

ASHFIELD DISTRICT COUNCIL



Council Offices,
Urban Road,
Kirkby in Ashfield
Nottingham
NG17 8DA

Agenda

Extraordinary Overview and Scrutiny Committee: Crime and Disorder (Anti- social Behaviour)

Date: **Tuesday, 12th March, 2019**

Time: **7.00 pm**

Venue: **Council Chamber, Council Offices, Urban Road,
Kirkby-in-Ashfield**

For any further information please contact:

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01623 457316

OVERVIEW AND SCRUTINY COMMITTEE

Membership

Chairman: Councillor Lee Anderson

Vice-Chairman:

Councillors:

Amanda Brown

John Knight

Christine Quinn-Wilcox

Jackie James

Lachlan Morrison

Matthew Relf

FILMING/AUDIO RECORDING NOTICE

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SUMMONS

You are hereby requested to attend a meeting of the Overview and Scrutiny Committee to be held at the time/place and on the date mentioned above for the purpose of transacting the business set out below.



R. Mitchell
Chief Executive

AGENDA

Page

1. To receive apologies for absence, if any.
2. Declarations of Disclosable Pecuniary or Personal Interests and Non Disclosable Pecuniary/Other Interests.
3. Overview and Scrutiny: Crime and Disorder (Anti-social Behaviour) 5 - 20

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Report To:	OVERVIEW & SCRUTINY COMMITTEE	Date:	12 MARCH 2019
Heading:	CRIME AND DISORDER: ANTI-SOCIAL BEHAVIOUR		
Portfolio Holder:	NOT APPLICABLE		
Ward/s:	ALL		
Key Decision:	NO		
Subject to Call-In:	NO		

Purpose of Report

This report provides Members of the Overview and Scrutiny Committee with an overview of how the Council works to address the challenges associated with anti-social behaviour, the tools and powers used to reduce anti-social behaviour in the district and an overview of some of the activities during 2018.

Members are asked to note the information in the report and consider any areas for debate or improvement.

Recommendation(s)

Members of the Committee are asked to;

- Consider the information contained in this report;
- Provide any views, comments or recommendations relating to the information in the report or as a result of the debate.

Reasons for Recommendation(s)

The Overview and Scrutiny Committee have the powers to scrutinise crime and disorder issues through the Police and Justice Act 2006.

Alternative Options Considered

None considered as yet. Any recommendations or considerations made by the Committee will be provided in due course.

Detailed Information

Introduction

The approach of the partnership is constantly evolving to address the new risks and challenges presenting in our communities each year. The level of crime incidents/offences taking place are reviewed regularly to ensure that any issues are identified and activities put in place to suitably address increases in crime and anti-social behaviour. Partners recognise it is important not to knee-jerk to short term trends and ensure an overall strategic approach is taken.

Whilst the partnership looks at crime and anti-social behaviour data as part of the performance reviews at both the strategic and operational level, the partnership also continues to focus targeting resources and maximising the impact of efforts against the greatest demand levels and to improve the quality of life for residents in Ashfield.

Anti-social behaviour is often defined as behaviour causing harassment, alarm or distress to members of the public. As detailed by the Home Office, Anti-social behaviour is a broad term used to describe day to day incidents of Crime, Nuisance and Disorder that makes many people's lives a misery – from litter and vandalism, to public drunkenness or aggressive dogs, to noisy or abusive neighbours.

Such a wide range of behaviours means that responsibility for dealing with it is shared between a number of agencies including the Police, Council and Social Landlords. Many agencies work to directly or indirectly reduce anti-social behaviour.

Collectively the partnership seeks to maximise the impact and make a positive difference for Ashfield residents. With public sector resources under pressure, the Council is playing a lead role in the Community Safety Partnership and facilitating the creation of a multi-agency integrated services hub within the Council building bringing together colleagues from a number of agencies. This includes the Police, Council, Community Rehabilitation Company (CRC) probation, victim support (Catch 22), Children's Society, Change Grow Live (CGL).

