

Committee:	Executive	Agenda Item No.:	6.
Date:	7 th March 2011	Status	Open
Category	2. Decision within the functions of Executive		
Subject:	Report of the Implementation of the Anti-Social Behaviour Delivery Improvement Plan Scrutiny Review		
Report by:	Councillor Mary Dooley – Chair of the Safe and Inclusive Scrutiny Committee		
Other Officers Involved	Scrutiny Officer		
Director	Director of Neighbourhoods		
Relevant Portfolio Holder	n/a		

RELEVANT CORPORATE AIMS

COMMUNITY SAFETY – Ensuring that communities are safe and secure by assessing progress against the Council’s Anti-Social Behaviour Strategy.

TARGETS

The Safe and Inclusive Scrutiny Committee have considered the objectives detailed in the Anti-Social Behaviour Delivery Improvement Plan. These objectives have now been incorporated within the Council’s Anti-Social Behaviour Strategy.

VALUE FOR MONEY

At the time of undertaking the review, the Scrutiny Committee was advised that the change in Government had led to the priorities and focus on Anti-Social Behaviour being reassessed and no clear direction had been provided as yet. It is hoped that the recommendations arising from the review report will assist the Council in continuing to monitor progress against the Anti-Social Behaviour Strategy, ensuring that effective use is being made of existing budgets.

THE REPORT

At its meeting on 29th June 2010, the Safe and Inclusive Scrutiny Committee agreed to undertake a review on the Implementation of the Anti-Social Behaviour Improvement Delivery Plan.

The review was identified as a priority by elected Members as the Police and Justice Act 2006 contained provisions requiring local authorities to review or

scrutinise the decisions and actions of Crime and Disorder Partnerships each year.

On 13th October 2009, the Home Office announced that a series of measures would be introduced to tackle areas where perception of Anti-Social Behaviour had been 25% or above. According to the recent Place Survey, Bolsover's figure was 31.9% which meant that the Authority fell into this category. These special measures were to positively help with the perception of Anti-Social Behaviour.

The Home Office required that each authority conduct an Anti-Social Behaviour Self Assessment. Following the assessment, the Authority was required to produce an Anti-Social Behaviour Improvement Plan which addressed the gaps in service and performance.

The Safe and Inclusive Scrutiny Committee has looked at the objectives in the Improvement Plan and asked questions of the relevant officers in order to understand the progress made against the Plan and any ongoing issues.

ISSUES/OPTIONS FOR CONSIDERATION

The outcome of the Scrutiny Review as outlined in the report attached.

IMPLICATIONS

Financial: None identified
Legal: None identified
Human Resources: None identified

RECOMMENDATIONS

- 1. That the Executive consider the Safe and Inclusive Scrutiny Committee recommendations set out in the report of the Implementation of the Anti-Social Behaviour Delivery Improvement Plan Scrutiny Review.**
- 2. That a response be provided on the review recommendations in order that an action plan is drawn up to monitor implementation.**

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

Consideration of reports from Scrutiny Committee.

ATTACHMENTS: Y
FILE REFERENCE:
SOURCE DOCUMENT: ***Implementation of the Anti-Social Behaviour Delivery Improvement Plan Scrutiny Review Report***

**BOLSOVER DISTRICT
COUNCIL**

**SAFE AND INCLUSIVE
SCRUTINY COMMITTEE**

**IMPLEMENTATION OF THE
ANTI-SOCIAL BEHAVIOUR
DELIVERY IMPROVEMENT
PLAN**

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Foreword of Councillor Mary Dooley Chair of the Safe and Inclusive Scrutiny Committee

The review of the implementation of the Anti-Social Behaviour Improvement Plan was based on the facts of the Anti-Social Behaviour Team and the recommendations came out of these facts. The whole Committee from the word go got their teeth into this review. We listened to the officers and debated the issues. Out of this came our report.

We were all well aware of the budget constraints we face as an authority and what impact this would have on our recommendations. We were also aware that we were not going to re-invent the wheel.

Our thanks go to all the officers that took time out of their busy schedules to attend our meetings and our Cabinet Member for his attendance, presentation and information, which he provided on changes to policing which included issues relating to Anti-Social Behaviour. We hope that the experience of attending a scrutiny meeting was not too scary!

Special thanks go to Claire Millington for her patience and professionalism. It's not been an easy few months for her and her family. Well done to you!

My thanks also go to Kay Rodda in Democratic Services for all your support and assistance along the way.

Last but not least, my thanks to all the members of the Committee for their attendance and contribution to the review. Well done to you all.

Mary Dooley.

1. Introduction

At its meeting on 29th June 2010, the Safe and Inclusive Scrutiny Committee agreed to undertake a review on the implementation of the Anti-Social Behaviour (ASB) Improvement Delivery Plan.

