Introduction

Chichester District Council recognises the negative impact Anti-Social Behaviour (ASB) can have on individuals and communities and is actively working to reduce acts of Anti-Social Behaviour across the district. This policy details what defines acts of Anti-Social Behaviour and what we are doing with our partner agencies, through the Crime and Disorder Reduction Partnership (CDRP), to tackle ASB, how we will respond and the processes involved. Our primary partners are Sussex Police, Registered Social Landlords West Sussex County Council and West Sussex Fire and Rescue Service.

The purpose of the policy is to describe how ASB incidents can be reported and how these incidents will be recorded, investigated and managed; and, how victims and witnesses of ASB will be supported.

This policy supplements the following existing documents:

- Chichester District Council Community Safety Strategy 2005-2008
- Chichester District Council Partnership Plan 2008-2010

This policy is intended for use by the public; our partners; and, council members and staff. It provides a guide on our response to complaints of anti-social behaviour and the steps we may take to try and resolve such complaints and fulfil our commitment to making Chichester an even safer place to live, work and visit.

Policy Statement

Chichester District Council will not tolerate anti-social behaviour and recognises that to provide a quality service we must have effective measures in place to tackle the issues created by anti-social behaviour.

The Chichester District Council Community Safety Team aims to:-

- Provide a variety of mechanisms for reporting Anti-Social Behaviour including ‘on line reporting’ and a dedicated telephone reporting line.
- Ensure all reports are acknowledged within 5 working days
- Make an assessment of all reports of Anti-social Behaviour and ensure an appropriate response either;- by offering advice to complainants; initiating an investigation; or, referring the matter to the department or agency most able to respond to the nature of the complaint.
- Work in partnership through the Crime and Disorder Reduction Partnership to ensure an effective response to all complaints of Anti-social Behaviour.
Policy Objectives

The main objectives of this policy are to ensure that:

- Incidents of anti-social behaviour are reported and that the public have, and are aware of, a variety of means by which to report such incidents i.e. online reporting form, telephone reporting line.

- All reports are treated in confidence, and, in cases where the incident is reported by a third party we only contact the victim with their express permission.

- Early intervention is taken to prevent the escalation of the behaviour that is considered anti-social into behaviour of a more serious nature.

- Appropriate support is given to victims, their families and any other witnesses.

- Victims and witnesses are informed of the full range of services available from the council and other appropriate agencies.

- All complaints of anti-social behaviour are appropriately investigated and dealt with in a timely way.

- Perpetrators and potential perpetrators of anti-social behaviour are aware of the consequences of their actions.

- Appropriate legal action is taken where there is clear evidence against the perpetrators.

- All cases are dealt with fairly and in accordance with current equalities and diversity legislation and policy.

What is anti-social behaviour?

There are many interpretations of anti-social behaviour and it can cover a very broad range of offences and behaviours. In this policy we shall be using the government definition which describes anti-social behaviour as:

- “Acting in a manner that causes or is likely to cause harassment, alarm or distress to one or more persons not in the same household as themselves” (Crime and Disorder Act 1998)

