

The Local Response to Anti Social Behaviour – Case Studies

ELMBRIDGE

Introduction – The Problem:

'A' was the sole tenant of an A2 property. 'A' was in a relationship with another person who resided at the address but was not on the tenancy. There were regular violent domestics between the pair causing disturbance and distress to neighbours, resulting in 4-5 calls to police a week, sometimes daily. Both were alcohol dependant. 'A' stated that their partner was verbally abusive and that they wanted them removed from the property. However, when police arrive 'A' refused to make any allegations. 'A's children were taken into care several years ago. A referral to MARAC had also been made.

Domestic incidents and assaults continued to take place with various different male friends between January 2015 and May 2016 where 'A' was both the alleged victim and perpetrator. 'A' was arrested for assault on a Police Officer during this period (spitting in officers mouth).

'A' became intentionally homeless following action taken by A2 Dominion, and 'A' being subject to a Criminal Behaviour Order which led to possession of the property and an order to stay away from the road or area where 'A' had lived.

In December 2015 Alpha Extreme engaged with 'A'. Rent start refused to work with 'A' as intoxicated during assessment. Transform Housing and Vaughan house were unable offer 'A' housing, due to 'A's behaviour. Alpha Extreme pursued housing options and managed to get 'A' into various hotels. Due to A's behaviour, often influenced by alcohol, 'A' was asked to leave. 'A' slept rough on occasions and was found passed out on several occasions by ambulance services. Attempts of suicide were made. 'A' was assessed by the Joseph Palmer Centre but not further action was taken as no mental health problem.

'A's family were reluctant to get involved due to the previous issues that they held dealt with.

Partnership Working:

The following partners were involved:

- Elmbridge Borough Council (Housing Services / Organisational Development)
- Surrey Police (Gathered evidence for Injunction, Interim CBO, CBO→ASB officer)
- A2 Dominion (Property Closure and provided evidence for CBO)
- Alpha Extreme Services (enable clients to live safe, happy and fulfilled lives through providing high quality support aimed at building and enhancing client and community skills and independence)
- Surrey County Council Community Safety (Provided guidance on the case)
- Joseph Palmer Centre (Assessed A)
- Rent start (Assessed A housing need on a number of occasions due to incomplete assessments due to behaviour)

Planning and Delivery

- Referral to Alpha Extreme (by Elmbridge Community Incident Action Group)
- Domestic Violence Prevention Order (served on partner following incidents)
- 'A' referred to Multi Agency Risk Assessment Conference (MARAC)
- Closure Notice applied to premises (Surrey Police)
- Property Closure applied to premises (Surrey Police)
- Interim Criminal Behaviour Order obtained (Surrey Police)
- Possession proceedings (A2 Dominion)
- Full Criminal Behaviour Order obtained (Surrey Police)
- Referral to Housing Services (Homelessness service)
- Referral to Surrey Women's Centre

Key Outcomes

- Surrey Police have received positive verbal feedback from residents in the road about the removal of Person 'A' and the reduced number of incidents.
- A Case Review Group met and agreed the following:
 - The case was very complex
 - Elmbridge Community Incident Action Group had done all it can to safeguard and protect 'A', whilst trying to protect the community 'A' lived in.
 - The review group agreed that without the work of Alpha Extreme the situation could have been worse, i.e. loss of life.
 - It was noted that the services commissioned by public health should be providing the outreach provision
 - It was agreed that every option and service had been explored for 'A' and the group felt that Alpha Extreme should be reducing their support.
- Reduced calls to Surrey Police
- Removal from CIAG Agenda
- Person A signed a notice to quit the property with A2 which was signed on 13/05/2016
- Person A has been discharged from A/E Service
- Person A is operating in Greater London and is engaging with the Church support network and Street Link

EPSOM & EWELL

Introduction – The Problem:

One family on an estate of mainly social housing stock had been engaged in an escalating amount of ASB and criminal activity that ranged from inciting groups of youths to harass residents in areas of the estate to singling out individuals, some of which were vulnerable, and subjecting them to attacks on their persons and their property.