The Review was identified as a priority by elected Members as the Police and Justice Act 2006 contained provisions requiring local authorities to review or scrutinise the decisions and actions of Crime and Disorder Partnerships.

On 13th October 2009, the Home Office announced that a series of measures would be introduced to tackle areas where perception of Anti-Social Behaviour had been 25% or above according to the recent Place Survey.

Bolsover's figure was 31.9% which meant that the authority fell into this category. These special measures were to positively help with the perception of Anti-Social Behaviour.

The Home Office required that each Authority conduct an Anti-Social Behaviour Self Assessment. Following the assessment, the authority had to produce an Anti-Social Behaviour Improvement Plan which addressed the gaps in service and performance.

At the time of undertaking this review, the Committee was advised that the change in Government had led to the priorities and focus on Anti-Social Behaviour being reassessed and no clear direction had been provided as yet.

2. Recommendations

Recommendation 1

That all Members be invited to get involved in police activities, for example, Operation Relentless when it is in their ward by holding a surgery during the event. It is hoped that some local people who don't want to speak to the Police may report any concerns or incidents to their local ward member, given the opportunity.

Recommendation 2

That all Members be reminded of the importance of raising relevant ward concerns to the Police and Community Safety Partnership so that these concerns can be addressed and funding can be prioritised.

Recommendation 3

That all Members be made aware of the importance of completing diary sheets correctly, so that if they are approached by a local resident, they can then provide advice and assistance.

Recommendation 4

That Parish Councils be encouraged to utilise the local knowledge of the CAN Rangers and receive updates on any issues or projects coming up within the area at the Parish Council Liaison meetings.

Recommendation 5

That the report, prepared by the Anti-Social Behaviour Case Worker, every two months for Members which provides progress updates on victim support cases, be circulated to all local ward members to ensure that they are kept up to date with any issues. The Committee were not aware of receiving this report regularly and this recommendation is simply to ensure that all members receive the information.

Recommendation 6

That the tenant newsletter be utilised to promote the Council, including details of success stories and achievements. This may assist with the issues around perceptions of crime.

Recommendation 7

That when publicising stories or articles, consideration be given to the most appropriate publications for the target audience, including the relevant Parish Council newsletter. This recommendation was not specifically aimed at Bolsover District Council's Communications but all Partnership Communications, for example, Safer Derbyshire.

Recommendation 8

That all tenants and residents be reminded of the emergency contact numbers (including the out of hours number) for example, by including these details with the next bin schedule and this information be included on the Council's website in a visible place.

Recommendation 9

That the Council consider the influence and assistance it can provide beyond eviction for perpetrators of Anti-Social Behaviour, for example housing needs after eviction.

3. Scope of Review

The review aimed to consider the outcomes achieved from implementing the Anti-Social Behaviour Improvement Plan. With this in mind, the committee aimed to address the following issues;

- Performance against the Improvement Plan
- Good practice and areas for improvement
- Areas of efficiencies and value for money

The Committee comprised of the following Members;

Cllr Mary Dooley (Chair)

Cllr Brian Huddless (Vice-Chair)

Cllr Terry Connerton

Cllr Brian Hendry

Cllr Paul Hendry

Cllr Viv Mills

Cllr Sandra Peake

Cllr John Phelan

Cllr Ken Walker

Cllr Alan Waring

Support to the Committee was provided by the Scrutiny Officer and the Democratic Services Officer.

4. Method of Review

- 4.1 The Committee met on four occasions to consider the scope of the review, key issues they wanted to discuss and the people they wished to interview.

4.2.1 The Committee interviewed a wide range of officers who were involved in the delivery of the Anti-Social Behaviour Delivery Improvement Plan. Attached at **Appendix 1** is a list of stakeholders interviewed.

4.3 Equalities and Diversity

Within the process of the review the panel have taken into account the impact of equalities and have not identified any negative impact.

5. **Evidence**

5.1 The following documents were considered as part of the review:

- Anti-Social Behaviour Delivery improvement Plan 2009/10
- Anti-Social Behaviour – Minimum Standards of Response
- Diary Sheet Monitoring – step-by-step guide
- Shirebrook East - Local Area Survey
- Castle Estate, Bolsover - Local Area Survey
- The Croft, South Normanton - Local Area Survey
- Shirebrook – Week of action – promotional materials
- Shirebrook East - Post intervention Survey
- Shirebrook – Week of action – outcomes
- Anti-Social Behaviour targeted support activity – Survey results report

6. **Key Findings**

Strengths

6.1 The officers involved in the Anti-Social Behaviour Team were all aware of the importance of their role and how this fits in to the delivery of the ASB Improvement Plan.

