commissioner to reflect the views and experiences of local communities, ensure policing and criminal justice agencies are held accountable for the service they provide and promote the positive services and projects taking place within our communities.

## **Policing Patrol Feedback**

Our neighbourhood policing teams regularly seek to engage with all communities, attending at cultural festivals, deploying mobile police stations and attending local religious buildings to ensure we remain visible, accessible and responsive.

## **Online**

This includes reporting, surveys, South Wales Listens and social media. The introduction of our community messaging system [Home Page - South Wales Listens](#) has meant that we are now able to engage with an even wider audience. Messages and surveys can be translated into over 100 different languages, ensuring all members of the community can receive relevant and targeted information and share their views on local policing. The system is also used to deliver the force’s main survey which is used to collate the views of residents on a range of topics, including local issues, feelings of safety and perceptions of crime in their area.

Community surveys are an integral way for us to ensure we collate a wide range of views; however, it is important to note that these do not replace traditional forms of engagement but complement them. The primary survey the force uses is the “South Wales Listens Survey” which is used to understand communities and provide an insight at force, BCU, local sector and ward level. The data from this survey, alongside other forms of engagement and platforms such as [StreetSafe | Police.uk](#) are used to inform local priorities, targeted patrols, environmental improvements, problem solving and engagement activity.



## Youth Engagement

Engaging effectively with young people is another core priority for neighbourhood policing across South Wales. Our approach focuses on building trust, increasing visibility and creating positive early interventions that help prevent harm and anti-social behaviour. By working closely with youth workers, local authorities and voluntary organisations, we ensure young people across our communities, have opportunities to be heard, contribute to local solutions and access the guidance they need to stay safe, confident and resilient.

The Police and Crime Commissioner has recently published South Wales's first **Children and Young People's Police, Crime and Justice Plan**, recognising that children and young people's experiences of crime differ from that of adults. The plan reflects the voices of over 5000 children and young people across South Wales.

The overwhelming message from children and young people throughout the development of the plan has been that increased and consistent police presence is important to them, particularly through visits to schools and that children and young people want police to be more involved in schools from an early age, to help increase understanding of consequences of actions, to promote safety and to clarify the role of police beyond enforcement.

In South Wales, the Police and Crime Commissioner and Chief Constable have ensured continuity following the end of the Wales Police Schools Programme through the establishment of the Youth Engagement Programme. Our Youth Engagement Officers regularly attend schools, youth clubs, sporting activities and community events to develop meaningful, productive relationships and offer safe, familiar environments.



In addition to the Youth Engagement Programme, South Wales Police and the Police and Crime Commissioner have developed the Young Voices Conversation, a joint initiative with the aim of encouraging young people to share their feedback about matters relating to policing, crime and community safety. PCSOs are responsible for proactively engaging with young people in their communities and recording the feedback shared on an engagement portal. Local issues that need addressing are actioned locally and matters that can't be resolved locally are escalated and incorporated as part of the Young Voices Forum for review, where young people will have the opportunity to meet with senior leaders to share their views and discuss solutions.

All community engagement is monitored via the force's Engagement Tracker. This enables us to understand who our local policing teams are engaging with, when and where they are meeting the public and identify what has worked, as well as any gaps in delivery that require addressing.

We will continue to connect with our communities through targeted, locally tailored community engagement that provides the public with a voice that supports and guides our collective actions in the prevention and reduction of crime and ASB across South Wales.



## 1.4 | Victim Centred

Our Delivery Plan outlines our foundational commitment to providing a **first-class service to victims** through the provision of visible, accessible policing teams who undertake proportionate, high-quality investigations, ensuring victims are appropriately safeguarded and updated on their case or incident in accordance with their needs.

ASB is not a low-level matter and we understand the detrimental impact that persistent ASB and its associated harms, can have on individuals, families, businesses and communities. We are committed to providing an accessible, responsive policing service that is trauma informed, empathetic and both victim and solution focused.

This ASB Action Plan puts victims firmly at its heart and sets out how, by listening to the experience of victims, encouraging people to report, assessing risks and understanding individual needs, South Wales Police and partner agencies will work collaboratively to protect, safeguard and respond consistently and effectively to ASB.

