



# Anti-Social Behaviour Strategy 2012 – 2013

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Barking and Dagenham Council has a clear vision for the Borough. We will work towards:

- **Raising household incomes**  
We will make improvements to employment and skills levels by providing proactive support to help local people back into work or training, and promoting the area to businesses and developers.
- **Improving standards in school and post-16 education**  
Our services focus continually on improving aspirations and achievement to deliver improved skills and employment outcomes for all ages in the Borough.
- **Housing and estate renewal**  
Our Housing Strategy for 2012-2017 focuses on delivering a range of improvements including investing in new ways to deliver affordable housing, council housing, decent homes and regeneration.

In formulating this strategy, the Partnership has worked in keeping with this vision and commitment.

The strategy will run for 18 months from 2012. Government are currently consulting on reforms to ASB law, the results of which are due in Autumn 2012.

The keys goals of the strategy are to:

### **Listen to the community**

- Work to identify and respond to the concerns of the Borough's communities at a local level using Safer Neighbourhood Ward Panels, Community Fora, and other engagement opportunities.
- Work with the community to find long-term sustainable solutions in ASB hotspots.
- Address commonly raised problems, such as ASB associated with houses in multiple occupations.

### **Challenge the behaviour of perpetrators**

- Use appropriate action which deals effectively with ASB.
- Have a wide range of staff trained in restorative justice techniques.
- Use timely interventions (such as penalty notices and fines) to their full potential to ensure that perpetrators are dealt with quickly.

### **Support victims and witnesses**

- Improve the satisfaction of service users.
- Continue to work with repeat and vulnerable victims to reduce risk.
- Improve the support given to victims.
- Work with Courts and Victim Support to ensure that victims and witnesses are supported through the Court process.
- Outcomes for ASB consider safeguarding adults and children, domestic violence, hate crime, and community cohesion work.

### **Identify and respond to the causes of ASB**

- Provide a range of services that meet the various needs of families and prevent young people getting involved in ASB.
- Have drug and alcohol services which meet the needs of local people.
- Joined-up work around preventing young people becoming involved in gangs and providing support for people who want to leave gangs.
- Provide a range of positive activities for young people that help develop resilience, and build community cohesion and self-esteem.

This strategy sets out how the Partnership will achieve this.

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# Foreword

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Residents are always telling us how important it is that we deal effectively with anti-social behaviour. Not only is it the most common topic raised at Safer Neighbourhood Panels, but when I meet residents at the Community Safety Partnership's Meet the People Events I am persistently presented with examples of how anti-social behaviour can make lives a misery. For this reason, we have decided to create a strategy specially tailored to the Borough's needs. As a Partnership, we will work to tackle anti-social behaviour and its causes while ensuring that victims and witnesses are given the highest quality of support.

We will use this strategy to make our Borough safer and stronger.

*Cllr. Jeanne Alexander  
Cabinet Member for Crime, Justice,  
and Communities*



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# Outcomes

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**The key outcomes from the delivery of this strategy in 2013 will be:**

1. Increased confidence in agencies' response to ASB.
2. Reduction in reported experience of ASB.
3. A Borough where victims will report ASB and support court and other actions as they feel safer and have greater confidence.
4. A community where people get on with each other.

# Definition of Anti-Social Behaviour

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ASB is defined as:

***Acting in...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 perpetrator.*** (Crime & Disorder Act 1998 – S1(1))

Some acts of ASB are deliberate, with the person(s) responsible being aware that their behaviour will have a negative effect. Some forms, however, can occur as a result of a lack of consideration or awareness of the impact of certain acts, or as a result of conflicting, but legitimate, lifestyles.

In order to guide practitioners and the community as to what action can be taken, the Council divides alleged ASB into three categories.

## (a) Criminal Behaviour which may also be anti-social

Types of behaviour that fall into this category include:

- hate-related incidents and crime;
- drug dealing or cultivation of drugs;
- violence;
- criminal damage, including arson; and
- fly-tipping.

This is criminal behaviour and will be dealt with as such, but, as a Partnership, the Borough may also use specific ASB tools and powers (including legal action) to reduce the effect of this behaviour on local communities.

## (b) Anti-Social Behaviour

Types of behaviour that fall into this category include:

- noise nuisance;
- drug use;
- trespass;
- verbal abuse;
- nuisance from vehicles being driven without consideration; and
- dogs not being kept under appropriate control.

This behaviour is anti-social, but is not always criminal behaviour. Typically, non-legal measures are first explored before legal action is considered, but this will depend on the circumstances.