The Council's Community Safety Service connects with many Council service areas including housing, planning, private sector enforcement, licensing and environment and a range of external and internal partners on a regular basis including;

- Nottinghamshire Police
- Nottinghamshire County Council - Adult and Children's Social Care, Adult Mental Health, Youth Offending Team
- Education – Schools and Further Education
- Children's Society
- CRC Probation
- Change Grow Live (Substance Misuse) – outreach seconded officer
- Women's Aid Integrated Services (WAIS) Serenity delivery – refuge accommodation
- Equation (domestic abuse services for men)
- Framework
- Nottinghamshire Fire and Rescue Service
- Department for Work and Pensions (DWP)
- Catch 22
- Office Police Crime Commissioner CC
- CCTV Shared Service

The Council's approach to responding to Anti-Social Behaviour

The Council's Community Safety Service consists of three core areas; Complex Case, Community Protection and ASB and Nuisance which all play a key role in addressing, preventing and reducing anti-social behaviour across the district. Additional responsibilities include CCTV, domestic abuse and safeguarding. An explanation of each now follows.

Complex Case Work

The Complex Case Team concentrate on highly complex individuals who often present with multiple support needs and appear in crisis. The team act as a single point of contact for the resident and assist them with a range of issues including; housing needs and standards, debt and finances, anti-social behaviour and crime, mental and physical health, drug and alcohol misuse, domestic abuse, employment and environmental concerns. The team consists of a team leader, three Council employees, two DWP seconded officers, one Police Community Support Officer, a domestic abuse vulnerabilities officer and is financially supported through Nottinghamshire Fire and Rescue Service for an additional fixed term post. The team is therefore a good example of effective partnership work.

Improving the quality of life for residents is central to this work and the team has evidentially significantly reduced demand levels for multiple services which free up capacity and resource for other service users. In monetary terms for every £1 spent on prevention £12 is unlocked. External evaluations have taken place through the Nottingham Trent University highlighting the success of the team, demonstrating that lives have been transformed and the significance of the public service savings.

The Council hosts and chairs the Complex Case Panel on a fortnightly basis which is well attended by agencies, with a focus on safeguarding to ensure vulnerable persons most affected by ASB and crime or with particular service needs i.e. health, are fully supported.

Community Protection Service

Community Protection Officers (CPOs) undertake a problem solving approach to tackle on-street ASB, environmental and nuisance related issues which affect the quality of life for Ashfield's residents. CPOs undertake preventative action to prevent reoccurrence. The majority of time is spent in the community through high visibility patrols, engaging with residents, visitors and businesses and proactively challenging perpetrators of ASB. CPO's undertake on-street enforcement action using Council and Police accredited powers.

CPOs broadly follow a patrol plan including school, park, town centre and estate patrols and focus their patrol time in the areas which evidence the greatest levels of need at the right time of day/day of the week. Situational demands are received and these will be responded to as soon as possible subject to officer availability i.e. begging in the town centres, nuisance parking, escaped horses causing a havoc on highways. The service operates anytime from 8.00 to 22.00 (usually 23.00 on a Friday) seven days per week.

The Police and Council work well together and CPOs and PCSOs regularly undertake planned joint proactive hotspot patrols. Key issues for officers to focus upon include on-street alcohol related ASB, underage drinking, dog fouling, nuisance vehicles and litter. Community Protection Officers regularly work and provide intelligence to partners including the Police and ASB and Nuisance Caseworkers.

ASB and Nuisance Casework

The Council's ASB and Nuisance caseworkers are the most direct resource in seeking to address anti-social behaviour reports from residents. The Council has nine full time ASB and Nuisance caseworkers.

Caseworkers respond to reports (issues/complaints) and seek to prevent reoccurrences of ASB relating to domestic properties including Council tenants and public places. This includes a variety of issues including noise, smoke, fires and environmental issues such as waste on land/in gardens. The Council regularly receives reports of neighbour nuisance, for instance, any type of noise, the smell of drugs, loud parties, abusive language.

The team responds to all incidents of anti-social behaviour or criminal activities utilising all options to solve the issues, from early intervention to prosecution; albeit the tools and powers used can differ, i.e. for Council tenants in line with Housing legislation.

Substance Misuse Outreach

Through opportunities funded externally, the Council manages and delivers projects and was awarded funding for a substance misuse outreach worker. The worker supports highly vulnerable and complex substance misusers including Council tenants that wouldn't otherwise engage in treatment services. The worker seeks to engage 'clients' with other agencies to address health needs including medication i.e. methadone scripts, housing and other support needs. Issues tend to be complex particularly for long term homeless individuals. The table below highlights the volume and types of interventions delivered from January 2018 to end of October 2018 and case studies are available focussing upon outcomes for individuals including cost benefit analysis.

