

Southwark Antisocial Behaviour Strategy 2011 to 2015

Southwark Council, the police and partners in the community are working hard to keep you safe.

Executive Summary

The Safer Southwark Partnership (SSP) has produced this document setting out the multi agency approach to tackling antisocial behaviour (ASB) in Southwark over the next four years. The strategy outlines the direction of travel in the evolving field of antisocial behaviour particularly the changing national landscape which is moving towards more citizen-led priorities. This approach favours simpler and more flexible tools and powers that will enable professionals to get to the root of neighbourhood problems, more quickly and cost effectively.

Most importantly, the SSP want to ensure that the victims of ASB, whether individuals, families or communities, feel supported in addressing nuisance or intimidating behaviour. We want people to know where they can get help to deal with problems and ensure that they understand what support they can expect from us.

We have learnt that the issues prevalent in Southwark cannot be dealt with by one organisation alone. We will ensure that all partners share information, problem-solve and work together, with our communities, to ensure that concerns are addressed in a timely manner. We want to improve people's understanding and perception of ASB to ensure that those living, working and visiting the borough, feel safer.

However, at a time when public sector finances are being significantly reduced, we will target our limited resources to tackle crime and antisocial behaviour in the areas, at the times and towards the people where we will be most effective in addressing key issues in the borough.

Finally, the SSP will look to promote its good work in order to inform those affected by ASB and crime, how the partnership is focusing its resources and dealing with the problems that concern people the most.

Background to Southwark

Alongside the City of London, Southwark is one of the oldest areas of London with a history stretching back to Roman times. Southwark's population reached 274,000 in 2007 and is believed to be growing by as much as 4,000 per year, with a projected population of over 310,000 by 2016. The population has a young demographic profile and demonstrates rich ethnic and cultural diversity, with around one-third (90,600) of the population from black or ethnic minority communities making it one of the most diverse areas in the capital.

The borough also encompasses some of London's top attractions, creative hotspots, scenic villages and acclaimed green spaces and has a wide-range of leisure and cultural opportunities creating significant economic and employment contribution to the local community. The north of the borough is recognised as one of London's fastest growing tourist quarters and a thriving business location.

Alongside the borough's rich vibrancy, Southwark has its fair share of challenges. The Index of Multiple Deprivation (IMD) 2007 shows Southwark as the 27th most deprived local authority nationally and 60% of the borough's wards are among the 10% most deprived in the country. Consequently, the borough faces many challenges associated with meeting the complex health and social needs of an inner-city population. Unemployment in Southwark (8.9%) is higher than the London average (6.7%) and the percentage of the working population claiming benefits in Southwark is 15.6% compared to 13.9% across London. Gross weekly earning for both men and women in Southwark is lower than the London average.

Southwark pupils at Early Years Foundation Stage, Key Stages 1 and 2, GCSE and A levels are above the national average with substantial improvement seen over the last four years. Teenage conception rates for Southwark are still one of the highest in England.

To meet our challenges, Southwark has a large number of physical regeneration programmes across the borough alongside a wide range of initiatives aimed at improving educational standards, reducing crime and antisocial behaviour (ASB) and improving health, housing, social care and the environment.

Introduction

Everybody has the right to feel safe and protected no matter where they are or who they are with, however intimidating and nuisance behaviour caused by individuals or groups has the power to blight the quality of life for individuals, families and communities.

One of the challenges in defining nuisance, distressing or intimidating acts, is that behaviour deemed to be antisocial or a nuisance by one person, may be perceived very differently by another. Over the last decade however, governments have introduced legislation to identify and address the type of behaviours that have the potential to impact people's daily lives in a negative way. It has been recognised that such behaviours can significantly affect the peaceful enjoyment of people's environment and as such, need to be dealt with.

Definition (and types) of antisocial behaviour

The Crime and Disorder Act 1998 defines anti social behaviour as an act which,

'...causes or is likely to cause harassment, alarm or distress to one or more persons not in the same household'¹

There is no further explanation within the act that specifies what behaviour constitutes as antisocial, however the Home Office goes further and describes it as,

'...any aggressive, intimidating or destructive activity that damages or destroys another person's quality of life'.

Another definition set out for social landlords in the use of Anti Social Behaviour Injunctions (ASBIs),

'...conduct causing or likely to cause nuisance or annoyance to a person not of the same household as himself'.

The Home Office also identified the following categories of ASB²:

- Misuse of public space
- Disregard for the community and personal being
- Acts directed at the person
- Environmental damage

The Safer Southwark Partnership uses these categories to define and monitor the incidents of ASB that occur in the borough. The above four categories include a range of problems, including:

Misuse of public space

- begging, street drinking
- substance misuse, dealing drugs, crack houses
- abandoned vehicles
- illegal off road motorcycling or cycling on the pavement
- arson

Disregard for community and personal well being

- nuisance neighbours
- rowdy/ drunken behaviour
- noise nuisance (pubs and clubs, music, vehicles)
- inappropriate use of fireworks

1 Crime and Disorder Act 1998

2 Home Office defining and measuring anti-social behaviour. Development and Practice Report 26. Anti Social Behaviour Research Team. Crown Copyright 2004

Acts directed at people

- intimidation and harassment towards groups or individuals (can be on the grounds of race, sexual orientation, age, disability, religion, gender)

Environmental damage

- dog fouling
- fly-posting, fly-tipping
- graffiti,
- litter

The above list is not exhaustive; any behaviour which is regarded as a nuisance may be considered to be antisocial and in some cases, this behaviour may also be a criminal offence. We know that antisocial behaviour can have a significant impact on the day-to-day lives of many and can leave people feeling intimidated, angry and frightened.

Background to antisocial behaviour legislation and policy

Anti Social Behaviour Orders (ASBOs) were first introduced under Section 1 of the Crime and Disorder Act 1998 and have been available since April 1999 for police, local authorities and registered social landlords to apply for. ASBOs are a civil order issued by a magistrate and are intended to restrict behaviour of persons aged ten years and over by prohibitions imposed by the court. This could be to refrain from entering a particular area or congregating with other named individuals for example. Application for an ASBO must prove 'beyond reasonable doubt', that the respondent has behaved in an antisocial manner, that is, has committed acts causing, or likely to cause harassment, alarm or distress.

The power to impose ASBOs was extended by the Police Reform Act 2002, which introduced orders made on conviction in criminal proceedings and interim orders to assist agencies to deal with the problem as soon as possible. Over the past twelve years, additional legislation facilitated local partnerships ability to apply for ASBOS and undertake other measures to tackle antisocial behaviour. The legislative framework includes:

The Antisocial Behaviour Act 2003,
Criminal Justice Act 2003
Serious Organised Crime and Police Act 2005
Police and Justice Act 2006
Violent Crime Reduction Act 2006

The Anti Social Behaviour Act 2003 was probably most significant in changing the way by which partnerships managed ASB as it provided local authorities and the police with a wider range of powers to meet their existing responsibilities and respond to the needs of their local communities.

The 'toolkit' of interventions and legal powers for practitioners that evolved out of the ASB Act ranged from informal warnings to formal court orders and included:

- Acceptable Behaviour Contracts/ Agreements
- Closure Orders
- Parenting Orders / contracts
- Dispersal Orders
- Fixed Penalty Notices
- Alcohol Banning Orders
- Injunctions and demoted tenancies for local authorities and social landlords

National context

The National landscape surrounding antisocial behaviour is steadily shifting and the Home Secretary is in the process of consulting on a whole reform programme surrounding crime and ASB in England and Wales. The coalition government, through the Home Office, are in the process of reviewing the existing policy framework. The consultation document 'more effective responses to anti social behaviour' proposes a much simpler range of tools to provide more effective sanctions, assist professionals and, where necessary, the courts to stop antisocial behaviour earlier. It also promises better protection for victims and communities³.

The rationale for the review, as outlined by the Home Secretary, is to streamline the toolkit to make it simpler for practitioners and to reduce the cost and time it takes to implement some of the powers. Furthermore, it aims to reduce bureaucracy for professionals on the ground, encouraging local, rather than centralised decision making.

There have been wider questions raised about the effectiveness of some of the existing methods used across the country, particularly in relation to ASBOs. Nationally, the breach rate for ASBOs at the end of 2009 had risen to over 56% and use of the order had fallen by more than half since 2005⁴. The police are estimated to receive over £3.5 million reports of antisocial behaviour a year which does not include the phone calls or reports to councils or social landlords. The outcome of the consultation is expected later in the year however any legislative changes are not expected until 2013.

Nationally, antisocial behaviour remains one of the public's top concerns when it comes to local crime and disorder; this is reflected by the fact that 45% of contact made to the police by the public each year relates to matters that can be categorised as 'antisocial'. It is also acknowledged that there is still significant under reporting of the issues and it is estimated that the public only report just over a quarter (28%) of incidents of ASB to the police.

Consistently, the top two concerns from perception surveys across the country identify litter and teenagers hanging around on the street, although these two types of ASB have seen a decline in the last year. In fact, the British Crime Survey 2009/10 shows that overall concerns relating to ASB have shown a downward trend in recent years and the proportion of people who perceive ASB to be a problem has shown a decrease (from 17% to 14%) compared with the previous year⁵. The current level of perceived ASB is the lowest since 2001/02. The 2009/10 British Crime Survey also highlights that there has been an increase in the proportion of people agreeing that the police and local councils are dealing with antisocial behaviour issues.

In spring 2010, Her Majesty's Inspectors of Constabulary (HMIC) carried out a review of ASB in England and Wales which concluded that due to some recent extreme cases that had resulted in tragic circumstances; it was time to take stock and re-evaluate the current joint working arrangements between key agencies such as the police and the local authority⁶.

One case that received national coverage is that of Fiona Pilkington who committed suicide and took the life of her teenage daughter Francecca in October 2007 following years of harassment by local youths. In this particular case, it was found that a number of services were involved with Fiona, yet no overall responsibility was taken for addressing her concerns and numerous allegations of persistent antisocial behaviour. As a result, the family of Fiona and her daughter are taking legal proceedings against Leicestershire Council, criticising the response to safeguarding concerns and the inability of public bodies to work together. At the time of publishing, legal proceedings were also being taken against Leicestershire Constabulary and Hinkley and Bosworth District Council for their role in the case. The Independent Police Complaints Commission concluded in their investigation report that Leicestershire police should have done more to protect the victims and that there was a failure to provide a cohesive approach to the antisocial behaviour that the family had suffered⁷.

