

# Anti-social Behaviour Strategy

## 2010/13

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### 1. Background

This strategy is derived from the Anti-social Behaviour priority in the Spelthorne Safer Stronger Partnership (SSSP) Strategy (2010-13) and sets out how the Anti-social Behaviour Officer proposes to coordinate the actions of the post with the actions in the SSSP Action Plan 2010/11 to ensure an effective response and reduction in anti-social behaviour in Spelthorne.

#### Definition

“Acting in an anti social manner as a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as the complainant”<sup>1</sup>

#### Spelthorne SSP Strategy 2010-13

This was produced following consultation with the community and relevant groups to identify key issues and a strategic assessment of the current level of crime and threats for the future. This document provides detailed information on the performance of the Partnership against ASB targets in 2009-12 and emerging issues. Please read in conjunction with the following [http://www.spelthorne.gov.uk/community\\_learning/communitysafety/com\\_crime\\_cdrp2.htm](http://www.spelthorne.gov.uk/community_learning/communitysafety/com_crime_cdrp2.htm)

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<sup>1</sup> Taken from the Crime and Disorder Act 1998; this definition is also used in relation to Anti-Social Behaviour Orders.

**Our Vision:**

“To build a Safer Community”

**Our key priorities:**

1. Reduce Crime
2. Reduce ASB
3. Reduce Repeat Offending
4. Improve Confidence and Reassurance

The overall target for Anti-social Behaviour:

- NI 21 Dealing with local concerns about anti-social behaviour and crime issues by the local council and police
- NI 4 to increase the % of people who feel they can influence decisions in their locality.
- NI 5 To improve the overall / general satisfaction with local area

This document is the strategy to deliver the Anti-social behaviour priority and its overall target and the actions to be taken during 2010/13.

## 2. Aims and Objectives

### Aims

1. To reduce anti-social behaviour in Spelthorne
2. To reassure the community that effective action is being taken against anti-social behaviour, especially hate related incidents.<sup>2</sup>
3. To communicate a policy of no tolerance to those who commit anti-social behaviour
4. To enforce using available powers
5. To prevent anti-social behaviour by identifying the underlying causes
6. To intervene through the Community Incident Action Group and Joint Action Group
7. To co-ordinate our actions with partners

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<sup>2</sup> Hate crime - Black and minority ethnic communities

The British Crime Survey shows that after taken age into account there are no differentials in rates of victimisation. Nonetheless, the minority ethnic groups have higher rates of fear/concern about crime. Previous research has shown that people in black and minority ethnic groups have higher levels of worry about crime than white people. We will consider whether this level of concern is reflected in concern about ASB. We do need to be aware that there are certain forms of crime that minority ethnic groups experience that need a clear response. For example, minority ethnic groups experience racially motivated hate crimes.

## Objectives

1. To reduce the number of incidents of anti-social behaviour
2. To reduce fear of crime
3. To increase the use of powers available within legislation
4. To maximise the use of available resources through greater coordination

## 3. Context

This strategy is an outcome of the Spelthorne Safer Stronger Partnership Strategy as described in section one. Its purpose is to bring together actions from the latter's annual action plan with those of the Anti-social Behaviour Officer into one overall strategy. In so doing it seeks to deliver an effective response within the available resources by providing coordination through the Partnership. It involves close cooperation with the community and reassurance through the media.

The strategy will be reviewed each March with an annual action plan produced for the respective year. The Strategy Board of the Partnership will receive a report on the performance of the action plan every year.

Under the ASB Act 2003, anti-social behaviour is broadly covered under three categories:

**Street Disorder:** Begging, Anti-social drinking, street prostitution and kerb crawling, street drugs market and dispersal of groups "section 30"), crack house closures, rowdy and nuisance behaviour.

**Nuisance Neighbours:** Intimidation, harassment, hate crime, noise, rowdy and nuisance behaviour, hoax calls, animal related problems and vehicle related nuisance.

**Environmental Crime:** Criminal damage, vandalism, graffiti and fly posting. Fly-tipping, litter and waste, nuisance vehicles, drugs paraphernalia and fireworks nuisance.

The Clean Neighbourhoods and Environment Act 2005 also defines the following examples as anti-social by nature – abandoned vehicles, high hedges, litter and waste, light pollution, noise pollution, dog fouling overlays a number of the offences existing under the Anti-social Behaviour Act 2003, and previous Environmental legislation.