## (c) Unwanted Behaviour

Types of complaints that fall into this category include complaints about:

- cooking smells;
- normal living noise (e.g., hoovering);
- children playing;
- fencing or boundary disputes; and
- parking issues when there are no parking regulations being broken.

This behaviour is unwanted and viewed as unacceptable by the person experiencing it (the complainant). The Council does not consider behaviours in this category to be 'anti-social behaviour,' so legal action is unlikely to be appropriate, but services such as mediation are still offered to help resolve this type of complaint.

# Links to Other Strategies and Plans

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There are a number of national, regional, and local documents that have influenced the development of the London Borough of Barking and Dagenham's ASB Strategy. These are identified as follows:

National Policy and Strategy Documents	Regional Policies, Strategies, and Plans	Local Policies, Strategies and Practices
<p>Although there is no national policy or strategy on ASB, definitions, tools, and powers in relation to it have come into being and been developed through the following pieces of legislation:</p> <ul style="list-style-type: none"> <li>• Crime &amp; Disorder Act 1998</li> <li>• Police Reform Act 2002</li> <li>• Anti Social Behaviour Act 2003</li> <li>• Criminal Justice &amp; Immigration Act 2008</li> </ul> <p>The Government launched its White Paper on anti-social behaviour, 'Putting Victims First,' in May 2012.</p>	<p>There is no London-wide ASB strategy, though the Mayor of London has made it clear that localised issues are of importance, and this has been emphasised by the continuation of Safer Neighbourhood Policing and a focus from the Mayor's Office on 'low level crime,' such as the use of alcohol on public transport and irresponsible ownership of dogs.</p> <p>The Mayor's Office for Policing and Crime does not have a specific ASB priority, it does have a new priority around support for victims, which links to this strategy's Priority 3.</p> <p>In July 2012, the London Crime Reduction Board agreed to include ASB as a strategic priority.</p>	<p>Health and Well Being Strategy - Barking and Dagenham Partnership</p> <p>Barking and Dagenham Joint Strategic Needs Assessment</p> <p>Children and Young People's Plan (LBBD)</p> <p>Older People's Strategy (LBBD)</p> <p>Together: A Community Cohesion Strategy (Barking and Dagenham Partnership)</p> <p>Safeguarding Adults Board Strategy (Barking and Dagenham Partnership)</p> <p>Licensing Policy (LBBD)</p> <p>Housing Strategy 2012-17 (LBBD)</p>

# Principles of this Strategy

This strategy's priorities and actions for tackling ASB are based on the following fundamental principles:

- There should be opportunities for everyone to live the lifestyle that they choose as long as this does not negatively impact on others. A person or group is not necessarily acting in an anti-social way solely because they have a different lifestyle.
- Where disputes arise due to difference in lifestyle or culture, these must be dealt with sensitively and appropriately, and support should be given to communities to help them to work together to find solutions.
- That complainants and the wider community are kept informed of the action taken to deal with ASB in their area.
- That there is effective consultation with individuals, groups, and the wider population in the development of programmes and initiatives designed to tackle ASB in the Borough.
- That a customer-centred approach is taken when delivering services.
- That evaluation and monitoring against objectives are key elements of all initiatives, and of the overall strategy.
- That effective partnership-working is fundamental to the delivery of services to tackle ASB in the Borough.
- That the Partnership's services are always good value for money.



