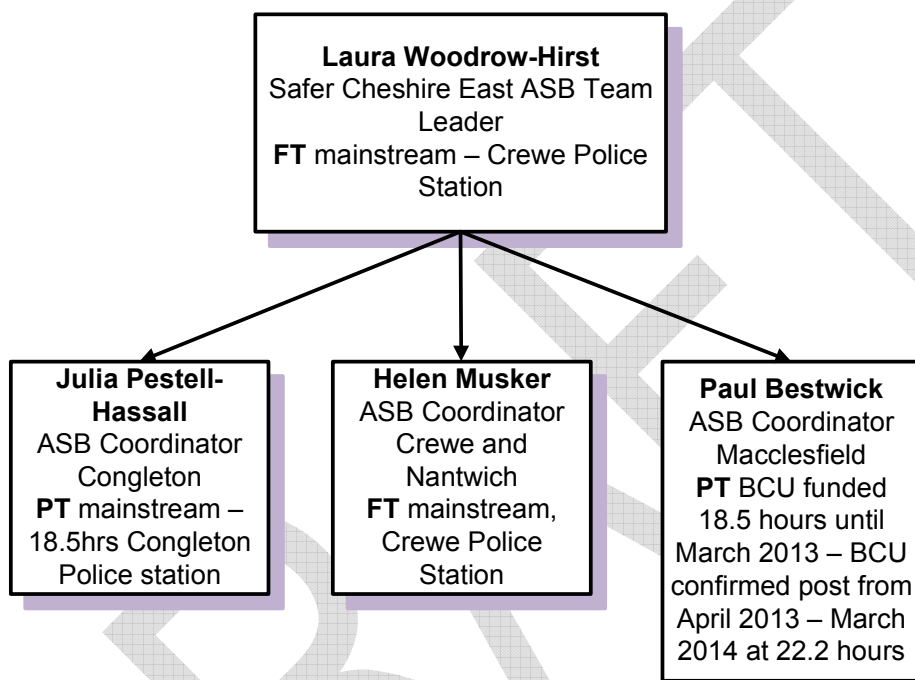


## CHESHIRE EAST COUNCIL – SAFER CHESHIRE EAST PARTNERSHIP – ASB TEAM OVERVIEW

### STRUCTURE:



## Dealing with reports and incidents of Anti-Social Behaviour

### Mediation Service:

Nearly three years ago, the Partnership was able to purchase a large number of cases from a private mediation company (Manchester Mediation) which expanded over a three year arrangement.

It was very quickly quite clear upon the merge of all the Borough Councils into Cheshire East, that a common issue within each area was repeat calls to the Police and other services such as Environmental Health (EH) with regards to “Neighbour Disputes”.

During the early days of migration the Team was pressured with a number of “repeat” calls and issues in relation to on-going neighbour disputes which had been reported over a number of months/years. These cases had got to such a bitter state that a

number of police calls had come into the service, assaults had taken place and legal agencies had been involved.

It was clear that in all to the “extended” cases that if an earlier intervention had been available some of these cases may not have got to the point that they had. It was also noted that the vast majority of these cases involved members of the community that either owned their own property or privately rented.

Although the ASB team offer assistance to all members of the community and work closely with RSL’s, it was satisfied that the RSL’s do have enough processes in place to deal with the majority of their tenants feuds “in-house” or through a private mediation company at no cost to their tenants. The ASB Team was also confident that if this was not the case, a referral would be made to the team.

