



Resident Experience Board
Thursday 20 July 2016

Tackling Anti Social Behaviour in Surrey

Purpose of the report: To inform the Residents Experience Board of partnership activity, led by the Community Safety Board, to tackle Anti Social Behaviour across Surrey, and how work at the county strategic level translates into local delivery, leading to better outcomes for the residents of Surrey.

Executive Summary

- The 1998 Crime & Disorder Act introduced a statutory requirement for local authorities, county councils, police, fire and rescue, probation and health to work together to develop strategies and plans to reduce incidents of crime and anti social behaviour in communities. It also introduced a very lengthy and often confusing list of tools and powers to deal with anti social behaviour.
- The 2014 Anti Social Behaviour Crime & Policing Act was introduced by a new government, to tidy up a piece of tired legislation, and introduced a simpler streamlined suite of new tools and powers with a much clearer focus on victims and their needs.
- In response to the ASB Crime & Policing Act, the Surrey ASB Strategy Group developed a Surrey-wide multi agency strategy and action plan seeking to improve the response to ASB in communities, focusing the initial phase of delivery on ensuring local community safety partnerships had the knowledge and skills needed to use the new legislation effectively.
- What followed was a concentrated period of both general and bespoke training for practitioners from a wide range of organisations on the effective use of the new tools and powers. Alongside this training, the ASB Strategy Group led on the development of guidance, protocols and templates to ensure a consistent county-wide response to their use.
- To further improve the county's response to ASB, the ASB Strategy Group have recently commissioned an organisation called Resolve ASB, to review and assess how effective local community safety partnerships are at risk assessing and identifying the most vulnerable victims of ASB in our communities. The findings of the review aim to support the aspiration of commissioning targeted support services for those most vulnerable victims of ASB.

- In addition to the above the ASB Strategy Group continue to promote the sharing of good practice and knowledge through the creation of the Surrey ASB Practitioners' Forum, which now has in excess of 300 members, and the development of the [Surrey Community Safety website](#), which hosts guidance documents and templates.

Introduction

1. The term Anti Social Behaviour (ASB) refers to a wide range of nuisances and disorders that affect people's lives on a daily basis. There is no defined list as ASB is largely in the 'eye of the beholder' and what might be considered anti social by one person might be perfectly acceptable to another. It is, however, widely recognised that single agencies cannot tackle ASB alone and effective problem solving is best addressed through partnership working.
2. 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
3. Although annoying, there are some types of behaviour that are not classed as ASB:
 - 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

The Surrey Picture

4. Recorded incidents of ASB to Surrey Police shows a reduction of 38.5% in the first quarter of 2016 compared to the same period in 2015.
5. Surrey Police statistics showing the number of recorded ASB incidents is provided in **Appendix One**.
6. Whilst overall public satisfaction in how ASB is dealt with by the Police remains high there are areas for improvement that they have identified:
 - Keeping victims informed on progress of their issue
 - Maintaining consistent response to ASB victims
 - Identifying repeat incidents

- Ensuring that all staff and Officers are trained in the use of the tools and powers to tackle ASB
7. For the purpose of police data recording, the following incidents are categorised as anti social behaviour:
- Nuisance:
 - Fireworks sale/use/possession
 - Noise
 - Rowdy or inconsiderate behaviour
 - Street drinking
 - Vehicle nuisance/inappropriate use
 - Personal:
 - Malicious/nuisance communications
 - Nuisance neighbours
 - Trespass
 - Rowdy or inconsiderate behaviour
 - Environmental:
 - Abandoned vehicles
 - Animal problems
 - Littering/drugs paraphernalia