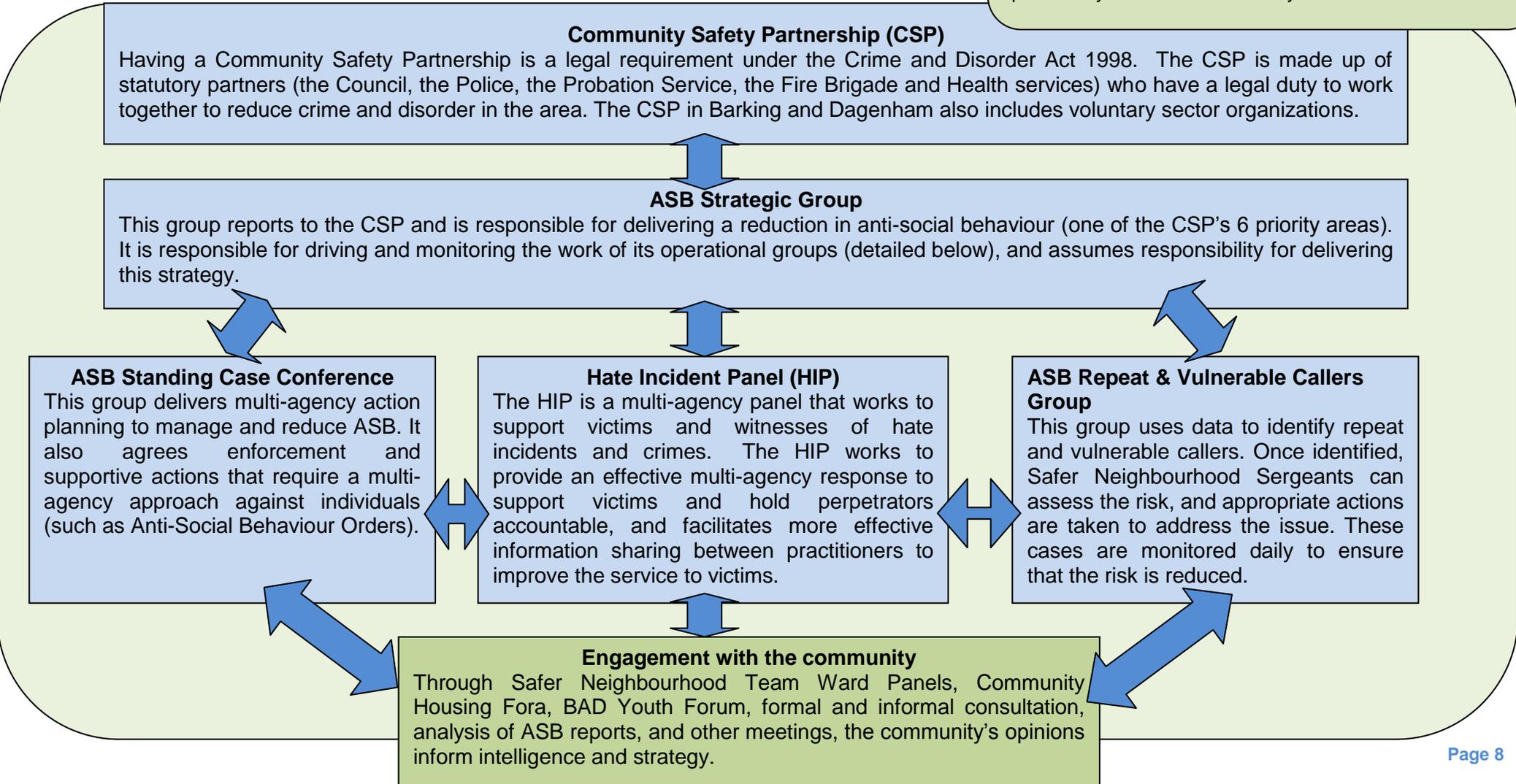
Anti-social behaviour is a key concern for local people. This can be seen in the volume of calls to Police and Council teams, and the amount that it is raised as an issue at both Safer Neighbourhood Ward Panels and Member Surgeries.

- After a small increase in 2009-10, the volume of calls to the Partnership's ASB services has decreased by 16% from 2010-11 to 2011-12.
- Untargeted 'general nuisance' has risen in the past year by 4% (from 372 incidents in 2010-11 to 387 in 2011-12). This is the most common form of ASB reported to the Council's ASB team.
- Of the untargeted ASB complaints, the number of complaints concerning 'Football/Children playing' continues to generate the highest proportion of calls to the Council's ASB team. Although this is generally not considered ASB, it was a growing issue in 2010-11, which saw a 34% increase in complaints from the previous year.
- The 2011 Residents' Survey found that 'teenagers hanging around the streets' were perceived by over half (58%) of the respondents as the biggest problem in their local area.
- There have been some significant decreases in untargeted ASB recently, dog-related complaints in particular, which fell by 57% from 2010-11 to 2011-12.
- The level of targeted ASB has also decreased over the past year, falling by 11% (212 to 188 offences). Verbal abuse constituted the majority of these complaints.
- The majority of ASB complaints received by the service are now to do with noise from people related to DIY and music with the vast majority coming from residential premises.
- Noise remains consistently the top ASB complaint received by the Housing Tenancy Service (almost 30% in 2011-12).

# Governance Arrangements: How we are structured

The diagram below sets out the framework within which the ASB Strategy will be delivered.

**Wider Strategic Links**  
*Children's Trust:* strategic link to the Children's Trust which is also part of the wider Local Strategic Partnership.  
*Safeguarding Adults Board:* strategic link to the SAB, particularly in relation to disability-related harassment.



# Monitoring, Evaluation, and Review 9

Like all strategies, success depends on regular and robust monitoring and review to ensure that the intended outcomes are being achieved and action is being taken to address any arising issues.

