





Appendix B | Draft Anti-Social Behaviour Strategy Action Plan 2019

Action Plan:	Colour Key
<p>Tackling Anti-Social Behaviour (ASB) is a key property for the Council and our aim is to create a safe environment where people want to live.</p> <p>The ASB Action Plan is crucial to the implementation of the ASB 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 ASB, 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> <div data-bbox="1153 614 1220 667"></div> <div data-bbox="1279 614 2016 675">Red – Progress or delivery well below target; serious intervention needed</div> <div data-bbox="1153 710 1220 762"></div> <div data-bbox="1279 707 1933 767">Amber - Progress or delivery up to (say) 20% below target; attention needed</div> <div data-bbox="1153 802 1220 855"></div> <div data-bbox="1279 799 2000 860">Green - Progress on or ahead of schedule and on track to deliver as planned</div> <div data-bbox="1153 895 1220 948"></div> <div data-bbox="1279 893 1597 920">Blue –All actions completed</div>

Commitment One - Embed a harm centred approach and provide an accessible, 'victim first' service					
Objective	Action	Outcome	Progress	Accountable Officer	Status
1.1 Policies and Procedures	a) Finalise draft ASB Policy b) Draft an ASB procedure to comply with Crime and Disorder Act 1998 c) Finalise draft DA policy d) Complete a GAP analysis of the service against the RESPECT charter e) Re-draft standard letters and templates to ensure a consistency across case officers	To ensure a consistent approach to delivering the ASB service under a framework of good practice	a) DA and ASB policy to be finalized by March 2019 b) Workshop planned for Jan 2019 to devise procedure	Neighbourhood and Enforcement Manager ASB Team	
1.2 Develop a Risk Assessment for identifying need	a) Create risk assessment b) Provide guidance on how to use it c) Ensure there are clear referral processes where needs are identified	Harm and impact of ASB is measured regularly and action plans and interventions are planned accordingly		ASB Team Leader ASB Team	
1.3 Provide an accessible service with a variety of channels through which to report ASB	a) Ensure points of contact are all still relevant and provide a number of options	Have a range of ways for people to access the service for quicker response	a) Review of reporting mechanisms currently taking place b) Trial of Noise App has concluded and procedures being set with Environmental Protection team to progress subscription c) Website being updated with upgrade to include self-help module	Neighbourhood and Enforcement Manager ASB Team Leader	

	b) Seek a digital offering for reporting noise nuisance such as the Noise App.			Environmental Protection Team	
1.4 Review satisfaction with the service	a) Ensure as many cases as possible are surveyed on closure b) Review and feedback comments and data to make service improvements	Understand what works well with the service and where improvements can be made	a) Satisfaction survey to completed but needs to build into case closure procedure b) Results needs to be added to TP tracker to report as KPI	ASB Team Leader ASB Team	
Commitment Two – Achieve safer communities through preventing anti-social behavior and taking action that is proportionate and timely					
Objective	Action	Outcome	Progress	Accountable Officer	Status
2.1 Develop an in-house mediation service	a) Train ASB and neighbourhood staff in mediation practice	Resolve low level and neighbourhood disputes before they develop and escalate Improved dispute resolution skills when responding to complaints and dealing with difficult customers	a) Training identified via Mediation UK and scheduled for Jan-Mar 2019	ASB Team Leader ASB Team	
2.2 Seek opportunities to be proactive within the community	a) Support existing diversionary and proactive activity in conjunction with the Community Safety Partnership b) Identify key dates for out of hours ASB patrols with	Community is reassured by a proactive presence. Hotspots and areas for improvement can be identified Co-ordinated partnership working	a) CID days diarised for officer patches b) PSPO patrol rota being developed see 4.1 c) Multi-agency group to assist with enforcement and support of PSPO d) Neighbourhood team is developing a programme of block and estate inspections	ASB Team Leader ASB Team Neighbourhood Team SNT Community Safety Team	

