

Leicester
City Council

WARDS AFFECTED
All



FORWARD TIMETABLE OF CONSULTATION AND MEETINGS:

OSMB
Cabinet

2nd September 2010
6th September 2010

The Safer Leicester Partnership Anti-Social Behaviour Strategy and Policy

Report of the Strategic Director of Adult and Communities

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to present two inter-related partnership documents, namely the Anti-Social Behaviour (ASB) strategy and ASB policy; for consultation. The aim of the strategy is to provide an overview of how we will address ASB in Leicester within a partnership context. The policy is a public facing document, intended to inform the residents of Leicester;
- our definition of ASB,
 - who they can report ASB to and
 - What they can expect in terms of a responsive service.
- 1.2 This report offers Members an opportunity to influence the formulation of the strategy and policy, prior to it being presented to the Safer Leicester Partnership (SLP) Executive and Cabinet.

2. SUMMARY

- 2.1 It is a requirement of the Crime and Disorder Act 1998 for Community Safety Partnerships (CSP) to have a strategy which reflects a partnership approach to tackling and responding to ASB in neighbourhoods.
- 2.2 The development and publication of the SLP ASB strategy will ensure a more cohesive and responsive approach to dealing with ASB across our neighbourhoods. The policy will support continued work to ensure that partners take an incremental approach when responding effectively to ASB.
- 2.3 The strategy action plan is currently being developed and will be linked to the Neighbourhood Working Group's delivery plan to ensure that there is a continued multi-

agency response to dealing with ASB which is linked to early intervention and prevention.

2.4 The ASB strategy action plan will also be linked to the established Local Area Agreements, reporting on the following national indicators;

- *National Indicator 21:
Dealing with local concerns about ASB and crime issues by the local council and police, and*
- *National Indicator 27:
Understanding of local concerns about ASB and crime issues by the local council and police*

3. RECOMMENDATIONS

3.1 It is recommended that;

- a) The Members provide comments on the documents as part of the consultation process; particularly as formal agreement and adoption of these documents may necessitate services to amend current working practices.
- b) Once the strategy, policy and action plan have been developed and agreed, Members are asked to review and evaluate these documents to an agreed timescale to ensure that they remain “fit for purpose”.

4. REPORT

4.1 The SLP ASB strategy is aligned to the SLP delivery plan, which sets the partnership response to tackling ASB. The strategy’s focus is on prevention of ASB and ensuring that services responding to and dealing with ASB are fit for purpose and contribute to the recommendations of the strategy action plan.

4.2 The strategy is aligned to our ASB minimum service standards which have been recommended for publication by the Home Office. There are areas that require development to make sure that the service standards reflect the practice of all agencies across the partnership.

4.3 The main focus of the strategy is the action plan which, as well as reducing ASB, will have a positive impact on the perceptions that local people have about how partners respond and deal with ASB.

4.4 The agreement and adoption of the strategy will pave the way for continued work on tackling the ASB agenda. Both documents highlight the SLPs expectation that a 3 tiered approach (prevention, problem-solving and enforcement) be uniformly adopted to respond to ASB.

5. FINANCIAL, LEGAL AND OTHER IMPLICATIONS

5.1. Financial Implications (Ravi Lakhani, Accountancy, Extn 8806)

5.1.1 ASB strategy and policy is funded through a variety of sources. These are;

- Direct sources of funding specifically allocated for ASB,
- Indirect sources of funding for posts or activities whose primary function is not to deal with ASB but deal with it as part of their function, and
- Funding allocated towards ASB by other partners such as the Police

5.1.2 For the 2010/11 financial year the direct sources of funding are detailed below.

Funding element	Amount '£000	Funding Body
Leicester Anti Social-Behaviour Unit (LASBU)	550.0	LCC General Fund £277.3k, HRA £272.7k
Challenge and Support project	112.5	ABG (one year funding only)
Total	662.5	

5.1.3 The ASB strategy will need to be delivered with these funds as there is no other funding available for this purpose.

5.1.4 From 2011/12 all sources of funding for ASB are at risk, as the Government aims to cut the deficit by reducing spending.

5.2 Legal Implications (Sarah Khawaja, Senior Solicitor, Extn 6399)

5.2.1 Leicester City Council has a statutory obligation, in accordance with section 6 Crime and Disorder Act 1988 (CDA), to, "formulate and implement ...a strategy for the reduction of crime and disorder in the area." The Authority must, amongst other things, obtain the views on the strategy of Persons or Bodies in the relevant area.

