

Anti-social behaviour awareness training

30 June 2026



Carmen Ceesay

Business Crime Reduction
Partnership Manager



Bristol Business Crime Reduction Partnership

Bristol BCRP has received the
BUSINESS CRIME REDUCTION PARTNERSHIP
NATIONAL STANDARDS ACCREDITATION





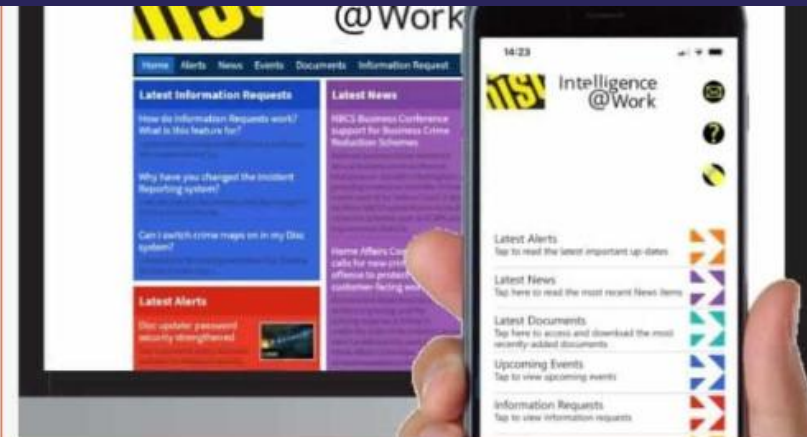
Dedicated PCSO

Our dedicated Police Community Support Officer (PCSO) enhances safety in the city centre and supports local businesses.



Street Intervention Officer

Our Street Intervention Officer supports businesses with street-based welfare concerns.



Disc

Disc is an incident and information sharing system aimed at improving crime prevention.



Radio Scheme

More than 200 businesses across Bristol City Centre are actively utilising the Radio Net system, enhancing communication and assistance within the city.



Crimestoppers

Crimestoppers, an esteemed independent charity, empowers individuals to play an active role in combating crime by providing them with the ability to report information 100% anonymously.



Retail Rangers

Contracted via SWL Security, our Retail Rangers support businesses in dealing with anti-social issues and crime reduction.

BID Night Rangers

Night Ranger Service – Now Live

Successfully re-launched and operating every **Friday & Saturday**, 8:00pm–4:00am.

Two trained **Night Rangers** providing a visible presence across Bristol city centre.

Supporting **public safety**, reducing **antisocial behaviour**, and tackling **late-night retail theft**.

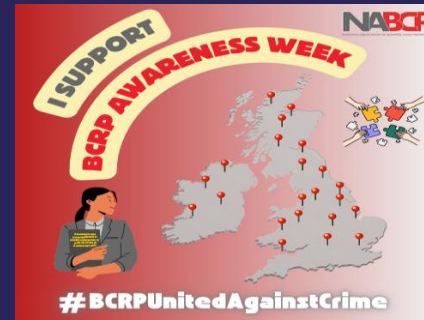
Strategic patrols covering **Broadmead, Cabot Circus, Castle Park, Old City, Broad Quay, Harbourside, and lower Park Street**.

Working in partnership with **Avon and Somerset Police**, businesses, and local stakeholders.

Enhancing safety, reassurance, and confidence in Bristol's **Night-Time Economy**.



Collaboration



Safe and Supported Team

Bristol BCRP general enquires – info@bristolbcrp.org

Carmen Ceesay, BCRP Manager – carmen@bristolbid.co.uk

Louisa Briggs, Bristol BIDs Project Manager – louisa@bristolbid.co.uk

Vivienne Kennedy, Bristol BID Director of Operations (oversees Bristol BCRP) – viv@bristolbid.co.uk

Yussuf Yusuf, Bristol BID Project Support Assistant – Yussuf@bristolbid.co.uk

Ahad Vahabzadeh, Chair Bristol BCRP - ahad.vahabzadeh@hilton.com



Homelessness & Antisocial Behaviour in Bristol City Centre

Understanding the Challenges, Causes and
Potential Solutions

Julie Dempster & Leanne



What is Homelessness?

Homelessness includes people who:

- Sleep rough on the streets
- Stay in temporary accommodation
- Live in hostels, shelters or unstable housing
- Sofa-surf with friends or family

What is Antisocial Behaviour?