Please find the Home Office grouping of anti-social behaviours below:
<table>
<thead>
<tr>
<th>Misuse of public space</th>
<th>Disregard for community / personal well-being</th>
<th>Acts directed at people</th>
<th>Environmental damage</th>
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</thead>
<tbody>
<tr>
<td>Drug/substance misuse &amp; dealing</td>
<td>Noise</td>
<td>Intimidation/harassment</td>
<td>Criminal damage/vandalism</td>
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<tr>
<td>Taking drugs</td>
<td>Noisy neighbours</td>
<td>Groups or individuals making threats</td>
<td>Graffiti</td>
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<td>Sniffing volatile substances</td>
<td>Noisy cars/motorbikes</td>
<td>Verbal abuse</td>
<td>Damage to bus shelters</td>
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<tr>
<td>Discarding needles/drug paraphernalia</td>
<td>Loud music</td>
<td>Bullying</td>
<td>Damage to phone kiosks</td>
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<tr>
<td>Crack houses</td>
<td>Alarms (persistent ringing/malfunction)</td>
<td>Following people</td>
<td>Damage to street furniture</td>
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<tr>
<td>Presence of dealers or users</td>
<td>Noise from pubs/clubs</td>
<td>Pester people</td>
<td>Damage to buildings</td>
</tr>
<tr>
<td>Street drinking</td>
<td>Noise from business/industry</td>
<td>Voyeurism</td>
<td>Damage to trees/plants/hedges</td>
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<tr>
<td>Begging</td>
<td>Rowdy behaviour</td>
<td>Sending nasty/offensive letters</td>
<td>Litter/rubbish</td>
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<tr>
<td>Prostitution</td>
<td>Shouting &amp; swearing</td>
<td>Obscene/nuisance phone calls</td>
<td>Dropping litter</td>
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<tr>
<td>Soliciting</td>
<td>Fighting</td>
<td>Menacing gestures</td>
<td>Dumping rubbish</td>
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<tr>
<td>Cards in phone boxes</td>
<td>Drunken behaviour</td>
<td>Can be on the grounds of:</td>
<td>Fly-tipping</td>
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<tr>
<td>Discarded condoms</td>
<td>Hooliganism/loutish behaviour</td>
<td>Race</td>
<td>Fly-posting</td>
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<tr>
<td>Kerb crawling</td>
<td>Nuisance behaviour</td>
<td>Sexual orientation</td>
<td></td>
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<tr>
<td>Loitering</td>
<td>Unrinating in public</td>
<td>Gender</td>
<td></td>
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<tr>
<td>Pestering residents</td>
<td>Setting fires (not directed at specific persons or property)</td>
<td>Religion</td>
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<tr>
<td>Sexual acts</td>
<td>Inappropriate use of fireworks</td>
<td>Disability</td>
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<td>Inappropriate sexual conduct</td>
<td>Throwing missiles</td>
<td>Age</td>
<td></td>
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<td>Indecent exposure</td>
<td>Climbing on buildings</td>
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<tr>
<td>Abandoned cars</td>
<td>Impeding access to communal areas</td>
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<td>Vehicle-related nuisance &amp; inappropriate vehicle use</td>
<td>Games in restricted/inappropriate areas</td>
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<tr>
<td>Inconvenient/illegal parking</td>
<td>Misuse of air guns</td>
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<tr>
<td>Car repairs on the street/in gardens</td>
<td>Letting down tyres</td>
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<td>Setting vehicles alight</td>
<td>Hoax calls</td>
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<td>Joyriding</td>
<td>False calls to emergency services</td>
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<tr>
<td>Racing cars</td>
<td>Animal-related problems</td>
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<tr>
<td>Off-road motorcycling</td>
<td>Uncontrolled animals</td>
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<tr>
<td>Cycling/skateboarding in pedestrian areas/footpaths</td>
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What we will do if you make a complaint of Anti-social Behaviour

Support for victims and witnesses

If you or a member of your family are a witness to, or victim of, anti-social behaviour

We will:-

- Acknowledge your complaint within 5 working days and treat each case in the strictest confidence.
- Accept ASB complaints from all sources, including those referred by a third party, and create a case record on our ASB case management system. However where the incident is reported by a third party we will only contact you when you have given your express permission for us to do so.
- Allocate a named contact to you. They will be responsible for providing you with feedback on the progress of the case on a regular basis.
- Provide an ‘Incident Diary’ in which to record any occurrences, if appropriate, within 5 working days of your report. We will ensure you, as a victim or witness, are fully aware of how to complete the diary in order to provide the most effective evidence for possible future proceedings.
- Explain the options for actions to you, as a victim or witness, allowing you to be involved in an informed decision making process. We will support you in any decision to proceed to enforcement action.
- Investigate your complaint fully, if you decide to proceed, and provide regular feedback at key stages of the enquiry.
- Make a referral to appropriate support services, with your consent, which may include the Mediation Service, the Victim Support Scheme and the Criminal Justice System Services.
- Conduct a risk assessment of your case and identify areas of need such as home security and provide appropriate support which may include temporary CCTV, mobile phone or personal alarm through our ‘Careline’ service.
- Provide a fastrack service for any case progressing to prosecution where personal safety is identified as an issue and consider an ex-parte Anti-social Behaviour Order or Injunction if appropriate.
- Work in partnership with Sussex Police to reduce the potential for any intimidation.
- Offer you a Court visit prior to any Court action via the Witness Support Programme provided by the Court Services.
Provide an interpretation service through ‘Language Line’ for you if you do not speak English as a first language or have difficulty with communication.

Provide appropriate assistance for you if you have a disability.

If you are under 16 years of age we will ensure a parent or an appropriate adult is available to assist you through any part of these procedures.

What we will do to resolve complaints of Anti-Social Behaviour

Anti-Social Behaviour may be committed by individuals or groups and may affect individuals, neighbours or whole communities.

