

# Surrey Multi-Agency Anti Social Behaviour Strategy

2014-2017

## 1. Introduction

The phrase Anti Social Behaviour takes in a range of nuisances, disorder and crimes which affects people's lives on a daily basis. It looks different and feels different in every area and to every victim. What is considered anti social by one person can be acceptable to another. The Home Office describes Anti Social Behaviour as, 'any aggressive, intimidating or destructive activity that damages or destroys another person's quality of life'.

Anti Social Behaviour (ASB) covers a wide range of incidents and is dealt with by a number of different agencies. If ASB is not dealt with appropriately and in a timely manner it can have a devastating impact on the lives of individuals, families and communities. It is widely recognised that single agencies cannot tackle ASB alone and must work in partnership to address the issues.

Issues that can be considered as ASB include:

- Rowdy, noisy behaviour in otherwise quiet neighbourhoods
- Night time noise from houses or gardens, especially between 11.00pm and 7.00am
- Threatening, drunken or intimidating behaviour
- Vandalism, graffiti and fly-posting
- Litter and fly-tipping rubbish
- Aggressive begging
- Drinking in the street
- Setting off fireworks late at night
- Abandoning cars

Some ASB such as threats, damage to property and dealing or buying drugs, are clearly criminal acts and should always be reported directly to the police.

### What is not Anti Social Behaviour?

ASB can be difficult to define, and although annoying, there are some types of behaviour that are not classed as anti social:

- Children playing in the street or communal areas - unless they are causing damage to property
- Young people gathering socially - unless they are rowdy, inconsiderate and being intimidating to individuals
- Being unable to park outside your own home
- DIY and off road car repairs- unless these are taking place late at night or early in the morning

## 2. Purpose of this Strategy

This strategy sets how Surrey's Community Safety Partnerships, at both county and district/borough level, will work together to reduce the harmful effects of ASB over the next three years, building upon the excellent partnership work already operating and ensuring that together we continue to drive down incidents of ASB and sustain residents' high levels of public confidence and satisfaction.

## Putting Victims First

A key focus of this strategy will be how we can provide effective support to victims of anti social behaviour, ensuring that together we understand better the impact ASB can have on their lives and ensure processes are in place to protect them from further harm.

Our priority will be the identification and protection of high risk or vulnerable victims of ASB. A vulnerable person is one whose experience of ASB, and resulting harm, is likely to be more significant because of their individual personal circumstances.

### 3. Scope of the Strategy

This strategy covers those ASB reduction activities that require a partnership approach and are common across the county of Surrey. The strategy does not include those individual, bespoke, ASB interventions and solutions that are developed and delivered at the local district and borough Community Safety Partnership level. These local activities are outlined in each of the 11 CSP Partnership Plans.

### 4. The National Context

This strategy has been developed in response to the ASB Crime and Policing Act 2014.

The Act contains a variety of measures to protect the public, including from anti-social behaviour, dangerous dogs, forced marriage, sexual harm and illegal firearms used by gangs and in organised crime. It also includes changes to improve the provision of services to victims and witnesses.

The Act includes the following key provisions to tackle ASB:

- Simpler, more effective powers for tackling ASB, which provide better protection for victims and communities, act as a real deterrent to perpetrators and give victims a say in the way their complaints are dealt with.
- Replacement of the existing 19 powers to deal with ASB with six faster, more effective ones.
- Landlords given powers to deal swiftly with the most serious ASB committed by their tenants.
- Victims given the power to ensure that action is taken to deal with persistent ASB through the new community trigger, and a greater say in what form of sanction an offender receives out of court through the new community remedy.

In addition to the above, this strategy also takes into account the findings of Her Majesty's Inspector of Constabulary (HMIC) report, ['A Step in the Right Direction'](#), published in June 2012, following the latest HMIC inspection. This report found that:

- Performance when dealing with ASB has improved in every Police Force
- Further information is needed as victim satisfaction varies across England and Wales
- More needs to be done to identify and respond to those victims most at risk of harm

## **New Powers**

Under the Act, 19 existing tools/powers to deal with ASB will be reduced to six. Anti Social Behaviour Orders (ASBOs) and some other court orders would be abolished and replaced by two new tools:

- The Criminal Behaviour Order (CBO) issued by any criminal court against a person who has been convicted of an offence to tackle the most persistently anti social individuals who are also engaged in criminal activity, and
- The Injunction to Prevent Nuisance and Annoyance (IPNA) to stop or prevent individuals engaging in ASB quickly, before problems escalate.