Behaviour that causes:

- Harassment
- Alarm
- Distress
- Public nuisance

Examples include:

- Aggressive begging
- Drug and alcohol-related disorder
- Vandalism and graffiti
- Public intoxication
- Noise and public disturbances

Bristol City Centre has experienced increasing concerns about both issues in recent years.



Homelessness in Bristol – Current Situation

Key indicators show homelessness remains a significant challenge:

- Bristol has seen rising levels of rough sleeping.
- Temporary accommodation use has increased.
- Housing affordability continues to worsen.
- Demand for support services exceeds supply.

Recent reports recorded approximately 98 rough sleepers during a 2025 monitoring period, alongside increasing numbers of households in temporary accommodation.



Why is Homelessness Increasing?

Main Causes...

- **Housing Crisis**

- High private rents
- Lack of affordable housing

- **Economic Pressures**

- Cost-of-living increases
- Low wages relative to housing costs

- **Personal Factors**

- Mental health issues
- Substance misuse
- Family breakdown
- Domestic abuse

- **Structural Factors**

- Limited social housing
- Welfare and benefit challenges

These factors often combine to create pathways into homelessness.

Bristol has now overtaken Greater London as England's least affordable city to rent in.

Antisocial Behaviour in Bristol City Centre

Common issues reported...

- Aggressive begging
- Public drug use
- Alcohol-related disorder
- Street violence
- Vandalism
- Littering

City-centre locations such as Broadmead and the Old City area have experienced some of Bristol's highest levels of reported antisocial behaviour.

The Relationship Between Homelessness & Anti-Social Behaviour

Important Distinction - Not all homeless people engage in antisocial behaviour.

Many people experiencing homelessness:

- Follow the law
- Seek support services
- Are vulnerable rather than threatening

However, a small number of individuals experiencing:

- Addiction
- Mental health difficulties
- Long-term street homelessness

May become involved in behaviour that impacts public spaces and perceptions of safety.

Impact on the Community

- **Residents**

- Reduced sense of safety
- Concerns about public spaces

- **Businesses**

- Reduced footfall
- Increased security costs
- Negative perceptions of city centre areas

- **Homeless Individuals**

- Increased vulnerability

- Health risks
- Exposure to crime
- Social exclusion

Community discussions often highlight concerns about both public safety and the welfare of vulnerable people.

Bristol City Council Response

Current Strategies:

- **Prevention**
 - Early homelessness intervention
 - Housing advice services
- **Support**
 - Outreach teams
 - Emergency accommodation
 - Rough sleeper support programmes
- **Long-Term Solutions**
 - Homelessness and Rough Sleeping Strategy 2025-2030
 - Partnership working with charities and housing providers

The Council's strategy aims to reduce rough sleeping and improve access to housing.

Role of Charities & Community Organisations

Key Support Services

Examples include:

- Shelter
- Crisis
- St Mungo's

Services provided:

- Emergency accommodation
- Mental health support
- Employment assistance
- Addiction recovery programmes
- Outreach services

Organisations such as St Mungo's provide vital support & are commissioned by Bristol City Council. You can also contact Julie Dempster & Leanne Reynolds from BOSHxBTB who run an assertive outreach on the streets, ensuring that unhoused people are connecting with the relevant agencies such as St Mungo's, Homeless Health, drug & alcohol services, mental health, welfare benefits & probation for example. We work closely with Sargeant Sean Underwood & his team & also Gareth Liggins & the street intervention service, last but by no way least the fabulous Carmen Ceesay, Bristol BCRP. Collaboration is key.

Possible Solutions

- Short-Term

- More emergency accommodation
- Increased outreach services
- Better addiction support

- Medium-Term

- Mental health investment
- Employment support programmes
- Improved community policing

- Long-Term

- More affordable housing
- Expanded social housing
- Housing First approaches

Research consistently shows stable housing is essential for reducing long-term homelessness.

Challenges Moving Forward

Key Questions:

- How can Bristol reduce rough sleeping?
- How can vulnerable people receive support?
- How can public safety be improved?
- How can City-Centre businesses remain attractive?

Achieving a balance between compassion, support and enforcement remains a major challenge for policymakers.

Conclusion – Key Takeaways

- Homelessness and antisocial behaviour are linked but distinct issues.
- Housing affordability is a major driver of homelessness.
- Most homeless people are not involved in antisocial behaviour.
- Effective solutions require housing, health, social care and community partnerships.
- Bristol continues to develop strategies aimed at reducing homelessness and improving City-Centre safety.

