




Appendix B
DRAFT
Welwyn Hatfield Anti Social Behaviour Strategy 2016/19
Action Plan

Action Plan:	Colour Key:
<p>Tackling Anti Social Behaviour is a key property for the Council and our aim is to create a safe environment where people want to live.</p> <p>The Anti Social Behaviour Action Plan is crucial to the implementation of the Anti Social Behaviour Strategy and sets out the actions that the organisation will undertake to achieve its goals.</p> <p>The Action Plan lists the actions under each objective within the Strategy which taken together encompass a holistic approach to tackling the issues that affect the lives of local residents as well as working with those who perpetrate anti social behaviour, to support and rehabilitate.</p> <p>The Action Plan contains only those activities which are projects – that is to say time and resource limited to deliver a specific outcome – or new pieces of work. It does not include activities detailed within the Strategy that are ‘ongoing’ or ‘continuing’.</p>	<p>The following colours will be used under the “Status” column:</p> <ul style="list-style-type: none"> Red – Progress or delivery well below target; serious intervention needed Amber - Progress or delivery up to 20% below target; attention needed Green - Progress on or ahead of schedule and on track to deliver as planned or completed

Objective One:

Providing a victim-centered approach to identifying and tackling anti social behaviour and criminality, ensuring that communities and individuals are kept informed and are reassured by our actions

Action	Outcome	Timescale	Accountable Officer	Partners	Status	
Review and implement processes to ensure that all enquiries/cases are logged onto SafetyNet and Northgate systems	To provide a co-ordinated approach to tackling anti social behaviour ensuring that all enquiries are dealt with consistently.	Q4 2016/17	Head of Community Development	<ul style="list-style-type: none"> • Housing Management • Housing and Communities • Environmental Health 		
Embed the SafetyNet System as the partnership case management tool and ensure that all relevant staff have access and are trained to use it.	To ensure cases requiring multi agency working are recorded and information is shared appropriately and securely	Q3 2016/17	Head of Community Development	<ul style="list-style-type: none"> • Police • Hertfordshire County Council • Housing Providers 		
Roll-out and embed the Northgate ASB system as the internal management tool and ensure that all relevant staff have access and are trained to it.	To ensure that all cases dealt with by the organisations are recorded and information is shared.	Q4 2016/17	Head of Community Development	<ul style="list-style-type: none"> • Housing Management • Housing and Communities • Environmental Health 		
Review the Victim and Witness Support policy and procedures	To ensure that the policies and procedures meet the needs of local victims, that support is appropriate and that the organisation is compliant with legislative obligations.	Q1 2017/18	Head of Community Development	<ul style="list-style-type: none"> • Beacon (Victim Support) • Hertfordshire Constabulary 		
Set up a Victim and Witness focus group to consult with those affected by anti social behaviour	To ensure that the services provided by the trust and council are providing the correct support	Q1 2017/18	Head of Community Development	<ul style="list-style-type: none"> • Beacon (Victim Support) 		

Train victim and witness champion within the team	To ensure that victims of anti social behaviour feel more confident about reporting incidents	Q1 2017/18	Head of Community Development	• Beacon (Victim Support)		
In deference to the emerging Customer Services Strategy, commence the measurement of satisfaction with the revised processes, sharing quarterly information with appropriate stakeholders and communicating lessons learnt.	To improve customer satisfaction with the ASB service.	Q2 2017/18	Service Improvement Manager	• Service Improvement Team		

Objective Two:

Achieve safer communities through:

- Preventing anti social behaviour
- Putting in place early interventions following reports of anti social behaviour
- Taking prompt and effective enforcement action

Action	Outcome	Timescale	Accountable Officer	Partners	Status	
To develop and offer an in-house Mediation service	To be able to resolve disputes efficiently and to reduce the need for enforcement	Year 2	Head of Community Development			
Support existing diversionary activities and develop new opportunities, including exploring the use of social enterprise as a diversionary activity.	To prevent young people getting involved in anti social behaviour	Ongoing (Year 2 for social enterprise.)	Safer Communities Officer	DCTP 11-19 group Welwyn Hatfield CSP		
Acquire data to inform the optimum location to deliver Community Information Days and Housing Open Days in identified hot spots.	Intelligence gathering and feedback to residents on issues identified	Year 2	Safer Communities Officer	Welwyn Hatfield CSP Community Development Housing Management		
Review our approach to reinforcing tenants' responsibilities, for both new and existing tenants	Improving value for money in delivering the ASB service. Tackling environmental ASB and improving resident perception of their communities.	Year 2-3	Head of Community Development	WHCHT Housing Management Team		

Objective Three:

Maintain and further develop effective partnership response to crime and anti social behaviour