Unlike ASBOs, both these orders could have positive requirements as well as prohibitions attached to them. As is the case with ASBOs, breach of a CBO would be a criminal offence with a maximum prison sentence of five years. Breach of a IPNA would be punished as contempt of court with unlimited fine or up to two years in prison.

New community protection orders would replace a range of other orders and powers to deal with environmental ASB, ASB in specific public places and various premises closure powers.

The introduction of these new tools and powers will lead to a significant training need, for both police staff and their community safety partners.

## **Community Trigger and Community Remedy**

The ASB Crime and Policing Act includes two new measures which are designed to give victims and communities a say in the way ASB is dealt with:

- The Community Trigger, which gives victims the ability to demand action, starting with a review of their case, where the locally defined threshold is met.
- The Community Remedy, which gives victims a say in the out-of-court punishment of offenders for low-level crime and ASB.

Delivery of this strategy should ensure that Surrey's communities are satisfied with the response they receive to a reported ASB issue. However, if a community trigger does occur we need to ensure valuable lessons are learnt and acted upon to prevent further triggers.

## **5. The Local Context**

Overall satisfaction with Surrey as a place to live remains very high, and residents' confidence and satisfaction in the police and local authorities in dealing with crime and anti social behaviour has improved in the past three years. However, sustaining a reduction in these key areas during a time of economic hardship and shrinking public sector funding will be challenging.

While the latest results from the Residents' Survey suggest improving perceptions in Surrey, reductions in funding will put pressure on local authority provision of relevant services, such as those for young people or environmental health, and carry a risk of

reversing this trend. As such, partnership working needs to continue to prioritise anti social behaviour in two ways, first through a commitment to addressing public concerns through visible joint agency working and secondly, through better integrated services focused on the most vulnerable victims and intensive service users.

Further information about ASB and other crime and disorder priorities for Surrey are contained in the [Surrey Single Strategic Assessment](#).

### Links with other relevant Surrey strategies and initiatives

This strategy links with a number of existing county-wide strategies and initiatives that already contribute to the reduction of ASB. These include:

<p><b>Police and Crime Plan for Surrey</b></p>	<p>In particular the Police &amp; Crime Commissioner for Surrey intends to:</p> <ul style="list-style-type: none"> <li>• Monitor how Surrey Police and Criminal Justice partners improve their support for victims of crime and ASB</li> <li>• Review the community safety funding and grants they give to partners who support victims to ensure value for money is achieved</li> <li>• Ensure that they look after those people most vulnerable in our society</li> </ul>
<p><b>Community Safety Partnership Plans</b></p>	<p>Crime and anti social behaviour is tackled in every local district and borough area by multi-agency Community Safety Partnerships (CSPs). Each CSP is required to set clear and robust priorities for their area and develop activities driven by reliable evidence that meet the needs of local communities. These activities are outlined in each CSP's partnership plan.</p>
<p><b>Youth Justice Strategic Plan 2013-16</b></p>	<p>Uses restorative approaches to prevent offending, address offending effectively, improve victim satisfaction, raise public confidence and where appropriate to divert young people from the criminal justice system (including young people who are looked after).</p>
<p><b>Surrey Family Support Programme</b></p>	<p>The intention of the programme is to target those families who have, and cause, the most problems in their local communities. It plans to turn around the lives of families stuck in a cycle of unemployment, alcohol abuse, anti-social behaviour and truancy.</p>
<p><b>Surrey Fire &amp; Rescue Service Prevention Strategy 2011-15</b></p>	<p>Includes a well developed set of intervention initiatives to address fire setting and reduce road casualties amongst young people including Fire Wise, the Youth Engagement Scheme (YES) and Safe Drive Stay Alive.</p>
<p><b>Drive Smart Road Safety &amp; Anti-Social Driving Strategy</b></p>	<ul style="list-style-type: none"> <li>• Reduce and prevent death and injury on Surrey's roads</li> <li>• Reduce and prevent anti-social driving on Surrey's roads</li> <li>• Increase public confidence that Surrey County Council and Surrey Police will work together to tackle anti social driving</li> <li>• Increase customer satisfaction after complaining about anti-social driving to the police.</li> </ul>

## 6. Vision

We aim to improve understanding of, and our response to, incidents of anti social behaviour in all our communities. We intend to reduce instances of anti social behaviour and the numbers of people who are involved in anti social behaviour as victims and offenders. Where anti social behaviour does occur, we are committed to putting the victim first, particularly if they are vulnerable or a repeat victim.