Their activities have been difficult to challenge due to the intimidation of victims and witnesses by the family on the estate and their extended family close by resulting in a lack of statements required in civil and criminal court proceedings to achieve judgments against them.

The main perpetrators of the family were minors who had limited positive influences from the adults around them and had failed to engage with the education system in any meaningful way.

Partnership Working:

The individuals and family were referred to Epsom & Ewell Community Incident Action Group (CIAG) and a special Joint Action Group (JAG) was convened to consider the wider issues on the estate that could be adding to the perpetrators activities. The individuals concerned remain on the CIAG list for monitoring purposes, while the special JAG, having achieved its objectives, has been disbanded.

Attempts were made to engage with the family via education, cultural liaison, youth service, housing, family support programme (troubled families) and the police; the family did not meet the threshold for any child protection intervention.

Planning and Delivery

- After environmental visual audits were undertaken a number of improvements were made to the cleaning regimes, alley security, fly tipping enforcement, and vegetation maintenance.
- The youth service targeted the age group on the estate that had been identified as involved in the problems. It also identified peer ambassadors who were the example of the positive youth presence on the estate.
- A grant was sought from the Police and Crime Commissioner to undertake remedial and intervention work by a number of agencies including the Youth Service and Epsom & Ewell Borough Council.
- The Police along with local ward councillors leafleted the estate and spoke to estate residents to establish trust and confidence.
- Section 35 dispersal orders were used at times when it was suspected ASB would peak, e.g. Halloween.
- A Public Space Protection Order is to be considered for an area of the estate that is to be a construction area and may give rise to ASB.
- Victims were supported where possible either through CIAG or through practical solutions such as providing garaging for victims cars that had been singled out for vandalism.

Key Outcomes

- Reported incidences of ASB have gone down significantly (Police stats and anecdotally from residents/ward councillors).
- The main perpetrators are now subject to the criminal justice system where bail and curfew has limited their activities and influence.
- There is a possibility that the actions of the main perpetrators may lead to a loss of their residency on the estate thus removing a problem and sending out the message that this type of ASB and criminality is unacceptable and will not be tolerated.

GUILDFORD

Introduction – The Problem:

Operation Barnacle was set up after partner agencies raised concerns about two vulnerable people at a meeting of the Guildford Community Incident Action Group (CIAG). Following further investigation it was found that two vulnerable people were being exploited by a number of other individuals who were visiting their homes, normally when their benefits were due, and helping themselves to their belongings, medication, and food. They would typically stay until the money ran out. Their presence at the property was also leading to other associated anti social behaviour in the neighbourhood.

Partnership Working:

Partners involved included:

- Surrey Police
- Guildford Borough Council (Housing and Community Safety)
- Adult Social Care
- Health Care Professionals

Planning and Delivery

- Partners carried out joint door to door enquiries to ascertain the extent of the anti social behaviour and its impact on the neighbours.
- The victim's homes were visited by the police Crime Reduction Advisor to help make them more secure and healthcare professionals worked to ensure the safety of the residents concerned.
- Surrey Police applied for a Criminal Behaviour Order against the perpetrators prohibiting them from visiting certain roads
- Partial Property Closure Order which allowed the vulnerable person to stay in their home and be visited only by support workers and others who have prior approval of Social Care

Key Outcomes

- The CBO and Partial Property Closure Order worked extremely well in preventing further exploitation and significantly reduced the associated anti social behaviour in the neighbourhood.
- Having put the initial safeguarding in place, the partners were then able to build relationships with the vulnerable people, and they continue to carry out weekly joint visits to support them.
- As a result of all the activity, support workers and health professionals are seeing a huge change for the better in the victims' mental health and wellbeing.

MOLE VALLEY

Introduction – The Problem:

The Chrystie Recreation ground is located in Dorking Road, Great Bookham and provides space and facilities for football, tennis, cricket and bowling for a range of age groups. There is also a pavilion used primarily by the Bookham Sports Association.