“A successful City Centre should be both safe and inclusive.”

Louisa Briggs

Project Manager



Youth Workers on the Street

Learning Partnership West, Creative Youth Network and Bristol Horn Youth Concern provide a patrolling youth worker service to the city centre three times a week (including Broadmead, Castle Park, Cabot Circus and the Old City) on Tuesdays and Wednesdays (3:30-5:30pm) and on Saturdays (5-7pm).

The Youth Workers are:

- Trusted adults
- Able to build relationships and trust
- Able to signpost young people to activities, opportunities for play and connections, or support
- Identified by their bright red backpacks

The Youth Workers are not:

- Additional security
- Able to provide responses to resolve disorder to anti-social behaviour

Supporting Young People

Wherever they are



Not every young person will ask for help. That's why our Youth Workers go to where young people are already spending their time.

What is the 'Youth workers on the street' project?

The project is about to building positive relationships with young people in their own communities. Youth Workers meet young people where they are, providing support, encouragement, and opportunities when they need them most. Whether they need advice, someone to listen, or simply want to hear about activities they can join in their local area, the Youth Workers are there to support them.

Where and when?
Bristol City Centre
Tuesdays & Thursdays 3:30 - 5:30 pm
Saturdays 5 - 7 pm

See the red backpack? Come and Chat!



Youth Workers on the Street

Since launching in November, the youth workers have **engaged with nearly 1000 young people** aged 11-22.

- **January - March:** Engaged with 845 young people across 3 sessions (some of which were repeat engagements).
- **April - June (projections):** approximate total of 940.

We are keen to have businesses engaging with youth workers to boost partnership working. So please do stop to talk to them, or welcome them into your business and hear how they can support young people in Bristol.

If you have questions about this project, please reach out to louisa@bristolbid.co.uk

Supporting Young People

Wherever they are



Not every young person will ask for help. That's why our Youth Workers go to where young people are already spending their time.

What is the 'Youth workers on the street' project?

The project is about to building positive relationships with young people in their own communities. Youth Workers meet young people where they are, providing support, encouragement, and opportunities when they need them most. Whether they need advice, someone to listen, or simply want to hear about activities they can join in their local area, the Youth Workers are there to support them.

Where and when?

Bristol City Centre
Tuesdays & Thursdays 3:30 - 5:30 pm
Saturdays 5 - 7 pm

See the red backpack? Come and Chat!



TAP for Bristol

In partnership with [Caring in Bristol](#), TAP for Bristol is a way of giving money to help solve homelessness in Bristol, ensuring that your donation goes directly to those that need it.

You'll find TAP for Bristol donations points located in the windows of businesses and contactless devices in offices, cafes and bars in the centre, allowing you to make a simple and secure donation of £3 per tap, using your contactless card or mobile.

TAP for Bristol services page



Caring in Bristol handbook



TAP for Bristol has raised over £170k for homelessness charities in Bristol



Neighbourhood Policing Team

**Police Sergeant 3851
Sean Underwood**

What I will be covering



- **Local Police team introduction**
- **SIS Team introduction**
- **What is ASB and what's the difference between ASB and vulnerable persons**
- **What support is available**
- **Where can you feed information in**
- **What information is best for you to gather**
- **Scenarios**