³ Home Office 'More Effective Responses to Anti Social Behaviour' February 2011

⁴ Home Office- Anti Social Behaviour Statistics England and Wales 2009

⁵ British Crime Survey 2009/2010

⁶ HMIC 'Stop the Rot' Anti Social Behaviour review 2010

⁷ http://www.ipcc.gov.uk/news/Pages/pr_240511_pilkington.aspx

It is anticipated that the government's new approach to tackling antisocial behaviour will involve a radical shift of control and an emphasis on much more responsibility towards local agencies and neighbourhoods. In an effort to reduce bureaucracy and control from Whitehall, we have already seen a number of centralised initiatives concluded, such as, funding and performance targets for ASB.

Currently, the Police Reform and Social Responsibility Bill is progressing its way through Parliament following the consultation 'Policing in the 21st century: Reconnecting police and the people'⁸. One of the key provisions outlined in the bill is to introduce directly elected Police and Crime Commissioners who will hold police forces to account and in turn be directly accountable to the public. In London, the Mayor's Office for Policing and Crime, to be run by the Mayor of London, would replace the Metropolitan Police Authority (MPA). The Mayor, with the oversight and scrutiny of the London Assembly, would have full responsibilities previously held by the MPA including writing the policing plan and holding the Commissioner of the Metropolitan Police Service (MPS) to account for delivering policing to the people of London.

The Police Reform and Social Responsibility Bill also outlines an expectation that everyone plays their part in cutting crime and antisocial behaviour by getting involved in local beat meetings and becoming members of Neighbourhood Watch for example. It places an emphasis on local volunteering, particularly within the police service and throughout the wider criminal justice system.

Regional context

The London ASB board was formed in 2006 to oversee the strategic approach to the most pertinent issues surrounding ASB in London and to improve the multi-agency response to those issues. The board meets quarterly and consists of high-level representation from the capital's key agencies including local authorities, police, and fire brigade, Crown Prosecution Service, Greater London Authority and the Home Office. The board is supported by a joint action group (JAG) that co-ordinates the delivery of the pan-London activities. The ASB practitioner's forum is a means for those working in the field of ASB to stay informed of the work of the board and to share best practice. Each year the London ASB board sets out an ASB action plan which outlines the board's annual priorities. Priorities have included:

- Halloween & Fireworks
- Responsible Retailers Agreements
- Mayoral Award for Parks
- Information sharing & case management
- Neighbourhood agreement pathfinder areas.
- Victims Charter
- Dangerous Dogs

The board has recently helped to compile a London wide 'ASBO register', which is the first for the UK. The register allows all London boroughs access to the details of all 'live' Anti Social Behaviour Orders across the capital and can provide an overview of the individuals on the caseload.

A review of the London ASB Board is currently underway as part of the changing governance structures for crime and policing in the capital.

Impending Changes to Community Payback in London

Unpaid Work is one of the requirements to which offenders can be sentenced as part of a Community Order or Suspended Sentence Order. It requires offenders to carry out unpaid work to benefit the community, improving the look and feel of local areas and give offenders the opportunity to make amends for their crimes.

Community Payback was launched in 2005 as a means of increasing public awareness of Unpaid Work. Community Payback focuses on greater visibility, with the intention of raising public confidence in community sentences and the criminal justice system. Furthermore, it gives the public the opportunity to nominate work projects for offenders to help clean up and rejuvenate local neighbourhoods. Work includes projects such as litter removal, clearing dense undergrowth to make crime 'hot spots' safer, repairing and

redecorating community centres or community areas and removing graffiti. Environmental improvement projects such as these make areas visually more pleasing and help to improve the perception of antisocial behaviour. This work in turn makes people feel safer and discourages further crime and ASB from occurring.

London Probation Trust works in partnership with the 32 local authorities and the Metropolitan Police to identify and deliver projects that benefit local communities. In London, over one million hours of Community Payback are completed every year by offenders paying back for the crimes they have committed.

In the second half of 2010, the National Offender Management Service (NOMS) ran a national Framework Agreement competition for the provision of Community Payback services in England. Three private sector providers were successful in becoming national Framework Partners. This enables each of them to bid in any of the six mini-competitions which NOMS will run in the coming months. The London 'lot' is the first of these six mini-competitions.

These private sector Framework Partners will have the opportunity to bid for a contract to deliver Community Payback in London for four years. The current NOMS timetable is that the outcome of the bid will be announced by November with the new contract starting from June 2012. Whichever provider is successful, they will be held to account for delivering a high quality range of projects and meeting strict targets set by NOMS.

Local context

The Safer Southwark Partnership vision statement:

'To make Southwark a safe and healthy place to live, work and visit'

Responsibility for managing antisocial behaviour in Southwark sits within the remit of the Safer Southwark Partnership. The SSP has existed since the introduction of the 1998 Crime and Disorder Act. The partnership brings together a range of statutory and voluntary sector services as well as business and faith communities to jointly determine how they can work together to reduce crime, fear of crime and substance misuse in addition to anti social behaviour. The overall decision making body of the partnership is the SSP board which is currently jointly chaired by the Police Borough Commander and Chief Executive for Southwark Council.

The SSP will continue to focus on those behaviours causing harassment, alarm or distress but will endeavour to manage the issues and the perpetrators in a timely manner to stop the ASB escalating.

The Safer Southwark Partnership has recently redefined its strategic priorities for the next three years to ensure that the limited resources available to the partnership are focused in the areas, at the times and at the people, whether victims or offenders, who are affected by crime and antisocial behaviour. The priorities are:

- Reducing harm (including the harm cause by serious ASB)
- Reducing offending (including reoffending)
- Supporting families and those with multiple disadvantages
- Building sustainable community capacity and public confidence

Furthermore, a priority crime matrix has been developed and considers different offence types in addition to the key characteristics of victims, offenders, locations and time. All of these elements combined, assisted in the identification of the top SSP crime types and crime characteristics that most disproportionately affect Southwark communities. These are:

- knife crime
- youth violence
- domestic abuse
- alcohol
- gun crime
- antisocial behaviour

Due to the range of antisocial and nuisance behaviours that are defined within the existing legislative and policy framework, the SSP recognises that ASB is a cross cutting issue that impacts on all of the SSP strategic priorities outlined above.

Southwark Council Plan

Southwark Council has recently adopted a new council plan which sets out the leader's vision of a fairer future for all in Southwark. The plan states:

“The council will create a fairer future for all in Southwark by protecting the most vulnerable, by working with local people, communities and businesses to innovate, improve and transform public services, by looking after every penny as if it was our own and standing up for everyone's right, especially young people in particular, to enjoy the enormous benefits and seize the opportunities that living in central London should offer.”

A key part of plan is the 'Southwark Charter' that outlines the top ten promises for Southwark in 2011/12. One of the promises is to, 'work with the police to make the borough safer for all, cracking down on antisocial behaviour and implementing our new violent crime strategy'. The SSP through the council community safety team will lead on delivering this promise.

Measuring antisocial behaviour- the challenges in Southwark

Due to the range of behaviours and activities that are defined as 'antisocial' and the absence of a legal definition, antisocial behaviour and its impact has historically been difficult to measure. The integration of the council's APP (Authority Public Protection) case management system however, used by housing officers and officers in Southwark's antisocial behaviour unit (SASBU), will give us oversight of the total number and type of ASB cases being managed at any one time. The system will also enable officers to assess how safe people feel in their area and establish the key issues that residents perceive as problems. Measuring the outcome of each ASB case, including how well people feel their case was dealt with, is also a function of APP that will help us to better understand the local picture of ASB in Southwark.

Another way to quantify both the scale of the issues in an area and, where appropriate, the difference any form of intervention has made, is to measure people's perceptions. This process can also assist us in identifying whether the work we do as a partnership actually contributes to making people feel safer.

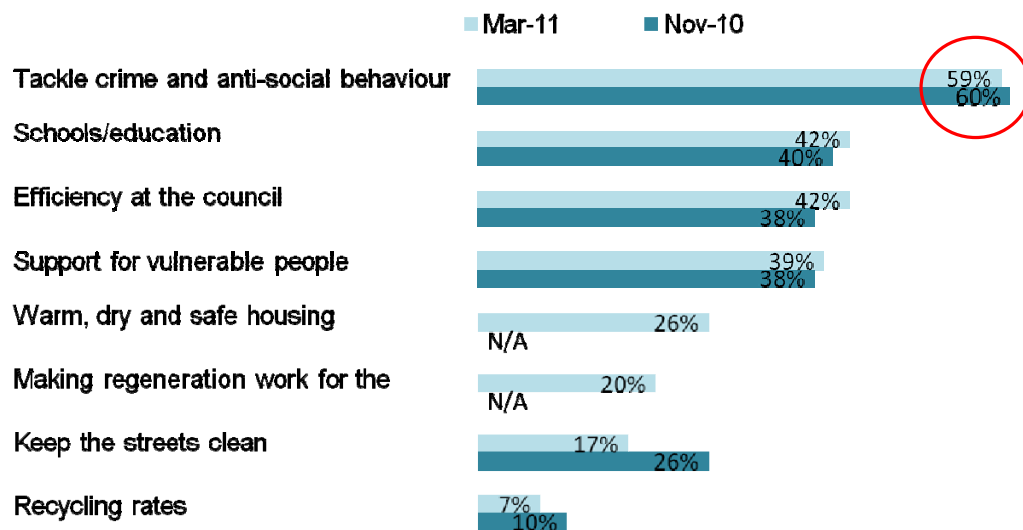
Reputation Tracker Survey

Southwark have been working with Westminster City council to carry out a number of 'Reputation Tracker' surveys across the borough to provide a snap shot analysis of public safety and perception of ASB. In each phase of the tracker, face to face, fifteen minute questionnaires are conducted with four hundred Southwark residents.

The most recent tracker was carried out in March 2011. Residents were asked, via a prompted list, what they felt were the most important areas that the council should focus its resources on over the next few years. The chart below shows that tackling crime and ASB remain the predominant choice of residents and implies that in people's day to day lives, it is what concerns people the most.