Ashfield - Interventions Delivered												
Intervention	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jan - May TOTALS	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Jun-Oct TOTALS
Accommodation	7	9	1	5	1	23	9	14	13	9	13	58
Contingency Management	23	13	8	8	2	54	13	18	27	14	24	96
Food & Drink Offered	5	2	3	4	1	15	6	9	22	16	20	73
Harm Reduction	24	12	7	8	2	53	12	18	27	11	20	88
Motivational Interviewing	18	13	5	5	2	43	13	14	21	7	13	68
Taken to GP	4	3	3	2	1	13	3	3	1	0	2	9
Safeguarding	16	15	11	14	22	78	11	3	3	25	6	48
Taken to Housing Provider/Team	5	7	1	0	1	14	1	2	5	5	4	17
Drug Tests	2	2	1	2	0	7	0	2	0	0	0	2
Naloxone Offers	0	0	0	0	1	1	0	0	1	0	0	1

Service Review

The Service Review undertaken from November 2016 to March 2017 reviewed the methodology at that time to address anti-social behaviour by agencies within the Integrated Services Hub. The review team recognised that officers had inadvertently driven up a resident's level of need by some of the actions that were placed upon the resident during the course of managing the case. This caused a person to act irrationally, with hostility as well as increasing the difficulty in their lives. The review report detailed "Enforcement is enshrined in legislation, and comprises of activities and powers that allow for action to be forced on a member of the public, the actual word enforcement, and the behaviours that a policy and procedure approach drives, makes it difficult to see other ways of working as being appropriate". The review team instead took the approach of trying to stabilise people, and if possible help them reduce their level of need in consideration of the 'triangle of need' (Figure 1).

Figure 1.



The triangle of need is a concept that the review team recognised and helped officers, when dealing with a "demand" i.e. complaint of ASB, to recognise when they are making a situation better or worse for the person they are working with. As such it provided a cornerstone to the new approach.

The review found that enforcement should not be used as a way of managing behaviour, but as one of a suite of methods to use in the right situation. Procedures should be used flexibly to achieve the desired outcome. In the majority of cases undertaken by the review team, officers used an approach where they helped the member of the public resolve their issue. The principles and ways of working used when helping people is opposite to that of a rigid standardised approach. In addition, the subsequent resources used is significantly reduced in almost every case. The impact on the member of the public that these cases related to were correspondingly very positive and the review led to new ways of thinking by the Community Safety team.

Assessing the Risk to Victims

The risk of the harm caused by ASB to victims is assessed as early as possible once the Council receives a report of anti-social behaviour. A risk assessment is completed for residents who feel victimised or distressed which helps to identify the level of potential vulnerability and is then reviewed on a regular basis by the caseworker assigned to the case. Not every complaint requires a risk assessment to be completed; for instance, a neighbour reporting waste in their next door neighbour's garden would not require a risk assessment unless they feel distressed or directly targeted.

Vulnerability of Perpetrators

Residents who we consider to be perpetrators or connected to perpetrators can also be highly vulnerable individuals, and can also be victims which can sometimes make it difficult or inappropriate to take certain types of action. Caseworkers seek to understand the needs of the persons they are working with and look at how we can find solutions or offer support as well as managing the behaviours. Examples include young people who are vulnerable and at known risk of Child Sexual Exploitation, visitors taking advantage of tenants who refuse to offer statements causing problems to neighbouring properties, domestic abuse issues etc. Caseworkers try to find suitable approaches to manage such difficult cases and ensure victims or those directly affected are also supported.

Early and Informal interventions

Early or informal interventions can be a suitable approach to stop incidents of ASB from reoccurring. During the recent service review within Community Safety, individuals reporting neighbour nuisance were encouraged to speak to their neighbour which in many cases was understood to solve the issue. Often officers are informed when visiting properties their dissatisfaction that someone has reported them to the Council when their neighbour could have raised the issue direct and it would have been solved.

Mediation

Mediation can be an effective tool in resolving neighbour disputes either directly or through shuttle mediation when both parties are prepared to engage and some ASB and Nuisance caseworkers and CPOs are trained in mediation. Good Neighbour Agreements (voluntary) are also suggested in suitable circumstances by caseworkers.