For a number of months this recreation ground has suffered from various instances of ASB:

- Catapult damage to lighting in the recreation ground
- Damage to the pavilion (including fire damage)
- Theft from the pavilion and bowling green
- Physical evidence of drug use
- Graffiti
- Damage to mature oak tree (used to access pavilion roof)

Residents and users of the ground have reported seeing youths around the pavilion and cars parked on site in the evening.

Partnership Working:

The issue was the subject of a short-life Joint Action Group (JAG) where the following partners were fully committed to finding a resolution:

- Mole Valley District Council
- Surrey Police
- Bookham Sports Association
- Bookham Residents' Association
- Leatherhead Youth Project
- Local residents
- Mole Valley District Councillors

Planning and Delivery

It was agreed that the best way forward was to focus on:

- Prevention measures:
 - Lockable bollard and perimeter fence to restrict access to open site
 - Caged exterior lighting
 - CCTV
 - Securing the pavilion by installing window shutters and new front door
 - Replace existing storage container with a secure, vandal proof building.
- Increase in usage of the pavilion
 - Promote general use of the building as a community resource to reduce the times it sits empty.
 - Increase the provision of youth activities at the pavilion. Churches Together already commission Leatherhead Youth Project to work with young teenagers at the Bookham Youth Centre.

Crime Prevention Officer from Surrey Police visited the site and prepared an assessment for consideration by the JAG. The police have placed a LOI (Location of Interest) marker on the recreation ground so that calls regarding the area are prioritised. The police are monitoring the area and residents have undertaken to notify them when young people are on the site.

Funding of £20,000 has been secured from the PCC and priority is being given to:

- Fencing
- CCTV
- Storage Unit
- Window shutters

An application has been made to secure £2616 PIC funding from Mole Valley District Council to install a mesh fence and stakes around the oak tree and the stone bench that sits under it is being moved.

The police unfortunately have had little success in identifying those involved. While the CCTV equipment is being procured and installed, mobile rural crime cameras are being used as a temporary measure to capture still images that the Police are going to use to try and find out who is involved in these activities.

The pavilion is now being advertised through Street Life and other social and local media as a venue for community groups to use.

Key Outcomes

As a result of police patrols one individual from Ashted has been arrested for possession with intent to supply.

The pavilion has a new front door and a lockable bollard has been installed. Work is still ongoing but should be completed by the beginning of September and a further meeting of the JAG is being held to review progress at the end of August.

REIGATE AND BANSTEAD

Introduction – The Problem:

General ASB (spitting, intimidating behaviour, fighting, organising suspected drug deals etc.) occurring in Redhill town centre (specifically in the vicinity of McDonalds / Station Rd area). This led to a significant increase in calls to Police. Main times tended to be 3pm – 7pm, with an increase in issues noted on Thursdays (market day) and also Tuesdays.

There is a Designated Public Places Order (DPPO) still in place in the town centre but the issues were not primarily related to alcohol. Perpetrators were a group of mainly young people and young adults. There were child safeguarding concerns in a couple of cases and some were previously known to the Community Incident Action Group (CIAG.) It was thought there was possibly some 'displacement' from the nearby Cromwell Road Estate where earlier joint action had helped to reduce local ASB.

Victims were general members of the public and users of the town centre were being verbally abused, intimidated and subsequently avoiding the area. Issues were particularly noted after school and it was thought that young people were potentially vulnerable to being drawn-in to drug dealing. Staff in local businesses also felt personally threatened and that it was impacting on their business.

Partnership Working:

A Joint Action Group (JAG) was set up involving Police (local officers, crime prevention advice, ASB officers, licensing officers), local authority (community safety and licensing), and the Youth Support Service.

Some activity was already being delivered by individual agencies as part of their ongoing remit but the JAG enabled co-ordination and effective information sharing, and allowed further action to be agreed and delivered jointly.