5.2.2 Leicester City Council must then produce a document detailing its policy for tackling ASB in its area

5.2.3 Therefore following the recommendations of this report will enable Leicester City Council to comply with its legal duties under the CDA 1988 relating to ASB

5.3 Climate Change Implications (Helen Lansdown, Senior Environmental Consultant - Sustainable Procurement Extn 6770)

5.3.1 This report does not contain any significant climate change implications and therefore should not have a detrimental effect on the Council's climate change targets.

6. OTHER IMPLICATIONS

OTHER IMPLICATIONS	YES/NO	Paragraph References within the report
Equal Opportunities	Yes	EIA to be added
Policy	Yes	4
Sustainable and Environmental		
Crime and Disorder	Yes	Whole report
Human Rights Act		
Elderly/People on Low Income		
Corporate Parenting		
Health Inequalities Impact		

7. BACKGROUND PAPERS:

Strategy
Policy

Appendix 1
Appendix 2

8. CONSULTATIONS:

Neighbourhood Working Delivery Group, SLP
Creating Thriving and Safe Priority Board

18th June 2010
24th June 2010

9. REPORT AUTHOR(s):

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Key Decision	Yes
Reason	Is significant in terms of its effect on communities living or working in an area comprising more than one ward
Appeared in Forward Plan	Yes
Executive or Council Decision	Executive (Cabinet)



Safer Leicester Partnership ASB Strategy 2010 – 2013

Draft v2

Executive Summary

Welcome to the 2010 – 2013 Safer Leicester Partnership Anti-Social Behaviour (ASB) strategy.

The Safer Leicester Partnership is committed to preventing and minimising, the impact that ASB has on individuals and communities. Working together towards the following priorities, members of the partnership aim not only to reduce ASB but prevent it from occurring.

The following have been identified as our priorities:

Improving perceptions of ASB in local neighbourhoods:

- Nationally and locally, teenagers hanging around on streets are often the most common reported ASB in perception surveys. There has already been some positive work with young people through an increase in available positive activities for young people. Further work will include regular consultation with young people, development of intergenerational work and further work within schools.

Prevention and reduction of ASB in local neighbourhoods:

- The SLP want to ensure that incidents of ASB are reduced and that the use of preventative services is introduced much early to ensure that issues do not escalate, and thereby we raise public confidence in our services. This includes regular consultation with people in neighbourhoods in order to identify and tackle ASB as it occurs; working closely with ward committees, Joint Action Groups, tenants & residents and other community groups.

Dealing with and understanding ASB and crime in local neighbourhoods:

- Ensuring that through the effective use of partnership tools and powers; we reduce ASB. Work in this area will include continuing to work closely with the Police, Area Housing managers, housing teams including social landlords and city wardens and will include regular patch walks, intelligence gathering and sharing and using this to enable us to continue to respond effectively to ASB.

Community engagement, consultation and feedback:

- This will include ensuring an established and agreed timetable of community consultation and will include communication, using a variety of sources about what we are doing as a partnership to tackle ASB.

Performance monitoring through partnership working:

- We want to ensure the continued use of the three-tiered approach to responding to ASB (prevention, intervention and enforcement). There will be continued improvement in the collection and analysis of data about ASB across our neighbourhoods, enabling resources to be focused efficiently.

The Safer Leicester Partnership (SLP) works to ensure that all citizens of Leicester feel safe within their communities and benefit from an improved quality of life and well being as a result of partnership action to reduce crime and substance misuse.

This Strategy provides an overview of how we will continue to address Anti-Social Behaviour (ASB) and the harm that this can cause. It makes clear how partners will work together to implement the powers given by the Anti-Social Behaviour Act 2003.

The SLP will continue to review progress against this strategy and ensure that changes to service delivery to tackle ASB are made in line with any changes to neighbourhood concerns including local and national policy.

The Safer Leicester Partnership cannot tackle ASB effectively on its own; working in partnership with a variety of partner's lies at the heart of this strategy. The Action Plan provides a detailed framework for achieving our aims and objectives and assigns clear responsibility for delivery within prescribed timescales.

Progress against the strategy and the plan will be monitored and reported through the Neighbourhood Working Delivery Group of the Safer Leicester Partnership and through regular communication with partners and citizens of Leicester.