We are committed to building a clearer profile of victim need to inform the Victim Needs Assessment for South Wales, enabling the Police and Crime Commissioner to support and commission responsive services for victims.

ASB can be complex and multi-faceted and is rarely the sole responsibility of a single agency to resolve. Working with partners, we are determined to provide a response system that protects victims and fosters safe, resilient communities across South Wales.



## We will deliver a first-class service to victims by:

- Developing our staff by increasing their skills and knowledge of ASB as part of the Neighbourhood Policing Programme (NPP) and operational training delivery. This will include developing a victim centred approach and a comprehensive understanding of available statutory powers and legislation. Our teams will have an enhanced understanding of vulnerability and the harms that can drive ASB. They will be better equipped to provide victims, communities and businesses with the support they need, delivering effective and sustainable resolutions.
- Identifying and recording incidents of ASB accurately and consistently, using the National Decision Model (NDM) and THRIVE\* assessment process. We will ensure risks and harms are factored into decision making and resource allocation to respond effectively and appropriately to resolve the incident. Where officers are deployed, they will consistently follow the Initial Action Standards guidance to ensure victims and those reporting ASB receive a first-class response, are signposted to support and kept informed and updated.
- Identifying and recording repeat and vulnerable victims of ASB accurately and consistently on Policing IT systems to inform the appropriate response and assist in the identification of relevant safeguarding opportunities. Where repeat or vulnerable victims are identified, our teams will undertake follow up risk assessments to further explore risk factors and adopt a victim centred approach that safeguards victims. All repeat and vulnerable victims of ASB will be subject to robust oversight through internal and partnership governance arrangements.
- Ensuring that incidents are not treated in isolation, patterns of behaviour are identified and all crimes are correctly recorded when they have occurred. This is essential to understand the true picture of risk and vulnerability but also to ensure that victims of crime receive the service they are entitled to under the **Victims Code of Practice MoJ Victims Code 2020** which sets out a series of rights for victims and the minimum standards of services that must be provided to victims of crime in England and Wales.
- Providing victims of ASB with a voice through our ASB Victim Insights survey. This monitors and measures satisfaction levels among those who have reported ASB. Understanding the victim experience throughout their ASB journey is fundamental to identifying areas where development is required and to identify what has worked well, all of which is paramount in our drive to consistently improve the service we provide to those who have experienced and reported ASB to South Wales Police.
- Raising awareness of and access to the **ASB Case Review**, an important statutory safety net for victims of persistent or complex anti-social behaviour that requires relevant local agencies (e.g. Police, Social Housing Providers, Health Boards, Local Authorities) to collectively review the actions taken to deal with the behaviour and where it has not been sufficiently addressed, seek to determine where further action could be taken to resolve the issues collaboratively. We understand the importance of providing victims with a voice in the Case Review process and with our partners, we will seek to provide an effective platform from which they are able to express the impact ASB has had on their lives, so that a resolution can be sought.

\*The THRIVE model is a framework used by police forces to assess risk and make decisions when responding to calls for service



- Removing barriers to reporting, outlining how, where and who to report ASB to and what to expect when doing so. Whether it is South Wales Police or other more appropriate agencies, we aim to ensure victims are equipped with the information they need to access the right support. We will use the Project Pinpoint campaign to highlight the importance of formally reporting ASB so that police and partners can focus resources and efforts where they are needed most.  
**Project Pinpoint: Every report counts | South Wales Police**
- Improving how we support victims, ensuring their voices are heard as part of the solution and they receive the right support at the right time. We will do this by ensuring there are effective referral pathways to support services to holistically support victims with all harms associated with anti-social behaviour alongside individual need and vulnerabilities.

## 1.5 | Scrutiny and Accountability

Scrutiny is an integral part of ensuring that South Wales Police maintain policing standards and deliver fair and equitable policing services that are responsive to our communities.

There is a robust and comprehensive internal scrutiny process within South Wales, which includes areas such as the Use of Force and Stop and Search. Scrutiny and oversight are led by the Police and Crime Commissioner in line with their statutory role; this includes working closely with stakeholders, including community cohesion groups, to ensure we are as open and transparent as possible about the methods of our policing.

Scrutiny panels conducted by the Office of the Police and Crime Commissioner and South Wales Police include the voices and experiences of victims where appropriate to identify learning and good practice to shape and improve services and performance where required.