CARING



COURAGEOUS

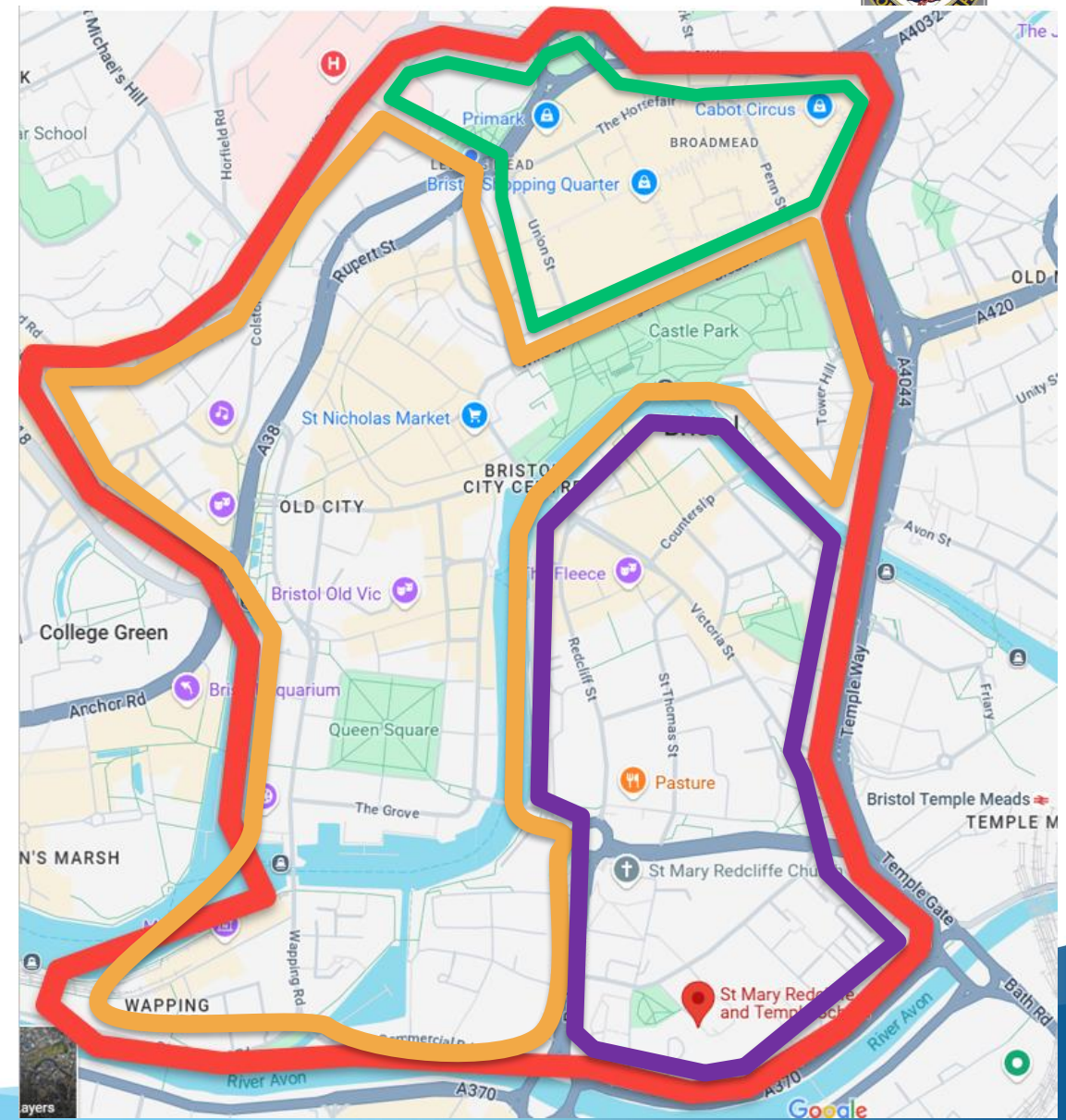
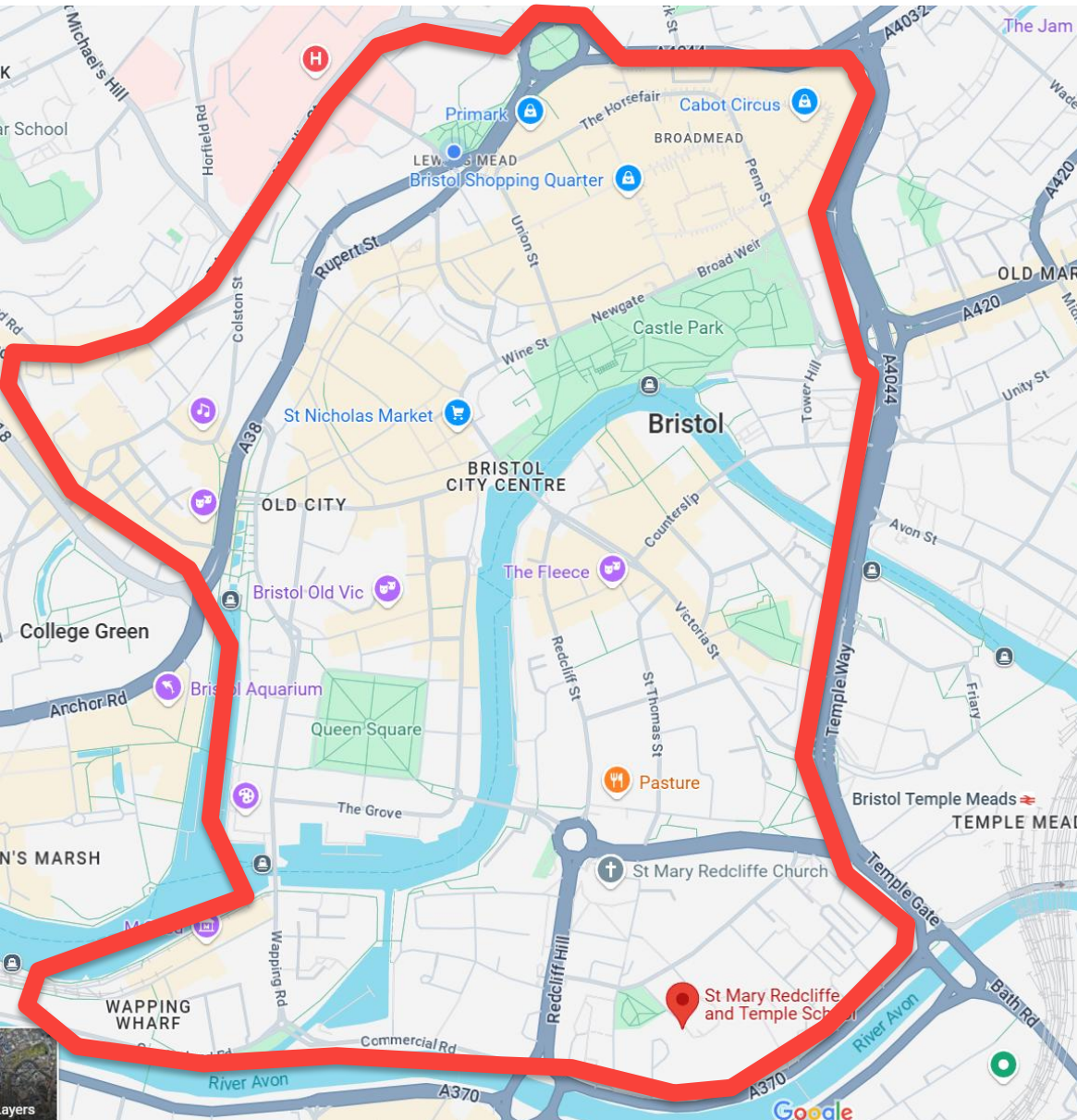