## 7. Aims and objectives

**Aim One:** Improved, victim focused, response to ASB across Surrey

Objective:

- Facilitate a co-ordinated response across Surrey to legislative changes and the introduction of new ASB tools and powers under the ASB Crime and Policing Act
- Implement a risk assessment process that identifies high risk cases particularly where the victim is vulnerable, or a repeat victim
- Facilitate effective information sharing including shared IT that allows a more joined up approach to victims at risk and case management of perpetrators
- Improve support for victims of ASB through district and borough based Community Safety Partnerships

**Aim Two:** Improved understanding of Anti Social Behaviour in local communities

Objectives:

- Deliver effective communication at both local and county level to ensure that professionals and communities alike have a better understanding of ASB and are aware of the action that can be, or has been, taken to address it
- Undertake community engagement that identifies community concern, priorities and harm at a neighbourhood level and involves communities in resolutions where appropriate

**Aim Three:** Reduce the damaging effects of ASB through long term problem solving

Objectives:

- Use problem solving approaches to deal with issues that are affecting a community or section of the community
- Deliver effective education and engagement activities to reduce ASB and victimisation in the long term

## 8. Implementation and monitoring

This strategy sets out a programme of partnership activity over the next three years. The delivery plan will be updated regularly in order that progress can be monitored by Surrey's multi agency Community Safety Board.

**Contact for further information:** Louise Gibbins, Community Safety Officer, Surrey County Council

**Email:** [louise.gibbins@surreycc.gov.uk](mailto:louise.gibbins@surreycc.gov.uk)

**APPENDIX ONE**

**DELIVERY PLAN**

<b>Aim One:</b>		Improved, victim focused, response to Anti Social Behaviour across Surrey		
<b>Objectives:</b>	<b>Key Actions</b>	<b>Progress to date</b>	<b>Status</b>	<b>Key Contact/Lead Agency</b>
Facilitate a co-ordinated response across Surrey to legislative changes and the introduction of new ASB tools and powers under the ASB Crime and Policing Act	<ul style="list-style-type: none"> <li>Develop a consistent countywide process for responding to Community Triggers in Surrey</li> </ul>			Debbie Stitt Reigate & Banstead BC <i>ASB Strategy Group</i>
	<ul style="list-style-type: none"> <li>Deliver training for Community Safety Partnerships in preparation for the new ASB tools and powers</li> </ul>			Louise Gibbins Surrey County Council <i>ASB Strategy Group</i>
	<ul style="list-style-type: none"> <li>Develop a consistent countywide response to the implementation of new ASB powers contained within the ASB Crime and Policing Act</li> </ul>			Jo Grimshaw Surrey Police <i>ASB Strategy Group</i>
Implement a risk assessment process that identifies high risk cases particularly where the victim is vulnerable, or a repeat victim	<ul style="list-style-type: none"> <li>Develop a consistent countywide response to the Community Remedy which gives victims a say in the out of court punishment of offenders for low level crime and ASB</li> </ul>			Amy McLeod Office of the PCC & Michael Blower SCC Services for Young People <i>ASB Strategy Group</i>
	<ul style="list-style-type: none"> <li>Develop an effective call handling system for incidents of ASB ensuring repeat and vulnerable victims are identified at first point of contact</li> </ul>			Superintendent Chris Moon Surrey Police <i>ASB Strategy Group</i>
Facilitate effective information sharing including shared IT that allows a more joined up approach to victims at risk and case management of perpetrators	<ul style="list-style-type: none"> <li>Implementation of a web-based system to improve real-time information sharing, management of and responses to high risk victims and perpetrators of ASB cases.</li> </ul>			Superintendent Matt Goodridge Surrey Police <i>SafetyNet Implementation Group</i>

