

**Broxtowe Borough Council
Anti-social Behaviour Action Plan**

April 2019 – March 2020

Reports of Anti-Social Behaviour			
	2017/18	2018/19	2019/20
Environmental Health	564	480	391
Housing	152	191	128
Communities	32	40	22
Police Strategic Analytical Unit (Police & Communities combined)	2875	2011	1,500 (Qtrs 1,2,and 3) Q4 – no Police data available due to technical issue during system change

Hate Crime Incidents	2017/18	2018/19	2019/20
Number of Hate Crime Incidents reported	128	107	68

Perception of Safety (Nottinghamshire County Council survey)	2017/18	2018/19	2019/20
Percentage of people surveyed who feel safe in the community during the day	100%	96%	94%
Percentage of people surveyed who feel safe in the community at night	50%	72%	66%

Target	How it will be achieved	Outcomes	Lead Dept / Officer	Milestones	Target Date	Update
Raise awareness and improve reporting	Hold alternating weekly drop in sessions and monthly themed drop in sessions in Eastwood and Stapleford and promote awareness of ASB and Hate Crime	Increase in awareness of ASB and Hate Crime	Communities Officer	<ul style="list-style-type: none"> 40 x fortnightly community safety drop-in sessions 20 x Eastwood 20 x Stapleford 	31.03.2020	<p>Stapleford Update 20 drop-in sessions 8 themed, Notts Police Fraud Team, Juno Women's Aid x 3 , BBC Neighbourhood Wardens x 2, 1 x White Ribbon Campaign, 1x Broxtowe Women's Project International Women's Day) 5 attended by Victim Care, 193 crime reduction resources issued 136 local residents attended</p> <p>COMPLETED</p> <p>Eastwood Update 20 20 sessions held 7 themed (2 x Fraud Team Notts Police, 2 Notts Fire and Neighbourhood Wardens, 1 x White Ribbon Campaign , 1 Broxtowe Women's Project International</p>

						<p>Women's Day) 4 attended by Victim Care 27 crime reduction resources issued 35 local residents attended</p> <p>COMPLETED</p>
	Attend community group sessions to promote awareness of ASB and Hate Crime	Increase in awareness of ASB and Hate Crime	Victim Care	<ul style="list-style-type: none"> 2 x community group sessions 	31.03.2020	<p>11.09.19 – Newthorpe Church – Presentation to church members – this included information about victim services, referral process, information about supporting victims of hate crimes and restorative justice, and basic crime prevention information. Victim Care delivered a donation from Newthorpe Church to the Eastwood Food Bank at Eastwood Volunteer Bureau</p> <p>Talk to Baptist Church in Eastwood – this included information about victim services, referral process, information about supporting victims of hate crimes and restorative justice, and basic crime prevention information</p>

						COMPLETED
	Set up system to manage key individuals network (KINs) in case management system	Police able to easily and effectively contact communities to disseminate information	Communities Team / Police	<ul style="list-style-type: none"> Set up KINs system in ECINs Contact members for signup Hand over system to Police for day to day management 	31.5.2019	<p>All actions completed May 2019</p> <p>COMPLETED</p>
	Work with the Police to include the local authority's communications tools with the community in their neighbourhood engagement plan	Residents better able to inform the Police regarding priorities	Communities Team	<ul style="list-style-type: none"> Meet with Neighbourhood Inspector to discuss the use of Broxtowe's communication tools – October 2019. Develop messages to be sent – Jan 2020 Periodic messages set up to be sent – March 2020 	31.3.2020	<p>Police have produced an engagement plan and a KINs network which will achieve the same result</p> <p>COMPLETED</p>
	Promotion of Hate Crime reporting	Increase awareness of reporting Hate Crime	Communities Team- Equalities and Diversity Officer	<ul style="list-style-type: none"> Hate Crime Business Cards distributed through events, organisations and venues 	31.3.2020	<p>Community celebration event, with approx 800 residents attending</p> <p>COMPLETED</p>
	Promotion through leaflets	Increase in awareness of ASB	Neighbourhood Wardens	<ul style="list-style-type: none"> Promotion through media channels Distribution of 	31.03.2020	<ul style="list-style-type: none"> 6 x summer roadshows attended

	and giveaways (dog poo bags)			<ul style="list-style-type: none"> giveaways Educational material updated and distributed at summer road show events, local service days, Environmental days, poop scoop week, litter hero days, Geo cache events 		<ul style="list-style-type: none"> 4 x check a chip events held 3 x library community events attended 1 x geocache event held 2 x litter picks held <p>COMPLETED</p>
	Through information supplied to Nottingham University and the wardens of halls of residence and Moving In Moving On event	Decrease the number of incidents of ASB from students causing nuisance to their neighbours and not dealing with their waste correctly	Police Inspector Waste and Recycling Manager	<ul style="list-style-type: none"> Provide updated information to the university Event held 	31.03.2020	COMPLETED
	Through raising awareness promotion campaigns at identified peak times of year for ASB reporting <ul style="list-style-type: none"> Halloween Bonfire 	Decrease the number of incidents of ASB during peak times during the year <ul style="list-style-type: none"> Halloween Bonfire Night 	Communities Officer Communications Manager	<ul style="list-style-type: none"> Promotion through media channels Distribution of leaflets/posters Promotion through BBC website 	31.03.2020	Police Lighter Nights campaign delivered April – June 2019 Garden crime campaign delivered May 2019 Freshers' week Attended COMPLETED