Throughout the life of this strategy, the monitoring, evaluation, and review will be undertaken by the ASB Strategic Group, which will answer to the Community Safety Partnership (CSP). The CSP is a multi-agency board consisting of the Council, the Police, the Probation Service, the Fire Brigade, Health Services, and third sector organisations that work to reduce crime and disorder and promote community cohesion in the Borough.

## Anti-Social Behaviour Strategic Group

The group's role is:

- To drive and monitor the work programme of the ASB Incidents Operational Groups (ASB Standing Case Conference, and ASB Repeat Victims Group);
- To be responsible for the development, continued updating, and presentation of the ASB Strategy and linked policies and procedures; and
- To monitor all target measures under the remit of the CSP related to ASB, and where necessary recommend and implement appropriate mitigating actions to correct under-performance.

The ASB Strategic Group exists to bring together under a common purpose all agencies involved in providing services to deal with and prevent ASB. It creates a structure to enable joint working through a co-ordinated approach.

The ASB Strategic Group is a group of stakeholders providing strong leadership and co-ordination to deliver relevant targets and strategies for improving the response to ASB in Barking and Dagenham.

The membership of the ASB Strategic Group is drawn from across the Partnership and includes representation from the Council, the Police, Refugee and Migrant Forum for East London (RAMFEL), Victim Support, and North-East London Foundation Trust (NELFT).

The ASB Strategic Group develops and adopts an annual action plan that sets out how the aims and priorities for improvement set out in the ASB Strategy will be taken forward. It meets quarterly to monitor and evaluate progress against action plan targets.

**This strategy has been drawn up in consultation with stakeholders across the Borough.**

The priorities and actions set out in the strategy's action plan were agreed by the ASB Strategic Group in July 2011. Since then, extensive consultation has been undertaken across the boarder Partnership.

The public have been consulted through events such as the annual Meet the People events, where ASB has been consistently highlighted as one of the biggest concerns. Data regarding local issues that the community define as ASB has also been used to inform this strategy.

## Equality and Diversity

**This plan's intention is to ensure that services that respond to ASB are equally accessible to all sections of the community.**

As well as stimulating participation by under-represented groups, it is clearly advocated that work will continue to encourage increased participation by those groups in society who are already well-represented.

It is recognised that equal opportunity requires targeted positive action, and, in line with the vision for this strategy, actions will be taken to encourage all

residents in the Borough to take part in the engagement structures in place, so that their views can be heard and responded to.

The strategy will support the setting of targets for identified groups and recommend that plans and programmes are developed in consultation with group representatives.

The training of people and capacity building within these communities will be a key feature of this development work.

An equality impact assessment outlining the steps that need to be taken to meet the needs of the Borough's diverse communities has been undertaken and reviewed.

Its key findings were that:

- It needs to be easier for people with learning difficulties to report ASB.
- Perpetrators need to be dealt with fairly and offered a wide range of appropriate support to enable them to change their behaviour.
- ASB perpetrated against young people is under-reported.
- The ASB team needs to improve its knowledge about its customers.

These have been taken into account in the strategy's action plan.

# The Purpose of this Strategy

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<b>Outcomes</b>	<ol style="list-style-type: none"><li>1. Increased confidence in agencies' response to ASB.</li><li>2. Reduction in reported experience of ASB.</li><li>3. A Borough where victims will report ASB and support court and other actions as they feel safer and have greater confidence.</li><li>4. A community where people get on with each other.</li></ol>
<b>Vision</b>	<b>A safer Borough where the problems of ASB are tackled and services are organised around the whole needs of individuals, families and places.</b>
<b>Priorities</b>	<b>Objectives</b>
<ol style="list-style-type: none"><li>1. Identify and respond to the concerns of our communities around ASB.</li><li>2. Challenge the behaviour of perpetrators of ASB.</li><li>3. Provide quality support for victims and witnesses.</li><li>4. Work better as a Partnership to identify and respond to the causes of ASB.</li></ol>	By 2013 we will have achieved the following: <ol style="list-style-type: none"><li>1. A reduction in the number of calls to the Police reporting ASB.</li><li>2. An increase in the number of victims who are satisfied with how their ASB complaint was managed.</li><li>3. An increase in the number of people who think that the Police and Partners are successfully tackling the crime and ASB issues that matter.</li><li>4. A reduction in the number of people who think that people do not treat each other with respect and consideration.</li></ol>

The following action plan covers the period April 2012 to March 2013.

