



PS 139 Anti-Social Behaviour Policy

April 2012

Version 1.0

Statement of legislative compliance

This document has been drafted to comply with the general and specific duties in the Equality Act 2010; Data Protection Act; Freedom of Information Act; European Convention of Human Rights; Employment Act 2002; Employment Relations Act 1999, and other legislation relevant to policing.

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Aims and objectives of the policy

This document sets out the Nottinghamshire Police Policy for dealing with Anti-Social Behaviour.

We recognise that anti-social behaviour (ASB) and the fear of ASB can have a serious effect on the community and those individuals who experience it. We understand that the perception of high levels of ASB within the community also damages confidence in our ability to respond and deal with ASB effectively.

Our Strategic Priorities

- To cut crime and keep you safe
- To spend your money wisely
- To earn your trust and confidence

Key Principles of our Delivery

- Ethos of Neighbourhood Policing;
- Community and Customer Focus;
- Our response to incidents must be right first time, every time;
- One Team Ethos – Neighbourhoods, Response, CID, Intelligences and Partners;
- Geographic Accountability;
- To protect those who are vulnerable;
- Evidence and risk based allocation and deployment of resources;
- Visibility and availability; and
- Being Corporate – simple and effective systems and practices.

Definitions

The Legal definition of ASB comes from the Crime and Disorder Act (1998) and this will be used as the legal basis for proving or disproving offences brought before a court.

‘Acting in a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as (the defendant)’.

Practically speaking the Home Office defines it as **‘ASB is virtually any intimidating or threatening activity that scares a person or damages their quality of life’.**

Examples of ASB include:

- rowdy, noisy behaviour
- ‘yobbish’ behaviour
- vandalism, graffiti and fly-posting
- dealing or buying drugs on the street
- fly-tipping rubbish
- aggressive begging
- street drinking
- setting off fireworks late at night

The Home Office under its National Standards of Incident Recording (NSIR) identifies three major categories of ASB and all incidents will be finalised on Vision under one of these three categories.

ASB can be **PERSONAL** (directed at an individual); **ENVIRONMENTAL** (not directed but affecting the community at large); or **NUISANCE** (not intentionally directed but still affecting an individual).

ASB: PERSONAL

'Personal' is designed to identify ASB incidents that the caller, call-handler or anyone else perceives as either deliberately targeted at an individual or group or having an impact on an individual or group rather than the community at large.

It includes incidents that cause concern, stress, disquiet and/or irritation through to incidents which have a serious adverse impact on people's quality of life.

At one extreme of the spectrum it includes minor annoyance; at the other end it could result in risk of harm, deterioration of health and disruption of mental or emotional well-being, resulting in an inability to carry out normal day to day activities through fear and intimidation.

ASB: ENVIRONMENTAL

'Environmental' deals with the interface between people and places. It includes incidents where individuals and groups have an impact on their surroundings including natural, built and social environments.

This category is about encouraging reasonable behaviour whilst managing and protecting the various environments so that people can enjoy their own private spaces as well as shared or public spaces.

People's physical settings and surroundings are known to impact positively or negatively on mood and sense of well-being and a perception that nobody cares about the quality of a particular environment can cause those effected by that environment to feel undervalued or ignored.

Public spaces change over time as a result of physical effects caused, for example, by building but the environment can also change as a result of the people using or misusing that space.

ASB: NUISANCE

'Nuisance' captures those incidents where an act, condition, thing or person causes trouble, annoyance, inconvenience, offence or suffering to the local community in general rather than to individual victims.

It includes incidents where behaviour goes beyond the conventional bounds of acceptability and interferes with public interests including health, safety and quality of life.

Just as individuals will have differing expectations and levels of tolerance so will communities have different ideas about what goes beyond tolerable or acceptable behaviour.

This policy sets out how, along with our partners, we will provide a timely, effective response to all reports of ASB at every stage of the process.

The priority for Nottinghamshire Police will always be to tailor the response to meet the needs of the individual.

Policy statement

People are individuals, and we recognise that ASB affects everyone differently. Our response to reports of ASB is not only based on the type of ASB but also its effect on the individual or community reporting it.

As part of this process we will assess each report of ASB at the time we are made aware. Upset victims may be reluctant to leave their home, and there are many forms of vulnerability that we will tailor our response to. To assist our staff, have defined the terms 'Vulnerable' and 'Upset' as follows:

Vulnerable - Can include a person able to be easily physically, emotionally, or mentally hurt, influenced or attacked. Examples might include Age, Mental Disorder, Mental Impairment of intelligence or social functioning, physical disability, physical disorder.