INCLUSIVE



LEARNING

Area



Bridewell Neighbourhood Team



CARING



COURAGEOUS



INCLUSIVE



LEARNING

1 x Police Sergeant

Old City

2 x Police Constable
(1 x vacancy)

2 x PCSO

Broadmead

4 x Police Constable

4 x PCSO
(2 x vacancy)

Redcliffe

2 x Police Constable
(1 x vacancy)

1 x PCSO
(1 x vacancy)



NEIGHBOURHOOD POLICING TEAM



Sean Underwood

PS 3851

Neighbourhood
Beat Sergeant



Brenden Laben

PCSO 8291



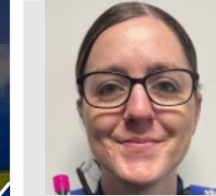
Klaudia Chojecka

PCSO 9451



Paul Caines

PCSO 8448



Alison
Cunningham

PCSO 8501



Aaron Ashforth

PCSO 6685



Katie Fisher

PC 1327

Neighbourhood
Beat Manager



Albin Varghese

PC 1523

Neighbourhood
Beat Manager



Rich Eiffert

PC 4072

Neighbourhood
Beat Manager



Tom Blackmore

PC 2576

Neighbourhood
Beat Manager



Max Sims

PC 1553

Neighbourhood
Beat Manager



Ben Johnstone

PC 2319

Neighbourhood
Beat Manager

Avon and Somerset Police
SERVE. PROTECT. RESPECT.

www.avonandsomerset.police.uk | Follow us on  

OFFICIAL

CALL 101

For general enquiries

What is the Street Intervention Service?



- SIS is a co-located multi-agency team. We work with members of the 'street community' persistently engaged in Anti-Social Behaviour (ASB) and look to stop that ASB.
- We take a holistic approach and assess people on 5 key needs. We then put interventions in place to address those needs.

1. Housing
2. Substance Misuse
3. Health
4. Finances
5. Behaviour



What are the issues we are tackling at the moment across Bristol?



Weapon Crime



CARING

Drug misuse



COURAGEOUS

ASB



INCLUSIVE

Homelessness & Substance use



LEARNING

CCE and CSE

VAWG

What is ASB and what's the difference between vulnerable persons

Anti-social behaviour (ASB) is the term given to behaviours and activities which cause harm or distress to an individual, community or neighbourhood. Neighbourhoods can be an area where you live, work, or visit often.