It was decided that Mediation cases would be purchased in order to supply a service (free of charge) to those members of the community who were private own/rent. These cases would be assigned to those that had called up due to issues with their neighbour, or made an initial call to the Police or Council. Some of the cases referred to the mediation team were historic cases with a number of incidents already attached to them, however opportunity was given to these cases and although a number of the cases were not able to reach an agreement due to the extended length of time the issue had been going on for, some saw some surprising results. The details below show statistics and figures in relation to the mediation service and the success of this service so far. Figures run up to July 2012:

### Key headline figures

- **24** cases referred to Mediation Service between December 2010 and July 2012
- **10** cases resolved through both parties or one party engagement **(41.6%)**
- **8** cases not resolved through disengagement of one/both parties or non-agreement between parties **(33.3%)**
- **6** cases were closed by either by the mediation worker or by the parties due to either legal involvement or other personal reasons by one or both of the party’s e.g. ill health etc. **(25%)**
- **73** incidents occurred before Mediation Service and only 20 incidents occurred after Mediation intervention **(73%)**
- There are currently **9** ‘open’ cases which are not included in these figures

### Costing of staff

*These figures are approximate and can only be used as an indication as to possible total costs associated with a specific incident*

<b>If anti social behaviour incident requires 60 minutes of staff time</b>	<b>Costs</b>
Police x 1	£65.18 (data from Cheshire police research team)
Police x 2	£130.36
Cheshire East Council ASB	£18.94

coordinator	
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Total cost of ASB incident having 60 minutes of intervention from just one police officer and 60 minute intervention from an ASB co-ordinator will **cost £84.12**.

Typically, two police officers would attend an incident, especially during the evening/night time.

An ASB co-ordinator would on average spend approximately 5 hours on each case (through liaising with partner agencies/writing letters to parents/arranging and attending meetings/telephone calls to residents etc)

Total cost typically = £225.06 per incident

*\*Please note that these costs are approximate and only include the costs of police constables and ASB co-ordinators. In many incidents, other agencies are involved in dealing with ASB issues such as:-*

- *Environmental health officers*
- *Housing officers*
- *Community wardens*
- *Trading Standards officers*
- *Youth Offending officers*
- *Schools*
- *Mental health officers*

	<b>Number of incidents Before mediation Intervention:</b>	<b>Number of incidents After mediation Intervention:</b>
	73	20
<b>Approximate cost of PC and ASB coordinator time in typical cases:</b>	£16,529	£4,501

It is important to note that in some cases, incidents do lead to arrests and then the costs escalate considerably once this occurs due to the costs associated with the criminal justice system and the crown prosecution service. If the services of the Mediation Service can be offered at the first point of contact, this reduces the likelihood of enforcement taking place with regards to both civil and criminal matters. Since the Community Safety team have set up the telephone service for members of the public to contact in relation to community safety and anti social behaviour, we have received 350 calls since December 2011. Many of these calls will have been the first call to service from a resident and as a result, mediation may have been offered if deemed appropriate. In some cases, the involvement of any other agency is not required due to mediation being taken up on the first contact.

### **Repeat Caller process:**

The ASB Team works very closely with the Police in regards to their “repeat caller process”. Each NPU has their own unique way of identifying those members of the public that have three or more calls to service within a 12 month period. These cases will then be handed to local beat officers to case manage and investigate. Each ASB Coordinator will monitor these repeat calls along with the Police and identify any of those that are ASB related that may benefit from ASB Team interventions.

### **Identification of Vulnerable People:**

The ASB Team, partner agencies, Police Officers and PCSO's covering their relevant beats/areas have all the skills and knowledge to bring to attention any individuals that they consider may be particularly vulnerable with regards to any Anti-Social Behaviour they have been suffering from.

These can be victims/reporters of ASB who need an enhanced multi-agency approach with regards to supporting them and also tackling and identifying individuals that are responsible for the ASB that has been reported.

Also Perpetrators of ASB can themselves be identified as particularly vulnerable due to a number of factors that the ASB Team look at addressing as well as tackling the ASB they have been involved in.

The ASB Team can refer into one of two main panels which can look into these particular types of individuals in more detail. These being the Local Tasking and Coordination panel, or the High risk/vulnerable group, which have been recently formed with the Police Public Protection Unit Inspector taking the lead. On each case the ASB Team will still oversee the case and put in place/liaise with any relevant agency that has been additionally assigned to the case to assist with any potential vulnerabilities.

