

Chichester District Council

Anti-Social Behaviour

Policy and Guidance



CHICHESTER DISTRICT
**Community Safety
Partnership**

Issue 2

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Introduction

Anti-Social Behaviour is defined 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)

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 ASB across the district. This policy defines acts of ASB (Appendix 1) and what we are doing with our partner agencies in the Community Safety Partnership (CSP) to tackle ASB, how we will respond and the processes involved (Appendix 4).

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 Chichester District Council Partnership Plan 2012-15

This policy is intended for use by the public, our partners, council members and staff. It provides a guide on our response to complaints of ASB (Appendix 5) and the steps we may take to try and resolve such complaints (Appendix 7) and fulfil our commitment to making Chichester an even safer place to live, work and visit.

Policy Statements

Chichester District Council ASB policy is founded on the following 5 objectives.

1. No one should have to put up with anti-social behaviour

Our policy is to:

- Demonstrate leadership and strategic commitment and make people aware of what ASB is.
- Publicise and promote our various services which combat ASB.
- Encourage people to report ASB and make it possible for them to do this using a range of reporting methods.
- Support victims, their families and witnesses throughout the case in a way which reflects the seriousness of the case and its impact.

2. Reports of ASB will be treated seriously and dealt with professionally

Our policy is to:

- Assess (and periodically reassess) the seriousness of ASB reported to us, and respond within no more than 3 working days.
- Focus on prevention and early intervention to prevent the escalation of the behaviour that is considered anti-social into behaviour of a more serious nature.
- Treat all reports as confidential, sharing information only with other organisations that can help with the problem (for example the Police) and observing data protection laws and information sharing agreements.
- Register each case we take on and provide reference detail..
- Fully investigate the complaint, which may involve interviewing any alleged perpetrator and may involve interviewing third party witnesses.
- Provide regular feedback at key stages of the enquiry.
- 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.
- 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 a personal alarm through our 'Careline' service.
- Quickly refer cases between different departments of the Council and other agencies as necessary.
- Explain our reasons should we decide we are unable to take action in the circumstances and advise on self help or other alternative courses of action whenever it is possible and appropriate to do this.
- Respond promptly to complaints about the service explain our decisions and advise anyone not satisfied with our service how to make a formal complaint.

3. Anti-social behaviour will be dealt with firmly, fairly and proportionately.

Our Policy is to;

- Take swift action to protect communities by ensuring all complaints of ASB are appropriately investigated and dealt with in a timely way.
- Investigate the circumstances and seek to understand all the facts of the matter reported to us.
- Make an assessment of all reports of ASB 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.

- Always seek to resolve cases at the lowest level of intervention and taking formal action when the ASB is serious or persistent or when it threatens people's safety or health.
- Ensure all cases are dealt with fairly and in accordance with current equalities and diversity legislation and policy, adjusting our approach as necessary when a victim or a perpetrator is a vulnerable person. 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.

4. We will work with partners in order to deliver an effective, value for money service across the community.

Our policy is to:

- Work in partnership through the Community Safety Partnership to ensure an effective response to all complaints of ASB.
- Participate in relevant strategic or preventative initiatives.
- Participate in permanent or ad-hoc multi-agency working groups dealing with specific ASB issues.
- Work with housing associations, private landlords, letting agents and businesses, providing professional advice and support as required so that these organisations can act confidently to prevent or tackle ASB making use of their own resources.
- Make referrals to appropriate support services, with your consent, which may include the Mediation Service, the Victim Support Scheme and the Criminal Justice System Services.

5. We will provide a high quality service which meets people's identified needs.

Our policy is to:

- Ensure that staff dealing with ASB are appropriately trained, and that they understand and follow agreed policies and procedures.
- Review the policy and procedures on a regular basis reflecting new legislation.
- Ensure the views of service users and partner organisations are considered when policies and procedures are reviewed.

Appendix 1

What is anti-social behaviour?

There are many interpretations of ASB and it can cover a very broad range of offences and behaviours. In this policy we shall be using the government definition which describes ASB 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)

Such behaviour can be classed into a) **misuse of public space** such as street drinking, drug misuse and dealing, car repairs on the street; b) **disregard for community/personal wellbeing** such as noisy neighbours and pubs, shouting and swearing, drunken behaviour, uncontrollable animals; c) **acts directed at people** such as harassment and intimidation, verbal abuse, discrimination and d) **environmental damage** such as graffiti, litter, fly tipping.

ASB is tackled by various Council departments, as outlined in the table below.