When a report of anti social behaviour is received we will initiate an investigation which may include interviewing victims and witnesses, and where the ASB is associated with a specific location visit the site to identify opportunities for prevention such as improved lighting or surveillance.

We will adopt a problem solving approach using proven methods and engage with partners appropriate for the nature of the behaviour, For instance we may work with the Police to provide additional patrolling to an area; we may hold a ‘street briefing’ as a public meeting to enlist the help of the community; or work with the Landlord to invoke warnings or powers due to the tenancy status of the perpetrator.

Once the perpetrators are identified we will initiate an appropriate level of intervention in accordance with a four tiered approach to tackling anti-social behaviour which we have adopted in the Chichester district. Responses and actions progress through education and engagement to enforcement. (Please see appendix 1 for model of tiered intervention).

Tier 1

Low level anti-social or nuisance behaviour:

The first complaint received will result in a letter sent to the perpetrator, or their parents if a young person, outlining the complaint. (Appendix 2).

A subsequent complaint will generate a second warning letter. A record will be created on case management system.

Intelligence gathering may be undertaken at this stage involving consultation with our partner agencies.

Tier 2

Continued complaints and reports of nuisance behaviour, or if a Police reprimand is received, then a visit to the Police station, or a home visit, will be requested if
felt appropriate. These visits will introduce the idea of an Acceptable Behaviour Contract (ABC) (appendix 3), or, in the case of neighbour disputes, Good Neighbour Agreements (appendix 4) or a referral to Portsmouth Mediation Services.

Reports of “hate” related anti-social behaviour will be investigated urgently. Referrals will be made to the appropriate services including the Racist Incident Team at West Sussex County Council.

**Tier 3**

Where there are incidents of threats and intimidation a risk assessment will be conducted and victim and witness safety will be paramount. Referrals will be considered to schemes such as ‘Careline’ for personal alarm monitoring and the ‘Keepsafe’ scheme for additional security fittings. In cases of domestic violence and hate crime, referrals will be made to the ‘Bsafe’ scheme with the victims consent to consider protective security measures.

Consistent poor behaviour will result in the perpetrator being asked to sign an Acceptable Behaviour Contract, and, in the case of a young person the parents may be asked to sign a parenting contract. At this stage the concept of Restorative Justice will be introduced. For young people diversionary activities will be explored and referrals made to the Sports and Activities Development Officer based at Chichester District Council.

A multi-agency case conference must be called in order to progress to the next tier, from which a lead agency will be identified and an action plan agreed. Legal guidance where appropriate will be sought at this stage. The case conference will be conducted in accordance with the pan Sussex Information Sharing Protocol guided by sec 115 of the Crime and Disorder Act.

**Tier 4**

Where there is a serious or persistent threat to the Community we consider pursuing a ‘stand alone’ or ‘on conviction’ Anti social Behaviour Order (ASBO) (see appendix 5) or where appropriate Anti social Behaviour Injunction (ASBI). In cases where victim safety is a concern these can be applied for by ‘ex-parte’ hearing – in the absence of the perpetrator. Where the perpetrator is a young person a Parenting Order will be considered. Action against tenancies will be taken in consultation with Registered Social Landlords (RSL) and in accordance with the ‘Respect Standard for Housing Management’ guidance issued the Home Office. We will work with RSL partners to adopt this standard.

Failure to comply with an Acceptable Behaviour Contract may also initiate further enquiries and actions to facilitate the application for an ASBO.
What are we doing to reduce anti-social behaviour?

**Prevention Work**

Chichester District Council is committed to tackling anti-social behaviour and setting up partnership projects and interventions through the CDRP in order to prevent ASB occurring or recurring. All reports and information are treated in the strictest confidence. All related meetings with our partners are held in accordance with the West Sussex Information Sharing Protocol and covered by section 115 of the Crime and Disorder Act 1998.

**Multi-agency problem solving meetings (MAPS)**

These meetings are held on a six weekly basis in a variety of locations across the district. They are attended by a wide range of agencies including Chichester District Council, West Sussex County Council Children and Families, Sussex Police and Registered Social Landlords. These meetings discuss people and places which have come to notice and agree partner actions necessary to reduce the identified anti-social behaviour in those areas. The Anti-social Behaviour Co-ordinator based at Chichester Police Station takes a lead in these meetings and ensures the groups have access to current information and will compile problem profiles which will support enforcement action if necessary as in the case of a post conviction ASBO. This person also co-ordinate the Local Action Team meetings as outlined below.