Acceptable Behaviour Contracts (ABC)/Parenting Contracts

ASB and Nuisance caseworkers regularly utilise Acceptable Behaviour Contracts with young people and 7 have been issued since January 2018. ABC's are used to try to stop issues and behaviours from escalating by setting out what is unacceptable behaviour, the support offered and offer positive sanctions where possible.

ABC's are voluntary, there is no formal sanction with refusing to sign and no formal sanction associated with breaching the ABC but this can lead to more formal tools or methods as a result. In Ashfield there was 1 breach out of the 7 issued and this was managed robustly by the issuing case worker.

Community Based Restorative Justice

Community Safety utilises community based restorative justice approaches where appropriate, mainly environmental offences for persons under 18 or individuals who are remorseful who engage with the Council. Officers can arrange restorative justice to ensure someone is educated to prevent reoccurrence and prepared to give back to the community rather than a financial penalty.

An example of this was a person who was unemployed who fly tipped someone else's waste (a cardboard box and bag). The officer offered 6 litter pick sessions or the offence would lead to a £400 fine (which would lead to debt and further crisis for an unemployed person). The resident engaged and undertook the six litter picks. The officer continued to work with the resident who became an environmental volunteer and subsequently secured full time employment.

Support

Officers in Community Safety understand the need to solve the problem, where possible at the root cause, rather than dealing with the symptoms and will work with the Complex caseworkers to engage residents with intensive support subject to their engagement and consent. The Council has also been able to deliver substance misuse outreach to provide support for overcoming substance misuse or alcohol dependency, linked to the person's anti-social behaviour.

Taking Formal Action

As a Council we will make use of the most suitable powers and legislation to solve or enforce actions to address problems of anti-social behaviour where behaviours cannot be changed or the severity warrants more immediate enforcement action. A key piece of legislation was the introduction of ASB, Crime and Policing Act 2014 which replaced various legislation and was designed to include a greater focus upon the impact of ASB on victims/victim's needs and streamline tools and powers.

Two specific measures were introduced to give victims and communities a say and ensure victim's voices are heard.

1. The Community Trigger – ASB Case Review. The Community Trigger gives victims of persistent ASB the ability to request formal case review. Details of this can be found on the Council's website and the leaflet is attached as **Appendix A**.
2. Community Remedy. The Community Remedy enables victims to have a say in the out of court punishment of perpetrators of ASB when a Community Resolution, Conditional Caution or Youth Conditional Caution is chosen as the most appropriate response (available to the Police or Youth Offending Team). A community resolution is used to resolve less serious offences through informal agreement by both parties instead of through the criminal justice system. A community resolution may be used with both youth and adult perpetrators and allows the police to deal proportionally with the ASB, taking into account the victim's needs, perpetrator and wider community needs.

The ASB, Crime and Policing Act 2014 aimed to enable the Police, Council, Social Landlords and others to deal quickly with issues as they arise and assist joined up working; notwithstanding this use of the powers must be compliant with the Human Rights Act 1998, the Equality Act 2010 and other relevant legislation.

Verbal or Written Warnings including Tenancy breach and Community Protection Warning

There must be evidence that ASB has or is likely to occur for a verbal or written warning to be issued. The warnings issued by the Council must be specific about the behaviour and why it is not acceptable, the impact this is having on the victim or community and the consequence of non-compliance.

ASB and Nuisance caseworkers issue warning letters including in relation to

- Tenancy breaches - first and second warning letter.
- Community Protection Warning as the pre requirement to the Community Protection Notice.

Community Protection Notice (CPN)

The Community Protection Notices (CPN) can only be issued after a written warning has been issued informing the perpetrator of problem behaviour, requesting them to stop, and the

consequences of continuing. A CPN be issued to anyone 16 and over including business and organisations to stop committing ASB which negatively affects the community's quality of life. The behaviour must have a detrimental effect on the quality of life for those in the locality, be of persistent or continuing nature and be unreasonable. Both CPOs and ASB and Nuisance Caseworkers issue Community Protection Warnings and Notices. Since the beginning of 2018 officers have issued:

- 94 Community Protection Warnings (CPW)
- 36 Community Protection Notices (CPN) due to breach of CPW
- 8 Fixed Penalty Notice's issued for breach of CPN
- 2 prosecution case files for breach of CPN.