Communications Recommendations

3. Reinforce and create more consistent messages on anti social behaviour

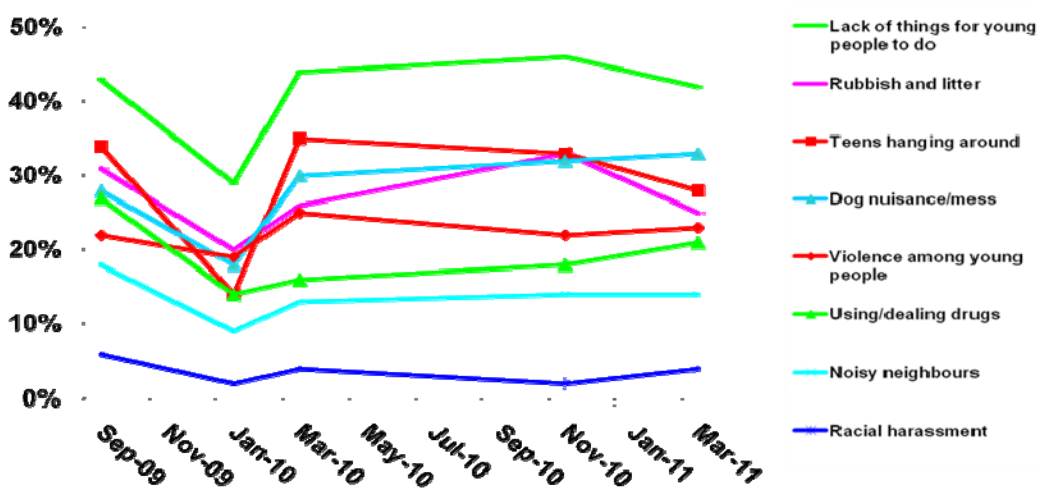


Question: Which two or three of the following, if any, are most important for Southwark Council to focus its resources on over the next few years?

Source: c.400 Southwark residents, 16+ March 2011 and November 2010

Furthermore, the reputation tracker reflects similar results of the previous resident's survey and place surveys carried out bi-annually up until 2008, highlighting that the main concerns for residents are still dog nuisance and mess and teenagers hanging around. Interestingly, 'lack of things for young people to do' is seen as the biggest problem.

Problems in the local area



Question: Thinking about your local area, how much of a problem do you think are...

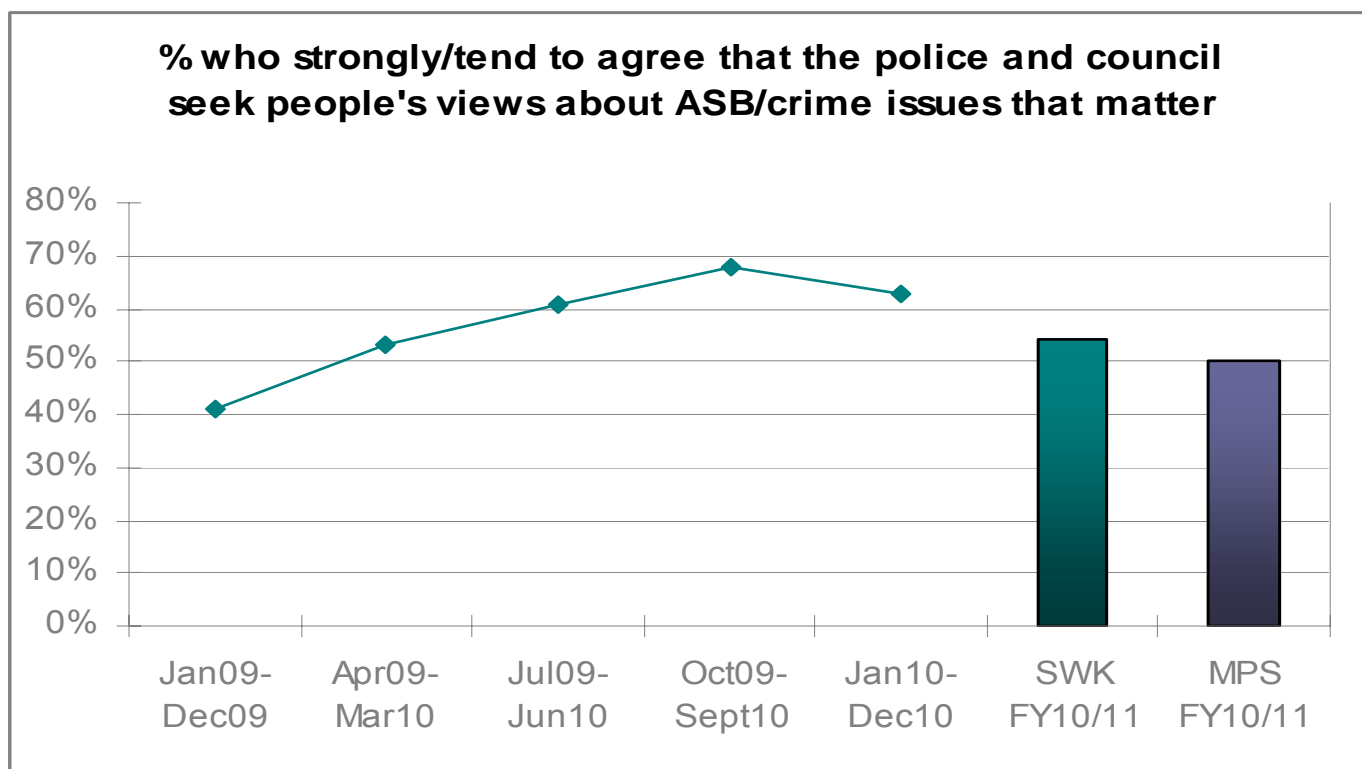
Source: c.400 Southwark residents, 16+ September 2009 – March 2011

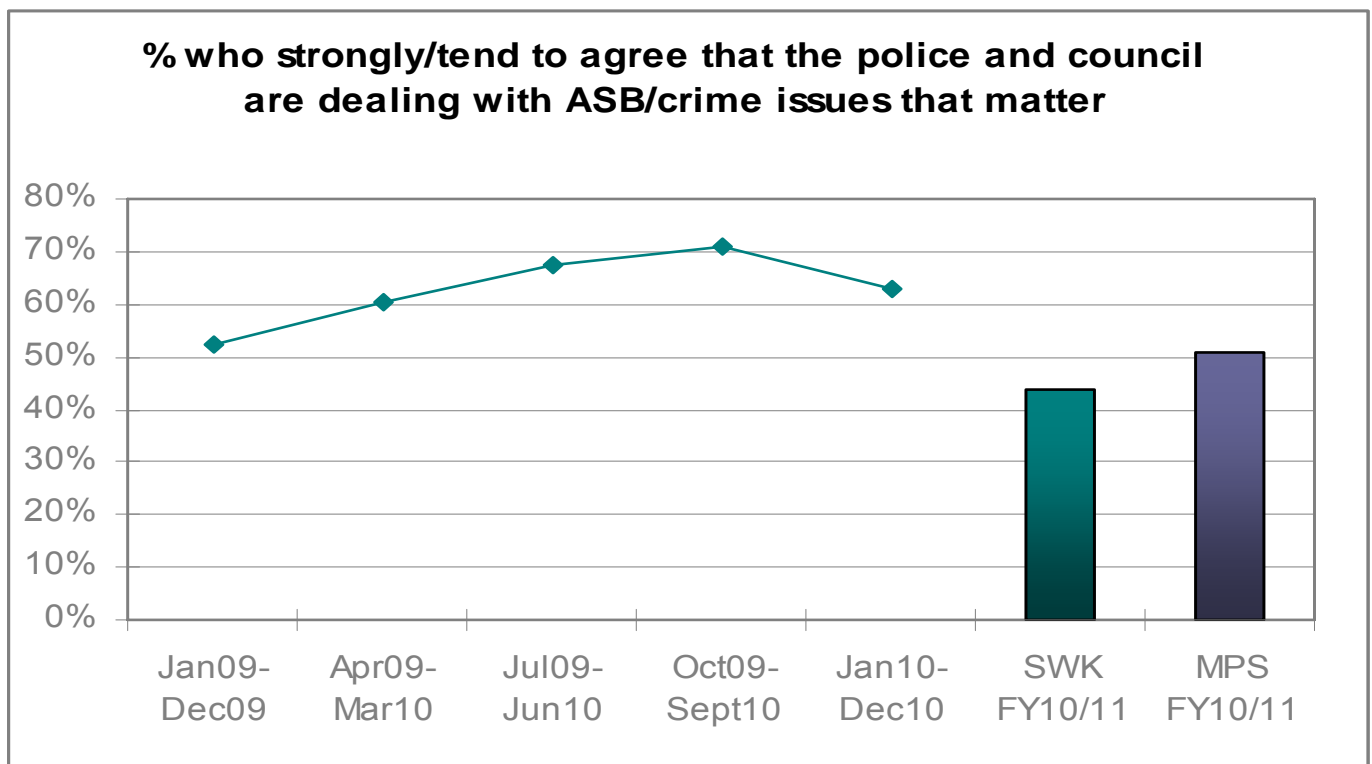
Targeted, localised surveys on estates with a 'before' and 'after' questionnaire enables the SSP to identify if, following targeted resources in that area, perceptions of ASB and crime in their vicinity have changed. One example where this has been the case has been in Peckham. Targeted partnership activity by the police and Southwark's antisocial behaviour unit (SASBU), was put into place to tackle particular problems of gang activity and associated ASB. Residents reported feeling unsafe due to ongoing concerns and were scared of repercussions of approaching the perpetrators themselves. The targeted partnership work included the development of an early intervention strategy to divert youths on the fringe of gangs as well as obtaining gang ASBOs which were designed to disrupt gang activity for the seven most influential gang members. The interventions resulted in 92% of respondents noticing a reduction in gang related ASB as well as stating that Peckham is now a safer place to live.

MPS Public Attitude Survey

The Metropolitan police service continues to commission independent quarterly public perception surveys across Southwark. The MPS surveys are not reflective of the whole borough analysis or of actual crime levels due to the survey being carried out in various smaller locations. The graphs below give the results for Southwark. Four quarters are combined to give twelve month rolling totals, as well as a comparison to the MPS for the financial 2010/11. Following an increase in the perception that the police and the council seek views about the ASB/crime issues that matter, there was a decrease in the quarter ending December 2010. This trend is repeated for perception that the police and council deal with crime/ASB issues that matter.