Planning and Delivery

- Area became a divisional Police priority with increased patrols, drugs warrants carried out and there was an increase in the presence of the Joint Enforcement Team (JET)
- Meeting with McDonald's management lead to a change in security staff, better management of the premises including controlled access to upper / lower levels and toilets, and effective use of bans, issued in writing with photo ID to enable proper enforcement by security staff.
- Local officers carried out evidence gathering/reassurance with local businesses and taxi firm who agreed to close one end of an 'arcade' and increase monitoring of the use of their drivers' toilet
- Crime prevention advice fed into town centre and regeneration management groups. CrimeStoppers literature was distributed to businesses.
- Police youth officer carried out work in schools.
- Targeted detached youth work.

- Police and Youth Support Service co-ordinated interventions re: list of identified young people; all served with Acceptable Behaviour Contracts and signposted to alternative activities as appropriate. Police also identified a number of key adults.
- Key individuals referred to CIAG. One interim Criminal Behaviour Order (CBO) obtained.
- Drugs litter/awareness education arranged for Street Pastors.
- Although alcohol was not considered to be a primary factor in this instance support was given to former chair of local PubWatch to help re-establish the scheme.
- Town centre CCTV used to help manage incidents, gather evidence and monitor any CBO breaches.
- A Public Space Protection Order (PSPO) was considered but as one had not yet been implemented in the Borough the local legal/scrutiny processes would have entailed a little lead-time whereas a more immediate response was really needed. A visit to another authority to further explore a possible PSPO instead identified that a quicker, more effective response may be to issue key individuals with a Community Protection Notice (CPN). Further training on CPNs has now been delivered and local procedures agreed. The first CPN has now been issued (though this was actually in response to a separate matter elsewhere in the Borough concerning illegal Traveller encampment). Work is ongoing to ensure local processes are embedded as well identifying suitable partners to help provide any positive requirements for the CPN.

Key Outcomes

- As part of wider youth work activities 6 young people received targeted interventions, including being issued with Acceptable Behaviour Contract letters. This has been effective in reducing their ASB in all but two cases. One interim CBO has been issued however there have been a number of breaches and a full CBO is now being sought. One young person was referred to the Missing and Exploited Children Conference (MAECC) and is also being assessed as a possible Child Protection case.
- A numerous arrests have been made in relation to supply of drugs.
- There has been a reduction in ASB and the number of incidents being reported to Police.
- Management of a number of local premises has improved.
- Businesses and members of the public reassured although some issues remain and the Joint Action Group is still monitoring the issue.

RUNNYMEDE

Introduction – The Problem:

Perpetrator A is a drug abuser that has been a problem in the Addlestone area for a few years, being involved in premises that were closed as crack houses. Perpetrator A preys on vulnerable adults demanding money from them and making themselves at home in their property, helping themselves to showers and food. The vulnerable adults felt intimidated by the perpetrator and unsafe.

Partnership Working:

This issue was referred to Runnymede Community Incident Action Group (CIAG) and the following agencies worked together to find a resolution:

- Surrey Police
- Runnymede's Adult Safeguarding Team

Planning and Delivery

- Interim Injunction obtained preventing Perpetrator A from begging, causing harm or distress to individuals.
- Safeguarding meeting arranged for vulnerable adults involved
- Full Anti Social Behaviour Injunction obtained preventing Perpetrator A from demanding money and begging, causing harm or distress to individuals and not to have contact with three identified vulnerable adults.

Key Outcomes

- The Interim and full ASB Injunction protected the public and the vulnerable adults from perpetrator A's negative behaviours.

SPELTHORNE

Introduction – The Problem:

In June 2015 an issue came to a head whereby the residents of Stanwell Moor saw a significant increase in taxi drivers utilising the communities' roads to wait for customers from Heathrow airport. In addition to the increased number of taxis and limousines parking in and around the usually quiet roads, the drivers caused Anti-Social behaviour. This was in the form of drivers defecating in bags and leaving it on the grass verges, urinating in public, causing noise pollution and an increase of heated exchanges between the community and the drivers.