An individual was enticing drug users to the Sutton town centre over a long period of time and as a result the caseworker served the individual a CPW which was ignored necessitating the escalation to a CPN. This stopped the congregation of drug users and resulted in the individual rethinking his approach. This concluded in a dramatic reduction in drug users frequenting the old Sutton market area which created issues at the time for business owners and passers-by and the local school.

A CPW was issued to a landowner due to horses escaping an unsecure field which was leading to traffic issues including congestions and near road traffic collisions. Several member of the public contacted the police and the Council to express their concerns and request support. CPOs swiftly dealt with these concerns by serving the CPW to the landowner which stipulated that they needed to secure the boundary to the horse's field within a 7 day period. This led to the owner completing the work, the horses being secured in the compounded area and the issues were resolved in a timely manner.

Civil injunction

Civil Injunctions serve to stop or prevent individuals engaging in anti-social behaviour and are issued by the County Court and High Court (over 18) or Youth Court (under 18). Injunctions include positive requirements as well as prohibitions and can be used against problem visitors, lodgers or owners.

For non-housing related injunctions the conduct has to cause or likely to cause, harassment, alarm or distress to any person and applies to persons behaving anti socially in public places such as parks or town centres.

For housing related injunctions the conduct has to cause or be capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises.

Two injunctions were granted on 1 November 2019 on two individuals who created ongoing issues in Sutton and prohibited both individuals from a particular estate. In addition, positive action was taken by the Council to terminate their temporary accommodation due to issues of fighting, abusive language whilst intoxicated, and whilst visiting another Council tenant. This precluded the two individuals from being accepted on the Home finder register for a Council property.

The injunctions incorporated positive sanctions for the two homeless individuals who previously would not accept support or intervention. However a subsequent breach took place by one individual which was heard court on 1 March 2019. The individual was committed to prison for 56 days

Public Spaces Protection Order (PSPO)

Public Spaces Protection Orders are intended to deal with a particular nuisance in a specific public space which is detrimental to the local community's quality of life. PSPOs restrict what people can do and how they behave in the designated area.

The Council has introduced Public Space Protection Orders (PSPO)'s and currently has two in place, relating to:

- Various dog control related requirements, alcohol, urination and direction to leave.
- Car cruising at Junction 27, M1.

Last year 7 direction to leave formal notices have been issued, 3 Fixed Penalty Notice's (FPN's) for Dog Fouling, 16 FPNs for failing to carry dog bags and 17 police issued FPNs for car cruising offences at J27.

Closure Power

There are two stages for this power; a Closure Notice or Closure Order. The Notice can be issued for 24 hours (extended to 48 hours) and can be used by the Council or Police out of court. This would be suitable for premises advertising a large scale party for example, however with every Closure Notice an application for an Order must be made to the Magistrate's Court. If the Order is no longer required, this must be communicated to the Courts. The Closure Order can only be issued by the courts however any breaches are criminal and come with the power of arrest.

Under a partnership approach the police and Council through the Crown Prosecution Service secured a Closure Order for a private dwelling. Resident testimonies highlighted issues were dramatically impacting on their quality of lives. The ASB officers involved provided victim impact statements and as a result obtained closure of the property. This was a successful partnership approach and prevented further issues at the property.

Criminal Behaviour Order (CBO)

A CBO is issued to tackle the most persistent anti-social behaviour by a criminal court against a person on conviction of a criminal offence. The Council works with the Police to ensure that CBOs are attached to criminal convictions by the Crown Prosecution Service (CPS) where required and suitable. There was also a CBO attached to a criminal conviction for fly tipping by the Council at the end of 2017.

A Criminal Behaviour Order was secured against an individual who was creating repeat demands in Kirkby-in-Ashfield on the Coxmoor estate. Issues included repeat targeted behaviour, victimisation and a whole host of anti-social and criminal related issues. Issues continued and as result of the partnership working, breaches of his CBO resulted in him receiving a 1 year custodial sentence and banned from driving for six months. The ASB and Nuisance caseworker has worked tirelessly on this case to ensure residents were supported and action was taken in partnership with the Police. As a result many residents have thanked the support from the Council and Police for their hard work and dedication on the case.