Community Safety Team	Environmental Management Team
Drug dealing/use	Noise and malfunctioning alarms
Violence and threats of violence	Fly tipping
Disorder affecting several households	Bonfires and other air pollutants
Rough sleepers and street drinkers	Animal related problems e.g. fouling in communal areas, uncontrollable or dangerous dogs
Responding to Police intelligence	Nuisance vehicles, car repairs on the street/drive.
Rowdy behaviour, shouting, swearing, fighting, drunken behaviour, loutish behaviour	Litter, fly tipping.
Criminal damage and vandalism	Dog fouling

Other teams also play a key part; for instance the Planning Enforcement Team deal with fly posting, Car Park Enforcement team deal with illegal and inconvenient parking. The Housing team also liaise with local Housing Associations to support the work being done to resolve ASB.

What is not anti-social behaviour?

ASB can be difficult to define and there are some types of behaviour that are not classed as ASB by the Council. Examples include;

- Children playing in the street or communal areas
- Young people gathering socially unless they are being intimidating
- Being unable to park outside your own home
- DIY and car repairs unless they are taking place late at night or persistently
- Civil disputes between neighbours e.g. shared driveways
- One off complaints about noise e.g. parties.

Appendix 2

Tools we can use to tackle anti-social behaviour

We will use the full range of powers or process available to us. There is no set process outlining the order in which these actions will be used. This will depend on the circumstances of each individual case.

Letter/telephone call/interview

Initially, we may make contact with the alleged perpetrator by way of a phone call, letter or interview and in a large proportion of cases this does resolve matters. In all but the most serious case, we will attempt to obtain the other party's side of events. This action may take place on various occasions as the case progresses.

Mediation

West Sussex Mediation Service provides a mediation service to any resident of West Sussex. This service is provided to residents who may be involved in a dispute with their neighbour. Referrals can be made through the Communities Team at Chichester District Council, ASB Co-ordinator or by yourself via their website www.wsms.org.uk

Acceptable Behaviour Contracts (ABC)

ABC's are voluntary written agreements between the person who has been involved with ASB and one or more local agencies whose role it is to prevent such behaviour usually the District Council and the Police. The contract will contain a number of ASB acts that the person has been involved in and agrees not to continue. e.g. not to be abusive, offensive, threatening or intimidating to members of public, not to cause criminal damage etc. The contract is not legally binding and usually lasts for six months. If a person fails to attend the interview or does not agree to sign, the contract may be used as evidence in Court if further action is taken. If a person breaches the conditions of the contract, enforcement action may be taken and this may include seeking an injunction or ASB Order.

Surveillance

The Council does have use of several CCTV cameras that can be installed to gather evidence if a suitable location is available and this action is necessary and proportionate. Unless there is serious crime taking place, the Council is not able to carry out covert or hidden surveillance. Instead the cameras need to be visible with clear signage.

Criminal Behaviour Order

The Criminal Behaviour Order (CBO) will replace the Anti-Social Behaviour Order (ASBO) on conviction and the Drinking Banning Order (DBO) on conviction and will be available from the Crown Court, Magistrates Courts or Youth Court. CBO's will be available for the most seriously anti-social individuals and could be applied for on conviction for any criminal offence in any criminal Court. CBO's can only be made on the application of the prosecutor, generally the Crown Prosecution Service (CPS), either at their own initiative or at the request of the Police or Local Authority.

As with previous orders the Court must be satisfied the offender had committed behaviour causing harassment, alarm and distress and that granting the order will help prevent further ASB. Hearsay evidence is allowed in CBO proceedings.

Civil Injunction

The new injunction is purely a Civil Order and is available against individuals aged 10 or over. It is modelled on the existing ASB Injunction (ASBI) which has been used successfully by Social Landlords over the last 10 years but can be used by a wider range of agencies. It will replace the ASBO on application, the drinking banning order DBO on application, Intervention Orders and Individual Support Orders. The injunction will be available in the County and Youth Courts. The Court must be satisfied that an individual has engaged in or threatened to engage in conduct capable of causing nuisance or annoyance. The injunction is effective for twelve months from being served. An injunction may be used to address a number of ASB's e.g. untidy gardens, noise, damage to property etc. As well as prohibitions to prevent ASB the Court could also include positive requirements. Breach of the injunction would not be a criminal offence. Where there has been violence, threats of violence, or there is a serious risk to health from the behaviour, a power of arrest for a breach can be attached. (Will not commence until early 2015).

The Dispersal Power

The purpose of the power is a flexible tool which the Police can use in a range of situations to disperse anti-social individuals and provide immediate short term respite to a local community. The power allows an officer to deal with someone's behaviour before it escalates.

The dispersal power can be used by Police Officers in uniform. Police Community Support Officers can also use this power if designated by their Chief Constable. Use of the dispersal power must be approved by an officer of at least the rank of Inspector. The authorising officer can sanction the use of the power in a specified locality for a period of up to 48 hours or make a decision on a case by case basis. The authorising officer must record the authorisation in writing, specifying the grounds on which it is given and sign the authorisation. The authorising officer should ensure the wider impacts on things such as community relations are considered properly before use. This power must be used proportionally and reasonably in a manner compatible with the Human Rights Act 1998.