<h3>A Surrey-wide Response to Anti Social Behaviour</h3>
--

8. October 2014 saw the introduction of the [ASB Crime & Policing Act](#), which introduced a simpler, more flexible, menu of tools and powers available to tackle anti social behaviour which is shown in **Appendix Two**.
9. With 11 local district and borough councils in Surrey, it was recognised that it could prove difficult to manage the expectations of the Surrey public and to work in partnership effectively with county-wide agencies such as Surrey Police and Surrey County Council, if there were eleven different processes for implementing this legislation.
10. In response to the Act, the county Community Safety Board ratified a proposal for the development of a county-wide framework for implementation of the legislation, to be led by the Surrey Anti Social Behaviour Strategy Group, Chaired by Surrey Police and consisting of members from local authority community safety and housing departments, registered social landlords, youth support service, office of the police and crime commissioner, community mediation services and victims support.
11. The ASB Strategy Group developed, consulted on and launched a three year strategy seeking to improve the response to incidents of anti social behaviour in communities. Surrey County Council's Community Safety Team took the lead on the commissioning and delivery of training on the new ASB tools and powers introduced by the Act and the development of county-wide guidance and templates for those tools and powers that would be utilised primarily by local authorities, namely the Community Trigger and Community Protection Notices.

12. The Surrey Police ASB Manager delivered training and briefings to all the Neighbourhood Teams across Surrey Police, put processes in place across the force for those tools and powers that would be utilised primarily by the police i.e. dispersal orders, closure notices, criminal behaviour orders, ASB injunctions, and attended local community safety partnership meetings and committees, as requested, to provide briefings on the new Act.
13. The Surrey Police ASB Manager also led on the production of best practice guidance that outlines the preferred process for consultation and joint working to deal with ASB issues, demonstrating how the new powers will be managed in a Surrey context, particularly in relation to local multi agency delivery groups such as the Community Incident Action Group (CIAG) and Joint Action Group (JAG), which is available here: <http://www.surreycommunitysafety.org.uk/anti-social-behaviour/powers-to-deal-with-asb/joint-working-when-dealing-wit/>

Training

14. The initial phase of delivery focused on ensuring practitioners across Surrey have the knowledge and skills needed to use the new legislation effectively. Surrey County Council's Community Safety Team delivered 8 one day courses on the new tools and powers contained within the Act, with over 150 individuals attending from a range of agencies including Surrey County Council, Surrey Police, district/borough councils, social housing providers, volunteer community mediation services.
15. In response to feedback received, more focussed training was then delivered, including:
 - A victim led seminar, aimed at raising awareness of the potentially devastating impact of persistent and continuing ASB
 - A seminar to raise awareness of New Psychoactive Substances, legal highs as they were known, their effects and links with anti social behaviour
 - Bespoke training on the use of the new Community Protection Notice, delivered over three sessions to 70 district and borough council staff.

Ensuring a consistent county-wide approach

16. The Surrey County Council Community Safety Team, working alongside the Surrey Police ASB Manager, and in consultation with district and borough community safety officers, have been instrumental in ensuring that the ASB Strategy Group delivered structures and processes that work for all.
17. A key element of the Act is the Community Trigger which gives victims of ASB the right to request a review of their ASB complaints and brings agencies together to take a joined up, problem solving approach to find a solution. Surrey County Councils Community Safety Team led on the consultation, negotiation and agreement of a single Surrey-wide framework for the implementation of the Community Trigger. Further information and the framework are provided here: <http://www.surreycommunitysafety.org.uk/anti-social-behaviour/the-community-trigger/>

18. Community Protection Notices (CPNs) are intended to deal with on-going problems of nuisance which have a negative effect on the community's quality of life. The notice will direct the individual, business or organisation responsible to stop causing the problem and it could also require the person responsible to take reasonable steps to ensure that it does not occur again. The agreed surrey-wide framework, including templates for issuing CPNs, produced by Surrey County Council's Community Safety Team, are provided here:
<http://www.surreycommunitysafety.org.uk/anti-social-behaviour/community-protection-notices/>