# Priority One: Identify and Respond to Community Concerns 13

The Community Safety Partnership has in place robust and rigorous mechanisms for responding to the community's concerns, regardless of the channel the concern is referred through. These mechanisms involve formal meetings, standing case conferences, and case work channels, as well as more informal approaches within the community. Examples of best practice we would like to build on include:

## **Working through Safer Neighbourhood Panels**

The Partnership has an innovative approach to the work at ward level, with both Council and Police officers present at every meeting to provide a timely and effective response to any issues that the community raises. This ensures that the community have a quick route to the Partnership when they need it. Work to review the roles of the Council's Community Safety Co-ordinators, alongside the emerging Government ASB policy, will enhance this type of engagement.

## **Community Clean-Ups**

These have given communities the opportunity to come together to address issues of local concern. In 2011, the Council's Community Safety Team, Environmental Services, Integrated Youth Services, and Police Safer Neighbourhood Teams have worked with communities to arrange clean-ups in 10 areas of the Borough. These events encourage residents to take responsibility for their local area, to meet their Safer Neighbourhood Teams on an informal basis and to meet the Council Officers and Councillors who work for them.



FOCUS AREAS	SUCCESS MEASURES	BY WHEN
<p>1.1 Increase the representation at Ward Panels to ensure that they reflect the demography and geography of their area.</p>	<p>1.1.1 Review the representation in terms of demography and geography. By September 2012, each Ward will have identified any groups or areas specific to them that are under-represented and developed engagement plans.</p> <p>1.1.2 Better use the Key Individual Networks to inform local priority setting, particularly where there is under-representation from specific groups on a panel that have a KIN representative from that group.</p> <p>1.1.3 Have trialled the use of Virtual Ward Panels to assist wider engagement.</p>	<p>1.1.1 September 2012</p> <p>1.1.2 September 2012</p> <p>1.1.3 December 2012</p>
<p>1.2 Continue to identify through the Victim, Offender, Location, and Time (VOLT) process the key locations that are ASB hotspots and work with those communities to find solutions.</p>	<p>1.2.1 To have identified three areas per year which have been greatly improved via joint intervention and to have publicised this work using the 'you said, we did' format.</p>	<p>1.2.1 March 2013</p>
<p>1.3 Develop plans with partners in Housing to deal with key issues that residents raise that they interpret as ASB but for which ASB enforcement powers are inappropriate (specifically high levels of private renting and ball games).</p>	<p>1.3.1 Work with colleagues in Housing to identify areas which may benefit from Selective Licensing for private landlords.</p> <p>1.3.2 Develop reports for Members so that consideration can be given to options to clarify issue around ball games on amenity greens and in the street and have communications plan for the public.</p>	<p>1.3.1 September 2012</p> <p>1.3.2 December 2012</p>
<p>1.4 Continue to develop relationships with Registered Social Landlords (RSL) so that services to tackle ASB are consistent, regardless of who incidents are reported to.</p>	<p>1.4.1 Identify an RSL lead to act as a champion and sit on ASB Strategic Group.</p> <p>1.4.2 Work with identified RSL lead to re-visit minimum standards (published in 2010) and encourage greater RSL buy-in</p>	<p>1.4.1 September 2012</p> <p>1.4.2 December 2012</p>

FOCUS AREAS	SUCCESS MEASURES	BY WHEN
	1.4.3 Identify any gaps in training or resources which can be shared and develop plan to address these.	1.4.3 December 2012
1.5 Have a more co-ordinated approach to licensing that is robust and ensures that licensed premises do not become magnets for crime and ASB, and so negatively impact on the local community.	<p>1.5.1 Hold regular Responsible Authority meetings regarding licensing applications, so that challenges to licences are supported across the Partnership (which will give them a greater chance of success).</p> <p>1.5.2 Continue to use intelligence and community engagement to identify the licensing issues which negatively impact on communities.</p> <p>1.5.3 Tackle the issues identified as important to local people by completing multi-faceted operations which use both enforcement and support to licensed premises to ensure that they are aware of and adhere to their obligations in terms of promoting community safety and reducing antisocial behaviour.</p> <p>1.5.4 Continue to link the enforcement and support of all types of licensed premises with a robust process for the review and application of licenses which attempts to ensure that the views of local people are fed into the licensing decision process.</p> <p>1.5.5 Strengthen the links between the work around enforcement of licenses to the work of alcohol treatment services.</p> <p>1.5.6 Publicise the work that takes place around licensing back to the local community so that they can see the value of reporting issues if and when these arise.</p>	<p>1.5.1 Started in April 2012 and will continue through the life of this strategy.</p> <p>1.5.2 Started in April 2012 and will continue through the life of this strategy.</p> <p>1.5.3 Started in April 2012 and will continue through the life of this strategy.</p> <p>1.5.4 Started in April 2012 and will continue through the life of this strategy.</p> <p>1.5.5 March 2013</p> <p>1.5.6 March 2013</p>