External scrutiny is welcomed through our Strategic Independent Advisory Group (IAG) and by members of the Police and Crime Commissioner's Police Accountability and Legitimacy Group (PALG). These groups review body-worn video footage of Stop and Search and instances where force has been used on at least a quarterly basis. Feedback from these sessions is collated and acted upon to improve our standards and ensure our policing is fair and ethical.

Our Equality, Diversity and Inclusion Team hold Scrutiny Panels for Community Members to attend. Our Scrutiny Panels allow members of the public to hold the Chief Constable and Police Officers to account by reviewing real incidents of police body-worn camera footage and providing feedback on the use of policing powers, tactics and procedures. By engaging with the public through scrutiny panels, we seek to increase public understanding, legitimacy, confidence and trust in policing.

The Force Independent Advisory Group is made up of 28 residents from across South Wales. These members have a key role in increasing the public's trust and confidence in the police. The IAG are independent of the police but act as 'critical friends' to help challenge conventional thinking within the Force, giving an independent perspective on current issues and future thinking.

IAGs work as genuine partners with the Police to inform improvements in service delivery, with a particular focus on diversity and the protected characteristics. All nine protected characteristics are represented through our current IAG in both personal and professional capacities.





# Our Commitments

## Section 2 | Problem Solving and Delivery

### 2.1 | Problem-Solving in Partnership

Our problem-solving vision statement:

**To be an outstanding police service trusted by our communities through an evidenced-based, partnership approach to robustly identifying, analysing and responding to the root cause of problems which are having the greatest impact on communities, with a core focus on the protection of the most vulnerable.**

South Wales Police has been committed to a local policing model based on prevention, intervention and protection to address crime and anti-social behaviour for many years. Underpinning each of these strands is a problem-solving approach that focuses upon establishing an effective resolution to underlying problems that impact communities, rather than simply repeatedly reacting to calls for service.

For problem solving to succeed it needs to be integrated into everyday business and supported by straightforward processes and systems that enable effective information and data sharing with partners. The Neighbourhood Policing Guarantee expects police forces to deliver high quality problem solving in their approach to targeting prolific offenders, supporting repeat victims and identifying ‘hot spot’ locations as well as any other sources of repeat demand.

**Problem Oriented Policing** forms a key method for addressing local priorities identified within our communities. Solving local crime and ASB problems is essential because if they aren’t solved, they will continue to damage the lives of the people who live in our communities. Residents and others are likely to feel increasingly unsafe and have a negative opinion of their local police and partner agencies.

In South Wales Police, the **SARA** (Scanning, Analysis, Response, Assessment), problem solving methodology is embedded as a guide to problem solving, enabling policing teams and partners to consider:

- What is the problem?
- Why is it occurring?
- When is it occurring?
- Where is it occurring?
- How it can be addressed collaboratively?
- What has worked elsewhere for a similar issue?
- What does success look like?



...we will be relentless in our collective efforts to build stronger, safer communities... ””





Our structured SARA problem solving approach enables our officers to have a thorough understanding of the scale and nature of problems and assists in delivering effective multi-agency responses. The benefits of our approach also include:

- A consistent approach to problem solving across the Force
- The ability to better co-ordinate problem solving activity between partners
- Recognition of the importance of problem solving within all areas of policing
- The identification and sharing of effective practice
- A simple process with minimal bureaucracy and support for innovative ideas

Our Neighbourhood policing strategy has three problem solving objectives:

1. We will use the SARA problem solving model, to identify and understand the root causes of community problems (or conditions that allow it to continue) to develop effective solutions. Our problem-solving efforts will focus on recurring issues that cause tangible harm to communities where targeted partnership efforts can be most effective.
2. We will use a place-based precision problem solving model using data analysis and intelligence to identify crime and ASB priority areas enabling targeted patrols, increased visibility and proactive engagement with local communities.
3. We will work collaboratively with local people, communities and partners to solve problems together.

The best evidence we have tells us that problem-solving is the way to improve policing, make best use of resources and serve the public effectively. The above objectives will enable South Wales Police to drive operational and cultural change by equipping officers with the tools, knowledge and support needed to implement effective problem-solving strategies, ultimately reducing demand, enhancing service delivery and most importantly, improving outcomes for communities.



