



# **NORTHAMPTON BOROUGH COUNCIL ANTI-SOCIAL BEHAVIOUR STRATEGY**

**2006-2008**

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# ANTI SOCIAL BEHAVIOUR STRATEGY

NORTHAMPTON BOROUGH COUNCIL

WORKING IN PARTNERSHIP WITH

NORTHAMPTONSHIRE POLICE AND NORTHAMPTONSHIRE COUNTY COUNCIL

2006-2008

## INTRODUCTION

Historically, anti-social behaviour and its associated issues, were thought of as the responsibility of the police and in the past, Northampton Borough Council's role in tackling anti-social behaviour was relatively low profile.

The situation changed with the introduction of the Crime and Disorder Act 1998 that required all local authorities work in partnership with other relevant agencies in order to address problems of anti-social behaviour and so improve the quality of life for people living in, working in and visiting their area.

Anti-social behaviour and nuisance are the most frequently expressed complaints made to both Northampton Borough Council and Northamptonshire Police. Every agency forming Northampton's Community Safety Partnership is committed to implementing and enforcing an effective strategy to deal with these matters.

The primary objective of the NBC strategy was to address incidents of nuisance, harassment and anti-social behaviour on the council's housing estates. Taking account of the experience gained, the increased focus on the problem of anti-social behaviour and the emergence of the council's wider community leadership role, it is now also appropriate to extend the strategy to encompass anti-social behaviour in the community as a whole. This includes residential areas (irrespective of tenure), shopping, commercial and industrial areas and recreational facilities throughout the borough of Northampton.

This strategy reflects these changes and also embraces service developments achieved in the interim. It has also been written in support of the council's priority of **'working with partners to reduce crime and disorder across Northampton'** and in order that the council can fulfill its obligation under the Crime and Disorder Act 1998.

This strategy seeks to support the Northampton Community Safety Partnership Crime and Disorder Reduction Strategy, the council's Housing Management Service Nuisance and Anti-Social Behaviour Policy and the Northamptonshire County Council Community Safety Strategy.

This strategy has been developed in consultation with officers of Northampton Borough Council, Northamptonshire Police, Northamptonshire County Council and other partner agencies. It is intended that this strategy will be acknowledged and endorsed by all partner agencies.

An Action Plan of work being undertaken is attached and should be read in conjunction with this document.

## LINKS TO THE COUNCIL'S CORPORATE OBJECTIVES

This strategy has strong links and is consistent with a number of the council's Corporate Policies, in particular: **'working in partnership with public, private, community and voluntary sector organizations to improve the quality of life for the people of Northampton'**.

Additionally, implementation of the strategy will help to achieve the council's vision of: **'working with and for the people of Northampton to build an increasingly prosperous, healthy, safe and attractive town of which we are all proud'**.

## DEFINITION OF ANTI-SOCIAL BEHAVIOUR

For the purpose of this strategy, the definition of anti-social behaviour is consistent with that used in the Crime and Disorder Act 1998 and is as follows:

**"behaviour which causes or is likely to cause harassment, alarm or distress to one or more persons not of the same household as the perpetrator"**

It is intended that this definition will include incidents of nuisance, unreasonable and also petty and sub-criminal behaviour, which if allowed to continue unchecked, will have a major and adverse impact on the quality of life experienced by the victims.

## OBJECTIVES OF THE STRATEGY

The strategy seeks to:

- Prevent or deter the incidence of anti-social behaviour
- Tackle the causes and deal with the consequences
- Take appropriate action against the perpetrators
- Support victims and witnesses

An Action Plan has been developed and is attached to this strategy.

## FOCUS OF THE STRATEGY

The council recognises that in order to achieve the objectives of the strategy, it will need to work in partnership with the community as a whole. This includes tenants and residents and a range of other public, private and voluntary organisations, who have an interest in the prevention and resolution of problems associated with anti-social behaviour and have a role to play in helping to achieve this.

## **PRACTICAL APPLICATION**

The council acknowledges that there is often no simple solution to the problem of anti-social behaviour. This strategy therefore includes a range of options, which may be pursued either individually or in combination, in order to achieve the desired outcome.