FOCUS AREAS	SUCCESS MEASURES	BY WHEN
1.6 Ensure that local communities continue to be kept informed about the work done to tackle ASB at a local level, using the 'you said, we did' format.	1.6.1 Every high level intervention (ASBO, eviction, closure, dispersal) to be considered for local publication (mail shot, newsletter) and risk assessment carried out.	1.6.1 September 2012
1.7 Ensure that the ASB and Neighbourhood Crime Co-ordination Officers work closely with the localities model to address, at the earliest possible stage, issues of local concern.	1.7.1 Each locality to develop a community safety plan that identifies issues of concern for that locality, and an action plan for addressing those issues.	1.7.1 December 2012
1.8 Address the concerns of residents around dogs.	<p>1.8.1 Continue the work of the Barking and Dagenham Dog Group (a partnership group looking at encouraging positive dog ownership).</p> <p>1.8.2 Run at least 3 further Paws in the Parks days in 2012-13.</p> <p>1.8.3 Assess the need for measures like Dog Control Orders in public areas within the Borough.</p>	<p>1.8.1 On-going</p> <p>1.8.2 March 2013</p> <p>1.8.3 March 2013</p>
1.9 To provide additional policing to high density residential Council housing estates in the Borough to combat a range of issues that are a concern to local people.	1.9.1 Monitor the work of the team via a weekly report to Housing Services on their performance in an outcome-based report.	1.9.1 Started in April 2012 and will continue through the life of this strategy.

# Priority Two: Challenge Perpetrators 14

Examples of best practice we would like to build on:

## **Partnership ASB Team**

In 2010, officers from the Council's Anti-Social Behaviour Team and the Police ASB Team were relocated together in one office. This has led to improvements in the Council's and the Police's partnership-working, alongside other partners such as Victim Support, particularly with regard to information sharing and action-planning. This has led to an increase in the use of ASBOs. Prior to the teams' relocation, around 5 of these orders were taken out each year, but in the first quarter of 2011/12 the Partnership was able to secure 15 Orders in key areas where residents had identified ASB as their main concern. While an increase in the use of serious enforcement is not always an indicator of success, the joint working has ensured that where enforcement action has been taken it has been used appropriately, and support plans have been developed to help the individuals subject to this action change their behaviour in the longer term.

## **Restorative Justice Practices**

It is always important, in addressing ASB, that intervention with perpetrators happens at as early a stage as possible. The Partnership has been steadily increasing its use of restorative justice (RJ) to address ASB and unwanted behaviour. RJ can be used to deal with a wide range of issues, and is frequently used in response to 'unwanted' (but not anti-social) behaviours that divide communities (such as children playing football). In 2009, a small group of Council and Police officers were trained in facilitating restorative justice conferences and using the techniques in their everyday work. In 2010, the Police trained all SNT Officers and the remaining ASB Team officers in the same techniques. Community Circle events are a restorative model that the Partnership has been using increasingly: in 2010, two community circles were held, while in 2011 there were eight.



FOCUS AREAS		SUCCESS MEASURES	BY WHEN
2.1	Ensure that quick time interventions like Fixed Penalty Notices (FPNs) are used to full potential so that minor offences are dealt with proportionately at the first opportunity.	2.1.1 Consider options for giving Police officers and PCSOs FPN powers so that they can deal with issues like littering, dog fouling, and graffiti quickly have been explored. Report to go to Members.	2.1.1 December 2012
2.2	Have a monitoring process around enforcement action performance.	2.2.1 ASB Strategic Group reformed and being held quarterly as of January 2012. 2.2.2 Performance to be reported to this group once indicators agreed.	2.2.1 January 2012 2.2.2 May 2012
2.3	Ensure that the Partnership is using the full range of tools at its disposal.	2.3.1 Increase the use of Drug and Premises Closure Orders. None done in 2010/11 so target of 2 set for 2012/13. 2.3.2 Strengthen the use of civil powers to manage Council Tenants.	2.3.1 March 2013 2.3.2 March 2013
2.4	Continue to monitor the independent mediation service offered to ensure that this provides good value for money and is effective in resolving disputes.	2.4.1 Staff in SNTs/LBBD Housing/Noise Team to be reminded of referral routes for independent mediation service. 2.4.2 Satisfaction surveys to be sent to all closed cases by October 2012 and findings to be included in report for ASB Strategic Group to facilitate review of the contract currently in place.	2.4.1 December 2012 2.4.2 October 2012
2.5	Incorporate frequent ASB perpetrators into Integrated Offender Management (IOM) arrangements.	2.5.1 IOM cohort to include offenders and perpetrators where ASB is identified. 2.5.2 IOM cohort to include offenders where alcohol is a driver of behaviour.	2.5.1 December 2012 2.5.2 December 2012

