

**Broxtowe Borough Council
Anti Social Behaviour
Action Plan**

April 2018 – March 2019

Anti Social Behaviour Data	Broxtowe Borough Council		
Dept	2015/16	2016/17	2017/18
Environmental Health	554 Incidents	569 Incidents	564 Incidents
Housing	88 Cases (numerous incidents per case)	84 Cases (numerous incidents per case)	152 Cases (numerous incidents per case)
Communities	17 Cases (numerous incidents per case)	56 Cases (numerous incidents per case)	32 Incidents (numerous incidents per case)
Police Strategic Analytical Unit (Police & Communities combined)	2029 Incidents	2238 Incidents	2875 Incidents

Hate Crime + Hate Incident Data	2015/16	2016/17	2017/18
Number of Hate Crime Incidents reported	95	107	128

Perception of Safety Data (Nottinghamshire County Council)	2015/16	2016/17	2017/18
Percentage of people surveyed who feel safe in the community during the day	97%	98%	100%
Percentage of people surveyed who feel safe in the community during at night	76%	57%	50%

Target	How it will be achieved	Outcomes	Lead Dept & officer	Milestones	Target Date	Date Achieved	Update
Increase in awareness of ASB and Hate Crime	20,000 ASB leaflets produced for events and for members to deliver to targeted areas within their wards	Increase in awareness of ASB and appropriate reporting pathways	Chief Communities Officer Members	<ul style="list-style-type: none"> • Leaflets Produced • Leaflets available at events • Leaflets delivered to members • Leaflets delivered to residents 	30/12/2019	<ul style="list-style-type: none"> • 30/11/18 	<ul style="list-style-type: none"> • COMPLETED • Leaflets offered to members for distribution • Leaflets allocated to CAT meetings
	Hold weekly drop in sessions and monthly themed drop in sessions in Eastwood and promote awareness of ASB and Hate Crime	Increase in awareness of ASB and Hate Crime	Communities Officer	<ul style="list-style-type: none"> • 10x monthly themed drop-in sessions • 35 weekly drop-in sessions 	30.03.19		<ul style="list-style-type: none"> • As at 14.11.18 – 21 weekly sessions held, 2 x themed sessions (1 Electoral Services, 1 Hate Crime)
	Attend community group sessions to promote awareness of ASB and Hate Crime	Increase in awareness of ASB and Hate Crime	Communities Officer Victim Care	<ul style="list-style-type: none"> • 2 x community group sessions attended 	30.10.18	<ul style="list-style-type: none"> • 31/10/18 	<ul style="list-style-type: none"> • COMPLETED • 07.08.18 Eastwood Playday 13-20 October 2018, Hate Crime Awareness week – 20.09.18. Awareness raising in Eastwood Library. Photo of Victim Care/

							Library Staff to support social media aspect of the campaign EH - 22.10.18, Wellington Court, Eastwood, 15 x residents attended - interactive session provided low level crime reduction resources
	Promotion of Hate Crime reporting	Increase awareness of reporting Hate Crime	HR - Equalities and Diversity Officer	<ul style="list-style-type: none"> Hate Crime Business Cards distributed through events, organisations and venues 	30/3/19		<ul style="list-style-type: none"> Web pages updated "No Place for Hate" campaign
	Promotion through leaflets and giveaways (dog poo bags)	Increase in awareness of ASB	Neighbourhood Wardens	<ul style="list-style-type: none"> Promotion through media channels Distribution of 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 	30/03/19		<ul style="list-style-type: none"> Educational material distributed at events ASB leaflets distributed to Members and at CAT meetings All ASB related web pages updated

Reduce complaints	Through the designation of Registered Social Landlord (RSL) housing officers to issue Community Protection Warnings to tenants	Reduction in ASB from RSL tenants	Head of Public Protection	<ul style="list-style-type: none"> Meeting held with RSLs Report to committee to designate RSLs 	30/03/19		<ul style="list-style-type: none"> Investigated but not pursued due to benefits being limited.
	Through information supplied to University Nottingham University website 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 Insp Waste and Recycling Manager	<ul style="list-style-type: none"> Provide updated information to the university 	30/09/18	30 /09/18	<ul style="list-style-type: none"> COMPLETED Information about waste and recycling has been sent to contacts at Nottingham University for their distribution.