Absolute Grounds for Possession

To expedite the eviction of the most anti-social tenants the ASB, Crime and Policing Act 2014 introduced the absolute grounds for possession of secure and assured tenancies where anti-social behaviour or criminality has already been proven by another court.

The Council was granted absolute grounds of possession following the criminal conviction of a tenant. There were drug related issues from the address as well as repeat ASB issues reported including noise nuisance. The tenant was allowing lots of unruly visitors to the property at all hours of the day and night causing disruption to the wider community. This resulted in a large volume of neighbour complaints. Officers provided victim care and obtained statements to allow for swift enforcement action. The ASB Team applied and secured a civil injunction with various clauses which the resident breached. The breaches were put before the court and the Council was awarded possession under absolute grounds for possession. This went through the appeal process but the possession of the property remained alongside an injunction.

Tenancy Enforcement/Notice of Seeking Possession (NOSP)

During 2015/16 82% of anti-social behaviour complaints were resolved by social landlords through early intervention and prevention approaches without resorting to formal tools (source ASB, Crime and Policing Act 2014 guidance issued December 2017). In Ashfield, during 2018, 27 First Tenancy Warning Letters, 11 Second Tenancy Warning Letters and 8 Intended legal action letters were issued to tenants. 2 tenants had their introductory tenancies extended, 5 Notice of Possession Proceedings Introductory Tenancy proceeded (NOPPIT) and a further 5 Notice of Seeking Possession cases were taken through the courts based upon the evidence gathered to warrant this form of action.

Fixed Penalty Notices (FPN)

During 2018, 15 fixed penalty notices for litter were issued, 19 FPNs were issued relating to dog fouling and failure to produce suitable receptacle to pick up dog fouling and 8 FPNs were issued for breaches of CPNs between CPOs and ASB and Nuisance caseworkers.

Additional Action

The ASB and Nuisance caseworker's role is to respond to anti-social behaviour relating to domestic premises and utilise suitable approaches (as outlined) to address the issues. In the last 12 months, under the Prevention of Damage by Pests Act 1949 legislation, 7 warnings and 6 Notices have been issued and 2 prosecutions went to court. In addition, a further 4 cases went to court (including a pollution case) with fines (and Council costs) totalling almost £5,000.

Proportionality

As per the Home Office Guidance (updated December 2017) relevant legal tests must be met before powers can be used. Powers must be used as a proportionate response to the specific behaviours causing harm or nuisance. For example: when the Council has applied for an injunction to prevent an individual accessing a particular location this has to be where the incidents are occurring i.e. a specific property or street and could not include any other areas unless the issues were directly taking place in those areas which required such intervention.

Legislation requires the Council to be satisfied that the specific legal tests and safeguards set out in the legislation are met before the anti-social behaviour powers are used. The tests are intended to help ensure the appropriate and proportionate use of powers and that they are being used to target specific problems or circumstances.

Response to ASB may require collaborative working between different agencies to determine the most appropriate solution. For instance the Council introduced the Public Spaces Protection Orders

(PSPO) to enable the Police to respond to the large scale car cruising issues at Junction 27, M1 following the expiry of the County Council section 222 injunction.

Within Ashfield we utilise the integrated services hub to support collaborative working including multi agency partnership meetings i.e. the Complex Case Panel and the Operations Tasking (ops tasking) meetings as well as specific task and finish meetings.

Tackling ASB in Sutton Town Centre – Case Study

A multi-agency approach was set up during summer 2018 due to the number of individuals gathering in Sutton town centre who were understood to be taking substances, more specifically “Mamba”. The behaviour displayed by the persons under the influence of this substance was erratic, volatile, sometimes described as a ‘zombie’ effect and appeared intimidating and threatening. However, the substance users are also highly vulnerable individuals and many were assaulted, with some of these assaults being shown on social media. Individuals who have taken Mamba say that they struggle to stop due to the physical pain of the side effects and wish they had “stuck with heroin”. The majority were homeless or perceived homeless and there was a visible increase in those gathering from approx. 6-8 people in January to up to 30 in the group, with many coming from out of area.

The visibility of the individuals was causing a detrimental impact to the town centre; affecting traders and businesses as well as the enjoyment of shoppers and individuals using the recreational facilities in the town centre. Complaints had been raised concerning the people congregating outside of the breakfast club held at the Christian Fellowship Church and of the behaviours being displaying due to the effects of substances being taken. Social Media has been highlighting the issues with members of the public voicing their concerns about the substance misusers in the town centre.