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Vision

The vision of the Safer Leicester Partnership is:

“To ensure that all citizens of Leicester feel safe within their communities and benefit from an improved quality of life and well being as a result of partnership action to reduce crime and substance misuse”

To support this vision the SLP is committed to working in partnership by aligning work and priorities to the following national Indicators:

Building stronger neighbourhoods through;

- dealing with local concerns about ASB and crime issues and (LAA NI21)
- through the understanding of local concerns of ASB through the local council and police (LAA NI27)

What is ASB?

The Crime and Disorder Act 1998 (as amended) defines ASB 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”

ASB can be considered ASB by one person but can be seen as acceptable behaviour to another. The subjective and constantly evolving nature of ASB can make it difficult to identify a single definition of ASB.

It can include:

Misuse of public space	Disregard for community/personal well-being	Environmental damage	Acts directed at people
Drugs/substance misuse & dealing	Noise	Criminal damage/vandalism	Intimidation/ Harassment
Street drinking	Rowdy behaviour	Litter/rubbish	
Begging	Nuisance behaviour	Graffiti	
Prostitution	Hoax calls		
Kerb crawling	Animal related problems		
Sexual acts			
Abandoned cars			
Vehicle related nuisance			

Partners of the SLP do not classify the following as ASB (not an exhaustive list):

- Lawn mowing
- Vacuuming
- Walking across wooden floors
- Washing machines
- Children/young people falling out with each other
- Cooking smells
- Children/young people playing or being near their home

The above are considered to be elements of everyday living; however the SLP acknowledge that instances such as these could escalate and will need to be managed effectively.

Types of ASB in Leicester

Leicester City is a diverse community centrally located within the East Midlands and is placed as the 20th most deprived local authority in England in 2007.

Overall crime levels are reducing in relative terms within the Leicester City area. However the most deprived wards suffer the highest levels of ASB. Complaints from citizens tend to focus on neighbour nuisance, noise and rowdy behaviour. Perception of crime is fluctuating across the City.

Levels of crime and cases reported

Leicestershire Constabulary:

Across Leicester City there has been a decrease in incidents of ASB reported for the period April – September 2009 compared to the same period in 2008. The total number decreased by 7% from 14,341 to 13,385 with reports being broken into the following categories:

Rowdy and inconsiderate behaviour: 59%

Vehicle nuisance, inappropriate vehicle use/hoax calls and neighbour disputes and abandoned vehicles accounted for 32% of total number of incidents

The peak months for ASB incidents during this period has been identified as September and the peak times have been identified as Monday, Friday, Saturday and Sunday between 1800 and 2100.

The Confidence, Reassurance, Accessibility and Visibility Evaluation (CRAVE) survey for the period October – December 2009 shows that 16.3% of people across the City felt that ASB was high.

Leicester Anti-Social Behaviour Unit (LASBU):

LASBU receive the majority of serious ASB incidents and works in partnership to respond to them.

For the period March to May 2010 there were 78 recorded and investigated incidents; with rowdy and inconsiderate behaviour the highest percentage of cases, at 18.75% and second highest being neighbour dispute of 17.5% of cases.

Leicester City Council Housing department:

The Leicester City Council Housing receives and deals with large amount of ASB incidents. Tenancy Service officers and Housing Managers work very closely with partners in neighbourhoods to prevent, respond and deal with ASB.

For the period April 09 to March 10 a total of 2055 incidents of ASB were recorded across neighbourhood housing offices. The biggest recorded incidents were Abuse/Harassment/Threatening behaviour of 35.82% followed by Noise issues at 32.85%.

Leicester City Council Noise Team:

Leicester City Council's Noise Team receives the majority of noise complaints about domestic and commercial noise made to the City Council. Complaints about domestic noise include loud music, audible alarms and DIY. These complaints are about noise from privately owned properties as well as those owned by LCC, Housing Associations and private landlords.

For the period April 09 – March 10, the Noise Team received 2023 initial complaints about domestic noise. The majority of these complaints were about loud music. The Dog Warden Service also received 367 initial complaints about barking dogs during the same period.

Other:

There are a number of other recorded incidents including issues like graffiti, fly-tipping and needle finds.

Context

This Strategy is not a stand-alone document and must be set within a national, regional and local context and must be informed by our organisational plans and strategies.

National context

Respect Action Plan:

Launched in January 2006, this national policy aimed to ensure that any approach to anti-social behaviour involves a balance between enforcement measures and support initiatives. Key proposals included a network of family Intervention Projects, and Respect Standards for Housing Management.