### **Role of the ASB Officer**

With the advent of legislation discussed above and the additional enforcement powers vested in Local Authorities, it is important that key council services are "joined up" to provide the best possible response to cases it handles. The Council, through the SSSP, also liaises with a number of key agencies, in particular Surrey Police, to deliver the SSSP ASB priority. The key internal services and external agencies are listed below.

<b>Key Council Services</b>	<b>Key External Partners</b>
Environmental Health Licensing	Surrey Police Registered Social Landlords (RSLs) e.g. A2 Dominion Housing
Planning	Surrey Fire and Rescue (Surrey County Council)
Legal Direct Services	Youth Offending Team (Surrey County Council) Children Services (Surrey County Council) Parents/Guardians
Street Scene Enforcement	

The role of the Council ASB Officer is continuously developing in line with the ASB strategy and there is scope to further enhance the role as one best placed to coordinate the three themes of the ASB Strategy (Prevention, Intervention and Enforcement) by acting as the conduit for partners involved in dealing with ASB and ensuring council services adhere to section 17 of the Crime and Disorder Act 1998. A key aspect of the role is handling casework involving council services and external partners.

#### **4. Action Plan**

The actions will be delivered by partners listed under the Anti-social Behaviour priority in the SSSP Action Plan for 2010/11.

The responses within the Action Plan are categorised into three themes: Prevention, Intervention and Enforcement, underpinned by Co-ordination. Through co-ordination the most appropriate action can be targeted at the problem with a staged approach where a long-term approach is desirable.

The three themes of the strategy are as follows:

1. Prevention  
Reduce the ability to commit anti-social behaviour by improving the environment, and empowering residents to prevent such behaviour.
2. Intervention  
Respond to known problems by identifying relevant support needs and tackling the underlying causes of anti-social behaviour.
3. Enforcement  
Take legal action to combat a problem where intervention has not deterred the behaviour.

The themes are underpinned by co-ordination: Spelthorne Borough Council working together with organisations in the SSSP Partnership to provide a consistent and effective response to known anti-social behaviour problems.



## **ANTI-SOCIAL BEHAVIOUR (ASB)**

### **SPELTHORNE MINIMUM STANDARDS:**

- **Reducing perceptions of ASB year on year;**

Perception is measured every 2 years via the Place Survey. In order to improve perceptions an Action List of activities to address the above will be developed each year and made publicly available. Performance will be monitored and measured via the Local Area Agreement process.

- **Regular updates for every community on what is being done to tackle antisocial behaviour – including an expectation to publicise Anti-Social Behaviour Orders (ASBO) to the local community**

We will publish updates using a wide range of media including web-sites, publications such as the Borough Bulletin, Council Tax leaflet, news releases and direct contact with the public i.e. Partnership Action Days. When an ASBO is made, the

Community Incident Action Group will consider on each occasion the merits of details being made public.

- **Provide residents with a right of complaint to CDRP's if effective action is not taken by local agencies through existing channels**

The council has established a formal process for councillors to scrutinise community safety issues and through the Community Call for Action process allow residents to complain through their Ward councillors. These arrangements will be publicised.

- **Support and help for victims of ASB**

We will support and help victims and seek to resolve issues through dialogue with other partners as appropriate. We will randomly sample a number of victims to gauge their views on the quality of help and support provided; we will then amend our practices accordingly. To contact the council ASB officer ring 01784 44 6322 or e-mail [community.safety@spelthorne.gov.uk](mailto:community.safety@spelthorne.gov.uk)

We will initiate a graded response to incidents of ASB so that if the problem persists more resources and support is made available.

**BRONZE:**<sup>3</sup> Second complaint, this will be dealt with by the agency contacted by the complainant, consideration is given to involvement of another agency.

**SILVER:** Third complaint, this will as a minimum involve the police and where it is felt most appropriate the council ASB Officer.

**GOLD:** Fourth complaint, this will be considered for inclusion within the agenda at the Community Incident Action Group or Joint Action Group for a structured multi-agency response.

- **Taking reports of ASB seriously by recording and investigating all cases and committing to keeping victims informed of action taken.**

We will do this, and in particular invest in a case management software system that will facilitate effective investigation, recording and keeping the victims informed, particularly when a case goes to court.