Note: base for Southwark quarterly 12 month rolling totals = 640; base for Southwark FY = 480; base for MPS FY = 15360





Where does anti social behaviour take place?

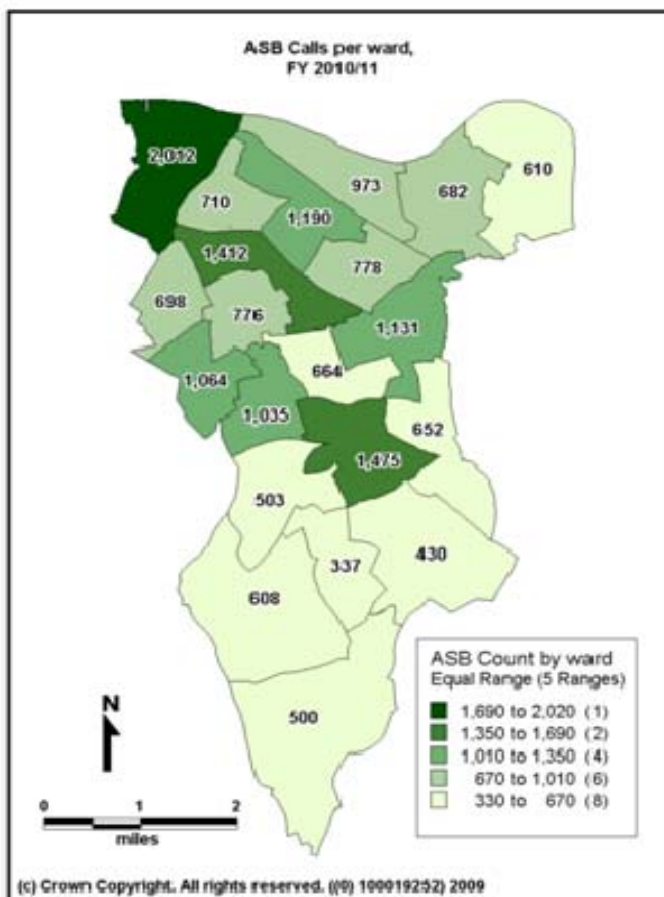
Because the term antisocial behaviour covers a wide range of nuisance behaviours, it is often difficult to make clear distinctions between problematic areas and identify where, for example, different types of antisocial behaviour is taking place. Furthermore, ASB is often reported to different agencies at different times and the information is not always amalgamated making it difficult to substantiate the level of the problem.

In order to monitor ASB levels, the Performance Information Bureau (PIB) of the police have selected fourteen categories of reported calls that are the most accurate indicators for antisocial behaviour:

- ❖ abandoned vehicle
- ❖ vehicle nuisance
- ❖ rowdy behaviour
- ❖ hoax call
- ❖ rowdy neighbour
- ❖ littering / drugs paraphernalia
- ❖ animal problems
- ❖ trespass
- ❖ malicious communications
- ❖ street drinking
- ❖ prostitution related activity
- ❖ noise
- ❖ begging/vagrancy
- ❖ fireworks

From this data, we are able to break down the number of ASB/ nuisance incidents recorded in each ward in the borough. See table below:

Ward	FY 2010/11	% CAD FY 2010/11	Apr-11	% April 2011	Proportion change
Cathedrals	2012	11.0	141	7.7	-3.3
The Lane	1475	8.1	163	9.3	1.2
Eas. Walworth	1412	7.7	142	7.8	0.1
Grange	1190	6.5	101	5.5	-1.0
Livesey	1131	6.2	134	7.4	1.2
Camberwell Green	1064	5.8	107	5.9	0.0
Brunswick Park	1035	5.7	73	4.0	-1.7
Riverside	973	5.3	102	5.6	0.3
South Bermondsey	778	4.3	52	2.9	-1.4
Faraday	776	4.3	76	4.2	-0.1
Chaucer	710	3.9	54	3.0	-0.9
Newington	698	3.8	91	5.0	1.2
Rotherhithe	682	3.7	80	4.4	0.7
Peckham	664	3.6	56	3.1	-0.6
Nurhead	652	3.6	51	2.8	-0.8
Surrey Docks	610	3.3	65	3.6	0.2
Village	608	3.3	141	7.7	4.4
South Camberwell	503	2.8	62	3.4	0.6
College	500	2.7	56	3.2	0.5
Peckham Rye	430	2.4	36	2.1	-0.2
Eas. Dulwich	337	1.8	25	1.4	-0.5



We can see that in the last financial year 2010/11, Cathedrals ward recorded the highest number of ASB calls to the police (11% of the total calls).

As the map to the left displays, generally, there are more ASB calls made in Peckham and wards to the north of it, with far fewer calls being made to the southernmost wards.

Looking at just April 2011 data, there was a much lower proportion of calls in Cathedrals ward compared to the previous financial year. The wards which recorded the largest proportions were Village, The Lane, Livesey and Newington wards.

ASB hotspots

The same information has been re-run through the mapping system to generate 'hotspots' for ASB in Southwark. Hotspots display the density of crime, i.e. the more crimes that there are in an area, the larger the hotspots.

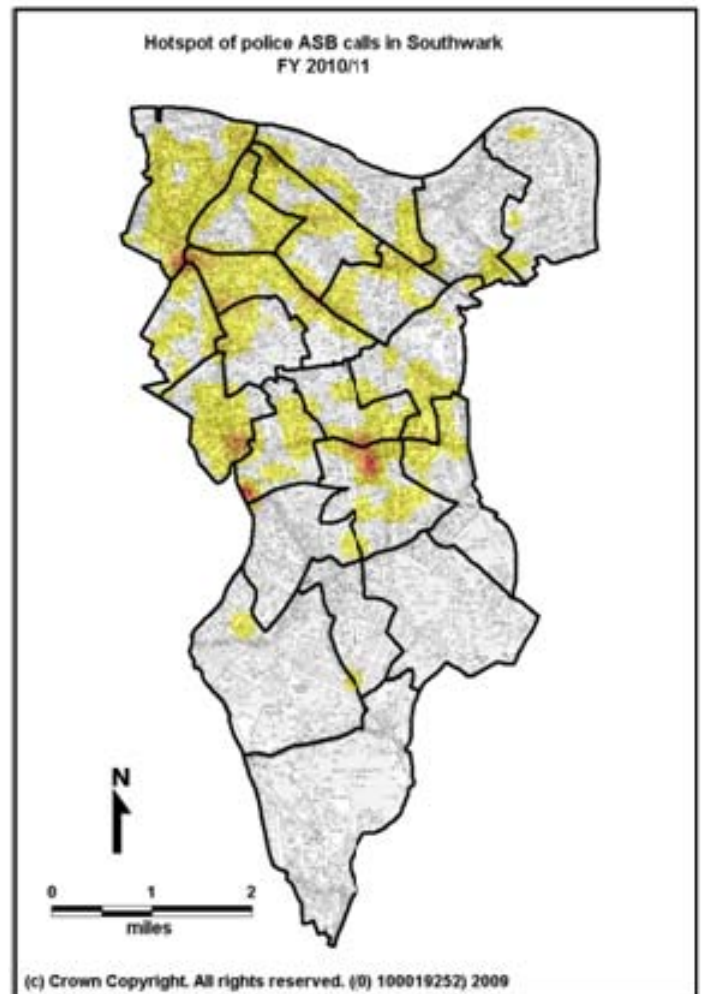
It is evident that most ASB is concentrated in the north of the borough, typically north of Peckham and Camberwell. Though there are numerous areas of intensity (much of Cathedrals, East Walworth and Camberwell Green are, to some degree, considered 'hotspots'). There are four areas in the borough in which there are higher levels of ASB calls made to the police, these being:

1. Elephant and Castle, reaching along Newington Butts and the northernmost part of the Walworth Road. Majority of calls (almost 75%) were related to rowdy behaviour, with small numbers of hoax calls, street drinking and begging/vagrancy. □

2. Denmark Hill (the area surrounding the Maudsley Hospital). Almost all calls made from the Maudsley Hospital. 58.9% of calls made from this hotspot were classified as 'hoax calls', with a further 27.3% classified as Malicious Communications.

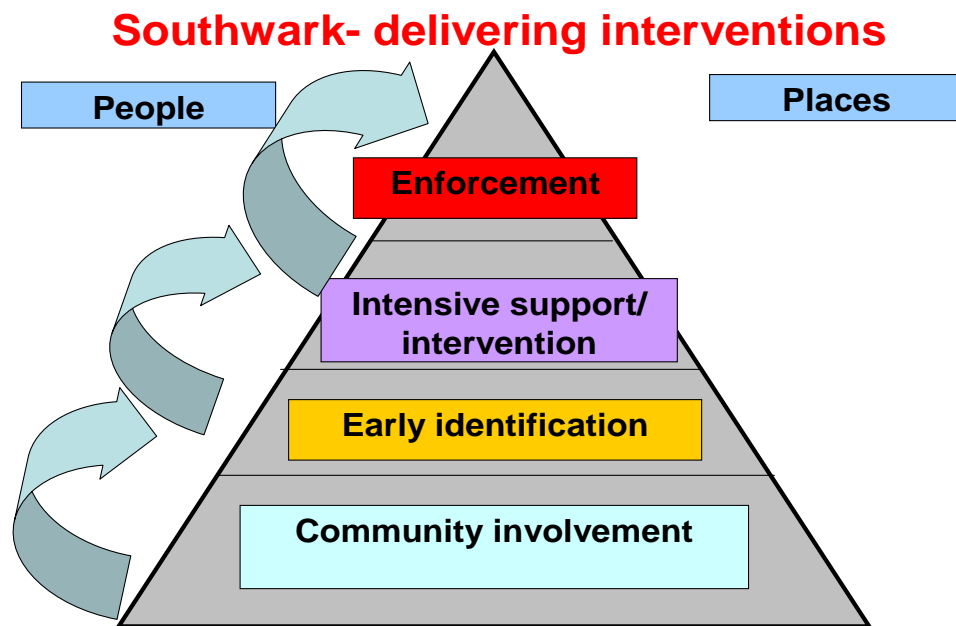
3. Peckham High Street (including Peckham Square) and Rye Lane (the northernmost section, around Hanover Park). 74.2% of calls relate to rowdy behaviour, with the next highest category being 'hoax call', 10.4%, and then 'Street Drinking', with 3.1%.