## 2.2 | Early Intervention and Prevention

We recognise that enforcement and visibility alone are not sufficient to deliver sustainable reductions in ASB. ASB can often be symptomatic of wider vulnerability and unmet need. It may be linked to peer influence, exploitation, substance use, family conflict or environmental factors within communities. A balanced approach is therefore required, combining visible policing with early intervention and prevention.

Over the past three years, South Wales Police and the Police and Crime Commissioner, working closely with partners, have delivered the Home Office Hotspot Action Fund Programme locally through Operation Sentinel.

Operation Sentinel is the force's structured, evidence-led approach to identifying and addressing locations experiencing concentrated levels of crime and ASB. Using detailed microbeat-level analysis, the force has been able to identify hotspot clusters with the highest levels of harm, where targeted, visible policing and partnership intervention can have the greatest impact.

The Hotspot Action Fund has enabled additional visible Police and Partnership patrol activity in these identified locations, including funded overtime deployments during national initiatives such as the Safer Streets Summer Initiative and the Winter of Action. These deployments have increased visibility, disrupted harmful behaviour, reassured communities and supported targeted enforcement alongside partnership-led prevention activity that aims to address underlying causes, including environmental factors, repeat victimisation, youth vulnerability and persistent offending.

The South Wales Violence Prevention and Reduction Unit (VPRU) supports this preventative approach through the commissioning of targeted, evidence-informed interventions. These programmes are designed to address the underlying risk factors associated with serious violence and ASB, helping to prevent escalation and reduce repeat demand. Commissioned activity includes youth engagement initiatives, school-based education, mentoring support and hospital-based violence prevention work. For example, partnership delivery of the Crimestoppers Fearless programme provides young people with education around exploitation, criminality and the risks associated with violence, alongside access to safe and anonymous reporting routes. By empowering young people to make informed choices and seek support where required, such interventions contribute to reducing behaviours that may otherwise manifest as ASB within our communities.

The VPRU works closely with Community Safety Partnerships, neighbourhood policing teams and local authorities to ensure that commissioned prevention activity complements hotspot policing and structured problem-solving plans. Where ASB hotspots are identified, preventative interventions are considered alongside enforcement and environmental measures to ensure a coordinated and proportionate response in alignment with Clear Hold Build sites and UK Government's Pride in Place neighbourhoods.

By integrating visible patrols, structured problem-solving and early intervention activity, South Wales Police and partners will continue to address both the immediate impact of ASB and the underlying factors that allow it to persist.



...we will work collaboratively with local people, communities and partners to solve problems together...



## 2.3 | Data, Evidence and Measuring Success

Measuring success will be completed internally via BCU level and Force neighbourhood policing performance meetings and externally via the Community Safety governance arrangements.

Data will be reviewed internally monthly including:

- Volume of ASB Incidents
- Risk level
- Problem Solving
- Crimes recorded from ASB Incidents
- Data integrity in relation to ASB Incidents
- Neighbourhood Priorities
- Repeat Victims
- Repeat Offenders
- Use of the ASB, Crime and Policing Act 2014 powers
- Accurate recording of ASB incidents and associated crimes

To support supervisors to manage and improve this data we have an interactive dashboard which will supply them with information and tools to help identify risk, vulnerability and tackle anti-social behaviour. The dashboard includes heat maps to help identify hot spots for anti-social behaviour, details of interventions and identifies recent ASB calls to support local teams making calls to those who have been victim of or witnessed anti-social behaviour.

## Section 3 | Communications and Sustainability

### 3.1 | Communicating Progress

This ASB Action Plan is underpinned by 11 foundational commitments that clearly set out how South Wales Police, working closely with partners, residents and businesses will create safer, stronger communities where individuals can live, work and thrive without the fear of ASB impacting their daily lives.

The plan and supporting commitments will be progressed via a tactical delivery plan that will be subject to Community Safety Partnership and senior police leadership oversight and governance, with independent scrutiny by the Office of the Police and Crime Commissioner ensuring accountability for progress.