Wherever possible, the council wishes to see problems of anti-social behaviour resolved through agreement between individuals or groups concerned. In some cases the council and/or other agencies may be a party to any such agreement. The prime objective is to pursue a problem solving approach and therefore legal action will only be used if this offers the most appropriate and effective course of action.

Reaching a decision on the option(s) to be pursued in individual cases, is seen as critical to the successful implementation and practical application of the strategy. Factors, which will influence this decision, are likely to take account of the following:

- The views and circumstances of the victim
- The views of other partner agencies and stakeholders involved
- The facts of the case
- The seriousness (or potential seriousness) of the problem
- The impact, or potential impact, of the problem on the victim or the community
- The feasibility of the potential remedies and the powers available both to the council and partner agencies
- The impact of any action on risk management arrangements where the perpetrator is a serious offender
- The proportionality of the remedy in relation to the problem
- The likelihood of the remedy proving effective
- Legislative requirements and constraints
- The council's policies, corporate objectives and key aims
- The circumstances and (where appropriate) the views of the perpetrator

Wherever possible the council will consider appropriate ways of preventing (further) incidents of anti-social behaviour, subject to their feasibility, budget and other constraints.

## WORKING WITH OTHER AGENCIES

An essential feature of this strategy is the emphasis on joint working. Close cooperation and involvement with a range of other local groups and organisations, in both the public and private sectors, is paramount in order to achieve the objectives. These agencies will include Northamptonshire Police, Northamptonshire Youth Offending Teams, Northamptonshire County Council's Children and Young People's Service, Northamptonshire Probation Service, Northamptonshire Connexions, Crown Prosecution Service, Community Mental Health teams, registered social landlords, residents associations and other community groups.

In many instances, in order to pursue one (or more) of the available options, joint working will be an integral part of the approach taken. This joint working approach will be co-ordinated by the Northampton Anti-Social Behaviour Unit. As well as providing evidence and additional information, it is recognised that other agencies will often be able to play important roles in helping to solve problems, particularly by the use of specialist skills and/or resources or powers at their disposal. This approach to anti-social behaviour issues will become routine.

However, where several agencies are closely involved, or the problem is of a very serious nature (either specific to an individual, or to a location) a multi-agency approach involving all those with an interest will be pursued. In order to achieve this, dedicated groups will be convened by the ASBU to include representatives from all relevant agencies in order to:

- Consider the nature and extent of the problem and the views and interests of the agencies and stakeholders concerned
- Agree objective(s)
- Evaluate options
- Decide on the course(s) of action to be followed and the part each agency will play in achieving the objective(s)
- Develop Action Plans
- Agree a mechanism and timetable for review

Whilst it is envisaged that this approach is likely to be utilised only very occasionally, it is seen as essential to have procedures in place which can be used to respond quickly to significant problems of anti-social behaviour as and when they occur, irrespective of their location. It is considered that this mechanism would also be used as a prelude to seeking Anti-Social Behaviour Orders (as detailed later in this strategy) but this would not preclude any other appropriate action(s) from being pursued.

Co-ordination and monitoring will be critical to the success and effectiveness of this multi-agency approach. It is recommended that this role (and also that of coordinating action on potential Anti-Social Behaviour Orders) be performed by staff from the Northampton Anti-Social Behaviour Unit. This will

ensure that an effective and consistent approach is taken in these very serious but fortunately rare cases.

## **NORTHAMPTON ANTI-SOCIAL BEHAVIOUR UNIT**

The Northampton Anti-Social Behaviour Unit (ASBU) was re-launched in February 2005. The unit comprises staff from Northampton Borough Council and Northamptonshire Police and has close working links to U-Turn.

The ASBU works in partnership with all relevant agencies and other council departments, with a particularly close relationship with Northampton Borough Council housing services.

The priorities of the ASBU are to coordinate and monitor local agency approaches and methods of dealing with anti-social behaviour. Various methods are available to be utilised, including warning letters, intervention work by U-Turn or the Youth Service and others that are shown in more detail later in this strategy.