### **ASB Community Questionnaires:**

The ASB Team work closely with the Police in regards to more “community wide issues” whereby a street or a estate are suffering from incidents of Anti-Social Behaviour. The ASB Team lead on supplying to officers an ASB Community Questionnaire, which will be posted through all doors in the surrounding area that have been identified via either calls to the Police, to the ASB Team and/or other partner agencies.

All properties will receive a covering letter and the questionnaire (including the alleged perpetrator). Actions will be taken depending on the feedback from the results of the questionnaire.

This has been a fairly new process which has been introduced halfway through 2012. However early indications show that these questionnaires have been fairly successful in identifying victims/members of the community that are suffering from certain behaviours, but not contacting the Police. This process has also proved successful in making alleged perpetrators aware that we are looking into complaints and the questionnaire in itself has sometimes proved to deter the alleged perpetrator from committing further Anti-Social acts.

Those members of the community that have been identified as suffering from ASB though this process will more than likely be identified for the issuing of an Anti-Social Behaviour Log book.

### **Anti-Social Behaviour Log Books:**

As a result of the findings in the case review of Fiona Pilkinton a new process was developed and introduced within the Cheshire East area, following the good practice of our partners in Cheshire West and our desire to work towards standardising some of our work across Cheshire.

The ASB Log book within Cheshire East was completely re-designed, re-printed and new protocol drawn up. ASB Log books are now only to be issued to Police Officers, PCSO's and CEC Community Wardens by the ASB Team who are the only team who have access to the diaries.

The Log books are issued to members of the community that are suffering from certain types of behaviour that may need monitoring and recording to assist the team with building a better picture of who is causing the ASB and also where and when the ASB is occurring.

The new process consists of the Log books now having their own unique identification number, hand delivery to the address, and fortnightly calls to the member of public from the relevant ASB Coordinator. If the diary is full at any point the member of public will contact the ASB Team who will arrange for the diary to be hand collected and new one issued (if appropriate).

This process ensures that there is an awareness of who has a diary, when it was issued, when contact is due and what the issues are. Making sure that no person who has been issued with a diary will be left to suffer in silence.

So far since the production of these diaries 46 have been issued, which have been mainly in the Crewe area. It is planned that more work will take place to promote this within the Congleton and Macclesfield areas

Of the 46, 8 are currently out in the community, who are receiving regular calls from ASB coordinator each fortnight to check on progress. The ASB Coordinator along with the local Police Officer will decide on a case by case basis as to when the diaries will be withdrawn.

More interestingly to date, of the cases that have been issued with diaries on a small amount of these have led to the contents of the diaries being used to take further action to tackle the reported ASB.

There is a pattern of behaviour from the members of the public that so far... whenever we answer their calls for assistance and we issue them with a diary the problems seem to stop, the diaries are kept out in the community for a number of weeks with fortnightly calls and then the case is closed off as calls to the Police, the ASB Team and/or partner agencies are reduced and the members of the community that have been issued with the diaries have stated that the incidents have reduced dramatically.

The reasoning's around this we believe are due to the following factors:

- Is quite often that when diaries are issued, the alleged perpetrators are aware that we are in touch with members of the community or maybe have worked it out due to letters that have potentially gone out in a generic questionnaire form or to themselves due to reported ASB.
- The alleged perpetrators will see regular visits from officers collecting and issuing diaries/visiting addresses, so may have curbed their behaviour purely due the stepped up presence and process
- If the ASB has involved young people or a family, it may be that in tally with the log books the family have been nominated to a preventative agency such as Preventing Offending Panel, Family Intervention Programme or Youth Engagement Service, therefore an improvement may have been made.
- In some circumstances, when asked to record the behaviour, residents may start to rationalise what they are writing down, and may also feel more reassured that people are interested and doing something about it. Also on a slightly negative note, they are told that when they put incidents down they may be approached at some point to convert the information into a statement or have (with the residents' permission) their log book submitted along with other evidence in order to progress a case. Some may have slightly over exaggerated previous incidents in the initial calls and complaints, and once asked to put pen to paper maybe look at things in a different light.