However, we recognise and understand that the place where progress will be truly measured is on the streets of our communities and throughout the duration of this plan, we will ensure that we provide regular six-monthly updates on our activities in delivering its objectives. In addition to this commitment, we will:

- Utilise all available media channels to highlight police activity to tackle crime and anti-social behaviour in neighbourhoods
- Encourage the public to report incidents of anti-social behaviour through campaigns such as Project Pinpoint
- Publicise policing priorities and feedback on action taken utilising the South Wales Listens platform
- Highlight the use of powers, such as Criminal Behaviour Orders, on individuals responsible for committing anti-social behaviour

Communications leads have been appointed within South Wales Police and the Police and Crime Commissioner's team to jointly lead a collaborative approach to enhance communication and engagement opportunities.

We will build upon the positive response to the South Wales Police Project Pinpoint Campaign, to increase awareness of how to report ASB and the targeted activity that is being undertaken in hotspot areas by the police and partners to respond to ASB.

### 3.2 | Sustainability, Service and Performance

In line with national direction under the Neighbourhood Policing Guarantee, South Wales Police will now embed the Operation Sentinel methodology as business as usual. Hotspot locations will continue to be identified and refreshed through microbeat-level analysis, with mapped hotspot boundaries.

Governance and assurance will be maintained with local Problem-Solving Groups at its foundation, and BCU performance and partnership governance supporting clear escalation routes where required. This ensures that hotspot policing remains a measurable, accountable and partnership led core element of neighbourhood policing delivery across South Wales.





The Police and Crime Commissioner has committed to supporting this mainstreaming approach by developing a dedicated hotspot policing funding pot over the next two years. This will enable police, local authorities, voluntary and third sector partners to bid for targeted interventions that support evidence-based problem solving in identified high-harm locations, allowing time for transition to sustain as business as usual activity.

This approach will align hotspot policing activity with other place-based initiatives, including Clear Hold Build sites, Pride in Place neighbourhoods and targeted serious violence activity. By concentrating visible patrol, enforcement, prevention and community investment within the same locations, we will maximise impact, avoid duplication and deliver a coherent whole-place response to ASB.

Through Operation Sentinel and its transition into business as usual, South Wales Police will continue to deliver visible, intelligence-led neighbourhood policing that addresses the issues that matter most to our communities.

“...we are committed to reducing harm and minimising the impact of ASB in our communities...”



# Our Plan • Our Communities • Our Commitments



### Be Visible and Accessible

We will be visible, accessible, and responsive in the areas where you need us – with an enhanced focus on our town and city centre locations.



### Deliver Meaningful Consequences

We will use all statutory powers and options available to police and partners to robustly tackle ASB and ensure repeat perpetrators are held accountable for their actions.



### Problem Solving in Partnership

We will collaborate with key stakeholders and communities to deliver a holistic, robust response to reduce ASB, delivering effective and sustainable solutions in partnership.



### Identify and Support

We will recognise, safeguard and support repeat, vulnerable and high-risk victims of ASB, ensuring they are protected from harm.



### Victim Centred Approach

We will put victims at the heart of our approach, empowering them so that their voices are heard and needs are met. We will raise awareness of repeat victims' right to access the ASB Case Review, to deliver positive multi-agency outcomes for victims.



### Promote ASB Reporting

We will clearly communicate reporting options for all our communities, removing barriers to reporting so that appropriate action can be taken.



### Early Intervention and Prevention

We will engage with those at risk of offending to maximise opportunities for early intervention and prevention to minimise harm. We will work together to understand the root causes of behaviour using a trauma informed approach.



### Engage, Listen and Respond

We will seek to understand the nature and impact of ASB through targeted engagement. We will keep communities updated on our collective action and create opportunities for feedback to shape our service.



### Evidence Led Approach

We will use and share information with key partners to deliver evidence-based, targeted approaches to tackling ASB.



### Technology and Innovation

We will foster a culture of innovation and use all available technology to create capacity and improve capability to maximise our efficiency and effectiveness in dealing with ASB.



### Service and Performance

We will continue to invest and build on the skills of our Policing teams through training and practice and share knowledge with our partners. We will review processes and recording to consistently deliver a first-class service to communities.



Have your say



# Tackling Anti-Social Behaviour Together

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**Anti-Social Behaviour**  
Action Plan 2026 - 2029



**HEDDLU DE CYMRU**  
**SOUTH WALES POLICE**