4. Camberwell Green (the park area, and the area to the east of this, starting to spread along Camberwell Church Street). Over 80% of calls relate to rowdy behaviour, with no statistically significant secondary or tertiary categories.



Southwark's Approach

Safer Southwark Partnership has developed a whole systems approach to tackling crime and antisocial behaviour based on our learning over the past 12 years. The diagram below illustrates the four tiers of intervention.



We believe that a balanced approach between early intervention, prevention, community involvement and appropriate use of enforcement is essential in finding long term, sustainable solutions. Experience has taught us that investing in one type of intervention alone does not necessarily address the wider causes or manage the consequences of ASB. The SSP therefore aims to utilise, where appropriate, a range of interventions to address this and to reduce the likelihood of the ASB reoccurring. The array of partnership interventions falls under four main categories outlined below:

Prevention - providing a network of diversionary and engagement programmes that can identify those at risk of becoming involved in crime and antisocial behaviour

Early intervention - providing educational and partnership support programmes together for those that are known to be on the fringes of crime and antisocial behaviour

Intensive support and intervention - structured intensive support for those who are or have been involved in crime and anti social behaviour

Enforcement - direct intelligence lead enforcement action focusing on those individuals who are committing crime and anti social behaviour

Active and Empowered Citizens

We recognise that alone, the partnership cannot solve all of the issues all of the time. This is pertinent now more than ever as the council and its partners look to make huge efficiency savings throughout their core business. One of the most recent challenges for us as a borough is consideration of how and where we should focus our interventions to achieve the maximum impact in this period of fewer public service resources.

We will need to work even closer with our communities to identify and prioritise the services that have the greatest benefit in reducing crime and ASB, reducing the fear of crime and improving public confidence. The partnership supports the need for individuals and communities in Southwark to take responsibility for solving issues locally wherever possible. We aim to give people the confidence and the tools they need to be able to solve problems themselves before coming to the attention of the authorities.

Our ASB champion's pilot project set up in 2010 will be developed further, where representatives of various ages from some of our harder to reach communities are supporting the work of the partnership. The champions have been crucial in carrying out research around ASB concerns locally, devolving key messages throughout their networks and representing the voice of their communities.

Strategic priorities for Southwark 2011- 2015

Antisocial behaviour remains an important priority for the Safer Southwark Partnership at the heart of our partnership activity. Due to the range of antisocial and nuisance behaviours that are defined within the existing legislative and policy framework, the SSP recognises that ASB is a cross cutting issue that impacts on all of the SSP strategic priorities outlined in the Rolling Plan.

Furthermore, the SSP have identified five key strategic themes under which they will manage antisocial behaviour over the coming three years.

Strategic priority 1: Place Victims and Witnesses at the Centre of our Strategy

The Safer Southwark Partnership is committed to the ongoing improvement of services for communities and individuals who experience or witness antisocial behaviour. It is imperative that victims of crime and ASB feel supported, know where to turn and understand what support is available for them. Partners recognise the adverse impact antisocial behaviour can have on the day to day lives of residents and those who work and visit the borough. A more streamlined, multi-agency approach will further strengthen existing services and aim to improve outcomes for victims in terms of coordinating support and increasing feedback on case progression.

Our achievements

Over the past year we have:

- √ developed a borough wide victims charter to outline victims services and encourage reporting (see appendix 1)
- √ created the fixed term, independent 'victims champion' post to streamline cross agency work
- √ received a commendation from the Home Office for our risk assessment processes for victims commended
- √ delivered training for SSP partners to ensure that they were aware and able to refer victims of ASB to appropriate services such as victim support and SASBU
- √ introduced centrally funded victim caseworkers to assist with complex advocacy

What do we intend to do?

Partners will work to build greater awareness of all of the available services supporting victims of antisocial behaviour. Local, voluntary organisations are available to provide independent support for victims and witnesses of ASB; whether the individual is experiencing what they fear is the beginnings of persistent nuisance, witnesses an incident of domestic abuse or is suffering harassment themselves. Assessment of risk to victims, including consideration of their health and personal safety, will continue to be a key to consideration for all partners when tackling antisocial issues.

Recommendations

Over the next three years, we propose to:

- promote Southwark's victims charter across the borough to ensure that people are aware of the services available to them
- improve internal processes for managing customer feedback and monitoring service satisfaction
- improve coordination of cross-agency work and information sharing to ensure a swifter, more transparent and joined up approach to working with victims and witnesses
- continue to deliver training sessions for officers to ensure that reports of antisocial behaviour are managed quickly and effectively and victims are referred appropriately

Strategic priority 2: Strengthen Communities

Recent research with some of our hard to reach communities and discussions at neighbourhood level and at community councils, tell us that information is the key to strengthening communities. We will build on the successes of both the 'you said, we did' campaign, and the distribution to all households of the ASB minimum standards document. Furthermore, we have established that there is a need for:

- more targeted information to communities about what constitutes as antisocial behaviour and what is being done to tackle it
- increasing people's knowledge about who to contact to discuss concerns about ASB and crime and to report problems
- more opportunities to come together as a community to discuss shared concerns
- more information and opportunities to enable communities to be part of longer term solutions

Our achievements

Over the past year we have:

- ✓ developed a pioneering ASB champions project with our harder to reach communities including people from different faith groups, French speaking Africans, Latin American, older people and the lesbian, gay, bi-sexual, transgender (LGBT) community
- ✓ delivered the 'You said, we did' communications campaign targeting priority areas in the borough to inform people of partnership activity and encourage reporting of ASB
- ✓ developed the ASB minimum standards policy outlining the service people can expect from the council when dealing with ASB. The charter was communicated to all residents in the borough (see appendix 2)
- ✓ carried out numerous estate action days to engage with our hard to reach communities, build trust and develop longer, more sustainable outcomes

What do we intend to do?

With the help of active citizens from all of Southwark's communities, we can jointly work to address the above points particularly planning the most appropriate way to distribute information; to whom and in what format as it is crucial to tailor information to each specific audience. Attention to important factors such as these will ensure that newer, migrant communities and people whose first language is not English are included in our distribution networks. In addition the SSP will endeavour to utilise our community researchers as conduits to pass information and feedback from and to our more hard to reach communities.

Hundreds of fourteen to sixteen year olds from Southwark's schools will take part in community challenges in September 2011, many of which will be about bringing younger and older people together in multigenerational projects.

We will also develop a much clearer and more robust approach to the commissioning of services which work with our most vulnerable young people. This will enable us to quality assure, monitor and evaluate all commissioned work to ensure it is delivering positive outcomes for both young people and the communities in which they live.

Looking further ahead, communities will need to develop more enterprising approaches to running community based projects as public sector funding is decreased. 2011/12 will be a transitional year when the SSP will endeavour to support the community and voluntary sector to develop realistic ways to use fewer resources such as money and premises. We will encourage utilising other resources such as volunteers and information to assist communities in taking ownership of local issues and develop long term, sustainable solutions to ASB issues and concerns.

Recommendations

Over the next three years, we propose to:

- promote Southwark's antisocial behaviour minimum standards outlining the council's commitment to the public about the service that they can expect
- encourage residents to take an active role in tackling ASB by means such as local neighbourhood watch schemes and attending community forums such as police ward panels
- continue to develop local offer agreements between the housing department and the community to facilitate better input from residents and consistent feedback processes
- review the opportunity for establishing community panels made up of elected members of the community, with a generational and cultural mix for setting rehabilitative measures and out of court disposals
- develop a 'community network' utilising the volunteer ASB champions to encourage a two-way flow of information, intelligence and key ASB messages
- develop a targeted communication plan to increase reporting of victims, promote the work and successes of the partnership and the good work of local communities

Strategic Priority 3: Target our limited resources at the individuals and families who impact most on antisocial behaviour

A significant reduction in grant funding has led to many of the early intervention projects such as Challenge and Support and the Street Based Team, set up to divert young people away from ASB, being discontinued beyond 2010.

A recent re-organisation of the youth offending service (YOS) identified the need to focus on statutory work with young offenders. As a result, grant funded services that previously focused solely on early intervention, have been realigned. The impact will mean less prevention focussed resources specifically for young people to work alongside enforcement activity in the community. The youth offending service, together with Southwark antisocial behaviour team have identified the need to explore alternative options to support young people, such as the use of volunteers.

The Southwark Family Intervention Programme (FIP) was set up by Children's Services in 2007 and focused a range of services on those families who faced multiple challenges and were problematic within their communities. The FIP provided long term practical and emotional support for the families, in some cases over several years. The approach was based on providing intensive key worker outreach, utilising an assertive and persistent approach to families and members within it. The method taken was a balanced one providing support but also tackling bad behaviour and emphasising the sanctions that could be applied if antisocial behaviour persisted.

The direct and intensive support provided to young people and their families by the FIP workers was essential for achieving progress with families providing a range of emotional and practical support. Developing the FIP in Southwark helped us to understand that the presenting problems of young people and their families were extensive and complex underpinned by many issues including learning difficulties, violence (domestic and neighbourhood), bereavement, family break up, mental health issues and drugs and alcohol abuse.

Independent national research carried out by NatCen⁹ on the outcomes of FIP showed improved outcomes for families who had received intensive support:

- reduction in housing enforcement actions by 72%
- a drop in anti-social behaviour by almost two-thirds
- truancy, exclusion and bad behaviour at school reduced by 58%
- domestic violence declined by 59%
- drug and alcohol problems declined by 47%
- child protection concerns declined 42%

Further research carried out by the Department of Education showed that from a sample set of forty FIP families/ cases, the average total estimated annual saving resulting from a family successfully completing an intensive intervention ranged between £68,600 and £81,600, depending on the cost of the intervention. Of this amount, between £27,341 and 40,341 service saving was attributed to the Local Authority itself¹⁰. Given how these costs can accumulate, the potential for long-term savings for both authorities and wider society are considerable.

The research also showed that for two thirds of young people who were in families supported by the family intervention programmes, antisocial or offending behaviour significantly decreased or ceased entirely and improvements were seen in school attendance. The FIPs also achieved a number of soft 'transformative' outcomes for families such as enhanced self esteem and confidence.