There are three main categories of ASB, depending on how many people are affected:

- **Personal** – when a person targets a specific individual or group.
- **Nuisance** – when a person causes trouble, distress or suffering to a community.

Environmental – when a person's actions affect the wider environment, such as public spaces or buildings.

Legal definitions –

“Any act that causes, or is likely to cause, nuisance or annoyance to a person in respect of their dwelling”

“Any act that causes, or is likely to cause, alarm, harassment or distress to a person not in respect of their dwelling.”

A vulnerable person is someone who, due to various factors like age, disability, or circumstances, is at higher risk of harm, abuse, or exploitation and may need special care and protection. This can include individuals who are unable to protect themselves from harm, or those who need support in taking care of themselves.



CARING



COURAGEOUS



INCLUSIVE



LEARNING

Partnership working



What is partnership working in anti-social behaviour (ASB)?

Partnership working brings agencies together to achieve a better outcome for victims. Effective partnership working is achieved through:

- two-way communication
- combining skills, knowledge and legislation to address ASB

Partnership working involves police forces and partner agencies collaborating with victims and the community.

Partners include:

- public sector
- private sector (ie, businesses)
- 3rd sector (ie, voluntary organisations, charities and community groups)



CARING



COURAGEOUS



INCLUSIVE



LEARNING

ASB - PHASED APPROACH

Initial Investigation

Gather evidence,
find partners,
establish needs,
action plan

Initial Interventions

Implement action
plan, warnings,
referrals

2nd Investigate

Review evidence, follow
new LOE, action plan

Secondary Interventions

Implement action plan, ABC/CPW, refer
to MAM, further support

Multi-agency decision making

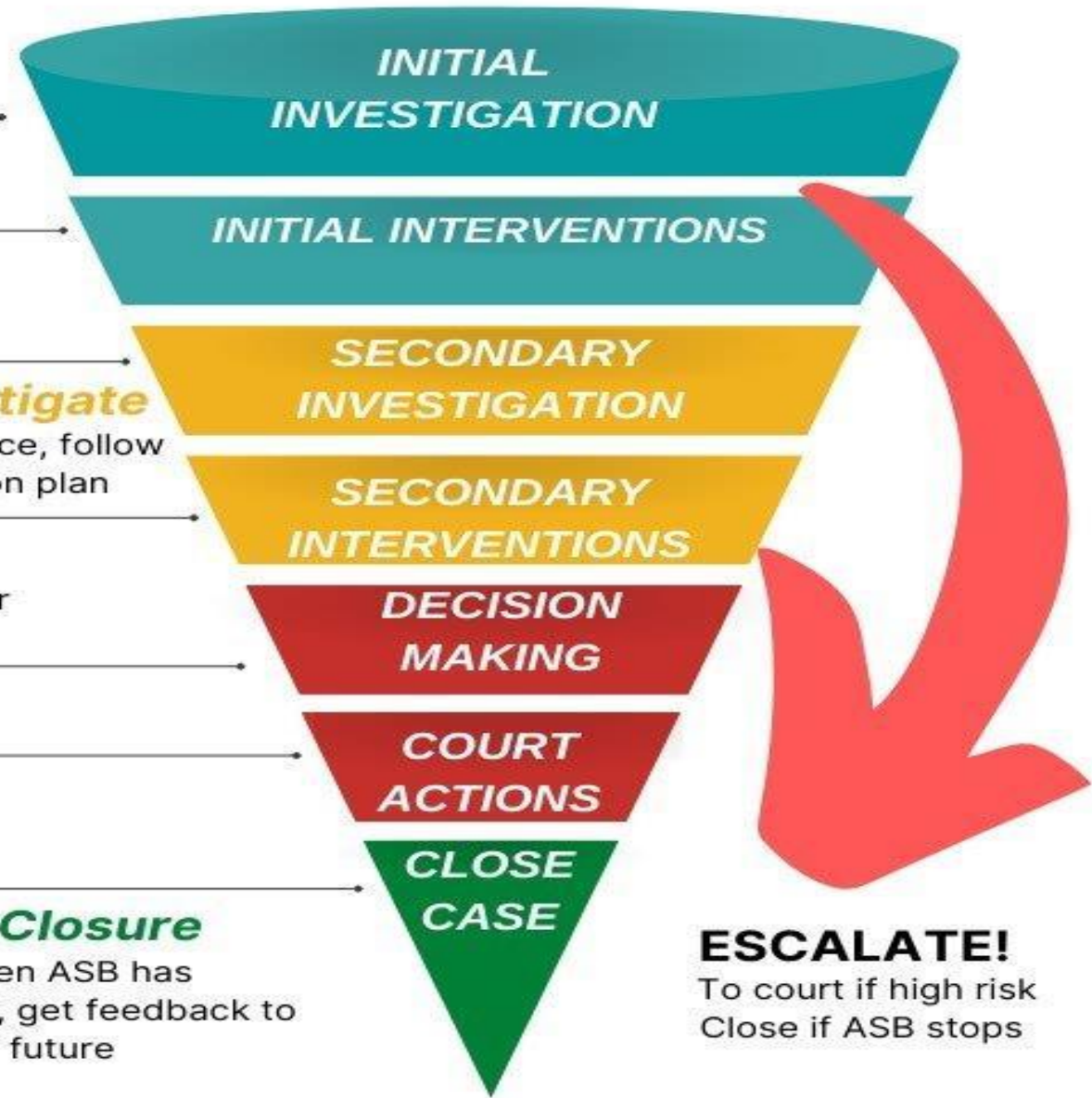
ASBCC, SIS
Tasking, ASBCR,
may agree court
actions