	<ul style="list-style-type: none"> Night Summer Start of new university year 	<ul style="list-style-type: none"> Summer Start of new university year 				
	Promotion of Neighbourhood Watch and Neighbourhood Alert through events and the BBC website	Increase Neighbourhood Watch and Neighbourhood Alert membership	<p>Communities Officer</p> <p>Communications Manager</p>	<ul style="list-style-type: none"> Promotion at events Promotion on social media Promotion through the website 	31.03.2020	<p>Neighbourhood Watch link on website</p> <p>Neighbourhood Watch and Neighbourhood Alert promoted at all drop in sessions</p> <p>COMPLETED</p>
	Report appropriate convictions through social media, press releases and Broxtowe Matters	Increase awareness of consequences of ASB	<p>Neighbourhood Wardens</p> <p>ASB Enforcement Officer</p> <p>Neighbourhood Services Manager</p>	<ul style="list-style-type: none"> Press releases sent out Articles included in Broxtowe Matters 	31.03.2020	<p>ASB Enforcement Officer - No convictions to report</p> <p>Neighbourhood Wardens – No convictions to report</p>
Increase how well communities get on together	Through events, social media and Broxtowe Matters	Increase in reporting and increase in how well communities	Communities – Equalities and Diversity Officer	<ul style="list-style-type: none"> Events held Social media messages distributed 	31.03.2020	Community Celebration event held with approx 800 residents attending

		get on well together	Communications Manager	<ul style="list-style-type: none"> • Broxtowe Matters promotions 		COMPLETED
Improve support to victims	Through increasing referrals for repeat victims to Victim Care and promote Victim Care through events, social media and Broxtowe Matters	Increases in referrals to Victim Care	Chief Communities Officer Chief Environmental Health Officer Communities Officer Communications Manager	<ul style="list-style-type: none"> • Referrals made through Complex Case Panel • Referrals made for safeguarding • Victim care events held • Social media messages distributed • Broxtowe Matters promotions 	30.3.2020	<ul style="list-style-type: none"> • Increased referrals for safeguarding and complex cases COMPLETED
	Hold the ASB Panel and Complex Case Panel at the same meeting	Efficiencies for BBC and partners	Chief Communities Officer	<ul style="list-style-type: none"> • Consultation with partners attending both ASB and Complex Case Panel meetings • Identify suitable date for both groups 	31.5.2019	New joint meetings in place May 2019 COMPLETED

				<ul style="list-style-type: none"> to meet • Change the existing meeting dates to new joint dates 		
Improve the ASB services provided to tenants	Through Implementation of more patch based working to ensure all teams working on an estate (repairs, caretaking, housing, retirement living) are tackling all aspects of ASB.	Improve the ASB services provided to tenants	Neighbourhood Services Manager	<ul style="list-style-type: none"> • To work with the Housing Repairs section to integrate Repairs, Retirement Living, Caretaking and Housing Officers in to one cohesive patch unit • Develop performance framework to monitor the progress of this project 	31.03.2020	This is part of the Neighbourhood Strategy 2019-22 going to Housing Committee in November
	By ensuring ASB involving leasehold perpetrators is managed robustly with partner teams.	Improve the ASB services provided to tenants	Neighbourhood Services Manager	<ul style="list-style-type: none"> • Ensure staff understand their responsibilities in relation to leaseholds and understand the differences that can arise between 	31.03.2020	Leaseholders and their ASB have been incorporated into the work of the Housing Officer so it now follows the same process. Leasehold Officer has

				<p>dealing with tenants and leaseholders in respect of tenancy and lease agreements.</p> <ul style="list-style-type: none"> • Involving the Leasehold Officer in dealing with complaints where necessary and improving the training and awareness of the Leasehold Officer in the area of ASB. • Ensure that Housing and Legal services work together in a positive and cohesive way in cases where there is a breach of lease 		<p>been appointed and closely liaises.</p> <p>COMPLETE</p>
Improve the ASB services provided to leaseholders	Through more ASB focus at Community Roadshows	Reduction of ASB on estates	Neighbourhood Services Manager	<ul style="list-style-type: none"> • Waste days, throughout the Borough with a focus on reducing ASB 	31.03.2020	<p>Surveys carried out at some of these events. With the Neighbourhood Strategy mentioned above, it is unlikely that we will continue these events in this way.</p> <p>COMPLETE</p>