**Local Action Teams (LATS)**

These meetings take place on a two monthly basis and are open to members of the community and agencies. They are generally set up in response to issues identified by Community Groups or through Police led street briefings and aim to tackle specific issues in an area. They are community led and usually continue until issues are resolved or significantly reduced. LATs are currently running in six areas of Chichester district.

**Community Warden Scheme**

Chichester District Council and its partners established a Community Warden Scheme in 2005 and have recently expanded the scheme to cover four areas of the Chichester district. There are 7 Community wardens and 1 Senior Community Warden and they act as a link between the communities they serve and the District Council and partners. They have a duel role to deter and detect acts of anti-social behaviour and work with the community in their area to develop a greater sense of security and well being. The scheme is currently funded by a variety of sources including contributions from Chichester District Council, West Sussex County Council, City, Town and Parish Councils, and Registered Social Landlords. There are aspirations for the scheme to expand further when the necessary funding can be secured.
Junior warden schemes have been supported in three of the areas where wardens exist and offer an opportunity for young people to be involved in community activities.

Community wardens also liaise closely with Chichester District Seasonal staff such as Foreshores Officers and Park Rangers, to ensure potential issues are identified quickly and dealt with effectively.

**Mediation Service**

Chichester District Council has an agreement with Portsmouth Mediation Services to provide a mediation service to any resident of Chichester District. This service is provided to residents who may be involved in a dispute with their neighbour. Referrals are made through the Communities Team, should you wish to be referred to the service please call the District Council on 01243 534794.

**Graffiti and Abandoned Vehicle Removal**

Chichester District Council is committed to removing Graffiti and abandoned vehicles quickly and efficiently. We have a contract in place with a company called Graffiti Solutions to have non offensive graffiti removed within 48 hours and any graffiti of an offensive nature to be removed within 24 hours of it being reported. You can call 0845 1265555 or e-mail graffiti solutions at chichester@graffiti-solutions.co.uk or alternatively you can report it on the Chichester District Council Website.

Abandoned vehicles can be reported to Operation Crackdown either on their website www.operationcrackdown.org or by ringing 01243 642222. Also acts of anti-social driving including speeding and use of a mobile phone whilst driving can also be reported by these means now.

**Diversionary activities for Young People**

At Chichester District Council we understand the need for young people to have positive activities to participate in so that they are encouraged away from crime and anti-social behaviour. The District Council employs a Sports and Physical Activities Development Officer who is largely responsible for identifying the gaps in provision and setting up and organising activities for young people in the community. Events such as Football in the Community are held regularly, funded in partnership with local Registered Social Landlords and delivered by Brighton and Hove Albion Football Club. We also arrange Street Funk Dance classes which are also supported by local Registered Social Landlords.

As part of our commitment to the Government “Respect” agenda we have been running “Mini World Cup” events to coincide with sporting events worldwide. In the last two years we have run two football, one cricket, and one rugby event and have invited all primary schools in the Chichester district to participate. These events have been very well supported by the primary schools and some have taken part in all the events, messages around race and culture; restorative
justice; respect for rules; sportsmanship, and, health and well being are promoted through interactive sessions held in the schools. The programme culminates in a sports tournament with awards for standards of behaviour as well as winning. This has proved a very successful way of bringing together children from across the district and puts the lessons they have learned into practise.

We continue to support the SNAP (Say No and Phone) dance events in partnership with Sussex Police, Crimestoppers, Vodaphone and the Revelation Church. We are committed to holding ten events a year and use the events to promote positive messages around alcohol and drug use, personal safety and crime prevention. These events attract over five hundred young people at any one time and are well established amongst the young people of Chichester.

**Drinking Control Zone**

Chichester historically had issues with problematic adult street drinkers in the city centre, particularly on the Cathedral Green and Bishops Palace Gardens. Following consultation between Sussex Police, local businesses and the District Council a drinking control zone was established. The zone includes the area 100m around The Cross including the Cathedral Green, Bishops Palace Gardens and the Cloisters. It give Police Officers the power to confiscate alcohol and remove people from the area if they are presenting a risk of or exhibiting anti-social behaviour. In the three years since its implementation the area has seen a significant reduction in alcohol related crime.

**Partnership Working**

Chichester District Council works in Partnership with other external and internal services to tackle anti-social behaviour in the district. Where this is appropriate this will include referral to specialist support and counselling services with the consent of those involved.