Court Actions

CPN, Injunction
Closure,
Possession, CBO

Case Closure

Only when ASB has
stopped, get feedback to
learn for future



This is ASB



CARING



COURAGEOUS



INCLUSIVE



LEARNING

Not necessarily ASB



CARING



COURAGEOUS



INCLUSIVE



LEARNING



Support Services



CARING



RAGEOUS



INCLUSIVE



LEARNING

Scenarios you may come across – Is this ASB?



- **Scenario 1** – Charlie is sitting outside your business everyday – charming, polite, keeps area clean and tidy and always leaves when asked to. Staff occasionally pop out with a cup of coffee for him, and Charlie occasionally uses the venue toilet.
- **Scenario 2** – Lucinda is sleeping outside your business during the day and into the evening. She frequently presents as under the influence of drugs or alcohol and does not engage when asked to move on. She often smokes drugs outside of the premises.
- **Scenario 3** – Lauren is occasionally outside your business and is actively begging for money asking passers by for change. Sometimes she has items to sell. Lauren sometimes leaves belongings and litter behind.
- **Scenario 4** – Rob hangs around outside your venue. He actively drinks alcohol, is verbally abusive to passers by, and to your colleagues. He occasionally attempts to steal from your business.
- **Scenario 5** – Jason is homeless. He is sleeping in a tent within the footprint of your business property. The area around his tent is littered. He has not been seen for a few days, but the tent and rubbish are still there. What do you do?



CARING



COURAGEOUS



INCLUSIVE



LEARNING

Where can Security feed information in?



Report an
incident

[Give information about crime 100% anonymously | Fearless | Crimestoppers](#)

[Independent UK charity taking crime information anonymously | Crimestoppers](#)

<https://www.avonandsomerset.police.uk/report/anti-social-behaviour/>

Encourage conversation and dialogue with police team

CrimeStoppers.



How to report
concerns about
a vulnerable
young person

<https://www.avonandsomerset.police.uk/forms/vul>



CARING



COURAGEOUS



INCLUSIVE



LEARNING

Support & Environmental Issue



Report an
incident

Outreach support – thestreetlink.org.uk

Support services list -
[Caringinbristol.org.uk](https://caringinbristol.org.uk)

[Report enviromental issues FixMyStreet](#)
or [Bristol.gov.uk](https://bristol.gov.uk)



CARING



COURAGEOUS



INCLUSIVE

CrimeStoppers.



How to report
concerns about
a vulnerable
young person

[https://www.avonand
Somerset.police.uk
/forms/vul](https://www.avonand Somerset.police.uk/forms/vul)



LEARNING

What information can you gather for Police

- Names and ages (best you can)
- Descriptions
- Pattern emerging in sightings
- Use the wider network such as myself, my team, the council, voluntary organisations and youth workers
- Ultimately talk to someone, get your concerns and issues passed to someone that may be able to help, you or the person in question.