Community Protection Notice

This is a power that allows for Council, Police Officers, PCSOs (if designated) and Social Landlords (if designated by the Council) to issue a notice (following a warning) if certain ASBs are taking place. They can be served on a person aged 16 or over, a business or organisation. The behaviour has to have a detrimental effect on the quality of life of people in a locality, be of a persistent nature and be unreasonable.

The notice is a written warning informing the perpetrator of the problem behaviour, requesting them to stop and the consequences of continuing. It can be appealed within 21 days of issue. Breach of the Notice is a criminal offence punishable by a fixed penalty notice (FPN) or a fine. This Notice does not replace or override the Council's statutory nuisance responsibility under the Environmental Protection Act 1990.

Public Spaces Protection Order

This Order is designed to stop individuals or groups committing ASB in a public space. Councils can issue Public Spaces Protection Order (PSPO) after consultation with the Police, Police Crime Commissioner and other relevant bodies. The behaviour being restricted has to be having or is likely to have a detrimental effect on the quality of life of those in the locality, be persistent or continuing in nature and be unreasonable. The restrictions will be set by the Council and these can be blanket or targeted against certain behaviours, by certain groups or at certain times. They can restrict access to public spaces where that route is being used to commit ASB. More than one restriction can be added to the same PSPO meaning that a single PSPO can deal with a wide range of behaviours. They can be enforced by a Police Officer, PCSO or a Council Officer. Breach is a criminal offence. Anyone who lives in, or regularly works in or visits the area can appeal a PSPO.

Closure Notice and Closure Order

The purpose of this order is to allow the Police or Council to quickly close premises which are being used or likely to be used to commit nuisance or disorder. They can be applied for by the Police and Local Council.

A Closure Notice can be used to close a premise for up to 48hrs and a Closure Order to close a premise for up to 6 months. A Closure Notice is issued out of Court for the first instance, following on from this the Closure Order can be applied for through the Courts. A Notice cannot stop the owner or those who habitually live there from accessing the premise. The Order can restrict all access. Breach is a criminal offence and for a Notice can be up to 3 months in prison and for an order up to 6 months in prison.

An appeal can be made by the person served the notice or Order, the Council if the Order was not granted and they served the notice or the Police where the Order was not made and they issued the Notice.

Appendix 3

Advice for tenants

If you are a Social Housing tenant the responsibility for dealing with ASB complaints relating to your property lies with your landlord and we advise you go to them in the first instance. Each Social Landlord has its own ASB policy and we would encourage all tenants to familiarise themselves with theirs. The new legislation has given a new power to Social Landlords as set out below.

Absolute Grounds for Possession

This is a new power for Social Landlords and private landlords for possession of secure and assured tenancies where ASB or criminality has already been proven by another Court. This would include where a tenant or member of a tenants household or a person visiting the property has been:

- convicted of a criminal offence
- found by a Court to have breached a civil injunction
- convicted of breaching a criminal behaviour order
- convicted of breaching a noise abatement notice
- and where the tenant's property has been closed for 48hrs or more under a closure notice.

This order offers flexibility for landlords to obtain possession of their property from the persistently anti-social

Appendix 4

What are we doing to reduce anti-social behaviour?

Chichester District Council is committed to tackling ASB. Once perpetrators are identified we will initiate an appropriate level of intervention in accordance with a four tiered approach to tackling ASB which we have adopted in the Chichester district. Responses and actions progress through education and engagement to enforcement. See appendix 2 for this model of tiered intervention.

Multi-agency problem solving meetings (MAPS)

These meetings are held on a regular 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 ASB in those areas. The Community Interventions Manager at CDC and the ASB Co-ordinator based at Chichester Police Station take a lead in these meetings and ensure 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 CBO. This Officer also manages all reports of “hate crime” in the 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 five 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 dual role to deter and detect acts of ASB and work with the community in their area to develop a greater sense of resilience 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.

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.

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.

Diversionsary 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 ASB. 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 few years we have run football, cricket, rugby and mini Olympic events 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 practice.

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 gives Police Officers the power to confiscate alcohol and remove people from the area if they are presenting a risk of or exhibiting ASB. 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 set up projects and interventions in order to prevent ASB occurring or recurring. 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:

Community Safety Partnership (CSP)

The following agencies are statutory representatives on the CSP:

- West Sussex County Council
 - Community Safety Team
 - Drug and Alcohol Action Team
 - Trading Standards
- Sussex Police
- Police Crime Commissioner
- Chichester District Council
 - Community Safety Team
 - Environmental Health Team
 - Alcohol Licensing Team
- West Sussex Fire and Rescue Service
- West Sussex Primary Care Trust

The CSP is assisted by Registered Social Landlords, Neighbourhood Watch, Chichester Business Against Crime and can invite specific other groups from the Voluntary or Community Sector.