Anti-Social Behaviour Act 2003:

This legislation placed an obligation on Social landlords to make a summary of their ASB policies and procedures publicly available and introduced a number of tools, which should be utilised to tackle ASB

Regional and local context

Organisational context:

The SLP strategy is linked to and informed by key elements of the overall SLP delivery plan and links to delivery groups. This work is linked to a number of different strategies and delivery plans across the partnership including the Leicester City Council Housing Strategy, the Domestic Violence Strategy, The Children's and Young Peoples, Joint Strategic Need Assessments, work on community cohesion and neighbourhood management. As well as links with partner agencies.

Housing service standards ASB:

In conjunction with tenants and residents groups and the Service Improvement Panel, the Leicester City Council Housing Department have produced a set of service standards related to a number of areas of housing management function.

This includes a commitment to respond to and deal with Anti-Social Behaviour and links to the service standards across the Partnership.

Responding to ASB in Leicester: The three-tiered incremental approach

Structure:

The Safer Leicester Partnership is made up of a variety of partners across the city that responds and deals with crime and ASB reduction.

Partnership working:

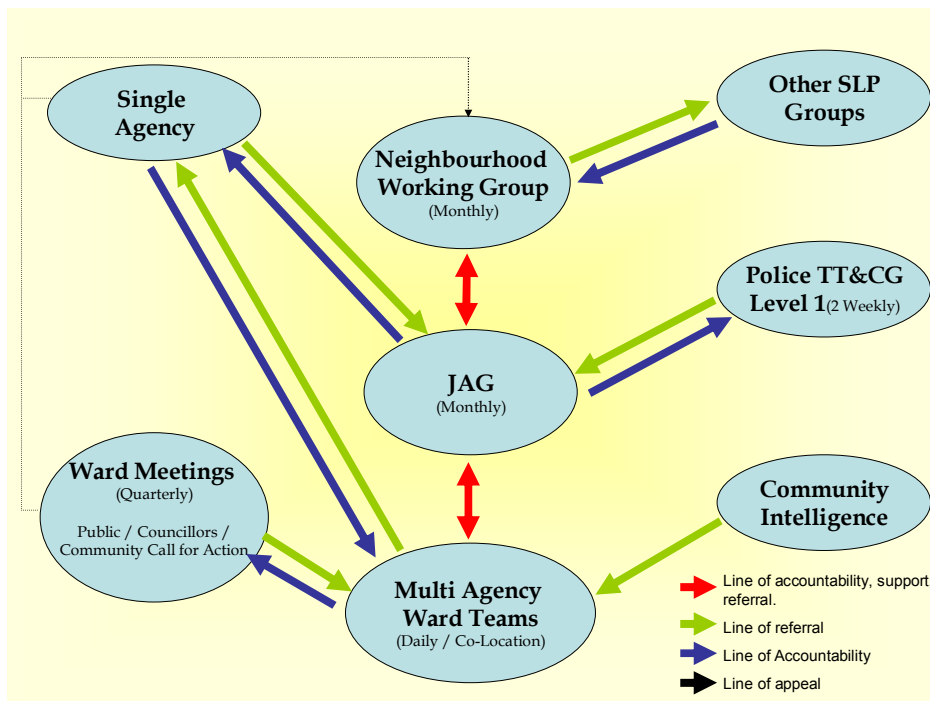
Working in partnership with public, private and voluntary sector stakeholders is an essential feature of the SLP approach to responding to and dealing with ASB.

The Safer Leicester Partnership takes the lead for community safety throughout Leicester, the priorities for which are set through local strategic partnership and local area agreement (LAA).

Joint Action Groups (JAGs):

There are 6 ward based JAGs across Leicester City with a variety of representatives. The aims of the JAGs are to:

- Problem solve issues, which need co-ordination and to share information and intelligence
- Develop multi-agency solutions/interventions
- Co-ordinate resources to achieve maximum impact



The approach

Prevention:

This focuses on ways of ensuring that ASB can be prevented from occurring. Supporting people and educating them to effectively deal with behaviours and problems can help develop and support preventative measures.

Prevention programmes include targeted support and activities for young people, programmes within schools and other educational establishments and community capacity building within local neighbourhoods.

There are a number of intervention and prevention services across the City, which provides diversionary activities and supporting in responding to and dealing with ASB in our neighbourhoods.