With the issues outlined it was clear that these could not be managed by one agency and partners came together, led by the Council, to pool resources, understand the issues and put in place a coordinated plan. A multi-agency meeting was arranged and met on a two weekly basis which included the development of the 12-week plan.

The plan included prevention, early intervention, support, engagement and enforcement. High visibility joint patrols between the Council and Police were also arranged to provide reassurance and daily intelligence was also being submitted by ASB and Nuisance caseworkers concerning drugs activity.

The substance misuse worker aimed to support the substance misusers, offering quick access to Change Grow Live (CGL) L Medics/Psychiatrists/Treatment/Nursing Teams and supported individuals with their many complex needs to access services. The worker attended the breakfast club and engaged with other services to ensure connectivity and support with the volunteers. There was joint working with the Framework outreach workers which was important to this client group. Prison in-reach for individuals with a custodial sentence provided options post release. Housing options for the substance misusers were identified (i.e. Christian Rehab) who will accept these individuals with their many complexities, this has mainly been out of County and some individuals were successfully moved on who have had the opportunity to change their lives for the better.

Work was taken forward to support the breakfast club and manage the charitable offerings in the town centre. Frequent tenancy inspections took place in conjunction with the Police on all addresses believed to be supplying Mamba. The Council issued a CPW and CPN after trying to engage with a person providing food to Mamba users which drew groups into the town centre and as a result had significant negative impact on the town centre community. 3 Community Protection

Warnings and 3 Community Protection Notices were issued. 1 tenancy warning was also issued. A Notice Seeking Possession was served on an individual understood to be supplying Mamba to the town centre group and the individual was evicted by the courts. There is also 1 injunction in place on an individual who was understood to be supplying Mamba to the town centre group. There has been a demonstrable reduction in issues in the town centre and work will remain ongoing.

Future Challenges

ASB is a responsibility across many different partners we work with and we must ensure collaboration and joint working takes place. However, there is continuing pressure on the public sector with shrinking budgets. Organisations are finding it more difficult to protect front line services which ultimately leads to impact upon service delivery. There has been greater joined up working and sharing of information including through the e-cins multi agency case management system and project delivery which may be impacted by workforce losses across partner agencies. Residents with complex needs are also more prevalent in our communities which creates high levels of service demands and thresholds not being met. Early intervention is crucial and prevention must equally continue to be focussed upon which provides challenge to public sector agencies who resource the symptoms rather than the cause.

Implications

Corporate Plan: Communities and Environment

- Ensure the foundations for a good quality of life are in place; reducing crime and antisocial behaviour and facilitating cleaner and more attractive neighbourhoods.
- Supporting young people to be optimistic and ambitious about their futures.
- Work with our partners to ensure we deliver services centred on the needs of people and places, rather than existing teams, agencies or institutions.

Legal:

Legal implications are set out in detail in the body of this report.

Officers in the Legal Team work closely with Council officers and our partners when assessing the use of enforcement powers and then provide the necessary assistance and support when the decision has been made to proceed with formal legal proceedings.

Finance:

There are no financial implications relating to this report.

Budget Area	Implication
General Fund – Revenue Budget	N/A
General Fund – Capital Programme	N/A
Housing Revenue Account – Revenue Budget	N/A
Housing Revenue Account – Capital Programme	N/A

Risk:

Risk	Mitigation
There are no additional risks resulting from this report.	Progress against tackling crime and disorder / anti-social behaviour is detailed within the report.

Human Resources:

There are no human resource impacts identified in this report.

Equalities:

The community safety partners recognise that some types of anti-social behaviour affecting minority communities, such as BAME and LGBT, are often under reported and would be classified as Hate Crime in most instances. ADC is working with Nottinghamshire Police and representative groups to increase confidence and reporting of Hate Crimes.

Other Implications:

There are no other implications identified at this stage.

Reason(s) for Urgency

None

Reason(s) for Exemption

None

Report Author and Contact Officer

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Don't suffer in silence – report it

If you are suffering from anti-social behaviour you can report it by contacting Nottinghamshire Police on **101** or Ashfield District Council on **01623 450000** and ask for **Community Protection**. You can also report it to your housing office or housing association if you are a tenant of a social landlord.