	<p>Through raising awareness through leaflets, website, social media, poster and promotion of Campaign at identified peak times of year for ASB reporting</p> <ul style="list-style-type: none"> • Halloween • Bonfire Night • Summer • Start of new university year 	<p>Decrease the number of incidents of ASB during peak times during the year</p> <ul style="list-style-type: none"> • Halloween • Bonfire Night • Summer • Start of new university year 	<p>Communities Officer</p> <p>Communication Manager</p> <p>South Notts Community Safety Partnership Operation and Delivery Group</p>	<ul style="list-style-type: none"> • Promotion through media channels • Distribution of leaflets/posters • Promotion through BBC website • Some targeted work 	30/3/19		<ul style="list-style-type: none"> • Crime Reduction article submitted for Spring and Autumn Broxtowe Matters • 15.05.18 Garden Crime Campaign - PR, leaflets/posters to garden centres and via drop-ins/events • 20.09.18 Halloween Campaign - Press release. Members Matters, BBC homepage promotion, Public Protection email bulletin, distribution of door/window No Trick or Treat cards
	<p>Promotion of Neighbourhood Watch and Neighbourhood Alert through events and the BBC website</p>	<p>Increase Neighbourhood Watch and Neighbourhood Alert membership</p>	<p>Communities Officer</p> <p>Communication Manager</p>	<ul style="list-style-type: none"> • Promotion at events • Promotion on social media • Promotion through the website 	30/3/19	30/09/18	<ul style="list-style-type: none"> • COMPLETED • Neighbourhood Watch/Alert promoted at all Community Safety drop-ins/events. • Contact details included on Community Safety leaflets/posters

							<ul style="list-style-type: none"> BBC website, Community Safety Partnership page has an offsite link to NHW/Alert
	Report appropriate convictions through social media, press Releases and Broxtowe Matters	Increase awareness of consequences of ASB	Neighbourhood Wardens ASB Enforcement Officer Neighbourhood Services Manager	<ul style="list-style-type: none"> Press releases sent out Articles included in Broxtowe matters 	30/3/19		<ul style="list-style-type: none"> 4/18 press release re Public Spaces Protection Order Nuthall 7/18 press release re tenant evicted for ASB 7/18 press release re fines for car litterers 9/18 press release re knife amnesty 10/18 press release re Halloween ASB 10/18 press release re injunction for ASB
Increase use of mediation services	Promotion of services through events Social Media and Broxtowe Matters	Increase in referrals to, cases resolved and reduction in repeat reports	Mediation Manager	<ul style="list-style-type: none"> Events held Social media messages distributed Broxtowe Matters promotions 	30/3/19		<ul style="list-style-type: none"> Provision of Mediation Service has been amended and operates only within housing
Increase how well	Through events, social media and	Increase in reporting and	HR – Equalities and Diversity	<ul style="list-style-type: none"> Events held Social media 	30/3/19		<ul style="list-style-type: none"> 11/18 celebrating older people events