Preventative services include:

These services work with families and young people to support them with a number of issues including ensuring ASB are stopped. These are examples of some of the provision available:

Family Intervention Project
STAR
Catch 22
Junior YIP
Youth Services
Education Welfare

Problem solving:

Despite a focus on the preventative agenda there will be issues and incidents of ASB that will need to be tackled.

There is a framework for responding to ASB that the Partnership uses which includes the following:

- Interviews and warnings
- Advice letters
- Warning letters
- Acceptable Behaviour Agreements and Good Neighbour Agreements
- Fixed Penalty Notices
- Injunctions
- Dispersal powers
- Demoted tenancies and Possession Orders

- Drink Banning Orders
- Anti Social Behaviour Orders (ASBOs)

Case Conferencing

This is an integral part of a multi-agency response to responding to and dealing with the effects of long term and serious ASB, particularly where there are concerns of vulnerability, safeguarding or abuse.

The establishment of a robust case conferencing framework will form an integral part of responding to ASB across the Partnership.

It is hoped that the robust case conferencing framework will ensure that services can be directed and managed to those, which need the support the most.

Enforcement

Despite having a range of preventative services there are sometimes cases where further and immediate action needs to be taken.

Leicester City Council's Noise Team can take enforcement action under various pieces of legislation. This action includes service of abatement notices and for persistent offenders, obtaining a warrant from Leicester Magistrates Court. The warrant is then used to gain entry to a perpetrator's property to remove noise equipment.

Leicester Anti-Social Behaviour Unit deals with the most serious cases of ASB in partnership with other agencies including local authority housing and the Police.

LASBU and partners will and can utilise a number of tools and powers to tackle the serious ASB. Across the Partnership there are a number of available enforcement measures to deal with aggressive and persistent ASB.

As a Partnership we recognise that sometimes preventative measures may not work and we will need to escalate responses and undertake serious enforcement to tackle the persistent problems.

Work with victims and witnesses

Being a victim of ASB can be distressing and traumatic and if the right support services are not there make you feel vulnerable and isolated. The partnership wants to ensure that all victims and witnesses of ASB receive support during the whole process of dealing with their complaint or issue.

Where victims of ASB feel supported they are more likely to act as a witness in order to stop others being subjected to that behaviour. Fear of reprisals is the biggest deterrent to reporting ASB and acting as a witness. Dedicated witness support schemes have a valuable role to play in managing expectations and helping witnesses feel confident that they will receive support and information at every stage.

In partnership with Leicester Victims Support, the Leicestershire Constabulary and LASBU have commissioned a service to support victims and witnesses of ASB. This includes emotional and specialist support attending court and afterwards and can offer independent advocacy where appropriate.

This will encompass:

- Provision of tailored emotional support
- Advocacy support to victims and witnesses on the range of services and agencies available to them, including addressing any fears of intimidation or retaliation.
- Emotional support after the hearing to help the victims and witnesses put the experience behind them.
- Provision of service via outreach, one to one sessions and telephone.
- Signposting (via LASBU) of practical support.

Vulnerability:

“A person is vulnerable / at risk if as a result of their situation or circumstances they are unable to protect themselves from harm”.

Some people may be less able than most to manage social relationships required for living without issues and dispute within their local neighbourhoods and communities. This may include:

- People with mental health problems
- People with drug and alcohol problems
- Young people leaving care
- People with learning disabilities

It is important to note that vulnerable people living within our communities are no more likely to cause ASB than someone who is not classed as vulnerable. However this does not mean that people cannot take responsibility for their own actions but are offered help and support to enable them to live in a socially acceptable manner.

If we have any concerns about anyone involved in ASB being vulnerable or have concerns about safeguarding we take the following actions:

- Check with all relevant agencies to see if they have any details of needs, support or agencies working with them
- Make contact with support providers to arrange a meeting offer support and agree a way forward
- Organise a case conference if applicable
- Follow procedures that we would for anyone involved in ASB but take into account any unusual or special circumstances that may require an alternative response to resolution

We also want to ensure that communities in Leicester are able to understand how their behaviour may impact on other people. We work closely with faith groups and neighbourhood groups to ensure that everyone can live together and understand other people's view, thus promoting community cohesion. We do not want to become complacent in this and will continue to work and develop this area to meet the changing needs of our communities and neighbourhoods.