#### **Dealing with individuals involved in Anti-Social Behaviour:**

##### **Young People:**

The ASB Team have a notification process in place which looks at any form of Anti-Social Behaviour that Young People may find themselves involved in from the lowest level all the way towards much more formal actions.

Cheshire East Police Officers work in conjunction with the ASB Team by completing "yellow cards" when out and about on duty and coming across young people that have been involved in an Anti-Social incident or witnessed by an officer on their daily beat patrols.

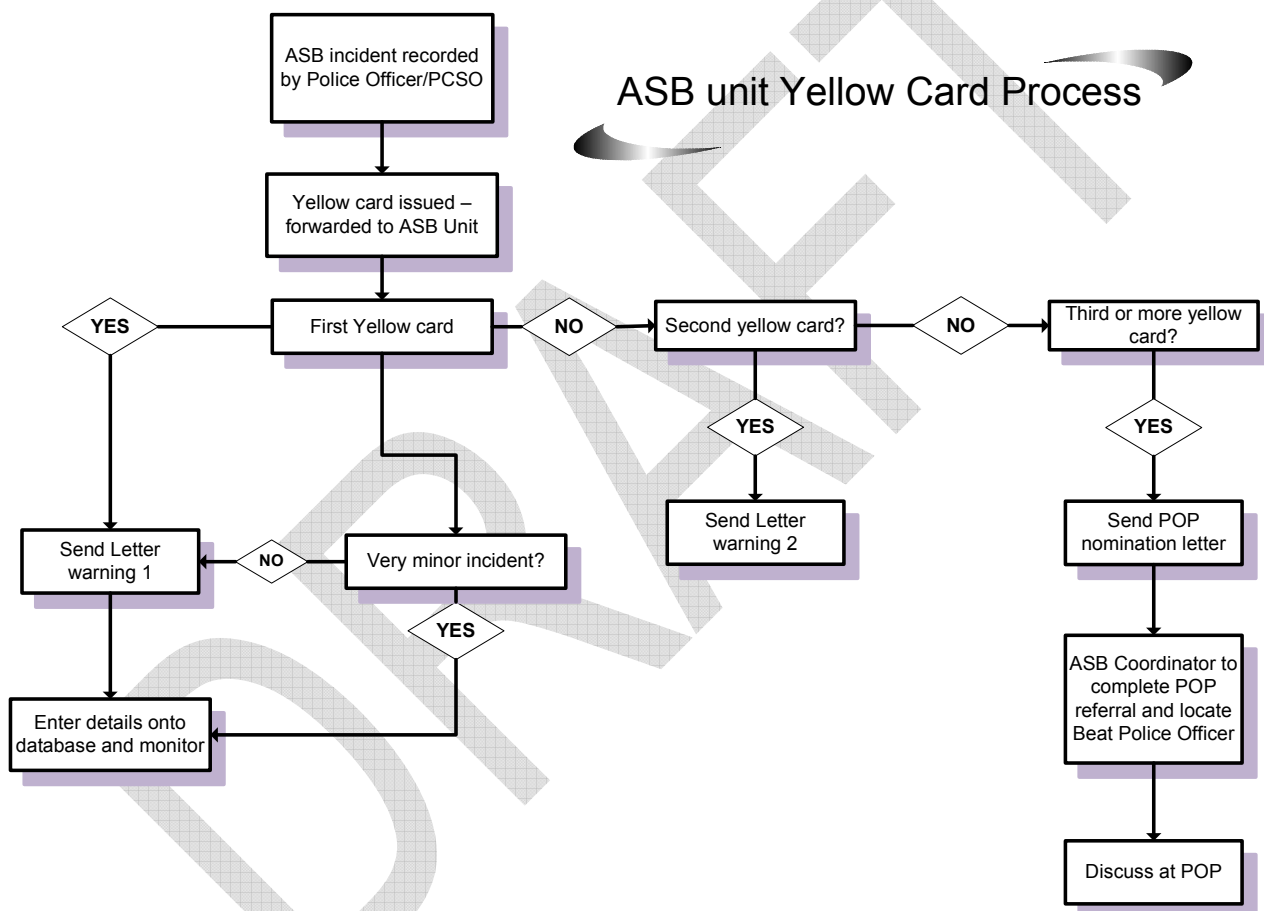
Details will be taken from the young person by the officer; the cards will then be forwarded to the ASB team. Depending on the type of incident and number of times the young person has come to attention previously the following actions are lead by the ASB Team:

## Warning letters:

A series of warning letters are sent to the Parents/Guardians of young people detailing the incidents and what actions should be taken. There is normally a limit of 3 yellow cards/warning letters within a six month period before any further preventative or formal action is considered.

Incidents include underage drinking, possession of alcohol underage, causing noise and ASB disturbances in a recognised ASB hotspot area, causing ABC and nuisance in and around town centres, shops, neighbourhoods, parks, community centres/spaces or specific incidents targeting a certain group of or individual victims.

The flow chart below details the yellow card/letter warning process further:

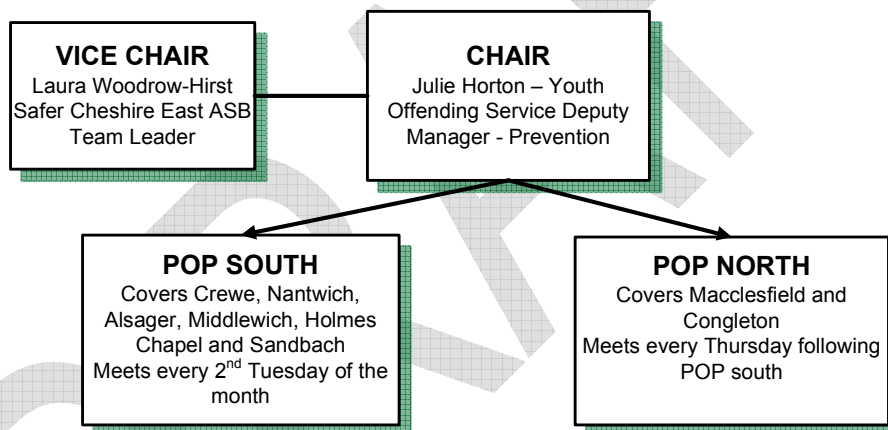


## Preventing Offending Panel (POP):

The ASB Team, alongside the Youth Offending Service run and attend monthly panels (POP) in order to discuss those young people that have been identified as being at risk of offending and/or Anti-Social Behaviour. Those young people that have had written warnings from the ASB Team will be nominated to this panel, along with any other young people that Police Officers, Schools, Housing or any other agency have identified as having the same risks.

On some occasions referrals have been made based on phone calls received to the ASB Team from concerned parents on receipt of a warning letter they may have been sent.