Contact your beat team



CARING



COURAGEOUS



INCLUSIVE



LEARNING

Contact your local Policing Team



[Your area | Avon and Somerset Police](#)



CARING



COURAGEOUS



INCLUSIVE



LEARNING



Contact details –

Police Sergeant 3851

Sean Underwood

Sean.underwood@avonandsomerset.police.uk

07889 655319

Street Intervention service

ASB@bristol.gov.uk



CARING



COURAGEOUS



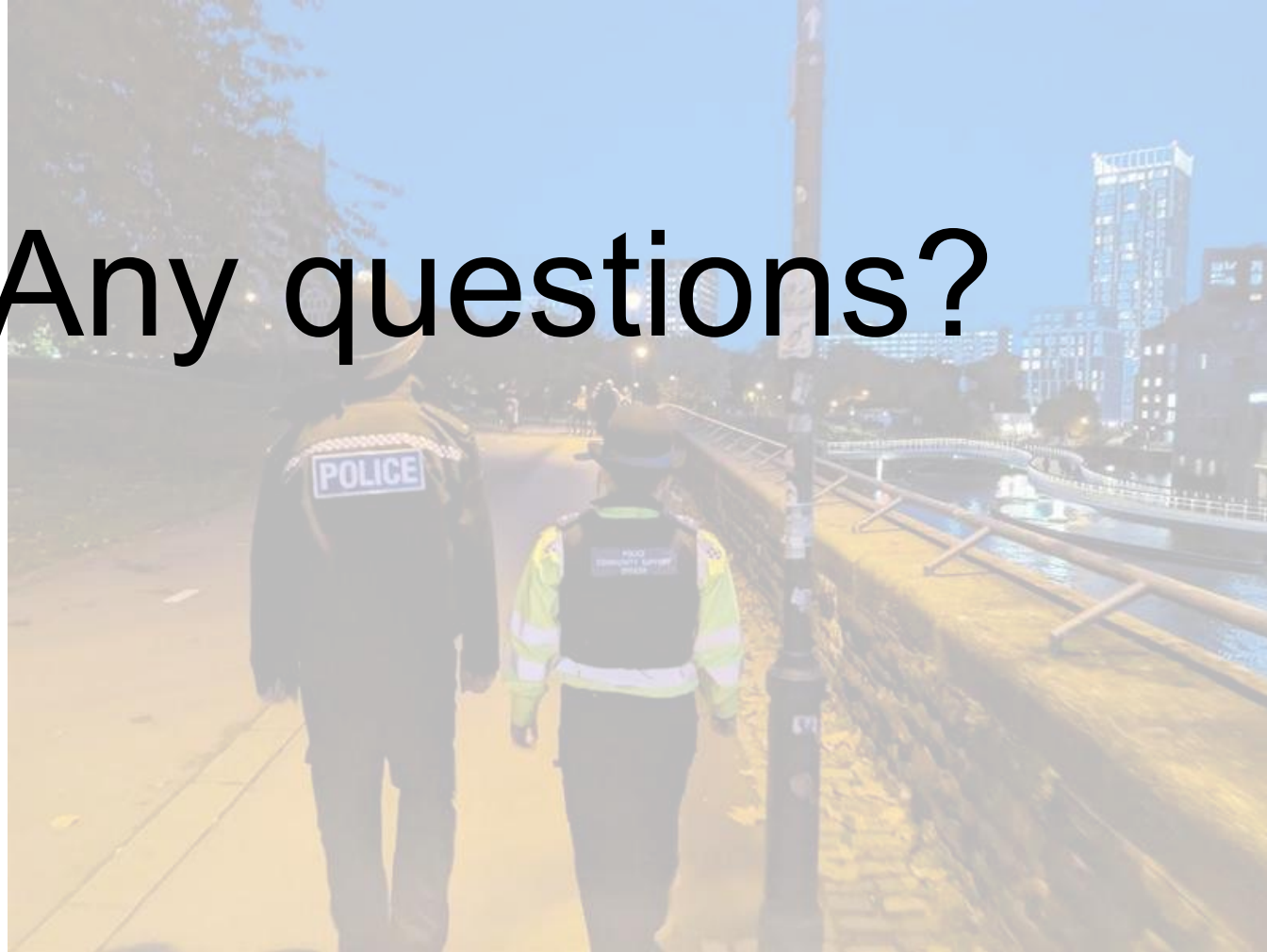
INCLUSIVE



LEARNING



Any questions?



CARING



COURAGEOUS



INCLUSIVE



LEARNING

Thank you

Please feel free to network and ask any
questions you may have