Action	Outcome	Timescale	Accountable Officer	Partners	Status	
Prepare an Information Sharing Protocol for all members of the CSP and sub- groups to ensure accurate and appropriate information sharing in tackling anti social behaviour and crime.	To provide a safe arena for partners to share appropriately and in line with legislation	Q3 2016/17	Head of Community Development	Herts Police HFRS WHBC University Other members of CSP		
Campaign to promote attendance at ASB Forum and MAGPYE to ensure that perpetrators of ASB are managed effectively	To reduce the impact of ASB on local communities	Q3 2016/17	Head of Community Development	Housing Providers Police		
Staff in the Anti Social Behaviour Team to champion specialist services to ensure effective information sharing and access to services for customers	To improve access to support services for residents with complex needs	Q4 2016/17	Head of Community Development	HPFT CGL Resolve MIND		
Actively support and contribute to multi agency forums including PPO Forum/MARAC/MAPPA	To share information and work with partners to ensure ongoing safety of all residents in the borough and reduce re-offending	Q2 2016/17	Head of Community Development Partner Agencies			

Objective Four: Provide a robust response to Hate Crime and Domestic Abuse						
Action	Outcome	Timescale	Accountable Officer	Partners	Status	
To commence operation as a third party reporting centre for hate crime and domestic abuse.	Provide a safe non threatening environmental for victims to report incidents and receive support	Q4 2016/17	Anti Social Behaviour Officer	CSP Co-coordinator		
Deliver training to front line officers to ensure that they are trained to carry out specialised risk assessments for the clients.	To identify those at high risk and ensure they are referred to MARAC and IDVA service	Q3 2016/17	Head of Community Development	CSP Co-coordinator		
Identify and train key staff to be domestic abuse and hate crime champions	To ensure that staff have access to specialised staff to deal with high risk cases	Q4 2016/17	Head of Community Development			
To review policies and procedures for Hate Crime and Domestic Abuse	To ensure that our policies meet our legal obligations to support both victims and perpetrators of domestic abuse	Year 2	Head of Community Development			
Working with community and faith leaders to ensure that services are accessible, with hard to reach communities having the opportunity to influence service delivery.	Promoting social inclusion and the Hate Crime Drop-In Service.	Year 2	Head of Community Development Alliance			

Objective Five: Promote and encourage community responsibility and involvement						
Action	Outcome	Timescale	Accountable Officer	Partners	Status	
Work with University of Hertfordshire to set up two community events in Hatfield that have a large percentage of student population	To build cohesion and reduce the perception of student linked anti social behaviour	Q3 & 4 2016/17	Matt Smith	University of Hertfordshire		
Produce Youth Magazine for secondary school pupils	To deliver key safety messages and promote diversionary activities in the borough	Q3 2016/17 and ongoing	Safer Communities Officer	DCTP 11-19 Group Welwyn Hatfield CSP		
Focused campaign to promote and encourage the formation of resident associations and membership of Neighbourhood Watch at Housing Open Days and Community Involvement Days	To empower residents to address local issues independently and work with local agencies.	Year 2	Safer Communities Officer	Housing Management Community Development Welwyn Hatfield CSP		

Objective Six: Tackle environmental anti social behaviour and invest in local communities						
Action	Outcome	Timescale	Accountable Officer	Partners	Status	
Promote the Neighbourhood Improvement Scheme and Community Fund initiatives	To work with local residents to identify improvements to the local environment	Year 2	Safer Communities Officer	<ul style="list-style-type: none"> • Housing Management • Tenants Panel • Housing Maintenance Partnership 		
Fly-tipping Project – identify local fly-tipping hot spot areas and ensure regular inspections and collections	Reduce the levels of visible fly tipping and improve local area	Q3-4 2016/17	Director of Operations Head of Environment	<ul style="list-style-type: none"> • Environmental Services – WHC • Serco • Specialist Housing Team 		
Review the process for dealing with untidy gardens and ensure the process is robust and fit for purpose and the penalties for untidy gardens are published	Improving the perception of residents.	Year 2		<ul style="list-style-type: none"> • Head of Housing Management 		
Project to support the community in dealing with substance misuse and associated nuisance in public spaces	Identify local hot-spots and engage with those responsible to address the issues identified	Q3-4 2016/17	Safer Communities Officer	Welwyn Hatfield CSP		

ACROYNMS

DCTP	District Children Trust Partnership
CSP	Community Safety Partnership
WHC	Welwyn Hatfield Council
WHCHT	Welwyn Hatfield Community Housing Trust
CGL	Care Grow Live Drug Support
MiND	Mental Health Charity
HFRS	Herts Fire Rescue Service
ASB	Anti Social Behaviour
HPFT	Hertfordshire Partnership NHS Foundation Trust
MAGPYE	Multi Agency Group for Prevention of Youth Exclusion
PPO	Persistent Prolific Offender
MARAC	Multi Agency Risk Assessment Conference
MAPPA	Multi Agency Public Protection Arrangements
IDVA	Independent Domestic Violence Advisor