

Report to: Community Protection Panel

Date: 4 June 2007

Subject: Anti Social Behaviour Action Plan

Report of: Director of Environmental Services

Contact officer: Ian Harrison 01942 827915

Purpose/summary: To inform members of the development of the 2007/08 Anti Social Behaviour Action Plan to deliver the ASB Strategy.

Alternative options considered and reason for selecting the one recommended: The alternative is not to develop an action plan. The development of an action plan will give a focus to dealing with anti social behaviour.

Recommendation/decision: The report be noted.

Key Decision: This report does not involve a key decision.

Implications:

Financial:	Within existing resources
Staffing:	Within existing resources
Policy:	Anti Social Behaviour Strategy
Equal Opportunities - Has a Diversity Impact Assessment been conducted?	Diversity issues are and will be fully considered in the implementation of actions
Wards affected:	All
Special Interest Members – Which have been consulted	

Has the Director of Legal and Property Services confirmed that the recommendations within this report are lawful and comply with the Council's Constitution? **Yes / No ***

Has the Director of Finance and IT confirmed that any expenditure referred to within this report is consistent with the Council's budget? **Yes / No ***

Are any of the recommendations within this report contrary to the Policy Framework of the Council?

Yes/ No *

* delete which applicable

For Cabinet reports only :

Categorisation of the report:	X		X
Discussion leading to a decision		Discussion	
Monitoring		Decision	
Sharing for corporate understanding		Information	

Tracking/Process:

	Consultation	Ward Members	Partners
Panel	Overview & Scrutiny	Cabinet	Council
Community Protection Panel 04/06/07			

There are no Background Papers in accordance with Section 100D of the Local Government Act 1972:

Document	Date	File Reference	Place of Inspection

Proper Officer Martin Kimber

Date 21 May 2007

1. **Background:**

- 1.1 A consistent concern highlighted by residents of Wigan and Leigh over recent years has been the issue of anti social behaviour.
- 1.2. In 2005 the Authority and Community Safety Partnership reviewed its approach to dealing with issues of anti social behaviour. That review included meeting with the Citizens Panel and young people in a critical appraisal of our approach. The result was the production of the Boroughs first Anti Social Behaviour Strategy 2006-2008 which was approved and adopted by Cabinet on 13 March 2006.
- 1.3 The strategy involves a balanced approach between enforcement, positive action, diversionary activities and improving the street scene.
- 1.4 The Strategy embraces recognised good practice as outlined in Home Office Guidance which recommends that any anti social behaviour strategy should have three fundamental strands namely:
 - Prevention: including education diversion and putting into place measures to create a physical and social environment where anti social behaviour is less likely to arise in the first place.
 - Enforcement: Making use of the full range of current powers available under relevant legislation.
 - Reintegration / rehabilitation: Breaking the cycle of repeated anti social behaviour and minimising perverse outcomes such as homelessness.
- 1.5 This is in addition to a practical response to any crime and disorder related problem solving process which considers the victim, offender and location issues. All Community Safety work in Wigan and Leigh is mindful of the need to be evidence based, focussed on outcomes and most importantly responsive to community concerns.
- 1.6 To ensure delivery of the strategy the first year action plan was developed which was managed through the Community Safety Partnership 'Respect Group'. The action plan identified key areas of work additional to these measures we already had in place and continued to deliver such as GMAC planning and analysis and the contact card process. The achievements arising from the first years action plan were reported to Panel in March 2007.
- 1.7 Those achievements included the provision of dedicated off road motorcycle enforcement capability, an alcohol test purchase programme targeting under age sales and the provision of additional and more flexible CCTV facilities.
- 1.8 The strategy sets out the targets, namely to reduce from 35% to 20% of the public who think that anti social behaviour is a very or fairly big problem and to reduce from 35% to 20% the people who have experienced anti social behaviour in the last 4 weeks. It was stressed in the original report that these were challenging provisional targets which would need to be reviewed.

1.9 Our performance is measured through the Citizens Panel with the repeat survey due to take place in June 2007.

2. Proposals

2.1 Where first year actions were either not complete or where additional developments have been added to the original action and they have been carried forward to the action plan for 2007/08. In addition both Respect Group and members of panel were consulted with a view to identifying further areas for improvement for inclusion in the 2007/08 Plan.

2.2 There are several new areas we have included in the revised plan, for example we are seeking to address improving our processes which allow those responsible for anti social behaviour to make reparation to the victims of their behaviour. Another initiative is to pilot the use of audio equipment attached to CCTV cameras to test the impact of verbally communicating with individuals whose anti social behaviour is being observed on camera. The plan is attached at Appendix A.

3. Conclusions:

3.1 Anti Social Behaviour continues to be a major issue for the communities of Wigan and Leigh. A great deal of work has been carried out over the past years, including the development of new initiatives. However it is clear more needs to be done and the development of the ASB Action Plan for 2007/08 will help us achieve the goals of the Anti Social Behaviour Strategy.