Working protocols have been developed, in consultation with our partner agencies and other council departments where appropriate, in order to ensure a consistent approach is maintained.

The ASBU is able to take referrals of named individual persons who are engaged in committing acts of anti-social behaviour in order to co-ordinate a multi-agency response in dealing with them, including case building for court.

Referrals can be from a number of sources including police officers, PCSOs, council housing officers, neighbourhood wardens, environmental health officers and registered social landlords (RSLs). A standard referral form has been developed for this purpose.

All referrals are discussed weekly within the ASBU and final decisions on action to be taken are reached after discussion with partners at the monthly Northampton Anti-Social Behaviour Action Group (NASBAG) meetings.

The ASBU will provide monthly updates on actions being taken by the unit and other agencies in respect of anti-social behaviour issues which will be circulated to all relevant persons both within the council and partner agencies.

## **INFORMATION DISCLOSURE**

Organisations involved in providing services to the public have a legal responsibility to ensure that their use of personal information is purposeful, fair, lawful and properly managed. Individual's rights and privacy need to be respected to maintain trust and a balance needs to be reached between the need to share information to provide a quality service and the protection of confidentiality.

As a consequence a Data Exchange Agreement (DEA) has been drawn up between the Northampton Anti-Social Behaviour Unit and its partner agencies

enabling the lawful exchange of personal information on both perpetrators and victims of anti-social behaviour to routinely take place.

## **SUPPORT FOR VICTIMS AND WITNESSES**

The need to provide support to victims and witnesses of anti-social behaviour is seen as an important feature of this strategy. The council, and in particular the ASBU, has established good links with Northamptonshire Victim Support which is prepared to accept direct referrals of victims and witnesses from the ASBU. Additionally the Witness Support Service will provide specialist support to witnesses who need to attend court to give evidence in cases of anti-social behaviour.

The ASBU is committed to the support of all victims and witnesses of cases of anti-social behaviour and case managers will make regular contact with them to provide information, advice and support. The ASBU will also make provision for panic alarms, mobile telephones or covert cameras to be available where appropriate. A 'Witness Support Protocol' has been drawn up in support of this commitment to victims and witnesses.

Northampton Borough Council and the ASBU will continue to work with other stakeholders to develop and implement procedures to ensure that adequate measures are in place to provide practical support to victims of anti-social behaviour. The work will be undertaken on both an individual case basis to respond to specific needs and also at a strategic level. It is envisaged that in many cases, existing arrangements and resources will be used in this process.

## **OPTIONS AVAILABLE**

The options available to resolve problems of anti-social behaviour are detailed below. It is important to appreciate that these may be used in a variety of ways, either singly or collectively, rather than representing a step by step guide or an incremental approach. It is essential that each case be dealt with on an individual basis. This is in order to resolve problems in the most appropriate way whilst having due regard to the specific circumstances, rather than adopting a blanket approach.

The council recognises that in certain cases it will not be appropriate to take action (or at least the action requested), for example where there are opposing views and conflicting evidence, or where to do so would adversely affect risk management arrangements. In these and in other cases, in addition to the options described, information will be given about how to obtain advice on the possibility of complainants taking their own legal action if they choose to do so.

### **1. Housing Enforcement of Tenancy Conditions** *(to be read in conjunction with the NBC Housing Management Services Nuisance and Anti-Social Behaviour Policy).*

This option applies to action taken by the council to enforce its own tenancy conditions and also action by other registered social landlords (RSL's).



In all instances, where perpetrators of anti-social behaviour are identified, housing officers will forward details to the Northampton Anti-Social Behaviour Unit which will record the information and, in consultation with our partners, consider taking additional action where appropriate.

Where legal action is being considered by a landlord in order to enforce tenancy conditions, good quality evidence is essential. This evidence can be from other residents, housing officers, other agencies such as the police, video and still photography and in exceptional circumstances professional witnesses can be used.

Where action by other landlords under their tenancy conditions is necessary, council officers will involve and liaise with the landlords concerned as appropriate, in order to enlist their help and support in tackling the problem.