The situation was exacerbated by the fact the adjoining Metropolitan Borough of Hillingdon had imposed parking restrictions immediately adjacent to Stanwell Moor which had no restrictions. Hillingdon had put in place a Public Space Protection Order (PSPO) which significantly restricted taxi and limousine parking conditions. Commercial vehicles which would normally have been spread between Hillingdon and Spelthorne were now almost exclusively parking for extended periods in Stanwell Moor.

This was affecting local residents, businesses and causing traffic congestion. The Police and partners saw a sharp increase in resident complaints of crime and anti-social behaviour associated with the problem. This culminated in a heated residents' meeting with Police and Partner representation at the beginning of November 2015.

Partnership Working:

It was decided that due to the complexity of this issue it would be managed by the Spelthorne Borough Joint Enforcement Team (JET). The Council took the lead as the main issue related to parking, anti-social behaviour and littering. The Police assisted in the development of the Strategy, Tactics and Operational delivery. The partners involved were:

- Surrey Borough Policing Team
- Metropolitan Borough Policing Team
- Spelthorne Borough Council
- Hillingdon Borough Council
- Heathrow BA Ltd
- Transport for London
- Stanwell Moor residents association

The partners held a meeting and it became clear that the planning, enforcement and subsequent monitoring of the problem needed to be consistent for all Boroughs surrounding Heathrow. As the problem was effectively caused by vehicles associated with the business of Heathrow Airport, BA took on the role of coordinator and lead partner. This was quite a radical approach however a consistent approach could be the only sustainable solution to the problem.

Planning and Delivery

A multi-agency public meeting was arranged with the residents of Stanwell Moor, which was chaired by the Spelthorne Chief Executive. The concerns were listened to by a panel of experts from each of the partner

agencies to allow the residents a real voice for their concerns. From this a number of actions were taken by the partners.

- A neighbourhood survey was conducted by the local PCSO officers
- A week survey was conducted with the drivers to ascertain the demographics across a week period. This was conducted by PCSO and JET officers.
- Police and local Council carried out an environmental visual audit EVA. This involved expert advice from the Police crime reduction officer CRO. This was subsequently drafted into a report with advice and recommendations to mitigate the problem.
- High visibility patrols were carried out by PCSO and JET officers offering anti-social behaviour advice ASB to residents and drivers.
- BA Heathrow designed, built and advertised a short stay parking provision which cost merely £1.00 per hour. This illuminated the need to park in the areas where drivers were causing ASB concerns as they now have a cost effective alternative.
- A resident's letter keeping them fully apprised of progress was designed and delivered by the Borough Council.
- An environmental clear up was carried out by the Council to reduce the Broken Windows Effect in the area.
- Any crimes or ASB issues related to this problem were dealt with robustly and consistently by the Police and Council JET team.

Key Outcomes

There has been almost a 100% reduction in the reports of crime and ASB related to this problem since the action plan and additional parking have been in force. The local authorities surrounding Heathrow now work in consultation and not isolation where additional enforcement activities are considered. The main positive outcomes to this problem have been:

- Improved Confidence and Satisfaction levels in the partners from the local community.
- Closer working relationships between the partners surrounding Heathrow airport.
- A consistent approach to dealing with illegal parking and ASB across all authorities.
- Raised confidence in the Police and Partners from the community
- A reduction in crime and ASB 'this has almost been eradicated'
- Better working relationships between partners and BA Heathrow.
- The fiscal benefits to partners of BA funding the enforcement, parking and media responsibilities. This supports the Government drive for best value as detailed in partner's strategic objectives.
- A reduction in residents negative social media posts and tweets and a cessation of local and national press interest.
- An affordable parking facility for transient drivers, some of whom drive up to 200 miles to collect and pick up customers from Heathrow.
- The latest Police confidence satisfaction figures for Spelthorne as a whole are up by three points on last year and complaints have virtually stopped.