Achievements

The Partnership has been successful in responding to and dealing with a range of ASB with a number of positive interventions and projects:

The following are just a snapshot of good practice across the Partnership:

Challenge and Support Project:

The Challenge and Support Project is designed to ensure that a coordinated approach is taken to the delivery of support alongside the use of anti-social behaviour tools and powers on young people. It should ensure that at every stage local services are working together to assess young people's needs. By offering appropriate support to young people involved in or at risk of anti-social behaviour to help them change their behaviour alongside enforcement action where appropriate.

Currently in Leicester 280 young people have been worked with providing a variety of challenges and support including street based teams offering alternative youth provision and reducing the number of incidents of serious ASB and entrants to the Youth Offending Service.

Partnership Working:

The Leicester Anti-Social Behaviour Unit and the City Council Housing department have worked together with other agencies including the Police and the Noise Team on a number of successful cases to deal with ASB.

This has included offering mediation services, taking enforcement action and in some cases taking legal action which has resulted in possession and ASBO's.

By working together in partnership, prevention and intervention has meant less resources being spent on expensive legal work.

City Wardens:

The pilot City Wardens service has been so successful that it has been extended so that now each ward in the City has a warden.

It is hoped that the presence of the City Wardens will improve reporting of incidents like littering and graffiti and enable a quicker response.

What next? Moving forward

The Safer Leicester Partnership does not want to become complacent in responding to and dealing with ASB across our neighbourhoods.

Therefore to ensure that we continue to develop services to meet local need and continue to develop neighbourhoods where people are happy and living harmoniously together, with little fear of crime or ASB we need to ensure services are responsive.

We need to ensure that services are responsive and that Partnership working is at the heart of the work we deliver.

A robust action plan has been drawn up to ensure that the priorities set out in this document are actioned and ensure continued improvements in service delivery to tackle Anti-Social Behaviour.



Safer Leicester Partnership ASB policy

Policy Statement:

The vision of the Safer Leicester Partnership (SLP) is:

“To ensure that all citizens of Leicester feel safe within their communities and benefit from an improved quality of life and well being as a result of partnership action to reduce crime and substance misuse”

We are committed to promoting understanding, tolerance and respect within the community, encouraging residents to resolve issues themselves wherever possible. Where problems escalate into more serious and widespread issues we will proactively work with partners and citizens to tackle such behaviour.

We recognise that Anti-Social Behaviour (ASB) can have a devastating effect on the quality of lives across our neighbourhoods and communities as a whole. The Safer Leicester Partnership recognises that we have a duty to tackle and prevent ASB through a balance of prevention, intervention and effective enforcement.

We will take prompt action and support victims and witnesses and other vulnerable community members who suffer from ASB.

What is Anti Social Behaviour (ASB)?

The Crime and Disorder Act 1998 (as amended) defines Anti-Social Behaviour (ASB) 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”

ASB can be considered ASB by one person but can be seen as acceptable behaviour to another. The subjective and constantly evolving nature of ASB can make it difficult to identify a single definition of ASB.

It can include:

Misuse of public space	Disregard for community/personal well-being	Environmental damage	Acts directed at people
Drugs/substance misuse & dealing	Noise	Criminal damage/vandalism	Intimidation/ Harassment
Street drinking	Rowdy behaviour	Litter/rubbish	
Begging	Nuisance behaviour	Graffiti	
Prostitution	Hoax calls		
Kerb crawling	Animal related problems		
Sexual acts			
Abandoned cars			
Vehicle related nuisance			

Partners of the SLP do not classify the following as ASB (not an exhaustive list):

- Lawn mowing
- Vacuuming
- Walking across wooden floors
- Washing machines
- Children/young people falling out with each other
- Cooking smells
- Children/young people playing or being near their home

The above are considered to be elements of everyday living; there will be times when issues could escalate and these can be responded to.

Our Approach:

The Services we offer to tackle ASB across the Partnership are supported by our minimum service standards and a commitment from all partners and agencies to ensure that ASB is tackled.