Re-possession by the council of dwellings within its ownership will only be considered where:

- \* All other options have failed or are inappropriate AND
- \* There have been sustained and very serious breaches of tenancy, or instances of violence, threats of violence, racial or other forms of harassment or severe damage to property.

## **2. Police Action**

Northamptonshire Police will record as incidents all reports of anti-social behaviour and nuisance that are made to them. Many of the incidents that the police are called to will not be criminal in nature, but may adversely affect residents' quality of life.

In all instances where perpetrators of anti-social behaviour are identified, police officers will forward details to the Northampton Anti-Social Behaviour Unit which will record the information and, in consultation with other partners, consider taking action where appropriate. In relation to juvenile perpetrators (17 years and under) the ASBU will make contact with the young person's parents or carers to inform them of their involvement in any incidents that have come to police attention and advise them of potential future actions that could be taken against their child (e.g. ABC or ASBO).

Details of persons who repeatedly come to the attention of the police in connection with anti-social behaviour or nuisance are shared with the ASBU in order that joint action may be considered to deal with their actions. This is particularly useful when any of the parties involved are council tenants.

The police will also take the lead on making applications to the courts for Crack House Closures and for implementing Dispersal Orders, but these will be done in consultation with the council and with the active participation of the ASBU.

### **3. Environmental Health Action**

The council has a duty to investigate complaints of statutory nuisances such as noise, smells, fumes or unhealthy conditions and to take the appropriate enforcement action if a nuisance is established. The remedy for this is to serve notice and if the problem continues, prosecution in the Magistrates Court. Officers must also witness a significant nuisance or be able to demonstrate credible evidence, before action is possible.

In all instances where perpetrators of anti-social behaviour are identified, environmental officers will forward details to the Northampton ASBU which will record the information and, in consultation with partners, consider taking additional action where appropriate.

Evidence collection may include the use of noise monitoring equipment and the deployment of a duty officer on an out of office hours emergency rota. It is also essential that occupiers log details of evidence and they are prepared to appear in court as witnesses, in order to prove that someone is actually suffering nuisance.

Direct action to seize noise making equipment or to silence alarms may also be taken in appropriate cases. Exercise of these powers frequently relies on the cooperation and/or support of other agencies, in particular the police and the Magistrates Courts in granting warrants.

### **4. Injunctions**

Injunctions are a remedy, that are available to the council, other landlords in the public and private sectors, businesses and private citizens.

In essence, an injunction is a Court Order that requires the person(s) named either to do, or refrain from doing, certain specified acts. Failure to comply with an injunction can result in a fine and sometimes imprisonment

Injunctions are particularly appropriate where:

- . Swift action is required
- . Eviction and other remedies are not appropriate
- Sustained and serious problems have occurred

The use of injunctions will be considered by the council where the authority has a landlord or other interest, where specific and serious problems are experienced and other options have either failed or are not appropriate.

In situations where the council is the landlord and where there has been the use or threat of violence, the council may request that the court attach a power of arrest to the injunction, giving the police the power to arrest persons who are suspected of breaching its terms.

The use of injunctions as a remedy will also be considered where necessary and appropriate, to respond to instances of harassment or intimidation of council staff, members or agents of the borough council.

## **5. Protection from Harassment Act 1997**

Northamptonshire Police, where necessary, have recourse to use the 'Harassment Act' which allows for officers to arrest and interview offenders who "pursue a course of conduct, which amounts to harassment of another party".

This law was originally designed to tackle "stalkers" but has been successfully used in Northampton to deal with nuisance repeatedly directed at individual tenants and to deal with youths who have caused nuisance to such a degree that it has seriously affected the quality of life of Northampton residents.

Following conviction a restraining order can be applied for by the police restricting an offender's future behaviour.

## **6. Anti Social Behaviour Orders (ASBOs)**

Anti Social Behaviour Orders or ASBOs were introduced in the Crime and Disorder Act and came into force on 1st April 1999. They are designed to tackle persistent and serious anti-social behaviour in communities, ranging from patterns of behaviour by unruly youths to serious harassment. They are Civil Orders that are preventative and can prohibit individual(s) from continuing to act in an anti-social manner.