Upset - Can include a person in a worried mental state, afflicted with or marked by anxious uneasiness or trouble. Examples might include crying, distress, or anger.

Nottinghamshire Police recognise that we also need to identify people who are repeat victims, whether or not the ASB occurred solely within our policing area. This may require a different or more specialist response from our staff. Nottinghamshire Police will use the definition of Repeat Victim as follows:-

Repeat Victim - Any person or section of the community who suffer from a similar pattern of ASB within any 12 month period, which could constitute criminal behaviour e.g., harassment or disorderly conduct.

When our staff assess the vulnerability of a victim they will record on our command and control system their decision and rationale.

If we identify a caller as being a vulnerable or a repeat victim we must attend the address and complete a risk assessment and record the incident as either a crime or allocate an ASB Non-crime number.

It should be noted that some incidents of ASB are actually classified as a Hate Crime and where this is the case the Hate Crime Policy applies. In Nottinghamshire we use the same risk assessment form for ASB and Hate Crime and so the processes are complementary to each other.

Call Handling and Attendance at Incidents

The majority of initial reports of ASB are received into the Force Control Room as a result of 999 or 101(non-emergency) calls. Each incident will be immediately graded to determine the response time. **Where there is a danger to life or risk of injury, we aim to respond within 15 minutes (urban) or 20 minutes (rural) and if the caller is 'vulnerable' or 'upset' or the call relates to a community Neighbourhood Policing Priority, we aim to respond within 60 minutes.**

Reports can also be received by Local Neighbourhood Officers via their advertised telephone and email points of contact. When taking reports in this way the officer will assess the need for an immediate or urgent response and if one is required they raise an incident with the control room. If the officer takes a report of a further incident connected to a case that already has an ASB non - crime number allocated, they will add a working sheet to the number to ensure that it has been recorded.

When officers are dispatched to incidents information is available about any previous incidents at the location or involving the caller, this assists the officers in dealing with the incident.

Our attendance and response to reports of ASB are monitored will be in our **weekly, local area meetings**.

Reports of ASB to other agencies will be directly monitored through the weekly local area meeting. This must be subject to an information sharing protocol and comply with Data Protection requirements.

Recording of ASB.

Having completed a risk assessment it is reviewed by the Demand Management Inspector and it will be classified as being either 'raised risk' or 'standard risk'

Standard risk ASB victims will be managed by the Neighbourhood Policing Team and raised risk victims will be reviewed by the chair of the Daily Management Meeting.

All raised and standard risk victims are managed on our crime recording system and this ensures that we have a permanent record of the incident and how it has been managed.

All raised risk victims should be referred to a local **multi-agency forum**.

Daily review of vulnerable ASB victims

At our daily management meetings which are chaired by a senior officer, all raised risk victims from the previous 24 hours will be reviewed. Any that are raised risk or repeats will be reviewed in the meeting to ensure that a suitable intervention plan is in place. This will be recorded on our crime recording system and monitored at the local weekly meetings.

Follow up

Our Neighbourhood Policing Teams must review all incidents of ASB and will re-contact and/or re-visit victims of ASB where appropriate. If the victim is vulnerable, repeat or upset this must take place within 48hours otherwise within 7 days. In considering the need for follow up the Neighbourhood Team will consider the 9 protected characteristics of the Equalities Act(1).

(1)(Age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation)

Weekly - Local Area Meeting.

Every Neighbourhood Policing Inspector will hold a weekly meeting to review:

- Local Policing Priorities;
- Local problem solving plans in relation to ASB;
- Raised risk victims of ASB;
- Action against repeat ASB offenders;
- Proactive operations that specifically target ASB;
- Patrol plans and tasks for the next week to address 'Hot Spots' for ASB, to support victims and to manage offenders.

Monthly - Multi-Agency Forum

In each of the seven District's in the County and in each of the three Area's in the City we will hold a partnership meeting where the cases of the most vulnerable persons and those with complex needs are discussed, information shared and a partnership led intervention plan to support the victim is developed.

Tasking and Co-ordinating meeting

A Superintendent chairs the Tasking and Co-ordination Meetings, held on both the City and County Divisions. This process uses the National Intelligence Model (NIM). The initial stage of this process involves the need for an Assessment of the threat, harm and risk affecting communities. This analysis includes offenders, victims and locations. These are then presented through the Divisions Tasking & Co-ordination Group who quantify the issues, ascertain the reasons behind them and make recommendations on how to address them. These recommendations result in a partnership approach to address problems and daily activity is managed through the Daily Management Meeting.