We aim to:

- Reduce perceptions of Anti-Social Behaviour across every neighbourhood:
- Take reported cases of ASB seriously, recording and investigating and keeping victims of ASB informed of action taken:
- Ensure an effective link between neighbourhood policing and neighbourhood management:
- Provide regular information to residents, victims and witnesses on what actions are being taken:
- Offer support and practical help to victims of ASB:
- Provide the right to complain, if effective action is not taken to deal with your concerns:

How we respond and deal with ASB

The three-tiered incremental approach:

In order to respond effectively to ASB across our City and neighbourhoods, we have a grading system for ASB, which helps us to identify and help us to prioritise each incident. Each incident is assessed individually and placed into one of three following categories:

Types of Anti-Social Behaviour		Prevention, remedies and tools available	Service Standards
Very Serious	Hate Crime Domestic violence Sexual harassment Threats or actual violence Drug misuse, production or Supply Dangerous dogs	Premises Closure order Possession Notice of seeking possession Demotion Anti-Social Behaviour Order ASB injunctions Parenting orders Parenting agreements/contracts Acceptable behaviour contracts Warning letters Drink banning orders	Contact within 1 working day with agreed actions
Serious	Noise Nuisance (including shouting & arguing, playing loud music, TV or having parties) Drug use, smells etc Verbal abuse Alcohol related nuisance Prostitution Intimidation	Advice and support Interviews with both parties Mediation if appropriate Work with partners Advice letters and use of the incremental approach	Contact within 3 days and overall response within 28 days
Noise Nuisance - initial response to complainant within 3 working days then within 1 hour responding to incidents within service hours			
Minor	Vehicle nuisance Parking disputes Animal nuisance Graffiti Litter/fly-tipping/rubbish Poorly maintained gardens	Basic advice Signposting to other agencies Mediation the incremental approach Fixed penalty notices	Contact within 3 days and overall response within 28 days
	Criminal damage		

Incidents in all categories may be dealt with by a number of different partners and agencies across the Safer Leicester Partnership.

Prevention:

This focuses on ways of ensuring that ASB can be prevented from occurring. Supporting people and educating them to effectively deal with behaviours and problems can help develop and support preventative measures.

Prevention programmes include targeted support and activities for young people, programmes within schools and other educational establishments and community capacity building within local neighbourhoods.

There are a number of intervention and prevention services across the City that provides diversionary activities which responds to and deals with ASB in our neighbourhoods.

Problems solving:

Despite a focus on the preventative agenda there will be issues and incidents of ASB that will need to be tackled by one or more agency.

There is a framework for responding to ASB that the Partnership uses which includes the following:

- Interviews and warnings
- Mediation
- Advice letters
- Warning letters
- Acceptable Behaviour Agreements and Good Neighbour Agreements
- Fixed Penalty Notices
- Injunctions
- Dispersal powers
- Demoted tenancies and Possession Orders
- Drink Banning Orders
- Anti Social Behaviour Orders (ASBOs)

Case Conferencing:

The establishment of a robust case conferencing framework forms an integral part of responding to ASB across the Partnership. This is a multi-agency approach to responding to and dealing with the effects of long term and serious ASB, particularly where there are concerns of vulnerability, safeguarding or abuse.

A robust case conferencing framework ensures that services are managed and directed to those that need the support the most.

Enforcement:

Despite having a range of preventative sources there are sometimes cases where further and immediate action needs to be taken.

Leicester Anti-Social Behaviour Unit (LASBU) responds and deals with the most serious cases of ASB in partnership with other agencies including local authority housing and the Police.

LASBU and partners utilise a number of tools and powers to tackle the most serious ASB cases.

Responding to Vulnerable Individuals and Communities:

Some people may be less able than most, to manage social relationships required, for living without issues and dispute within their local neighbourhoods and communities. This may include:

- People with mental health problems
- People with drug and alcohol problems
- Young people leaving care
- People with learning disabilities

It is important to note that vulnerable people living within our communities are no more likely to cause ASB than someone who is not classed as vulnerable. However this does not mean that people cannot take responsibility for their own actions, but may mean that they require additional help and support to enable them to live in a socially acceptable manner.

If we have any concerns about anyone involved or reporting ASB being vulnerable or have concerns about safeguarding we take the following actions:

- Check with all relevant agencies to see if they have any details of needs, support or agencies working with them
- Make contact with support providers to arrange a meeting to support a way forward
- Organise a case conference if applicable
- Follow procedures that we would for anyone involved in ASB but take into account any unusual or special circumstances that may require an alternative response to resolution

Types of support available to victims and witnesses:

Being a victim of ASB can be distressing and traumatic and if the right support services are not there, ASB can make you feel vulnerable and isolated. The Partnership wants to ensure that all victims and witnesses of ASB receive support during the whole process of dealing with their complaint.