In Southwark, fifty seven families were supported by the FIP and as a result, we saw reduced incidents of offending and antisocial behaviour preventing escalating enforcement action. Following intensive FIP intervention, no families were evicted despite a number that were previously issued with notice to quit/tenancy warning letters. Furthermore, within the first two to eight weeks of FIP intervention, on average there was a reduction of 75-85% of complaints of ASB and in some instances both criminal and antisocial behaviour ceased.

Better health outcomes were seen with an increased number of families registered with GPs and accessing dental care. One of the more challenging aspects of FIP work however was where adults in the household were misusing substances chaotically. FIP engagement and success in trying to turn such adults around was minimal. This was also the case for adults with profound mental health who were not actively engaged with mental health services. The issue of ill health in the family is highlighted in the violent crime strategy as a significant causal factor replicated in many of the case studies of those involved in the most serious violence.

In the last eighteen to twenty four months, despite the difficulties in addressing intergenerational worklessness, six adults engaged with the FIP secured employment and five of the six sustained this over twelve months. A small number of parents also accessed local community provisions to address numeracy and literacy issues.

As a result of the substantive support provided for children with complex needs, there was a reduction in the number of young people subject to child protection plans and an increase in school attendance. This included improvements from 33% to 93% over a four month period. A significant challenge however was reintegrating young people aged fifteen and over, who had an entrenched pattern of truancy over a number of years. Young adults with significant learning needs who did not meet the thresholds for adult services also found it difficult to sustain engagement in adult education provisions.

Southwark has taken the learning from the FIP programme as part of the review of all parenting services across the borough to develop the Specialist Family Focus Team, the first phase of which began in November 2010. The team brings together all services in Southwark responsible for vulnerable and problematic families to provide a 'one door' single referral point for agencies. The development of the team is aligned to the national agenda advocated by the Department of Education to provide appropriate, bespoke services to the most vulnerable families where multifaceted needs are identified for both adults and young people. The team will bring together all appropriate stakeholders in one building in an effort to reduce duplication and add value to the service received by families. The team will provide emotional and practical support to those with multiple challenges, focusing on the causal factors such as emotional

trauma, environmental, economic or cultural issues. Furthermore, they will work with families to provide them with the tools and support they need in order to take responsibility for addressing their problems.

Antisocial Behaviour Orders (ASBOs).

When ASBOs were introduced they were intended as preventative orders to manage and curtail acts of ASB with prohibitions framed to prevent and discourage further offending whilst protecting the community. As case law developed, acts of ASB had to be proved to the criminal standard and as such, the behaviours which the court considered suitable to be dealt with by an ASBO increased in severity.

In the last two years the majority of ASBOs obtained in Southwark have been ASBOs on conviction as opposed to stand alone orders. This has driven down costs for the local authority as the costs and bureaucracy associated with obtaining free standing ASBOs had become prohibitive. This is an approach which other community safety partnerships have adopted and as a result, many of the individuals who have received ASBOs are known to the criminal justice system and have an entrenched pattern of offending. As such, the breach rate for ASBOs has seen an increase (twelve out of fifty nine ASBOs were breached in 2010/2011 equating to 20%). This is not entirely a negative result as prosecution of breaches indicates that offending is being dealt with and the orders effectively managed by police.

Southwark have always used ASBOs in a measured and proportionate way. They are flexible orders whether free standing or on conviction allowing for a range of behaviours to be managed in a way which other orders cannot fulfil.

Acceptable Behaviour Contracts

Acceptable Behaviour Contracts are framed to address less serious antisocial behaviour. They are designed to help and support individuals in addressing their behaviour by giving them a positive framework of behaviour to aspire to. Where young people are involved, the contract is framed with parental support and consent and a joint approach is encouraged in monitoring of the contract. It is important that the young person understands the consequences that their behaviour may have for their own future and for that of their family. Minimising risk and harm reduction is key element and one which parents will generally be keen to embrace. The behaviours being addressed at this level are at the lower threshold of antisocial and nuisance behaviours and generally less entrenched. As a result, compliance with the contracts is generally better and the breach rate low. The current breach rate for ABCs is less than 10%.

Our achievements

Over the past year we have:

- √ issued one hundred and ten acceptable behaviour contracts (ABCs) 37% of which were issued to young people and 63% to adults
- √ achieved a reduced breach rate for ABCs of 7%
- √ issued 8 ASBOs (seven to young people and one issued to an adult)
- √ set up and deployed the weekly street based team referring over two thousand young people towards positive activities and where possible, suitable training and employment opportunities
- √ worked closely with the police to achieve over thirty signed acceptable behaviour contracts with Eastern European migrants who were causing ASB
- √ engaged with over two hundred young people via the challenge and support project identifying and working with young people to stop ASB escalating

What do we intend to do?

Staff within the multi agency youth offending service will continue to discharge their duty to prevent offending and work with perpetrators of antisocial behaviour. The YOS will also retain its Triage service, providing staff to work in custody suites to 'get in early' when young people are first arrested and offer short programmes to address offending behaviour.

The YOS will continue to respond to police referrals from safer neighbourhood teams and agencies where concern is raised about the antisocial behaviour of young people before the point of arrest. Whilst the YOS is agreeing new thresholds for early intervention within limited resources it will also be important to develop relationships with agencies that can bring new resources to the borough. The Mayor's mentoring

programme for example, aims to provide volunteer mentors for about fifty ten to sixteen year olds per year.

Children's Services will be developing a targeted approach to youth work which is carried out in the borough ensuring service are delivered in the right place, at the right time and targeted at the right young people. There will be a three pronged approach to this type of work; working with identified individual young people, working with identified groups and working in identified communities. This will ensure the best use of limited resources.

Children's Services and Community Safety are working closely together in taking the learning from the family intervention programme to develop the specialist family focus team. The new team will help to address the underlying causes of antisocial behaviour and crime but at the same time give the responsibility to the family to address the issues. The first phase of the team's development started in November 2011. We will assess the effectiveness of this targeted intervention over the course of this strategy.

Southwark antisocial behaviour unit and partners continue to administer and manage the Acceptable Behaviour Contract (ABC) processes and support interventions for perpetrators of low level antisocial behaviour. Until the outcome of the national consultation on ASB tools and powers is known, this work will continue.

SASBU will continue to work with the police and other partners to target problematic street drinkers and beggars in hot spot areas.

Recommendations

Over the next three years, we propose to:

- √ forge stronger links with the UK Border Agency to deal particularly with problematic street drinkers, rough sleepers and aggressive beggars
- √ review the success of the targeted intervention and prevention work carried out with young people and families in Southwark
- √ continue to strengthen the relationship between the police safer neighbourhood teams and council services dealing with ASB to ensure a timely and coordinated response to dealing with perpetrators 'on the ground'
- √ Develop the Specialist Family Focus Team targeting our most vulnerable and problematic families in the borough

Strategic Priority 4: Increase reporting of ASB; increase information sharing and the intelligent use of resources

Over the past year, the SSP has worked to develop the systems for monitoring and analysing levels of antisocial behaviour in the borough. The police public attitude survey along with the council's reputation tracker act as valuable tools in assessing people's perceptions of ASB locally. Given the broad spectrum of behaviour that constitutes as 'antisocial' or nuisance behaviour however, we have experienced problems obtaining a robust dataset for analysis. This is being addressed as part of the development of our strategic assessment matrix.

The integration of the new APP council data system for all housing and SASBU cases will undoubtedly assist us to better understand the local picture of ASB in Southwark, help officers to maintain an overview of all ASB cases in the borough and help the SSP to establish priority areas for resource.

We understand that the occurrence of crime and/ or antisocial behaviour is determined by variety of complex interdependent factors involving the individual and other external influences, however one of the most influential of these, is the given opportunity for a crime to take place. 'Designing out crime' is the process whereby streetscape, open spaces, buildings and transport infrastructure are positively influenced by practical and physical design solutions. Lighting, CCTV and cleverly designed open spaces are all examples of factors that can help reduce the opportunities for crime or ASB to occur in the first instance and provide a safer and more attractive urban environment. Designing the urban environment in such a way also encourages the community to assume ownership of their local space which in turn helps inspire a sense of pride, encourage community use of public spaces.

The 'Southwark Plan' is the council's framework for all land use and development in the borough and contains the planning policies used to determine planning permission in the borough. Two designated 'architectural liaison' police officers are consulted with on any planning applications to consider how the planning decisions might have an escalating effect on crime.

Creating and maintaining a safe environment is extremely important as people who live in, work in or visit the borough have a right to feel safe in their homes and on the street. The SSP will monitor people's 'fear of crime' through the MPS and council tracker surveys because whether real or perceived, fear of crime and ASB can influence people's behaviour patterns and how they interact in public spaces.

Our achievements

Over the past year we have:

- √ integrated the new APP data system to manage all ASB cases reported to the council
- √ reviewed processes of how ASB is reported to ensure that calls are dealt with quickly and referred to the appropriate agency in line with the minimum standards policy
- √ reinstated a weekly partnership tasking group to problem solve the issues around serious antisocial behaviour and to manage deployment of police and partnership resources
- √ seen an increase in the number of residents who feel safe walking alone at night (74% MPS survey)

What do we intend to do?

We have seen the value of targeted work in and around problem areas and Southwark's antisocial behaviour team will continue to increase reporting and community confidence. SASBU will continue to host targeted estate action days, particularly focussing on estates that have experienced incidents of serious ASB. The community, through Southwark's tenant and residents associations, will be closely involved in planning and delivering the action days and encouraged to help problem solve and find solutions that they can help deliver.

Southwark housing management, working in partnership with SASBU and other partners will take effective action to deal with antisocial behaviour, nuisance and harassment occurring in an around housing estates so that tenants and residents can enjoy a comfortable and safe environment.

Resident officers will deal with reports of ASB made to them in a structured way taking early action to manage and deal with situations before they escalate to more serious incidents. Effective action will be taken to assist those affected by ASB with early intervention and enforcement of the tenancy agreement being a key component of the resident officer role.

The full range of legal and non legal remedies available to the local authority will be used to deal with tenancy breaches from warning letters and acceptable behaviour contracts to injunctions, orders for possession, tenancy demotion closure and eviction. A review of the Southwark housing tenancy conditions has seen a tightening of clauses relating to anti social or nuisance behaviour.