SURREY HEATH

Introduction – The Problem:

- Male perpetrator living in social housing accommodation is shouting abuse and being aggressive to neighbours, and anyone he perceives to be aggressive. The Police have been called to deal with many incidents involving the perpetrator who refuses to engage.
- There is a history of mental health problems, not acknowledged and reticence to any form of engagement.
- The perpetrator does not perceive there is an issue.
- Other vulnerable residents live within a close proximity and the community impact and risk is considerable for those, and other extended family members who live locally.

Partnership Working:

- This case is referred by Surrey Police to the Community Incident Action Group (CIAG) with information shared by Adult Social Care, the Housing Association, Council Housing Team, Environmental services, and Alpha Extreme. An action was agreed for the Community Mental Recovery Service (CMRS) to confirm the diagnosis and if the perpetrator was known or an existing client.
- The known victims were all offered support from Victim Support.
- The CMRS allocated worker confirmed that the perpetrator was an existing client, as the complaint numbers continued to rise from the abusive behaviour.
- The risk assessment undertaken identified the case as high risk which prompted urgent action sought by Surrey Police, Surrey Heath Borough Council and CMRS.

Planning and Delivery

A home visit by CMRS was made where the perpetrator confirmed that he was not taking the prescribed medication as it was not needed, and when it was suggested that this would help with the hallucinations this was angrily dismissed.

A call from the Perpetrators family member advised that they had experienced violent and abusive behaviour and they were concerned about the perpetrators vulnerability and safety.

This information was shared with partners and the CMRS worker and the clinical lead met with the perpetrator and it was agreed for his own safety he should be detained in hospital under section 2 of the Mental Health Act. The stay is open ended so at the moment it is unclear of the length of the stay.

This will ensure that a full evaluation is undertaken over time to identify the prescribed medication that works to minimise the hallucinations before release back in to the community.

The partners will undertake a full assessment of needs to minimise any risk and to review the suitability of the existing housing accommodation. When the perpetrator has recovered we will work together to provide a successful integration back in to the community with the support from statutory agencies.

All victims are offered assistance from victim support.

Key Outcomes

The perpetrator is now receiving the support needed in hospital that aims to stabilise the behaviour through the use of prescribed medication together with the necessary professional support. Prior to consideration of any discharge, support will be required to ensure that living in the community is a safe option for all concerned.

The local community victims are no longer living with the offensive abuse and are relieved not to have to experience this any longer.

TANDRIDGE

Introduction – The Problem:

- RG was referred to Tandridge Community Incident Action Group (CIAG) in December 2015 by Surrey Police due to his excessive drinking, verbal abuse, intimidation, threatening behaviour and general nuisance in and around his mother's property in Godstone.
- RG lived in Reigate & Banstead and had been referred to Reigate & Banstead CIAG because of his persistent ASB. He was a tenant of Raven Housing Trust, who because of his persistent and serious ASB were now seeking re-possession.
- RG was increasingly travelling into Tandridge and frequently visited his mother's property. His mother was an elderly lady, resident in council housing and receiving care from Adult Social Services.
- RG's behaviour was causing serious problems in and around the address and neighbours were concerned and worried.
- His mother was unable to control the situation and this was reinforced by her carer who had concerns for the mother's welfare.
- Police continued to receive calls regarding RG's behaviour in both Reigate & Banstead and Tandridge.
- CIAG members were concerned for the welfare of RG's mother as it was felt that when Raven Housing Trust took back possession of his property, he would move into her home.
- It appeared evident from the previous history of incidents that RG had undiagnosed mental health problems, however getting a mental health assessment undertaken was proving difficult.
- Meanwhile, RG had numerous court hearings pending for ASB and common assault and case building for a Criminal Behaviour Order (CBO) was taking place. It was hoped that the CBO application might also trigger a mental health assessment.