	c) SNT including a rota for presence in PSPO area Take part in CID days and Community Audits to show partnership working	ASB will be deterred if a consistent presence is achieved			
Commitment Three – Maintain and develop effective partnership responses and information sharing to combat ASB					
Objective	Action	Outcome	Progress	Accountable Officer	Status
3.1 Promote attendance at ASB Forum for all members of CSP and other partner agencies to promote joint action planning	a) Ensure a s good selection of relevant RP's attend b) Build relationships with drug and alcohol services to promote attendance c) Build relationships with HPFT and mental health services	A co-ordinated response to ASB and better outcomes for victims and perpetrators	a) Meetings being had regularly with individual providers of Mental Health and drug and alcohol services but they need to be brought in to the ASB Forum for maximum effect	Neighbourhood and Enforcement Manager ASB Team Leader	
3.2 Actively support and contribute to multi-agency forums inc. PPO, MAPPA, MARAC, Magpye, ASB Forum, JAG and RAG	a) Have designated officers who take ownership of forums and ensure representation from the council	Information sharing will allow us to appropriately target resources and work collaboratively on hot spot areas	a) CID days diarised for officer patches b) PSPO patrol rota being developed c) Neighbourhood team is developing a programme of block and estate inspections	ASB Team Leader ASB Team Neighbourhood Team SNT Community Safety Team	

Commitment Four – Reduce high impact drug and alcohol misuse and associated crime and ASB by providing a targeted response					
Objective	Action	Outcome	Progress	Accountable Officer	Status
4.1 Enforce the PSPO effectively	a) Ensure FPN's are being issued and prosecuted for non-payment and process is in place b) For persons in continual breach develop a template for further action such as injunction or CPN c) Source body worn cameras for the ASB team to evidence breaches	Improved satisfaction of visitors and traders in Hatfield Town Centre Break the cycle of street drinking and associated behaviours Make Hatfield Town Centre a safer and nicer place to visit	a) ASB officers now accredited b) Training delivered to issue FPN's c) Review meetings with Police to progress repeat offenders	ASB Team Street Wardens SNT	
4.2 Embed the use of Closure Orders and Mandatory Possession	a) Templates for court processes and statements b) Act quickly to prepare witness evidence and impact statements	Closure of properties more quickly to prevent the neighbourhood having to witness and experience nuisance connected to drug related crime	a) Staff to receive legal training in January 2019 to act confidently to serious breaches of tenancy and progress mandatory possession	ASB Team Leader ASB Team SNT	
Commitment Five – Provide a robust response to domestic abuse, hate crime and any other forms of harassment and or intimidation					
Objective	Action	Outcome	Progress	Accountable Officer	Status
5.1 Finalise draft DA Policy and progress becoming DAHA signatories	a) Consult on draft policy and take through to approval b) Develop policy to assist staff suffering from DA	Have a robust and consistent approach to approving outcomes and working in a multi-agency capacity to safeguard victims.	a) Draft policy, CMT Report and EqIA completed	Neighbourhood and Enforcement Manager	

5.2 Recruit Domestic Abuse champions	a) Sign up to the programme and embed and promote the Champions within the workplace	Key persons who can advise other members of staff if they come across DA and support victims of DA.	a) Staff have been identified but are awaiting training b) Safeguarding Champions network	Neighbourhood and Enforcement Manager Bianca Morieri Carmel Sheringham-Ford Carla Claydon	
5.3 Deliver training to all frontline staff	a) Work with Safer Places to deliver awareness training b) J9 and modus training for staff attending MARAC and who will need to undertake DASH risk assessments	An informed workforce who will be able to react quickly to reports of domestic abuse and	a) Training needs identified b) Training programme identified		
Commitment Six – Tackle Environmental ASB and encourage community responsibility and engagement					
Objective	Action	Outcome	Progress	Accountable Officer	Status
6.1 Promote the Neighbourhood Improvement Bid	a) Estate patrols to identify areas for improvement	Improved satisfaction in areas A reduction in ASB	a) Neighbourhood Improvement Bid has been launched b) Your voice article published to promote resident participation	Neighbourhood Team ASB Team	
6.2 Develop a neighbourhood standard and communicate tenant responsibilities	a) Consult with residents to understand their priorities b) Communicate with residents on their responsibilities c) Act quickly where perpetrators of	Increased ownership of environmental issues and a reduction in the levels of fly-tipping		Neighbourhood Team ASB Team Environmental Team	

	environmental crime and ASB are discovered				
6.3 Look at the use of CPNW's for untidy gardens	a) Promote the Blooming Garden competition b) Process for tackling untidy gardens c) Review of assisted gardening scheme d) Procedure and templates for issuing CPNW's	Improved street scene Ownership of communal and individual gardens		Resident Involvement Resident Engagement Neighbourhood Team ASB Team	