Tenancy enforcement will be used for tenancy breaches but also in cases where a council tenant has been convicted of:

- using the dwelling house or allowing it to be used for immoral or illegal purposes, or
- an arrestable offence committed in, or in the locality of the dwelling house.

The Safer Southwark Partnership will work with other social landlords to ensure that a similar robust approach is taken to dealing with tenants guilty of acts of ASB which have a negative effect on the community and the reputation of the borough.

SASBU will work closely with colleagues in housing to ensure that incidents of low level ASB are being managed and recorded. A programme of training around the management of ASB cases will be rolled out so that housing officers are confident in responding to issues raised. Furthermore, SASBU and housing will work closely with the police, attending ward panels, street briefings and other forums where ASB can be raised and discussed. These forums will be used to promote the work of the unit.

Young people are significantly more likely to be victims of ASB and crime and are less likely to report. Southwark Young Advisors and the SE17 patrollers will be utilised to build trust and relationships with young people in an effort to encourage them to report ASB and other issues of concern.

Recommendations

Over the next three years, we propose to:

- ✓ continue to problem solve issues on estates, targeting partnership resources to those areas affected by serious ASB
- ✓ build on the skills and the work of Southwark's young advisors and the young SE17 patrollers to encourage their peers to report ASB and other issues of concern
- ✓ develop a robust performance framework for ASB that will enable the partnership to monitor its activities and identify what success looks like
- ✓ deliver a Section 17 training programme across all responsible authorities (starting with the council) to ensure that crime, antisocial behaviour and reducing offending are considered as part of everyday functions, policies and processes
- ✓ ensure that breaches of tenancy conditions in relation to nuisance or antisocial behaviour are recorded and acted upon. Review of all recorded incidents and action to take place annually

Strategic Priority 5: To increase the capacity of the partnership to take coordinated and appropriate enforcement action

Southwark's wardens currently have accreditation under the Police Reform Act 2002 and have five powers delegated from the police, which include power to require name and address, (inclusive for ASB), power to require persons aged under eighteen to surrender alcohol, power to require persons drinking in designated places to surrender alcohol and power to seize tobacco from a person aged under sixteen.

The council's environmental health and trading standards services (EHTS) supports this work through its range of regulatory powers directed at the business sectors that contribute directly or indirectly to antisocial behaviour. For instance by selling alcohol to under-age or drunken persons; selling knives or fireworks to under-age persons; selling illegal and often dangerous counterfeit products and food fraud; or by providing recreational facilities and opportunities which bring large crowds of people together that may give rise to disturbance or nuisance. The licensing and trading standards regimes in particular, look to ensure best management practices are established and maintained within the commercial sector. Licensing policy additionally looks to recognise the potential cumulative impact of licensed premises operation on their local community through the establishment of saturation zones.

Specific initiatives have been established in recognition of priority areas. Within Borough and Bankside and Elephant & Castle for example, the partnership night time economy team provides a high-visibility presence through the busiest evening and night time hours to tackle alcohol related crime and disorder.

Noise and other nuisances contribute to antisocial behaviour and EHTS investigates complaints and uses enforcement powers when the problem is witnessed. The team operates a day and out of hours service that investigates claims of noise and nuisance to bring a resolution to the problems. Remedies available include warning letters, mediation, seeking possession, injunctions noise and abatement notices. Due to the current law regarding everyday noise however, the team is unable to take action unless it is proven that the noise is 'unreasonable'.

Environmental antisocial behaviour such as fly-tipping, litter and graffiti can affect the look of an area and make it feel unkempt and unsafe. Furthermore, this type of environmental damage can increase the fear of crime where residents or visitors see problems in an area increase and not be dealt with. Southwark Cleaning operate the Integrated Cleaning Contract in Southwark which covers street cleansing, estate cleaning and grounds maintenance. The team deals with clearing litter, removing graffiti, clearing dog mess, fly-poster and fly-tip removal to ensure that environmental nuisance is dealt with quickly and efficiently.

Our achievements

Over the past year we have:

- √ utilised extended police powers by the wardens to tackle antisocial street drinking which significantly reduced problems at Flat Iron Square, Walworth Road, Camberwell Green and Peckham Square
- √ set up the multi agency dog action group to address incidents of dangerous and/ or antisocial dogs leading to over twenty animals being seized, notices seeking possession of tenancies and dozens of warning letters to owners
- √ obtained seven ASBO's against known gang members
- √ obtained the first gang injunction in the country, using new powers set out in the Crime and Policing Act 2009
- √ established the night time economy team to tackle alcohol related crime and ASB
- √ removed 3269 fly-tips and 330 incidents of graffiti from the streets
- √ reduced the percentage of streets assessed as 'dirty' from 7% to 4.5%

What do we intend to do?

During 2011/12, wardens will be given additional Community Safety Accreditation Scheme (CSAS) powers which will include tackling dangerous cycling and issuing penalty notices for disorder covering firework and licensing offences. These powers will be used to enhance the current enforcement role of wardens to tackle antisocial street drinking and other ASB related activity.

The warden service will work closely with the local safer neighbourhood teams and other key agencies to provide a co-ordinated enforcement response to Peckham, Camberwell and the Elephant & Castle town centre areas in order to maximise partnership resources. In addition, a dedicated warden problem solving team will work alongside SASBU and other agencies to focus on other key areas for a limited time. This team will ensure that enforcement action is targeted at other priority crime and ASB hotspot areas and will be directed by the partnership tasking group. All activity will be evaluated to measure the impact, (both immediate and long term) and value for money.

The warden service will also provide enforcement resources to deliver the key priorities as set out in Southwark's dog strategy 'A responsible approach- Southwark Dog Strategy 2011-2014'.

Furthermore, the EHTS team are in the process of establishing an illegal economy team that will work in partnership with other enforcement agencies to tackle and disrupt commercial crime in the retail sector. The aim of the team will be to investigate and make links to other criminal activity such as serious and violent crime and antisocial activities in identified area

Recommendations

Over the next three years, we propose to:

- support schools at closure time and improve the relationship between pupils and officials
- develop a partnership approach to tackle cycling on pavements
- deliver the Southwark dog strategy providing a range of partnership interventions to address the nuisance issues caused by irresponsible dog owners
- make full use of the proposed criminal behaviour orders, crime prevention injunctions, community protection orders and direction orders as set out in the proposed legislative framework for ASB
- continue to publicise information on those people who persistently cause nuisance and intimidating behaviour and who become subject to an order or injunction
- establish the illegal economy team to disrupt commercial crime and associated ASB in the retail sector

How we will measure success

ASB is a very subjective issue; what is considered antisocial by one person may not be recognised or identified as nuisance behaviour by another. Furthermore, the current definitions of antisocial behaviour are very wide and cover an extensive range of behaviours including some that are criminal. As such, it is difficult to set measures which are meaningful to local communities at a local level.

Feedback from the communities that we have worked with however highlights that people want to have confidence in the council, police and partner agencies that they will address nuisance and harassment. We will look to achieve an increase in public confidence by 5% (2010/2011 MPS attitude survey), that the council and the police are tackling antisocial behaviour and crime, dealing with the issues that concern people the most.

SOUTHWARK VICTIMS & WITNESS CHARTER

Anybody can be a victim or witness of a crime and antisocial Behaviour (ASB). The following information and support services offer help to victims and witnesses.

Victims and witness services

All our services are:

- Free
- Confidential
- Direct, you can contact them direct yourself (no referral process)
- Accessible, you can use these services wherever you live in the borough and you do not need to report to the police to access these services.

Support for victims and witnesses

A range of support is available for all victims and witnesses including:

- Emotional Support
- Mediation and Reparation
- Support with the police and court process
- Referral to professional services, i.e. Counselling

Victims can be:

- Individual victims
- Community as victim

Victimless crimes such as drugs or fraud often have a wider impact on the community, including local business.

Witnesses can be:

- Witness to crime
- Victim as a witness
- Community as a witness to crime

SERVICES IN SOUTHWARK FOR ALL VICTIMS AND WITNESSES

METROPOLITAN POLICE

The police's duty is to investigate the reported crime and collect evidence for the Crown Prosecution Service (CPS). It is then the CPS who decides whether the case will go to court.

Emergency - 999

In an emergency you should always dial 999. You should use this service to contact police in situations when you need an immediate response – if the crime is happening now or if anyone is in immediate danger.

Non-Emergency – 0300 123 1212

In a non-emergency you can contact the police on the 24 hour number 0300 123 1212. You can also use this number to contact your local Safer Neighbourhood Teams.

The Policing Pledge sets out the standards of service you can expect from the Metropolitan Police. This can be found at www.met.police.uk/pledge

THE COURTS AND CRIMINAL JUSTICE SYSTEM

Once a case goes to the court there is a national code of practice the Victim's Code of Practice which applies to all criminal cases. All our local criminal justice agencies and the courts abide by this. This can be found at www.homeoffice.gov.uk/documents/victims-code-of-practice

SOUTHWARK ANTI SOCIAL BEHAVIOUR UNIT (SASBU)

SASBU are a specialist team set up to tackle and reduce antisocial behaviour. They take legal action using a range of powers including anti social behaviour orders (ASBOs) and antisocial behaviour contracts (ABCs). SASBU take referrals from across the borough, regardless of where someone lives and whether or not they live in rented or owner occupied housing.

Some acts of anti-social behaviour are criminal and where this is found to be the case, the police will investigate the report in the first instance.

Contact details

Telephone 020 7525 5777

Email sasbu@southwark.gov.uk

Web: www.southwark.gov.uk

SOUTHWARK HOUSING

Tenants and leaseholders of the London Borough of Southwark will initially be dealt with by the Area Housing Offices in incidents of Anti-Social Behaviour. Contact your local Area Housing Office

Contact details

Telephone: 020 7525 2600

Web: www.southwark.gov.uk

VOLUNTARY SUPPORT SERVICES IN SOUTHWARK

BEDE HOUSE ASSOCIATION

Bede House helps victims of domestic violence and hate crime. Bede House can help you with:

- Advice
- Counselling
- Emotional support

Contact details

Bede House Association, 351 Southwark Park Road, Bermondsey, London, SE16 2JW

Telephone 020 7232 1107 / 0207 237 3881

Fax: 020 7394 7586

Email: hatecrimesproject@bedehouse.org

Web: www.bedehouse.org

SOUTHWARK MEDIATION CENTRE

Southwark Mediation helps Southwark residents who are involved in disputes such as:

- Neighbour disputes
- Antisocial behaviour
- Hate Crime

Mediation is a voluntary process where people compromise and bring creative and practical solutions to problems. It is easy and straightforward with support from trained mediators.