FOCUS AREAS	SUCCESS MEASURES	BY WHEN
<p>2.6 To work with colleagues across Children's and Adult Services to ensure that family intervention is put in place to address the behaviour of young people, where appropriate.</p>	<p>2.6.1 Provide early intervention and support for families with additional needs through the Children's centres and Multi-Agency Locality Teams.</p> <p>2.6.2 Deliver a Family Intervention Project through the Youth Offending Service for the most problematic families.</p>	<p>2.6.1 March 2013</p> <p>2.6.2 March 2013</p>

# Priority Three: Improve Support to Victims and Witnesses

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Examples of best practice we would like to build on:

## ASB Repeat and Vulnerable Callers

In 2009, the Police introduced a new system to identify repeat callers. This system is designed to prevent cases like the tragic case in Leicestershire where a mother and daughter had reported years of abuse that was never effectively dealt with. This resulted in the mother taking her own life and that of her disabled daughter. In Barking and Dagenham, the Partnership has set up a group that uses these Police and Partnership data and a system of referrals to identify repeat and vulnerable callers, the VOLT-ASB Group. It meets monthly to identify high-risk victims and decide on appropriate interventions. It typically works in three consecutive stages:

- Any victim of ASB that can be defined as 'repeat' or 'vulnerable' is identified.
- Once identified, the 'repeat' and/or 'vulnerable' victim is given a risk assessment.
- From there, the VOLT-ASB Group monitors cases at the appropriate level, and addresses victims' needs. Individuals or households assessed as higher risk are monitored daily with relevant officers being advised immediately so that steps can be taken where there is concern .

Since this system came into operation, a number of long standing cases have been brought to successful resolution. This work is also supported by a dedicated Victim Support worker who provides intensive support to higher risk individuals and families. Since this system became fully operational in 2010, 20 cases have been moved from having a high, medium or low risk to 'monitor only' status, as they have been successfully resolved.

## Service User Satisfaction

The ASB Team began measuring the satisfaction of all its service users in 2010. These data are reported as a performance indicator to the CSP Board quarterly. For 2010/11 79% of service users were satisfied with the service received. The collection of these data is an invaluable tool in guiding improvements to the service, and in 2012/13 the ASB plans to start surveying clients from commissioned services, including the mediation service and the Racial Equality Project (REP).



FOCUS AREAS		SUCCESS MEASURES	BY WHEN
3.1	Continue to systematically survey all service users and use the ASB Strategic Group to extend this practice to commissioned and linked services.	3.1.1 Housing Services to undertake a review of its ASB service, including identifying how satisfaction of service users can be improved.	3.1.1 December 2012
		3.1.2 Work with other service providers including REP, Mediation UK, and Environmental and Enforcement Services to enable them to provide satisfaction data to ASB Strategic Group.	3.1.2 December 2012
		3.1.3 Identify whether vulnerable adults constitute disproportionately victims or perpetrators of ASB.	3.1.3 March 2013
3.2	Improve the support given to victims of hate incidents.	3.2.1 DADB and MENCAP being represented on the HIP.	3.2.1 Started in April 2012 and will continue through the life of this strategy.
		3.2.2 Review which areas see people with disabilities visiting the most and approach with a view to them becoming third party reporting sites.	3.2.2 December 2012
		3.2.3 Consider REP being extended to provide support sign-posting to victims of all hate incidents, not just race.	3.2.3 December 2012
		3.2.4 Put in place mechanisms to ensure that REP gets automatic referrals from Police for hate victims so victims are offered specialist advocacy and support.	3.2.4 September 2012
		3.2.5 Development of a training package for staff (e-learning and face to face) on disability related harassment.	3.2.5 March 2013

FOCUS AREAS	SUCCESS MEASURES	BY WHEN
3.3 Ensure that Witness Care standards are offered to witnesses in civil proceedings.	3.3.1 Minimum standards of separate entrance, secluded seating area, and one-to-one support to be offered to all witnesses in County Court proceedings.	3.3.1 September 2012
3.4 Roll out training pack for front line staff on how to support and advise witnesses in Court proceedings.	3.4.1 Training pack to be rolled out to staff. 3.4.2 Monitoring of training to be done by ASB Strategic Group.	3.4.1 September 2012 3.4.2 December 2012
3.5 Develop opportunities to strengthen CCTV coverage for community safety purposes by working with parking and traffic enforcement.	3.5.1 Identify what opportunities exist via joint working at the ASB Crime Strategy Group.	3.5.1 March 2013
3.6 Use complaints data to identify common themes which lead to dissatisfaction among service users across departments.	3.6.1 Complaints data to be analysed and report on findings to ASB Strategic Group.	3.6.1 September 2012