- **Ensuring better links between neighbourhood policing and other local partners to deal swiftly with problems.**

We will ensure better links are established through the Community Incident Action Group and Joint Action Group and in the long term the council and police will co-locate their

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<sup>3</sup> An incident involving anti-social behaviour that occurs within 12 calendar months of the first reported incident/

community safety teams to re-enforce partnership working and swift response. The above software will also contribute in enabling better communications and links.

## Appendix 2

### One: Operational Model for Intervention

As part of the development of the coordination of this strategy a model of effective intervention for specific anti-social behaviour cases handled by the ASB Co-ordinator both internally within the Borough Council and across organisations within the Partnership is proposed: Consideration at all times must be given to minimum standards.

No.	Stage	Action
1.	Problem reported agree Bronze, silver, gold per minimum standards app 1	<ol style="list-style-type: none"> <li>1. Update database</li> <li>2. Contact Complainant (s)</li> <li>3. Contact other agencies already involved</li> <li>4. Define if ASB. If not advise other sources for resolution. Use of Neighbourhood Panels and Area Forums.</li> <li>5. Create ASB database record</li> </ol>
2.	Problem verified	Identify best and most expedient way to impact on problem and by whom, to include the affected community.
3.	Communicate problem	<ol style="list-style-type: none"> <li>1. Notify external and internal partners and identify lead officers/agencies.</li> <li>2. Update ASB Database</li> </ol>
4.	Commence intervention	<p>Apply menu of interventions:</p> <ol style="list-style-type: none"> <li>a) Offer diary sheets and explanatory notes for completion by victim.</li> <li>b) Write warnings by ASB Officer and/or Partner Agencies.</li> <li>c) Street enforcement</li> <li>d) Offer mediation</li> <li>e) Use of legal tools:               <ol style="list-style-type: none"> <li>i. Injunction.</li> <li>ii. ABC.</li> <li>iii. "face to face" interviews with offender.</li> </ol> </li> <li>f) Recovery of costs for damage to Spelthorne property.</li> </ol>
5.	Review actions	<ol style="list-style-type: none"> <li>1. Resolution – case closed and victim notified.</li> <li>2. No resolution - nominate to JAG/CIAG for wider consideration.</li> </ol>
6.	JAG/ CIAG actions	ASB Officer to monitor with feedback deadlines and ensure implementation of new actions.
7.	JAG/ CIAG review	<ol style="list-style-type: none"> <li>1. Resolution – case closed and victim notified.</li> <li>2. No resolution – case reviewed.           <ol style="list-style-type: none"> <li>a. Consider other enforcement options:               <ol style="list-style-type: none"> <li>i. Youth diversion</li> <li>ii. Engaging with Youth Offending Teams</li> <li>iii. Consider application for ASBO.</li> <li>iv. Nominate for PPO</li> </ol> </li> <li>b. Liaison with Police Crime Reduction Advisor, for situational crime reduction.</li> <li>c. Maintain regular contact with victim/community throughout process.</li> <li>d. Return to Stage 5.</li> </ol> </li> </ol>

## Appendix 3

### Two: Current and Developing Role of ASB Co-ordinator

1. First point of contact in the Council for residents concerned about anti-social behaviour.
2. Work with key partners as lead in the SSSP to deliver the Strategy.
3. Ensure S.17 (1998 Crime and Disorder Act) compliance by other services of the Council and be the “link officer.”
4. Maintain links with schools to deliver ASB education and establish links between hotspots and school non-attendance in partnership with Police Youth Affairs Officer and Youth PCSO.
5. With Partners develop diversionary activities for young people.
6. Maintain ASB and Casework databases.
7. Through opportunities created in the Licensing Act, promote use of available enforcement powers to tackle ASB.
8. Develop the concept of capable Parents/Guardians and their involvement in reducing ASB.
9. Conduct civil recovery of damage cost to Spelthorne Borough Council property.
10. Pursuance of ABCs where Council property is defaced/damaged.
11. Support the Surrey Police ASB Case-builder to obtain evidence required for applications for ASBOs.
12. Support the Crime Reduction Advisor with action on situational and social/community-based crime reduction where ASB hotspots are identified.
13. Seek support from Surrey County Council Youth Development Service to take full account of the need to support ASB prevention and intervention initiatives across the Partnership.
14. Pursue nuisance tenants in partnership with RSLs.

- Appendix 1 – Minimum Standards
- Appendix 2 – Operational Model
- Appendix 3 – Current and Developing Role