ASB Strategy - Action Sheet

Area for Improvement	Lead Agency	Date for Completion	Action Taken	Action Planned	Status
Improve call handling and response / feedback to customers, including extending the use of diary sheets including repeat callers.	<ul style="list-style-type: none"> - Service Manager ASB Unit - Service Head, WALH Tenancy Relations - Superintendent, GM Police 	1 July 2007	Corporate standards on communication implemented. Repeat caller analysis completed pilot project developed targeting existing and emerging repeat callers.	Sample satisfaction survey of complainants to be done on a quarterly basis.	Amber
Extend use of Police problem-solving tool kits plus process maps for receiving complaints, case management and witness support to deliver a consistent / quality service.	<ul style="list-style-type: none"> - Service Manager Safer Neighbourhood Wigan Council - Service Head, WALH Tenancy Relations - YOT Manager - Supt GM Police 	31 July 2007	Training programme developed and agreed	Joint multi- agency process and procedures being developed April 07. Work being encompassed in development of Neighbourhood Policing roll out.	Amber
Encouraging more community and voluntary sector involvement in problem solving, working with Police in Townships.	Superintendent, GM Police	1 October 2007	Recruitment commenced	Further recruitment planned	Amber

Area for Improvement	Lead Agency	Date for Completion	Action Taken	Action Planned	Status
Develop 'Places to go Things to do' strategy.	Assistant Director Children and Young People's Services	31 August 2007	Youth service inspection, Education and Inspections Act and review of youth facilities to inform development	Strategy under development informed	Amber
Develop and deliver respect. Responsibility anti-social behaviour input for boroughs high schools.	Strategic Manager Children and Young People's Services	September 2007	Behaviour support strategy in place and being implemented	Detail recorded in CYPS plans	Amber
Review and improve borough wide process for dealing with anti social behaviour issues.	Assistant Direct Community Safety Wigan Council	31 August 2007	Process review underway	See Respect Action Plan	Amber
Provide a partnership high quality of service to complainants (i.e., at first point of contact) and victims of ASB	Neighbourhood Services, WALH, GMP	June 2007	GMP review to improve Grade 3 & 4 call handling to improve customer satisfaction and case management (IK). DIP sample of ASB calls to determine nature & extent of calls. (JR/ IK/ MW/ TB).	Develop and introduce a ASB Victim Code of Practice that all services sign-up to and deliver	Amber

Area for Improvement	Lead Agency	Date for Completion	Action Taken	Action Planned	Status
Develop and improve intelligence, data collection and analysis of ASB to increase understanding of local issues. Incorporating development of Key Individual Networks (KIN)	Reassurance co-ordinator Community Safety	August 2007	Development of Practitioner Group information sharing processes Door knocking to gather intelligence from residents/ complainants/ victims	Development of KIN process throughout the Borough	Amber
Develop policy and strategy for use of Mosquito sonic device to dissuade persistent and intimidating groups of people	Neighbourhood Teams Manager	June 2007	Policy developed, initial deployment taken place	Evaluation to take place after 6 months to guide future deployment	Amber
Further develop partnership resources to deliver more effective responses to anti social behaviour issues in partnership and as part of the Neighbourhood Agenda	Neighbourhood Teams Manager WALH, GMP	Aug 2007		Development of Neighbourhood Teams	Amber
Develop and deliver comprehensive enforcement strategy dealing with fly tipping litter and related issues	Safer Neighbourhoods Manager	Sept 2007			Red

Area for Improvement	Lead Agency	Date for Completion	Action Taken	Action Planned	Status
Introduce Fire Stoppers dedicated line to facilitate the use of community intelligence to combat fire related crime anti social behaviour .	Divisional Commander GMFRS	April 2007	Dedicated number and scheme introduced	Evaluation planned	Amber
Review deployment of unpaid work / community payback processes to ensure efficient and appropriate tasking processes meeting community priorities.	Community Safety Service Manager District Manager NOMS	August 2007	Scoping meeting arranged		Red
Extend use of Local Authority fixed penalty notices for litter and other ASB related offences by PCSO's	Safer Neighbourhoods Manager Supt GM Police	Sept 2007			Red
Review alcohol enforcement strategy with particular emphasis on alcohol related anti social behaviour	Assistant Drugs Business Manager Supt GM Police Licensing Manager	Aug 2007	Task Group established including all relevant partners		Red
Pilot audio enhancement to CCTV cameras to Improve effectiveness	Safer Neighbourhoods Manager	Sept 2007			Red

Area for Improvement	Lead Agency	Date for Completion	Action Taken	Action Planned	Status
Further enhance enforcement capability relating to illegal use of off road motorcycles by installing first warning signs at hot spot locations.	Neighbourhood Teams Manager	June 2007	Signage developed sites identified	Installation planned	Amber
Examine opportunities to link restorative justice and reparation activity to victims of anti social behaviour as part of ASB process review.	YOT Manager	October 2007	Scoping meeting arranged.		Red