<p>communities get on together</p>	<p>Broxtowe Matters</p>	<p>increase in how well communities get on well together</p>	<p>Officer Communications Manager</p>	<p>messages distributed</p> <ul style="list-style-type: none"> • Broxtowe Matters promotions 			<ul style="list-style-type: none"> • 6/18 Armed forces day • 5/18 Freedom parade • Clean and green litter picks • 11/18 Remembrance day • 4/18 WW1 poppy sowing • 11/18 white ribbon • 5/18 WW! Remembrance • 7/18 play days • 7/18 community celebration event • 11/18 festival of lights • 11/18 Xmas lights switch on
<p>Increase support to victims</p>	<p>Through increasing referrals for repeat victims to Victim Care and promote Victim Care through events, social media and Broxtowe Matters</p>	<p>Increases in referrals to Victim Care</p>	<p>Chief Communities Officer Chief Environmental Health Officer Communities Officer Communications Manager</p>	<ul style="list-style-type: none"> • Referrals made through Complex Cases Panel • Events held • Social Media messages distributed • Broxtowe Matters promotions 	<p>30/3/19</p>	<p>30/09/18</p>	<ul style="list-style-type: none"> • COMPLETED • 07.08.18 Victim Care (VC) information available at Eastwood Playday • Between 01.04.18 – 26.09.18 Victim Care have attended 6 x weekly Community Safety drop-in sessions in Eastwood • Victim Care

			Members				leaflet/poster and link to Victim Care on BBC website
Increase the number of residents influencing Police priorities	Promotion of Police Neighbourhood Priority Surveys through events and drop in sessions	Increase in the number of residents influencing Police priorities in their communities	Public Protection Communities Officer Police Members	<ul style="list-style-type: none"> Neighbourhood priority surveys promoted at events 	30/3/19	0/11/18	<ul style="list-style-type: none"> COMPLETED Residents directed to electronic Neighbourhood Priority Survey on Notts Police website, this through events, drop-in sessions and routine patrols.
Improve the ASB services provided to tenants	Through Implementation of proper patch based working to ensure all teams working on an estate are tackling all aspects of ASB. Repairs, caretaking, housing, retirement living	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 	30/03/19		<ul style="list-style-type: none"> “Neighbourhood Planning and strategy” is a something that we have in the plans for next financial year as a strategic priority

				project			
	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 dealing with tenants and leaseholders in respect of tenancy and lease agreements. • 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 	30/03/19	30/11/18	<ul style="list-style-type: none"> • COMPLETED. • All ASB issues relating to leasehold is handled by the Housing Officer under the existing ASB procedure

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"> • More information and awareness to be provided at the current Roadshows that there is at present • Questionnaire to residents attending the roadshows about ASB and perceptions and experiences • Events to take place in Stapleford and Eastwood 	30/3/19		<ul style="list-style-type: none"> • “Waste Days” in partnership with waste and recycling are planned to take place throughout the Borough next year, led by the Environment and Business Development Manager, one of the focuses of housing’s involvement will be ASB advice and information

Provide /Upgrade Recreational facilities for diversionary activity	Through new/upgraded play facilities to be provided on parks	<p>Upgraded Play Areas at;</p> <p>Broadgate Park Spring 2018</p> <p>Redbridge Drive Open space , Nuthall Summer 2018</p> <p>Leyton Crescent Recreation Ground, Beeston early autumn 2018</p> <p>Mansfield Road Recreation Ground Eastwood, late Autumn 2018.</p> <p>Millfield Road Open Space, Kimberley late Autumn 2018</p> <p>New Play Strategy 2017-2025</p>	Environment Parks and Open Spaces Manager	<ul style="list-style-type: none"> • Funding bids successful • Funding bids submitted • Works undertaken 	<p>April 2018</p> <p>June 2018</p> <p>October 2018</p>		<ul style="list-style-type: none"> • The 2 play areas at Broadgate Park and Leyton Crescent Recreation Ground have both had major refurbishments as part of the councils Pride in Parks initiative with funding secured after successful bids to external agencies. The play area at Redbridge Drive was also upgraded as part of the Pride in Parks Initiative with Mansfield Road and Millfield Road scheduled for late autumn 2018

		approved and being used to obtain funds for works over next 2 financial years					
Actions to address Litter, Flytip, Graffiti, Dog Fouling and Fly Posting ASB are held separately within the Environmental ASB Action Plan							