Where victims of ASB feel supported, they are more likely to act as a witness in order to stop others being subjected to that behaviour. Fear of reprisals is the biggest deterrent to reporting ASB and acting as a witness. Dedicated witness support schemes have a valuable role to play in managing expectations and helping witnesses feel confident that they will receive support and information at every stage.

In partnership with Leicester Victims Support, the Leicestershire Constabulary and LASBU, a service is being offered to support victims and witnesses of ASB. This includes emotional and specialist support, attending court and afterwards and can offer independent advocacy where appropriate.

This will encompass:

- Provision of tailored emotional support
- Advocacy support to victims and witnesses on the range of services and agencies available to them, including addressing any fears of intimidation or retaliation.
- Emotional support after the hearing to help the victims and witnesses put the experience behind them.
- Provision of service via outreach, one to one sessions and telephone.
- Signposting (via LASBU) of practical support.

ASB and Domestic Violence:

The Partnership recognises that some reports of ASB may be linked to other crimes and issues, including domestic violence.

The Partnership works in conjunction with Domestic Violence agencies to support victims and perpetrators.

Hate Crime:

The Partnership also recognises that unfortunately some people are not tolerant of others in terms of their gender, sexuality, religion, age, race or disability and this can lead to them committing a hate crime. The Partnership is committed to addressing this issue and has a dedicated officer and reporting mechanism to ensure that hate crime is dealt with and responded to promptly.

How to report ASB:

Across Leicester City there are a number of ways that the people of Leicester can report ASB.

Leicestershire Constabulary:

If it is an emergency or a crime is taking place then call 999.

Calls can also be made to the police non-emergency number 0116 2222222.

(The police work in partnership with a number of agencies across the City to respond to and deal with ASB and where necessary support legal sanctions and criminal convictions.)

Leicester City Council:

There are a number of ways that ASB can be reported to the City Council depending on the issue.

Customer Services:

The main customer service line is 0116 2527000 and calls received on this number during the opening hours will be directed to the right department or the police if this is a criminal or police matter.

Alternatively, people can visit a customer service centre or neighbourhood centre near to their home, the complaint will be directed to the most appropriate department to respond and manage the issue.

Leicester City Council Housing:

The Leicester City Council is responsible for approx 20,000 homes of various tenures all across the City. There are 13 neighbourhood housing offices right across Leicester. Tenancy Services Officers will help tenants deal with ASB and they also follow the three-tiered incremental approach and offer a number of solutions and preventative measures to help people deal and respond to ASB.

Other services responding to ASB:

There are a number of internal department and sections at Leicester City Council that respond to and work across neighbourhoods to deal with issues and concerns.

This includes:

City Wardens who help to improve the quality of the local environment, engage with local communities and provide a visible approachable “on the street” point of contact for the public. They can ensure that issues are dealt with and provide a link to other agencies, departments and partners to tackle and respond to ASB.

Noise Team who respond to both residential and commercial concerns around noise and have a number of tools and powers available to them to respond and deal with persistent noise issues.

Environmental Crime Team deal with a number of issues around fly-tipping, and illegal dumping and support the work of other agencies.

Licensing Team is another important department in responding to and dealing with problem premises and issues around the nighttime economy and alcohol fuelled ASB. They will also be able to respond and deal with issues of underage sells including alcohol and fireworks, which can contribute to ASB.

There are a number of homes across the City that are owned by Registered Social Landlords (RSLs). Some tenants of these properties may be victims of ASB or be involved in ASB and we are committed to working with Landlords to ensure that support is provided to help reduce incidents of ASB.

Any responses and case management will be in line with the recently published minimum service standards.

How do we deal with ASB issues in the private sector including homeowners?

We recognise that anyone in our City could be involved or on the receiving end of ASB across our neighbourhoods.

The Partnership will and does respond to all reports and concerns of ASB and will ensure that everyone has access to the same levels of support and service to help them deal with the issue.

Monitoring performance:

We have a structured review process in place to monitor progress towards effective management of ASB. We have a range of computerised reporting and recording systems, which allows us to collect a wide range of statistics and management information on a monthly basis.

We monitor and report progress against our ASB strategy and delivery plan for the Neighbourhood Working Delivery Group.

We will use data available to us to support resource allocation and project development to enable us to continue to deal with and respond to concerns of ASB.

Relevant Performance data will be shared in communications with the citizens of Leicester and data information is available on the local police website.

Satisfaction surveys are sent out across Leicester to tenants and victims of ASB to enable us to see how effective we have been in responding to issues again we will use this to help us to shape our services.