Neighbourhood Policing Priorities

Each of our Neighbourhoods will have between 1 and 3 Neighbourhood Policing Priorities. These are local issues that have been selected by a process that includes public consultation. Each priority will have a problem solving plan managed by the local neighbourhood policing team. Monthly updates on the progress of each plan will be provided on our website.

Priorities must be reviewed and set at three monthly intervals.

Community Engagement

This is the mechanism by which we determine our Neighbourhood Policing Priorities and start to understand and respond to issues that affect local communities. This is led by each of our Neighbourhood Policing Teams and it includes:

- Attendance at community meetings
- Completing street surgeries or walkabouts with residents, councillors and partner agencies
- Beat Surgeries
- Communicating with minority groups
- Making use of Neighbourhood Alerts
- Making use of the local news services, internet and the social media
- More details of our Community Engagement are to be found within our Neighbourhood Policing Policy.

Problem Solving

Our approach to dealing with ASB requires that we must use a problem solving approach at each stage.

This will commence with the people who take the first report of an incident and continue onto the officers who are allocated the enquiry and all of the partners who are involved in the process. To resolve a problem we need to look at all of the features of the 'victim',

'offender' and the 'location' and then work through with partners the options available to achieve a resolution to the problem before developing a response.

As an organisation we have a working group from across the county that is developing a consistent approach to problem solving that involves using the problem solving model developed by Professor Nick Tilley.

This involves using the SARA model of Scanning, Analysis, Response and Assessment and then focussing problem solving on the particular features of the Location, Offenders and Victims that are associated with the problem.

We will record all of our problem solving plans on an IT system called 'Neighbourhood Portal' which will go live in 2012.

Geographic Problem Solving Plans

As part of the performance management process for Police Community Support Officers we make use of problem solving plans for each of our Neighbourhood Policing Area's (NPA's). This document considers the key locations for crime and criminal damage, ASB, vulnerable victims and risky offenders and it provides an on going record of what our officers are doing to address these problems. We refer to this plan as the 'Five Step Plan'. They also include a patrol plan that shows officers where they need to be at different times of the day to keep people safe and to reduce crime and ASB.

City Division Neighbourhood Working Framework

There are 20 wards in the City Division. Neighbourhood Action Teams work at a ward level and comprise of officers from partner agencies. These will meet on a monthly basis.

Every two months the Area Chief Inspector will chair a multi-agency local area problem solving board where longer term problems are addressed.

Every quarter the Area Chief Inspector will present to the relevant Area Committee on problem solving progress and at this meeting Neighbourhood Policing Priorities are set.

County Division Partnership Plus Areas

There are 15 ward areas in the county that contribute a disproportionately high level of crime and ASB. Working with our partners including the county / district and city councils we have agreed to prioritise our resources to deliver improvements for the people that live in those areas.

Whilst this does not mean that we can neglect other areas, it does mean that we will divert more officers to work in these areas to have the biggest impact on reducing crime and ASB.

Each of these areas has a comprehensive multi-agency plan which we monitor and review with partners in problem solving meetings, ensuring that they deliver improvements and value for money. All of our teams are expected to contribute to these delivery plans.

Dedicated ASB Operations.

At key times for ASB we operate dedicated Operations. The key elements of these operations include:

- Staff dedicated to ASB incidents to improve the service to victims and attendance times
- Patrol Plan that shows key locations and times for ASB
- Personal contact with vulnerable victims

- Staff have time to deal with low level matters and will for example take young people home to their parents and make referrals to other agencies
- A comprehensive review of the activity takes place to ensure that opportunities to address ASB have not been missed.

Enforcement Options

In conjunction with our partners we will adopt an escalated approach to deal with ASB. This can commence with advice and warnings and then progress to more serious measures where the behaviour causing the problem has not improved. Options available to us include:

- Criminal sanction;
- Anti Social Behaviour Orders;
- Acceptable Behaviour Contracts;
- Dispersal Notices;
- Alcohol Exclusion Zones;
- Penalty Notices for Disorder and Restorative Justice.

We also make referrals to partner agencies, social housing landlords, family and children services, environmental health as those agencies may have more appropriate methods of dealing with the problem than ourselves.

Communications

We will provide regular updates to the Public on our progress against the priorities that they have helped to identify. Each of our Neighbourhood Policing Areas put out monthly updates on the web site and more formal quarterly updates under the 'You said we did' campaign.

Local officers will publish updates via 'Neighbourhood Alert' and other Social Media such as 'Facebook' and 'Twitter'.

Performance Framework

Implementation and compliance with the Anti Social Behaviour Policy will be monitored and owned by the Neighbourhood Policing Working Group.

The Chair of the Neighbourhood Policing Work Stream produces reports to the Citizen Focus Board which is chaired by the ACC and this group will provide strategic governance.