Partnership Working:

- The case was adopted and would be case managed by Tandridge CIAG. However, the case also remained open to Reigate & Banstead CIAG as RG was still a resident and offending in their area.
- SafetyNet online case management system was used as the central information hub, to ensure all partners were aware of activity.
- A separate case conference was arranged by Tandridge CIAG involving the following partners:
 - Surrey Police
 - Tandridge District Council
 - Raven Housing
 - Adult Social Services
 - Surrey & Borders Partnership.

Planning and Delivery

Following the case conference it was agreed that:

- A mental health assessment would be undertaken for RG whilst in custody. However, the Community Mental Health Team advised that he wouldn't engage with their service which made it impossible to effectively monitor his medication.

- Raven Housing Trust would co-ordinate their possession proceedings to support the work of CIAG in seeking a resolution.
- Specialist supported housing was needed and funding would be sought by CMHT.
- A 'safeguarding referral' was made for RG's mother.
- A joint visit between Tandridge District Council Housing and Adult Social Care was made to RG's mother to both reassure her and also remind her that RG's behaviour could potentially impact on her tenancy.

Subsequently:

- Raven Housing Trust confirmed that following the various hearings, they had been granted possession of his property.
- RG received a 2 year Criminal Behaviour Order to prevent his ASB in public areas.
- RG breached his CBO and was arrested. Whilst on remand, a mental health assessment was undertaken and confirmed RG's diagnosis (schizo-effective disorder and anti-social traits).
- Due to his behaviour he was then admitted to specialist hospital.

Key Outcomes

- This case illustrates the need for appropriate interventions when offenders have mental health problem and highlights the need for active participation in the CIAG process by relevant agencies.
- The involvement of both Adult Social Care and Community Mental Health Teams were crucial in dealing with this case.
- RG remains in hospital receiving appropriate care and when deemed fit will be moved into specialist accommodation.
- RG's mother is no longer threatened or intimidated and her tenancy isn't at risk.
- Residents and neighbours are no longer having to endure the ongoing harassment and intimidation
- Police no longer have to deal with persistent offending by someone with a mental health condition.

WAVERLEY

Introduction – The Problem:

- A Joint Action Group (JAG) was convened to address the issues being caused by an identified group of 5-6 youths in the Farncombe area
- Recent incident involved an elderly person being knocked over in the Day Centre car park by a youth on a bicycle. It was not felt that this was a deliberate act, however he shouted at the Day Centre manager when she came out to assist and this compounded the matter. It also highlighted the fact that he and his friends were congregating in an area where they had no legitimate reason to be. The elderly lady was not seriously hurt but very shaken and distressed and was too frightened to return to the Day Centre. The incident was reported, by the Day Centre, to the police. Police indicated 'no further action' (NFA).
- Around the same time, there were incidences of stones being thrown at the Day Centre. It is not known whether this is linked to the bike incident or to the group of youths in question
- There is evidence of damage to the church building adjacent to the Day Centre - this was unreported
- The JAG recognised that there was not a large problem, but were concerned at the effect the ASB was having on the older, more vulnerable, sector of the community
- Review of recorded police incidents indicated showed 9 reports of ASB from January 2016 – end June 2016.

Partnership Working:

The JAG had identified Farncombe as an area that required specific attention around Young People and ASB. The incident mentioned in the previous section provided the catalyst for the formation of a task and finish group. At the first meeting held at St John's church, (27 July 2016) Farncombe the following agencies were represented:

- Surrey Police
- Waverley Borough Council: community safety, environmental health.
- Surrey County Council; education, youth support services and partnership officer
- Vicar of St John's Church (adjacent to the Day Centre)
- Members of local youth tennis club (to discuss diversionary activities)

The information sharing between these agencies determined that the group in question were made up of 6 young people between the ages of 14-17. Education service was aware of some difficulties around these young people. Two of them meet the criteria for exclusion and two of them have identified educational needs. None of them are known to Youth Support Services or identified as being NEET (Not in Education, Employment or Training).