6.2 Weekly tasking meetings are successful in keeping all team members up to date.

6.3 The whole team is now working from the Academy system and everyone is receiving training to use it.

- 6.4 The Anti-Social Behaviour Case Worker makes every effort to assist victims of ASB, including meeting people away from their homes to help keep some anonymity (if the problem is in the area they live in).
- 6.5 The team has a good relationship with Victim Support, who in some cases can provide funding for cameras or secure fencing, etc and will attend meetings when requested which involve other partners, victims and perpetrators.
- 6.6 The diary sheet monitoring process has recently been revised to make it more efficient. These are now followed up to ensure a prompt response.
- 6.7 There is a lot of support available from a number of officers to people completing diary sheets including, CAN Rangers, Tenancy Management Officers, ASB Case Worker and the Specialist Housing Administrator.
- 6.8 CAN Rangers being seen on the streets and out in the community has a positive effect on the perceptions of ASB.
- 6.9 The CAN Rangers work closely with the Police Community Support Officers where possible. School visits and visits to day centres help to make local people aware of the CAN Rangers' role and the Council's priorities.
- 6.10 Partnership working is delivering diversionary activities in hot spot areas.
- 6.11 The CAN Rangers have an excellent knowledge of their local areas, hotspots and local vulnerable people.
- 6.12 The Shirebrook Week of Action, funded by the Home Office included diversionary activities for young people, Road Traffic Officers carrying out a dedicated Police Patrol on ASB and Licensing which resulted in a number of public order offences.
- 6.13 Operation Relentless has been carried out across the District in addition to nights of action.
- 6.14 A set of Anti Social Behaviour - Minimum Standards of Response has been agreed and published.
- 6.15 Although not mentioned within the Improvement Plan, the parenting classes were considered to be having a positive effect on those participating in them and this would help to reduce Anti-Social Behaviour within the families involved.

- 6.16 The Tenant Newsletter and Parish Council Newsletters were seen as the ideal publications for promoting the work of the Council and success stories.

Areas for Improvement

- 6.17 Elected Members should be encouraged to provide information to the Community Safety Sergeant who could feed this back to regular planning meetings. Any concerns regarding certain wards could then be considered, prioritised and funds allocated accordingly.
- 6.18 It was felt that not all Parish Councils were involved and CAN Rangers were not invited to as many Parish Council meetings as they had been in the past. Parish Councils should be encouraged to discuss ASB on their agenda and receive updates from relevant officers at Parish Council Liaison meetings, with consideration being given to ad hoc requests for attendance of the CAN Rangers at Parish meetings to deal with particular problems.
- 6.19 The fact that victims can meet with the ASB Case Worker away from their homes in a convenient location should be promoted as it was felt that this may encourage more people to come forward and report problems.
- 6.20 It was felt that good work was being done to tackle ASB and promote the Council's work however, the way it was advertised and communicated needed improvement.
- 6.21 The Council needs to promote its successes and achievements as good news stories – increasing these stories was seen as a way to help with the issues around perceptions of crime. The Tenants and Parish Council newsletters would be the ideal place for these good news stories.
- 6.22 The Committee felt that press releases should be considered and circulated to the appropriate publication, for example, prior to Safer Derbyshire's intervention work in Shirebrook, press releases were issued to the Derbyshire Times, when the local paper for Shirebrook was the Chad. However, the Shirebrook post was also used on this occasion. It was highlighted that the Communications Officer at Bolsover District Council circulated press releases to both the Derbyshire Times and the Chad, stories were not always publicised as it was down to their discretion how the stories were used.
- 6.23 The team should continue to seek feedback from Victim Support in order to make any necessary improvements
- 6.24 Concerns over tenants who were evicted with Anti Social Behaviour Orders on where they might live and the impact they may have on their

new communities were discussed. Eviction was a final deterrent and only affected a very small number of people each year. The Authority had no control over which landlord these former tenants moved to however Members felt that the Council should consider what, if any further influence and assistance it could give beyond eviction for perpetrators of Anti-Social Behaviour.

7. Conclusion

The Committee has looked at the objectives detailed in the Anti-Social Behaviour Delivery Improvement Plan and asked questions of the relevant officers in order to understand the progress and any ongoing issues.

The current position is that this issue is still a priority for Bolsover District Council and despite the fact that further guidance from Government is awaited, the team have continued to deliver on the targets where possible and have also worked to ensure that the service runs as efficiently as possible.

The actions arising from the ASB Delivery Improvement Plan have been incorporated within the ASB Strategy. This is kept under review through the normal process of action groups involving relevant officers, ensuring that the hard work put in to tackling ASB so far does not go to waste.

Appendix 1

Stakeholders

Cllr Brian Murray-Carr -	Portfolio holder for Community Safety
Deborah Whallett –	Housing Enforcement Manager
Jo Selby –	Community Safety Officer
Sergeant Paul Smith –	Community Safety Sergeant
Derek Ferguson -	Anti-Social Behaviour Case Worker
Averil Roddy -	Specialist Housing Administrator
Cathy Ford -	Tenant Participation and Liaison Officer
Alison Lawton -	CAN Ranger