# Priority Four: Work Together to Prevent ASB

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Examples of best practice we would like to build on:

## **A Mirror in Marks Gate Project**

This project addresses the cyclical nature of ASB in Marks Gate by bringing all sections of the community together and creating a sense of pride and a sense of 'place' by focussing on the Estate's history. 'A Mirror in Marks Gate' emerged from a multi-agency operation created to combat ASB in Marks Gate through a two-pronged approach of enforcement and engagement work with the community. The project builds on other successful engagement initiatives that have taken place in Marks Gate over the last year, including the setting up of a new youth club, an allotment, and four Community Clean-Ups. This project is being funded through a successful application for nearly £13,000 to the Home Office Community Action Against Crime: Innovation Fund. Between January 2012 and March 2013 the project will deliver 20 sessions facilitated by Valence House Museum with schools and community groups about the history of Marks Gate; a memory sharing exercise, in which residents' oral histories will be collected by volunteers from the community; the establishment of a lasting 'History Walk' around the Estate's landmarks and historical sites; an exhibition; and a time capsule competition.

## **Family Intervention Project**

The Family Intervention Project (FIP), started in April 2010, is designed to work with families at risk of eviction due to ASB in order to prevent this. It aims to stop the perception that 'problems are moved, rather than tackled.' The FIP addresses the root causes of ASB by supporting families but also taking action if they do not comply with the plan agreed to address their behaviour. The developing work on Troubled Families will build on the work started in FIP.



FOCUS AREAS		SUCCESS MEASURES	BY WHEN
4.1	Combat disability related harassment.	4.1.1 Have a cross-Borough publicity campaign working with voluntary groups to publicise the value of disabled people to society, so as to combat negative attitudes to disability.	4.1.1 December 2012
		4.1.2 Community Safety Co-ordinators to continue to deliver work in schools and colleges supporting young people with learning disabilities around staying safe and dealing with disability-related harassment.	4.1.2 December 2012
4.2	Gangs: deliver a range of interventions, led by the Serious Youth Violence Partnership, including prevention in schools and colleges, work with families, and enforcement against higher-level gang members.	4.2.1 Reduce the number of crimes of violence.	4.2.1 December 2012
		4.2.2 Reduce the number of robbery offences.	4.2.2 December 2012
		4.2.3 Reduce the number of crimes of violence and robbery involving young people as victims.	4.3.3 December 2012
4.3	Community Safety Co-ordinators to continue to work with local groups to deliver preventative work at a local level.	4.3.1 Successful bids (Marks Gate Oral History Project and Farmway Community Garden Project) to be delivered in 2012/13.	4.3.1 December 2012
		4.3.2 CSCs to continue to support community groups to deliver programmes that address community safety concerns. These programmes to be identified and monitored via locality plans.	4.3.2 December 2012
4.4	Drugs and alcohol as a driver for ASB to be tackled.	4.4.1 Continue to provide high quality support services for drug and alcohol users.	4.4.1 December 2012
		4.4.2 IOM cohort to include offenders and perpetrators where ASB is identified especially.	4.4.2 December 2012
4.5	Maintain a range of tiered services to support families.	4.5.1 Further reduction in young people not in education, employment or training to less than 5%.	4.5.1 March 2013

FOCUS AREAS	SUCCESS MEASURES	BY WHEN
	4.5.2 Increased self sufficiency and resilience.	4.5.2 March 2013
4.6 Provide a range of positive activities that develop skills of resilience, and build self-esteem and community cohesion.	4.6.1 Ensure that at least one form of open access youth provision is delivered in every Ward at least once a week.	4.6.1 June 2012
	4.6.2 Provide a comprehensive programme of activities during school holidays.	4.6.2 October 2012
	4.6.3 Work with Safer Schools Officer to identify young people at risk of ASB and deliver PSD programmes.	4.6.3 October 2012
4.7 Encourage the increased use of Parks and open spaces.	4.7.1 Continue to increase the safety and perceived safety of parks and open spaces via the Safer Parks Team.	4.7.1 March 2013
	4.7.2 Increase the satisfaction of park users and the range of activities in parks and open spaces in line with the Sport and Physical Activity Strategy for Barking and Dagenham.	4.7.2 March 2013
4.8 Reduce re-offending by meeting the housing need of offenders.	4.8.1 Housing to be involved in Integrated Offender Management (IOM) arrangements.	4.8.1 September 2012