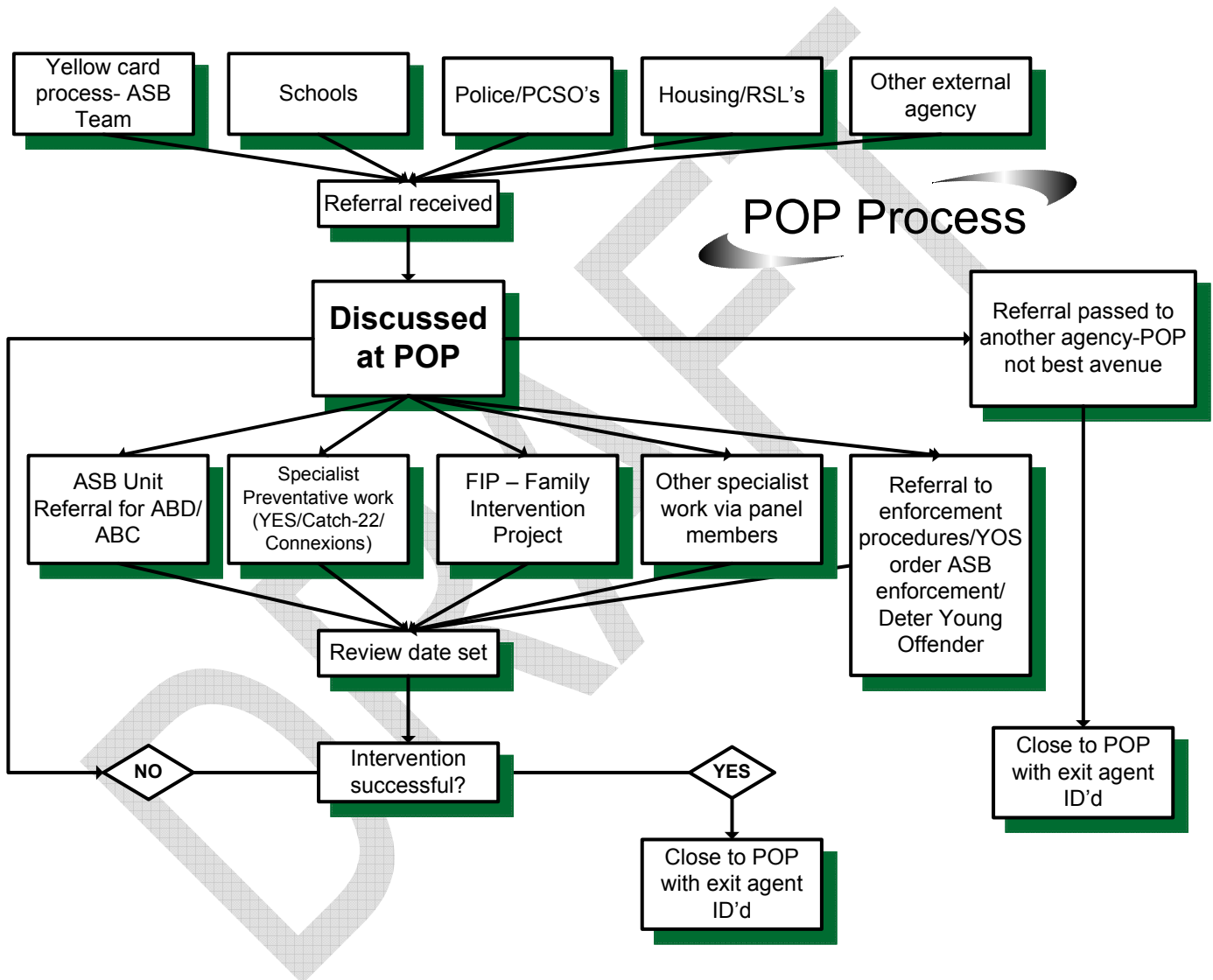
There are two core preventing offending panels that meet on a monthly basis. The panels are chaired by the Prevention Manager of the Youth Offending Service and vice chaired by the ASB Team Leader. The split and structure of the panel is described in the table below. The Panel has its own unique logo in order to show a collection of agencies and also has its own flyers and advice leaflets for parents, young people and agencies.





The two panels are attended by core agencies including Police, Youth Offending Service, ASB Team, Schools, Education Welfare, Cheshire East Family Service, Registered Social Landlords, Troubled Families Team, Primary Healthcare Trust School nurses, Targeted Youth Service, representatives from the Family Intervention Programme

Any agency can refer a young person (up to their 18<sup>th</sup> birthday) to the POP. The below flow chart shows the process of the POP panel and actions that may arise from a young person being discussed at the panel:



All those young people that are nominated to the POP will more than likely be offered interventions from the ASB Team itself and also preventative work from any other the main agencies listed below:

- Youth Engagement Service (YES) supplied by the Youth Offending Service
- Family Intervention Programme (FIP) supplied by the Youth Offending Service
- Cheshire Targeted Youth Service (CEC)
- Multi Systemic Therapy (Supplied by Youth Offending Service and partner Agencies)

- Cheshire East Family Service
- Cheshire East Troubled Families Initiative

### **Acceptable Behaviour Discussions (ABD):**

Most young people who have been subject to a number of yellow cards and/or POP nomination will more than likely then be invited to attend an Acceptable Behaviour Discussion by the relevant ASB Coordinator.