**Before an ASBO can be applied for, the police, local authority and other statutory and voluntary organisations must consult in each case, in order to consider whether it is appropriate to make an application.**

ASBOs can only be applied for by either the police or local authority and once in place will last for a minimum period of two years. Application is to the Magistrates Court and the civil burden of proof applies. However it is still imperative to have good quality evidence and/or witnesses who can identify the perpetrators. A breach of the terms of an ASBO constitutes a criminal offence, carrying a penalty on conviction of imprisonment (not exceeding five years), or a fine, or both.

The council will continue to work closely with the police and other relevant agencies wherever individual cases of possible ASBOs are being considered. Protocols to achieve this have been developed and implemented as part of this strategy.

## **7. Anti-Social Behaviour Orders on Conviction (CRASBOs)**

The Anti-Social Behaviour Act 2003 makes provision for ASBOs to be applied for on conviction for a substantive offence where anti-social behaviour was evident in the commission of the offences for which the offender is on trial.

This application can be made at both the Magistrates and the Crown Courts. If, however, the offender is acquitted of all charges the CRASBO cannot be applied for at that hearing.

The grounds for the application need to be explained to the court and must be relevant to the offence(s) charged. The conditions requested must reflect this

and correspond directly to the grounds, which can include previous convictions of the offender.

Because of the direct link to the criminal trial prosecution lawyers from the Crown Prosecution Service will deal with the CRASBO application in court. A protocol between the CPS, the police and Northampton Borough Council is being developed to take account of this.

## **8. Acceptable Behaviour Contracts (ABCs)**

An Acceptable Behaviour Contract (ABC) is seen as a useful and practical alternative to ASBOs, as another means of controlling and responding to instances of anti-social behaviour. ABCs have the advantage that they can be implemented very quickly and, in the case of juveniles, can also seek to actively engage the youth's parents in the process, in order to act as an additional deterrent to help prevent further instances of anti-social behaviour.

ABCs have no legal basis in law and there are no sanctions available should any individual decline to sign up to one. However should this be the case or should anyone break any of the conditions of an ABC, this can be used as evidence in any future application for an ASBO.

All ABCs should be drawn up in agreement and in consultation with the ASBU which will be able to provide advice and guidance on the prohibitions. The ASBU will, in most circumstances, also be involved in the signing and service of the ABC on the recipient.

Whilst the signing of an ABC will be entirely voluntary, a refusal to sign will be an important indication of the youth's future intentions, particularly as the terms of the agreement will include an undertaking not to carry out specified anti-social acts in future.

It is expected that an ABC will last for six months in most cases, with a review taking place after three months.

## **9. Environmental Improvements**

In some cases it may be possible to deter anti-social behaviour or reduce the likelihood of it occurring by altering or improving aspects of the physical environment. In particular this approach may be appropriate where problems occur in neighbourhood and town centre shopping areas, recreational, housing and other locations where the council has an interest.

Examples of this are changes to the features of communal or landscaped areas, closing off alleyways, the use of vandal resistant materials or components and the installation of door entry systems and CCTV and the introduction of traffic calming measures.

The council will consult with other landlords, business interests, stakeholders and residents as appropriate to identify and implement practical solutions to such problems where it is feasible and cost effective to do so and there is a likelihood of these measures proving effective.

## **10. Community Development**

Where problems develop which could have wider community implications, the council will consult with the local community and other stakeholders to consider how these might be overcome. Identification of these issues is key to a swift resolution, and there is a need to work closely with our partners and recognise emerging patterns of anti-social behaviour at an early stage.

The council will seek to co-ordinate and manage this process through its community development and/or housing management staff as appropriate.

## **11. Community Involvement**

Whilst action by the statutory and voluntary agencies will play a major part in controlling and preventing instances of anti-social behaviour, communities, victims and witnesses also have a critical role to play by:

- Not accepting or tolerating anti-social behaviour
- Personally challenging and confronting instances of anti-social behaviour where it is appropriate to do so. In particular the council recognises that many instances of anti-social and unacceptable behaviour can be dealt with quickly and effectively by informal agreement between the parties concerned
- Reporting instances of anti-social behaviour which remain unresolved to the council, the police and other relevant agencies
- Observing and recording full details of all incidents of anti-social behaviour and supplying this information to the agencies concerned
- Making statements and appearing in court to give evidence if and when required

It has to be appreciated that frequently it will not be possible for the council, the police and other agencies to pursue and sustain effective action without the involvement, support and co-operation of individuals or groups within the local community.

