

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

**April 2019 – March 2020**

<b>Reports of Anti-Social Behaviour</b>			
	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20 (Qtrs1&amp;2)</b>
Environmental Health	564	480	234
Housing	152	191	75
Communities	32	40	12
Police Strategic Analytical Unit (Police & Communities combined)	2875	2011	1,086

<b>Hate Crime Incidents</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20 (Qtrs1&amp;2)</b>
Number of Hate Crime Incidents reported	128	107	68

<b>Perception of Safety (Nottinghamshire County Council survey)</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>
Percentage of people surveyed who feel safe in the community during the day	100%	96%	Not yet available
Percentage of people surveyed who feel safe in the community at night	50%	72%	Not yet available

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"> <li>40 x fortnightly community safety drop-in sessions</li> <li>20 x Eastwood</li> <li>20 x Stapleford</li> </ul>	31.03.2020	<ul style="list-style-type: none"> <li>10 completed in Stapleford</li> <li>9 completed in Eastwood</li> </ul>
	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"> <li>2 x community group sessions</li> </ul>	31.03.2020	<ul style="list-style-type: none"> <li>Update awaited from Victim Care</li> </ul>
	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"> <li>Set up KINs system in ECINs</li> <li>Contact members for signup</li> <li>Hand over system to Police for day to day management</li> </ul>	31.5.2019	<ul style="list-style-type: none"> <li>All actions completed May 2019</li> </ul>

Target	How it will be achieved	Outcomes	Lead Dept / Officer	Milestones	Target Date	Update
	Work with the Police to include the local authorities 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"> <li>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</li> </ul>	31.3.2020	<ul style="list-style-type: none"> <li>Police have produced an engagement plan and a KINs network which will achieve the same result</li> </ul>
	Promotion of Hate Crime reporting	Increase awareness of reporting Hate Crime	Communities Team- Equalities and Diversity Officer	<ul style="list-style-type: none"> <li>Hate Crime Business Cards distributed through events, organisations and venues</li> </ul>	31.3.2020	<ul style="list-style-type: none"> <li>Community celebration event</li> </ul>
	Promotion through leaflets and giveaways (dog poo bags)	Increase in awareness of ASB	Neighbourhood Wardens	<ul style="list-style-type: none"> <li>Promotion through media channels</li> <li>Distribution of giveaways</li> <li>Educational material updated and distributed at summer road show events, local service</li> </ul>	31.03.2020	<ul style="list-style-type: none"> <li>6 x summer roadshows attended</li> <li>4 x check a chip events held</li> <li>3 x library community events attended</li> <li>1 x geocache event</li> </ul>

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				days, Environmental days, poop scoop week, litter hero days, Geo cache events		held <ul style="list-style-type: none"> <li>• 2 x litter picks held</li> </ul>
	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"> <li>• Provide updated information to the university</li> <li>• Event held</li> </ul>	31.03.2020	<ul style="list-style-type: none"> <li>• Completed</li> </ul>
	Through raising awareness promotion campaigns at identified peak times of year for ASB reporting  <ul style="list-style-type: none"> <li>• Halloween</li> <li>• Bonfire Night</li> <li>• Summer</li> <li>• Start of new</li> </ul>	Decrease the number of incidents of ASB during peak times during the year  <ul style="list-style-type: none"> <li>• Halloween</li> <li>• Bonfire Night</li> <li>• Summer</li> <li>• Start of new university year</li> </ul>	Communities Officer  Communications Manager	<ul style="list-style-type: none"> <li>• Promotion through media channels</li> <li>• Distribution of leaflets/posters</li> <li>• Promotion through BBC website</li> </ul>	31.03.2020	<ul style="list-style-type: none"> <li>• Police Lighter Nights campaign delivered April – June 2019</li> <li>• Garden crime campaign delivered May 2019</li> <li>• Freshers' week attended</li> </ul>

Target	How it will be achieved	Outcomes	Lead Dept / Officer	Milestones	Target Date	Update
	university year					
	Promotion of Neighbourhood Watch and Neighbourhood Alert through events and the BBC website	Increase Neighbourhood Watch and Neighbourhood Alert membership	Communities Officer Communications Manager	<ul style="list-style-type: none"> <li>Promotion at events</li> <li>Promotion on social media</li> <li>Promotion through the website</li> </ul>	31.03.2020	<ul style="list-style-type: none"> <li>Neighbourhood Watch link on website</li> <li>Neighbourhood Watch and Neighbourhood Alert promoted at all drop in sessions</li> </ul>
	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"> <li>Press releases sent out</li> <li>Articles included in Broxtowe Matters</li> </ul>	31.03.2020	<ul style="list-style-type: none"> <li>No convictions to report</li> </ul>
Increase how well communities get on together	Through events, social media and Broxtowe Matters	Increase in reporting and increase in how well communities get on well together	Communities – Equalities and Diversity Officer Communications	<ul style="list-style-type: none"> <li>Events held</li> <li>Social media messages distributed</li> <li>Broxtowe Matters promotions</li> </ul>	31.03.2020	<ul style="list-style-type: none"> <li>Community Celebration event held</li> </ul>

Target	How it will be achieved	Outcomes	Lead Dept / Officer	Milestones	Target Date	Update
			Manager			
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"> <li>• Referrals made through Complex Case Panel</li> <li>• Referrals made for safeguarding</li> <li>• Victim care events held</li> <li>• Social media messages distributed</li> <li>• Broxtowe Matters promotions</li> </ul>	30.3.2020	<ul style="list-style-type: none"> <li>• Increased referrals for safeguarding and complex cases</li> </ul>
	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"> <li>• Consultation with partners attending both ASB and Complex Case Panel meetings</li> <li>• Identify suitable</li> </ul>	31.5.2019	<ul style="list-style-type: none"> <li>• Completed</li> <li>• New joint meetings in place May 2019</li> </ul>

Target	How it will be achieved	Outcomes	Lead Dept / Officer	Milestones	Target Date	Update
				date for both groups to meet <ul style="list-style-type: none"> <li>Change the existing meeting dates to new joint dates</li> </ul>		
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"> <li>To work with the Housing Repairs section to integrate Repairs, Retirement Living, Caretaking and Housing Officers in to one cohesive patch unit</li> <li>Develop performance framework to monitor the progress of this project</li> </ul>	31.03.2020	This is part of the Neighbourhood Strategy 2019-22 going to Housing Committee in November
	By ensuring ASB involving leasehold	Improve the ASB services provided to tenants	Neighbourhood Services Manager	<ul style="list-style-type: none"> <li>Ensure staff understand their responsibilities in relation to</li> </ul>	31.03.2020	This is complete. Leaseholders and their



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	perpetrators is managed robustly with partner teams.			<p>leaseholds and understand the differences that can arise between dealing with tenants and leaseholders in respect of tenancy and lease agreements.</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Ensure that Housing and Legal services work together in a positive and cohesive way in cases where there is a breach of lease</li> </ul>		ASB have been incorporated into the work of the Housing Officer so it now follows the same process. Leasehold Officer has been appointed and closely liaises.
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"> <li>• Waste days, throughout the Borough with a focus on reducing ASB</li> </ul>	31.03.2020	This is complete, Surveys carried out at some of these events. With the Neighbourhood Strategy mentioned

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						above, it is unlikely that we will continue these events in this way.