Partnership working is facilitated in various ways:

**Crime and Disorder Reduction Partnership (CDRP)**

The following agencies are statutory representatives on the CDRP:

- West Sussex County Council
  - Community Safety Team
  - Drug and Alcohol Action Team
  - Trading Standards

- Sussex Police

- Sussex Police Authority

- Chichester District Council
  - Community Safety Team
The CDRP operates through a Strategic group, an Operational group called the Joint Action Group, and a task groups which each take responsibility for specific parts of the action plan and deal with specific issues. There is a group dedicated to ASB as can be seen from the outline of the groups set out below.

**Burglary, Robbery and AutoCrime**
Household burglary; burglary of other premises including commercial; theft of and from vehicles; robbery of the person.

**Public Place Violence Crime**
Assaults; Public Order offences; violence related to alcohol and drug abuse; licensed premises public transport.

**Anti-Social Behaviour**
Anti-social behaviour; graffiti; criminal damage; diversion of potential young offenders; environmental issues relating to litter, flytipping and abandoned vehicles.

**Personal Safety**
Road safety; Fire safety; personal safety advice (including in the home).

**Hate Crime**
Domestic Violence, Racist, Homophobic and discriminatory crimes; Community Cohesion.

**How Members of the Community can support us.**
We all want our communities to be safe and pleasant places to live. We are working to try and achieve this, but cannot deal with issues we do not know about. You can help us by reporting incidents, or information which you know about incidents, to Chichester District Council Community Safety Team, Sussex Police or your local elected or community representative. You can actively get involved in some of the projects we have described by joining you Local Action Team, Residents Group or Community Group.

You can visit our website at [www.chichester.gov.uk/communityandliving](http://www.chichester.gov.uk/communityandliving) or contact us at community@chichester.gov.uk or call on 01243 534680.
Measuring our success

This document has discussed the way in which Chichester District Council will tackle Anti-Social Behaviour, how it will support victims and witnesses and also how it works to prevent this type of behaviour happening in the first place. This involves working with a number of partner agencies through the CDRP and is not the sole responsibility of Chichester District Council.

Monitoring

Systems need to be in place that will tell us if we are getting it right and where improvements in our service can be made. In order to monitor progress on individual cases and to ensure continuity, cases of Anti-social Behaviour will be recorded on a dedicated case management system. The Senior Community Safety Officer and Anti-social Behaviour Co-ordinator will be responsible for keeping records up to date on this system.

Confidentiality and Information Sharing

Chichester District Council staff will ensure that all cases are kept confidential and information is only shared with other agencies with the permission of the complainant. Chichester District Council is signed up to a joint information sharing protocol with it’s statutory partners under section 115 of the Crime and Disorder Act.

Customer Satisfaction

We will endeavour to continually improve our service to complainants of anti-social behaviour and will develop methods to assess their satisfaction, taking on board their comments and suggestions. We will use data from various sources and use a variety of mediums including surveys to measure changes in public perceptions of anti-social behaviour in their local areas.

Equalities

We will ensure compliance with our Equalities Policy in the investigation and determination of complaints of anti-social behaviour.
Glossary of Terms

ABC - Acceptable Behaviour Contract, a voluntary contract usually signed by an adult or a young person with their parents and lasting for 6 months but may be extended if appropriate. Will ask the young person to agree not to display certain behaviours and will also incorporate positive activities.

ASBO - Anti-Social Behaviour Order, this is a Civil Order from the Court and usually is in place for between 2-5 years, any breach of this order becomes a criminal matter and the perpetrator is liable to arrest. These orders can be stand alone, therefore not necessarily associated with criminal activity or can be given post conviction in conjunction with criminal proceedings. In cases where there are risks to victims and/or witnesses the ASBO can be applied for ex-parte which means the perpetrator is not informed it is being applied for.

ASBI - Anti-social Behaviour Injunction, these are Civil injunctions which prevent perpetrators from behaving in certain ways, entering certain areas and having contact with named persons. They can be issued with or without a power of arrest for breach.

CDRP - Crime and Disorder Reduction partnership, a partnership of statutory agencies who prepare an annual strategic assessment of crime and disorder in the district and publish a plan of coordinated activity to tackle the issues.

LAT, Local Action Team.

MAPS, Multi Agency Problem Solving Meeting.

Crime and Disorder Act 1998 section 115 - the act which established the CDRP, this section deals with the ability to exchange information in order to prevent crime.