Putting Victims First

19. The ASB Strategy Group commissioned Resolve to undertake a review of the vulnerability aspect of the Surrey ASB Strategy, focusing on whether there is a robust process in place to assess, identify and support vulnerable victims of ASB across the county.
20. The review assessed whether there is commonality in approach across all the district/borough Community Safety Partnerships and whether there is targeted support available to reduce the risk associated with being a vulnerable victim of ASB. It also looked at testing case management, governance arrangements and risk escalation processes in relation to risk management.
21. The review identified both good practice and some areas of concern and has provided the ASB Strategy Group with a number of recommendations for future action. The findings and recommendations of the review aim to support the aspiration of commissioning further targeted support services for vulnerable victims of ASB. The Surrey Police ASB Manager is leading ongoing discussions with the Office of the Police and Crime Commissioner, with regard to the scope and funding of this service.
22. Recommendations from this review are provided in **Appendix Three** and will form the basis of a refresh of the Surrey ASB Strategy and action plan.

ASB Practitioners Forum

23. March 2016 saw the delivery of the inaugural ASB Practitioners' Forum aimed at keeping in touch with Surrey's ASB practitioners, to share best practice and keep everyone informed of Surrey-wide activity and developments in national policy and best practice.
24. The event was well attended by over 100 professionals from a wide range of organisations. The second ASB Practitioners' Forum is taking place on 13 October 2016 and aims to increase delegates understand of mental health, as both a contributing factor in the carrying out of anti social behaviour and how ongoing, persistent ASB can affect the mental health of ASB victims.

Improving Information Sharing

25. Confident and effective information exchange is the key to multi-agency crime and ASB reduction work. The ASB Strategy Group recognises there is a need for a consistent and secure solution for Community Safety Partnerships across Surrey and has focused this year on promoting the roll-out of the SafetyNet system, which is managed by Surrey Police.
26. SafetyNet is a web based solution that facilitates secure partnership information sharing and case management. During 2015/16 it has been rolled out over seven boroughs across Surrey. The remaining four boroughs: Epsom and Ewell, Waverley, Runnymede, and Mole Valley are work in progress.
27. The ASB Strategy Group also achieved agreement of funding from the Office of the Police and Crime Commissioner to renew the SafetyNet licence for the next three years, and 10 out of 11 boroughs, alongside Surrey County Council and Surrey Police have agreed a three year contribution to the SafetyNet Business Systems Manager.
28. Complementary to the roll-out of SafetyNet, this year also saw Surrey County Council's Community Safety Team lead on the negotiation, agreement and publication of a new Crime & Disorder Information Sharing Protocol for Surrey, which is available to view here:
<http://www.surreycommunitysafety.org.uk/information-sharing/>

The Local Response

Local use of ASB tools and powers

29. Data on the use of the ASB tools and powers on a district/borough basis are provided in **Appendix Four**.
30. To illustrate to the Resident Experience Board how activity at the county strategic level translates into local delivery, leading to better outcomes for the residents of Surrey, a case study from each district and borough is provided in **Appendix Five**. Each case study identifies a real ASB issue from that borough, details the partnership working that occurred and highlights the positive outcomes that followed.

Conclusion:

31. The Community Safety Board provided the 'push' for a countywide response to new anti-social legislation resulting in common processes, templates, training and a shared pool of knowledge.
32. Overall resident satisfaction with Surrey as a place to live remains very high. The challenge going forward will be maintaining the current level of satisfaction against a backdrop of increasing pressure on public sector budgets and service delivery. Partnership working, therefore needs to continue to prioritise anti-social behaviour and respond in two key ways; firstly 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.

Recommendations:

33. Discuss and explore with the witnesses, using the example of anti-social behaviour provided in this report, the role of the Community Safety Board in relation to a new piece of legislation and how it is operationalised effectively through training and guidance provided, the difference a coordinated approach has made to reducing and resolving ASB on the ground and importantly the impact for victims.

Report contact: Louise Gibbins, Community Safety Officer

Contact details: Tel: 0208 541 7359 Email: louise.gibbins@surreycc.gov.uk

- Appendix One – ASB Statistics
- Appendix Two – New ASB Powers
- Appendix Three – Putting Victims First Review Recommendations
- Appendix Four – Use of ASB Tools and Powers
- Appendix Five – ASB Case Studies

This page is intentionally left blank