The ASB Coordinator will be responsible for the entire ABD process, from the identification of involved agencies, invitation letters, chairing of the discussion meeting and monitoring/review of the case. There have currently been 98 ABD's across the Eastern area over the last 24 months, 18 of which went onto the next stage within the ASB Team's interventions, which is Acceptable Behaviour Contract (ABC) stage.

### **Acceptable Behaviour Contract's (ABC)**

Over the past two years the process used in order to identify young people whom should be subject to an ABC meeting was developed and changed. It had been noted that since 2004, the next stage following a series of warning letters would be an ABC meeting. This led to a number of young people within the Eastern area, all on voluntary contracts which became hard to manage and Police. It was decided that in 2010 the "Acceptable Behaviour Discussion" process would take place before any young person was considered for an Acceptable Behaviour Contract. This gave much more weight to an ABC, and those young people considered for this type of intervention would be in danger of becoming subject to an Anti-Social Behaviour Contract. This reduced the numbers of young people on contracts and made it much better for Police and the ASB unit to monitor these individuals whom are considered as the most prolific for ASB within the Eastern area.

The ASB Team are again responsible for the construction of the ABC conditions and liaison with all the relevant agencies. At this stage the ASB Team will also be working with the local officers and housing with regards to the production of an incident timeline in preparation for any breaches of the contract and potential application for an ASBO/breach of tenancy.

As of December 2012, 3 applications for ASBO are being considered as a result of ABC breaches and further offending being displayed by young people in the Eastern area. No ASBO's have been served on young people in the area due to the work of the ASB Team and partner agencies with regards to preventing ASB since 2010.

### **Anti-Social Behaviour Orders (ASBO's):**

The ASB Team are the main point of contact for all ASBO considerations in the Cheshire East area. The ASB Team will assist and support with the organisation of all case conferences, legal representation and guidance on the construction of ASBO files.

The ASB Team will also organise the relevant permissions for release of photographs for publicity purposes along with guidance around proportionality in relation to the need for leaflets and press involvement, especially concerning Young People. In addition to the monitoring and support needed with an ASBO, all young people subject to an ASBO have to have the order reviewed every year to assess the need for the order, and the success of the prohibitions on the order etc.

There are currently ten ASBO's running in the Eastern area, and 9 applications are being considered and liaisons with force solicitors and CPS are taking place, these considerations are for a mixture of adults and young people.

<b>Adults:</b>
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Once a potential perpetrator has been identified, the ASB Team will liaise with all the relevant agencies involved with the incident and the perpetrator with a view to tackle the behaviour they are displaying and put the correct actions in place to protect the members of the community that have been suffering from their behaviour. The ASB Team will be responsible for any of the below actions that may take place:

- Letter warning sent to the individual detailing the behaviour reported and also warning them of further actions that could be taken if the behaviour continues
- Acceptable Behaviour Discussion meeting
- The individual is asked to attend a meeting along with the relevant agencies and their landlord if the perpetrator is a tenant.
- Acceptable Behaviour Contact meeting – the individual is asked to attend a meeting , which will then ask them to sign up to a voluntary contract of conditions prohibiting them from doing certain things and displaying certain types of behaviour that has been causing harassment, alarm or distress to members of the public/community
- Breach of tenancy – If the individual is living in rented accommodation with either social or private housing, then this could put their home at risk. The ASB Team work very closely with all Registered Social Landlords and also local landlords of any private rented accommodation. The ASB Team aims to request the support of landlords in assisting with tackling Anti-Social Behaviour displayed by tenants, and if needed will remind them of their obligations.
- ASBO's – as with the description under “young people” in this document, the ASB Team will liaise with the relevant partners in order to apply for ASBO's on any individual who has not taken heed to any of the alternative interventions.