At the subsequent Environmental Visual Audit (EVA) one of the Day Centre trustees and a member of the Waverley Borough Council Enforcement Team joined with Waverley Community Safety, Surrey Police Crime Prevention Officers, the Surrey County Council Partnership Officer, and the Vicar of St John's.

Planning and Delivery

- Street –a-week’ door-to-door exercise was undertaken to establish local views about the area and identify any wider concerns.
- Environmental Visual Audit held focussing on “designing out crime” and to understand why the location is attractive to young people (especially in view of the multi-generational usage of the area)
- All six families of the young people were visited by the Police Community Support Officer who issued them with letters advising them of the reported incident. The letter stated that, whilst their child has not been identified as an individual responsible, they are known to be in the area where the ASB has been reported
- Letters were also sent out from the church outlining acceptable behaviours in and around the building
- Building Bridges programme was offered to the Day Centre users as recompense
- A pizza evening (or similar) has been suggested to promote engagement between generations
- Review of youth activities in the area was undertaken and Safer Waverley Partnership will be approached for support on any additional activities identified
- “You said, we did” leaflet is being produced to feedback to the community

Key Outcomes

- Parents all accepted the letters and the PCSO felt they were working to increase engagement with their children and prevent them hanging around needlessly
- Surrey Police offered a “Building Bridges” programme to the Day Centre on two occasions however their Board declined the offer. The PCSO will continue to visit to keep a link with the management and monitor any further difficulties
- Specialist educational provision is in place for those in the group who qualify for it. This will allow them to focus on more positive activities (from September)
- The EVA was undertaken during the day and the physical presence of enforcement agencies focusing on this location gives local people assurance that their concerns are being noted. This will be further underlined by the EVA being featured on social media and in the upcoming “You said, we did” leaflet
- The EVA highlighted some areas that were particularly affected as a result of young people congregating there. Litter and graffiti were noted and dealt with by the borough council. Graffiti ‘tags’ will be followed up by police
- Relationships developed by the agencies with the church and day centre means that the results of this project will be fed back to their respective memberships and will encourage local people to report issues directly. This will assist with the ongoing monitoring of the location.

WOKING

Introduction – The Problem:

ASB Officer received a phone call from a resident regarding men congregating in a car park being loud and very noisy, smoking illegal substances and drinking alcohol, generally causing a nuisance i.e. loud talking and car engines on until the early hours of the morning.

Resident highlighted that the lamppost and gate entry system was not working in the car park with a TV and Christmas tree left by the bins. It was also reported that drug paraphernalia would often be left behind.

The reporting party stated that most of the residents in the block were being disturbed by the noise and were concerned about the items being left in the car park.

The incident had been going on for 3 months.

Partnership Working:

Assessment of the problem was carried out by Woking Borough Council's ASB Officer and Neighbourhood Officer. Information was shared with the Police and the social landlord to enable effective problem solving.

- Police carried out more patrols later in the evenings
- Social landlord carried out repairs
- Neighbourhood Service provided advice to the Social landlord regarding lighting

Planning and Delivery

The ASB Officer was able to identify the number of reports that had been made to the police in relation to alleged drug dealing. ASB and Neighbourhood Officer attended the premises and took pictures of the findings. They could confirm that the resident had reported incidents to police on numerous occasions. They also identified a number of lights that were not working. It was confirmed that it was private land owned by a social landlord.

Actions agreed:

- Police Community Support Officer to patrol area late in the evenings
- Social landlord informed of outstanding repairs and issue with fly tipping
- ASB Officer spoke to residents addressing the importance of reporting incident to the police and to the Landlord

Key Outcomes

- Repairs to the lighting meant that it was less inconspicuous for loitering and carrying out illegal and anti social activities
- Repairs to the gate were completed allowing access for residents of the block of flats only
- Residents felt safer when coming home in the evenings as the PCSO made their presence noticeable

- Fly tip was removed
- Informed that Social Landlord would be carrying out closer monitoring via estate inspection regime