## **12. Neighbourhood Wardens**

The council has appointed a number of 'accredited' neighbourhood wardens to cover various wards in the borough. The wardens work closely with the local community helping to reduce crime and the fear of crime. The wardens also identify and report instances of anti-social behaviour and other problems to the appropriate agencies, enabling them to respond quickly and effectively.

The wardens help to deal with the results of certain anti-social behaviour at an early stage, such as removing graffiti and broken glass and are the "eyes and ears" of local agencies on the ground. It is anticipated that they will play a significant role in helping to deter and discourage incidents of anti-social behaviour occurring in the Borough of Northampton.

The neighbourhood wardens also help to encourage communities to accept

responsibility for the areas in which they live and to take pride in the maintenance and improvement of those areas.

### **13. Introductory Tenancies**

The implementation of Introductory Tenancies came into being in April 2005. This applies to all new council tenants other than those who move via transfers and mutual exchanges. The use of introductory tenancies makes it easier for the council to recover possession, where serious instances of anti-social behaviour and other major breaches of tenancy occur within the first year of tenancy. Introductory tenancies also provide a positive message to both new and existing tenants that anti-social behaviour will not be tolerated.

### **MEASUREMENT OF THE PROBLEM**

The council, the police and other agencies already record cases of anti-social behaviour in a variety of ways for their own monitoring and management purposes. It is recognised that many of these cases will be duplicated (i.e. reported by several different people and/or reported to more than one agency). It is not considered feasible or necessary to attempt to reconcile or amalgamate these systems.

However, in order to monitor and measure the effectiveness of the strategy relevant agencies will be requested to provide details of incidents of anti-social behaviour reported to them. Data will be kept by the Anti-Social Behaviour Unit to record the number of occasions when a multi-agency approach is pursued, the outcomes and whether the action taken has been successful in resolving the problem.

This data will also include the number of ABCs signed, the number of ASBOs and CRASBOs obtained, the number of Youth Dispersal Orders, the number of crack house closures and any other action taken in respect of anti-social behaviour. The data collected will enable the effectiveness of the multi-agency approach and specific strategic options to be evaluated and reviewed.

The ASBU will also monitor all cases of anti-social behaviour that are referred to them and provide information on the effectiveness or otherwise of action taken.

The ultimate aim of the council's strategy is to **'improve the quality of life for the people of Northampton'** by working in partnership to reduce anti-social behaviour. In addition to the actions taken, the success or otherwise of the council, in this regard, will be measured by a reduction in the number of reported anti-social behaviour incidents.

### **REVIEW OF THE STRATEGY**

This strategy will be reviewed at two yearly intervals, or in the light of significant changes in legislation or best practice, whichever occurs first. The review process will include consultation with partner agencies and other major stakeholders.

## **CONSULTATION WITH STAKEHOLDERS AND OTHER AGENCIES**

Consultation will be undertaken concerning the provisions of the strategy as follows:

- Community Safety Information Sharing Group (NBC)
- With partner organisations and other major stakeholders.
- With Overview & Scrutiny
- With the Northampton Community Safety Partnership

The strategy will be revised and updated as necessary in the light of comments received.

## **PUBLICITY**

It is intended that the introduction of the strategy will be publicised via:

- A press release
- An article in Housing Matters
- The provision of copies to partner agencies and other major stakeholders
- Northampton Borough Council Website
- Northampton Now
- Publication of specific cases through media releases

## **DOCUMENTATION**

Copies of the policies and protocols referred to in this strategy can be obtained, upon request, from the Northampton Anti-Social Behaviour Unit.