	<ul style="list-style-type: none"> <li>○ Review and update the Surrey Crime and Disorder Information Sharing Protocol to ensure confident, effective and appropriate information exchange amongst Community Safety Partners.</li> </ul>			Louise Gibbins Surrey County Council
<p>Improve support for victims of ASB through district and borough based Community Safety Partnerships</p>	<ul style="list-style-type: none"> <li>○ Countywide learning conference for Community Safety Partnerships with the theme 'putting victims first'</li> <li>○ Develop a process where vulnerable victims in high risk cases can be referred to multi-agency CIAGs for case management and support</li> </ul>			<p>Louise Gibbins Surrey County Council <i>ASB Strategy Group</i></p> <p>Louise Gibbins Surrey County Council <i>ASB Strategy Group</i></p>



Improved understanding of Anti Social Behaviour in local communities			
<b>Aim Two:</b>	<b>Key Actions</b>	<b>Progress to date</b>	<b>Lead Agency and Key Contact</b>
<b>Objectives:</b>			<b>Status</b>
Deliver effective communication at both local and county level to ensure that professionals and communities alike have a better understanding of ASB and are aware of the action that can be, or has been, taken to address it	<ul style="list-style-type: none"> <li>○ Implement a process for keeping local communities informed of action taken at a local level</li> <li>○ Develop a countywide ASB website providing information to both professionals and the public on the processes, tools and powers available to tackle ASB</li> <li>○ Produce a joint communications strategy to set out how Surrey's Community Safety Partnerships will deliver effective ASB communications campaigns to the Surrey public.</li> </ul>		<div style="display: flex; justify-content: space-between; width: 100px; height: 20px;"> <div style="width: 33%; background-color: red;"></div> <div style="width: 33%; background-color: yellow;"></div> <div style="width: 33%; background-color: green;"></div> </div> <p>Lead to be confirmed <i>ASB Strategy Group</i></p>
	<ul style="list-style-type: none"> <li>○ Increased use of Community Conferences with a particular focus on addressing the 'cultural gap' between older residents and young people which can result in over reporting of incidents involving young people</li> </ul>		<p>Richard Carpenter Surrey County Council <i>ASB Strategy Group</i></p> <p>Lead to be confirmed <i>ASB Strategy Group</i></p> <p>Lead to be confirmed Surrey Youth Support Service <i>ASB Strategy Group</i></p>
Undertake community engagement that identifies community concern, priorities and harm at a neighbourhood level and involves communities in resolutions where appropriate			

<b>Aim Three:</b>		Reduce the damaging effects of ASB through long term prevention and problem solving		
<b>Objectives:</b>	<b>Key Actions</b>	<b>Progress to date</b>	<b>Status</b>	<b>Lead Agency and Key Contact</b>
Use problem solving approaches to deal with ASB issues that are affecting a community or section of the community	<ul style="list-style-type: none"> <li>Produce toolkits based on national research and best practice to assist Community Safety Partnerships in tackling common ASB issues across the County.</li> </ul>			Richard Carpenter Community Safety Team Surrey County Council
	<ul style="list-style-type: none"> <li>Implementation of a web-based system to facilitate the monitoring and case management of Neighbourhood ASB issues.</li> </ul>			Superintendent Matt Goodridge Surrey Police <i>SafetyNet Implementation Group</i>
Deliver effective education and engagement activities to reduce ASB and victimisation in the long term	<ul style="list-style-type: none"> <li>Deliver six Youth Engagement Scheme (YES) courses each year, each working with up to 14 young people that have been identified as being involved in, or at risk of, anti-social behaviour.</li> </ul>			Mark Taylor Surrey Fire & Rescue Service
	<ul style="list-style-type: none"> <li>Deliver Safe Drive, Stay Alive performances to up to 14,000 16 - 19 year olds each year, in order to positively influence their attitude to driving and reduce the number of road traffic collisions, injuries and deaths involving young people.</li> </ul>			Mark Taylor Surrey Fire & Rescue Service
	<ul style="list-style-type: none"> <li>Deliver a universal fire safety education programme to up to 30 000 to include education on the consequences of anti social and unsafe behaviour such as hoax calls and deliberate fire setting.</li> </ul>			Mark Taylor Surrey Fire & Rescue Service
	<ul style="list-style-type: none"> <li>Deliver targeted and timely educational intervention to children and young people that have been identified, and referred to SFRS, as deliberate fire setters and who have therefore been placing themselves, those around them and the wider community at risk.</li> </ul>			Mark Taylor Surrey Fire & Rescue Service