Contact details

Southwark Mediation Centre, 92 Camberwell Road, London, SE5 0EG

Telephone 020 708 4959 Fax 020 7708 5568

Email: admin@southwarkmediation.co.uk

Web: www.southwarkmediation.uk.com

VICTIM SUPPORT

Victim Support helps Southwark residents cope with the effects of crime. They provide confidential support and information to victims of crime and to witnesses attending local courts.

Victim Support can help you with:

- Emotional support
- Practical help
- Support with the court process from the Witness Service

Contact details

Victim Support, Southwark Community Services, 6th Floor Hannibal House, Elephant and Castle, London, SE1 6TE

Telephone 0207 277 1433

Fax: 020 7708 5522

Web: www.victimsupport.org.uk

NATIONAL HELP FOR VICTIMS AND WITNESSES OF CRIME

CRIMINAL INJURIES COMPENSATION AUTHORITY - CICA

The CICA is the government body responsible for administering the Criminal Injuries Compensation Scheme in England, Scotland and Wales. This government organisation can pay money (compensation) to people who have been physically or mentally injured because they were the blameless victim of a violent crime.

Contact details

Telephone: 0800 358 3601

Web: www.cica.gov.uk

CRIMESTOPPERS

Crimestoppers is an independent charity helping to find criminals and help solve crimes. They have an anonymous phone number you can call to pass on information about crime.

Contact details

Telephone 0800 555 111

Web www.crimestoppers-uk.org

VICTIM SUPPORT SUPPORTLINE:

Support over the phone when you have been a victim of crime or to get details of a local Victim Support office.

Contact details

Telephone 0845 30 30 900

Typetalk users dial 18001 0845 30 30 900.

Web: www.victimsupport.org.uk

Minimum Standards for Antisocial Behaviour in Southwark

What are minimum standards?

Minimum standards outline the service that Southwark residents can expect to receive if they experience and report any form of antisocial behaviour (ASB). These standards have been developed and agreed by Southwark Council, the Metropolitan police, local housing providers and other partners who are involved in dealing with ASB including Southwark Mediation Centre and Victim Support.

What is anti-social behaviour?

The definition of antisocial behaviour as defined in the Crime and Disorder Act 1998 is an act which 'causes or is likely to cause harassment, alarm or distress to one or more persons not in the same household'. The Home Office defines over forty types of anti-social behaviour which all fall under four main categories:

- Misuse of Public Space
- Disregard for the Community and Personal well being
- Acts Directed at People
- Environmental Damage

Southwark Council and its partners recognise that dealing with antisocial behaviour is a high priority for Southwark residents. The government's most recent postal survey highlighted that 29% of residents in the borough consider ASB as a problem and as a partnership we have a duty to reduce this. We also have a responsibility to ensure that all types of ASB are dealt with and appropriate and proportionate action is taken. This means looking at each case individually and depending on the severity of the case, making sure that the right service deals with the complaint in the correct way.

What can I expect as a resident who has experienced antisocial behaviour?

There are five key standards that as a victim of ASB you can expect from us:

- Processes for reporting antisocial behaviour will be made as clear and simple as possible. The Council will continue to promote its 24 hour reporting line 020 7525 5777 and the police will promote their 24 hour non-emergency phone number 0300 123 1212
- All reports/ complaints of ASB will be taken seriously and dealt with by the appropriate service in a timely manner.
- Victims and witnesses of ASB will be dealt with sympathetically and information will only be shared in line with our partnership information sharing protocol
- All incidents/ complaints will be assessed against our risk categories which will assist to determine an appropriate response
- Victims and witnesses of ASB will be informed of how the matter is being progressed

What happens when I report antisocial behaviour and how soon can I expect a response from you?

All reports of antisocial behaviour to Southwark Council are put into one of three categories which will determine how quickly you will be contacted. Some examples of antisocial behaviour and what category they fall under are shown on the table below:

Category 1 You will be contacted within 24 hours	Report of offensive and hate related graffiti
	Racial harassment, homophobic harassment or any other hate crime
	Drug and alcohol abuse
	Domestic violence
	Using or threatening to use violence physical violence
Category 2 You will be contacted within 3 working days	Rowdy behaviour
	Vandalism, graffiti and damage to property
	Large groups congregating
Category 3 You will be contacted within 5 working days	Noisy neighbours
	Street drinking and begging
	Litter, rubbish, flytipping
	Misuse of motorised vehicles
	Neighbour disputes
Noise Nuisance If you are experiencing excessive noise such as loud music, a party or noise from machinery you should call 020 7525 5777. The Councils enforcement team operate 24 hrs a day and will endeavour to visit and assess the level of noise within 45 minutes.	

Some acts of antisocial behaviour are criminal and where this is found to be the case, the police will investigate the report in the first instance. If there is an emergency in any circumstance such as an immediate danger or threat to life, the police should always be alerted by calling 999.

Tenants and leaseholders of the London Borough of Southwark will initially be dealt with by the Area Housing Offices. In more serious cases where the use of legal action is required or where for example a wider community area is experiencing anti-social behaviour, the case will be dealt with by Southwark Anti-Social Behaviour Unit (SASBU). In both of these cases, the victim/s will receive support from a dedicated officer.

Tenants and leaseholders of Registered Social Landlords (RSLs) in Southwark can report ASB directly to that organisation. RSLs have their own published procedures outlining how they respond to reports of anti-social behaviour including the timescales for responding to residents.

What powers is there to deal with antisocial behaviour?

The council, the police and their partners have a range of tools and powers which equips them to deal with antisocial behaviour from low level issues to extremely serious cases. They include both legal and non-legal interventions including:

- issuing fines or penalty notices for behaviour such as dropping litter or not cleaning up after your dog
- implementing non legal 'acceptable behaviour' contracts (ABC's)
- sending out initial warning letters for perpetrators of low level antisocial behaviour
- evicting nuisance tenants
- closing down crack houses
- closing any premises responsible for significant and persistent disorder or serious nuisance
- seizing alcohol to tackle street drinking (community wardens with accredited police powers).

In some instances, a range of options can be used in order to ensure that the anti-social behaviour doesn't persist. One example might be where an antisocial behaviour order (ASBO) is issued by the court on a young person which is also supported by both a Parenting Order and an Individual Support Order. In this and other cases, the organisations who deal with managing the anti-social behaviour, endeavour to intervene at the earliest possible stage to try and stop the antisocial behaviour escalating.

How can I find out about issues of antisocial behaviour in my area or become more involved?

- Partnership newsletters and publications such as Southwark Life
- Southwark website www.southwark.gov.uk or the public services website www.direct.gov.uk
- By attending local meetings such as Community Council, Tenants Council, Tenants and Residents Association Meetings and other community forums.
- Getting involved with your police ward panel meetings held by the Safer Neighbourhood Team
- Attending organised road shows and events delivered by the Safer Southwark Partnership which give residents the opportunity to meet council officers, police and wardens and in addition encourages residents to express their view through mediums such as the 'Talkaoke' debates
- Taking part in surveys/ consultations such as the council's reputation survey or the MPS public attitude survey or other independent surveys carried out by officers at events or who come to your door
- Finding out about local focus groups such as cafe conversations and community workshops.

What else is the partnership doing to tackle anti-social behaviour?

- 'Action Days' in areas where issues of ASB have been highlighted involving all of our partners to assist in providing community re-assurance and promote how ASB can be reported and tackled
- Street Based Teams have and will continue to be deployed in areas where youth crime and ASB is of particular concern with the aim of engaging with the young people and referring them into local, positive activities
- Community Mediators look at addressing issues of ASB in a more cooperative way first before taking enforcement action. Southwark Mediation Centre offers an independent confidential service working with both victims and perpetrators of antisocial behaviour in the borough
- Appropriate publicity where enforcement action has been taken with a perpetrator of ASB. This will act as a deterrent for those and other people to commit further ASB and also reassure and educate the community that action is being taken
- Working closely with tenants and resident groups and other bodies to both support and empower them to take a stand against ASB

What can I do if I'm not satisfied with the response I've received?

Southwark Council

If you have reported antisocial behaviour to Southwark Council but wish to complain about the action taken or the service received, you can contact Southwark Council directly on 020 7525 5000 or visit one of our One Stop Shops. Alternatively, you can fill in the complaint form online: www.southwark.gov.uk
You can also contact your local councillor or proceed your complaint to the Local Government Ombudsman.

Metropolitan Police

If you have reported antisocial behaviour to the police but wish to complain about the action taken or the service received, you can complain to your local police station directly and as part of the Policing Pledge, they will aim to acknowledge the report within 24 hours.
You can also complain online under the MET contacts page: www.met.police.uk

Registered Social Landlords or other voluntary sector organisations

If you have reported antisocial behaviour to any of the above organisations and wish to complain about the action taken or the service received, you should contact them directly and follow the organisations own complaint procedures.

Contact numbers to report antisocial behaviour

Southwark Council

24 hour ASB reporting line 020 7525 5777

Online reporting form can be found on the 'antisocial behaviour' page: www.southwark.gov.uk

Metropolitan Police

Emergency

In an emergency you should phone 999. You should use this service to contact police in situations when you need an immediate response - if a crime is happening now or if anyone is in immediate danger.

Non emergency

If you wish to contact the Metropolitan Police Service and it is not an emergency please call 0300 123 1212 (24 hours).

Deaf and deafened people using a Textphone (minicom) should dial 18000 in an emergency. Please use the 18001 TextDirect prefix for non-emergency calls. Typetalk can be contacted on 08007311888 or visit <http://www.typpetalk.org>

Registered Social Landlords

If you wish to report antisocial behaviour to your housing association, you will need to contact them directly. You can however report all ASB incidents regardless of tenure through Southwark Council's 24 hour reporting processes outlined above.

Southwark Mediation Centre

Mediation is a voluntary, neutral and confidential process which allows parties in dispute to communicate and build improved relationships for the future.

Office hours, Monday-Friday 9am-5pm (by appointment only)

Contact: 020 7708 4959 or visit the website www.southwarkmediation.ik.com