## **KEY CONTACTS**

### **Northampton Anti-Social Behaviour Unit**

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Northampton  
NN4 7NR

Crime & Disorder Team Leader: Lee Owens

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Steve Gilbert (seconded police officer)

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## **ABBREVIATIONS USED IN DOCUMENT**

ABC	Acceptable Behaviour Contract
ASBO	Anti-Social Behaviour Order
ASBU	Northampton Anti-Social Behaviour Unit
CCTV	Close Circuit TeleVision
CPS	Crown Prosecution Service
CRASBO	Anti-Social Behaviour Order linked to a Criminal Conviction
DEA	Data Exchange Agreement
NASBAG	Northampton Anti-Social Behaviour Action Group
NBC	Northampton Borough Council
PCSO	Police Community Support Officer
RSL	Registered Social Landlord
SLA	Service Level Agreement



## ANTI-SOCIAL BEHAVIOUR STRATEGY

### ACTION PLAN

Objective	Actions	Lead	Timescale	Measurements
1. To identify anti-social behaviour "hot spots" and take positive remedial action	1. Maintain close liaison with partners 2. Collate all anti social behaviour data 3. Convene case conference when appropriate 4. Make best use of all available legislation	Northampton ASBU	Ongoing	No. of "hot spots" identified  No. of case conferences called  No. of case referrals as a result
2. To actively identify potential "problem" individuals for intervention	1. Maintain close liaison with partners 2. Collate all relevant complaints, information and intelligence 3. Utilise all available resources to provide the most appropriate intervention	Northampton ASBU	Ongoing	No. of "problem" individuals identified  No. of case referrals as a result
3. To Develop a CRASBO Protocol with the Crown Prosecution Service	1. Work in partnership 2. Utilise all available information 3. Ensure use of "Best Practice"	Northampton ASBU/CPS	Completion by May 2006	Agreed protocol accepted by all relevant agencies
4. To provide relevant training for partners and other NBC departments	1. Develop an anti-social behaviour training package 2. Identify agencies/departments requiring training 3. Training delivered by Anti Social Behaviour Unit Staff	Northampton ASBU	Training package by May 2006 and ongoing	Completion of anti-social behaviour training package  No. of agencies/departments identified as requiring training  No. of training inputs given
5. To work closely with our partners, utilising existing working protocols, to deal effectively with anti-social behaviour issues	1. Hold regular NASBAG meetings 2. Establish working protocols 3. Encourage a high standard of referrals 4. Utilise legal services at every opportunity 5. Make best use of intervention work	Northampton ASBU	Ongoing	No. of NASBAG meetings held  No. of case referrals  No. of liaisons with legal/CPS  No. of cases taken to Court

<b>Objectives</b>	<b>Actions</b>	<b>Lead</b>	<b>Timescale</b>	<b>Measurement</b>
6. To develop an intervention programme for families at risk of anti-social behaviour requiring a higher level of intervention	1. Produce an agreed framework for intervention by U-Turn 2. Obtain sufficient funding to enable work to be done with 10 families in first year 3. Northampton ASBU to identify families 4. Implement programme 5. Monitor and evaluate after 12 months	Lee Owens/ Brian Bodsworth (U-Turn)	Implemented by May 2006 Evaluated by May 2007	Completion of framework  Sufficient funding obtained  No. of families identified
7. To provide adequate support to all victims and witnesses of anti-social behaviour cases	1. Develop witness/victim support procedures for ASBU 2. ASBU Case Manager to provide victim/witness with point of contact within five days of referral 3. ASBU Case Manager to maintain regular contact with victim/witness and keep updated on case progress 4. Consider referral to Northampton Victim Support on every occasion 5. Ensure other adequate support is provided	Northampton ASBU	April 2006 and ongoing	Completion of witness/victim support procedures  No. of contacts with witness/victim  No. of cases referred to victim support
8. To contract a mediation service as an alternative to legal action in neighbour disputes where anti-social behaviour is a potential outcome	1. Bid for funding made and response awaited 2. Agree service provider 3. Draw up SLA 4. Provide training for key employees 5. Put monitoring arrangements in place	Peter Haytack (Housing Services)	In place by June 2006	Sufficient funding obtained  Completion of agreed SLA  No. of persons trained  No. of times mediation service used