The Community Trigger does not replace an organisation's own complaints procedures and members of the public should still utilise the complaints procedure of an individual organisation if they are unhappy about the service they received or conduct of an individual officer.

Equality and Diversity

We value the diversity of the Ashfield District and work to ensure that it is an inclusive community. Trigger applications may be rejected if they are thought to be prejudicial, discriminatory, malicious, unreasonable or frivolous.

If you require this form translating or interpreting into sign language, Braille, other languages other than English or other accessible formats such as large print, please call:
01623 450000



Appendix A

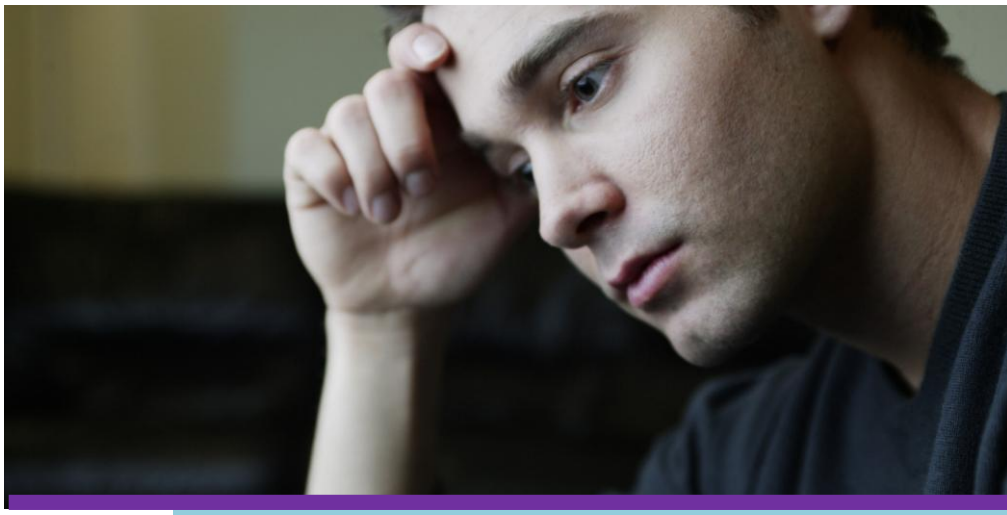
**Are you
frustrated
and feel that
nobody is
listening?**



**Help is available to support repeat victims of
anti-social behaviour**

The Community Trigger





Ashfield District Council in partnership with Nottinghamshire Police and other agencies are working to reduce anti-social behaviour (ASB). Help is available to support repeat and vulnerable victims of ASB across Ashfield. This leaflet explains what you can do if you are not satisfied with the outcome after reporting ASB.

What is the Trigger?

The Community Trigger gives victims and communities the right to review the action taken where an ongoing problem has been reported. The process is designed to make sure that the Council, local police and other partners, including registered housing providers, work together to tackle anti social behaviour in a timely manner.

We will do this by talking to you, sharing information among all the relevant agencies and using our resources to try and reach an agreeable outcome.

When can I Trigger?

If you have complained about Anti-social behaviour (ASB) on three or more separate occasions either to the Council, Police or your housing provider then you may be able to use the Community Trigger. The problems you have reported must have taken place within the last six months and each incident reported within one month of it occurring.

How do I trigger?

If you think your issue or concern meets the criteria for the Community Trigger you will need to complete an application form.

You can complete this form online at **www.ashfield-dc.gov.uk**

Alternatively telephone 01623 450000 and ask for a member of the Community Protection team. Someone can fill in the form over the telephone with you or you can also request an application form by writing to:

**Ashfield District Council
Council Offices
Urban Road
Kirkby-in-Ashfield
Nottingham
NG17 8DA**

Or email **asb@ashfield-dc.gov.uk**



You will need to provide details of each time you have complained, to who (name, organisation and/or incident reference number), information about the anti social behaviour and what action you understand was taken. We are keen to know what you would like to be done to address the issue.

Your application will be assessed and you will receive an initial response within seven working days. If it meets the criteria, an officer from Ashfield District Council will review your application and arrange a meeting of appropriate partners within 20 working days.

A response will be sent to you within a further two working days detailing the outcome of the meeting and also suggestions on how the Partnership can attempt to resolve the problem.

If you still feel dissatisfied you will be given details of what to do next.