The CSP 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..

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.

Appendix 5

Customer Service and Satisfaction

We will endeavour to continually improve our service to complainants of ASB 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 ASB in their local areas. If you were not happy with our response then please follow the following process;

Anti-Social Behaviour Case Review (Community Trigger)

ASB legislation also provides for the Community Trigger which is a Sussex-wide procedure to ensure that residents in the county receive the same quality response when they activate the Community Trigger but does allow for local arrangements to be made to achieve a common public facing response.

The purpose of the Community Trigger is to give victims the right to request a review of their case to ensure relevant agencies are working together to practically resolve the matter. The trigger also provides a potential safety net to ensure that the most vulnerable have an opportunity to report and agencies can respond appropriately. This document is for officers to use to enable them to understand their responsibilities and what processes to follow to bring the best outcomes for victims who use the Community Trigger. The Trigger will be used for hate incidents as well as ASB.

The responsible authorities will be Local Authorities, Sussex Police, Clinical Commissioning Group and co-opted registered providers of social housing.

The threshold in Sussex will be:

If you have reported three ASB or a hate incidents in the last six months and no action has been taken yet.

Activating the Community Trigger

Victims, or another person on their behalf, can activate the Community Trigger by using the on line form (link) or:

- telephoning a responsible authority
- emailing a responsible authority
- writing to a responsible authority

Community Remedy

The Community Remedy gives victims a say in the out-of-court punishment of offenders for low-level crime and ASB.

The Community Remedy gives communities the option to have a say in how offenders should face up to their actions and make amends. It provides victims of ASB and low-level crimes with a route for swifter justice, and ensures offenders have to face immediate consequences for their actions, which could make them less likely to reoffend in the future.

The Community Remedy provides a locally developed framework that will enhance existing Community Resolution or Conditional Caution routes - often referred to as "out-of-court disposals" - and reduce the burden and expense placed on the criminal justice system.

Victims will be able to indicate from the framework their preferred option which can include a range of things for the offender to complete.

The Community Remedy will assist the Commissioner in making the approach towards low-level crime and ASB more responsive and accountable to the victims and public in Sussex. A flow diagram of the community remedy process is attached as appendix 3.

For more information on ASB visit our website at;

<http://www.chichester.gov.uk/article/24763/Community-safety-and-crime>

or contact us at; community@chichester.gov.uk or call on 01243 534680.

If you are still not satisfied with our response then please follow our formal complaints procedure as below:

Formal complaints procedure

If you are unhappy with the way your complaint has been handled, the Council as a corporate complaints procedure. Details are available on our website at <http://www.chichester.gov.uk/complaints>.

Appendix 6

Last reviewed: November 2014

SERVICE STANDARDS FOR DEALING WITH ASB DEALT WITH BY COMMUNITY SAFETY TEAM

You have a right to expect the police, the council and other local agencies to make tackling ASB a priority and to respond professionally. You can help to tackle problems in your neighbourhood by reporting ASB when you see it.

How can I report ASB?

1. Phone Sussex Police on phone 101 anytime
2. Phone the Council on 01243 534801 Mon-Fri 9-5pm
3. Report on-line www.chichester.gov.uk
4. For hate incidents use the on-line reporting form <http://www.westsussex.gov.uk/ccm/content/community-and-living/community-safety/harm-reduction/reporting-a-hate-incident/hate-incident-reporting-form.en> telephone the Hate Incident Reporting Line on 0845 0751 021 (calls charged at local rate), or e-mail SussexHateIncidentReport@victimsupport.org.uk

If the incident requires an urgent police response dial 999.

When you report an incident of ASB we will

- Contact you within 3 working days.
- Remove all incidents of offensive or racist graffiti within 1 working day.
- Record and investigate the details, aiming to resolve it at the earliest opportunity.
- Treat the information you give us sensitively and in confidence*.
- Assign a dedicated officer to keep you informed of progress.
- We will discuss the options and agree actions to be taken with you.
- Provide you and any witnesses with appropriate help and support.
- Use the tools and powers we have to deal with the persons responsible.
- Stay in touch by phone, text, email, letter or in person as you prefer and at a time to suit you.

* We may share ASB information and intelligence with our partners to help resolve the case. Information is only to be shared with partners who have made a commitment to keep information confidential and use it sensitively.

Keeping you up to date on ASB in your area

We will report progress with tackling ASB through Council and Neighbourhood newsletters

- If you are not satisfied with the way your report has been handled please speak to your case officer in the first instance. Alternatively you can contact;

- The Council, through its complaints procedure 01243 785166 or www.chichester.gov.uk
- Your local Neighbourhood Policing Team via www.sussex.police.uk or phone 101
- If you are still not satisfied contact the Local Government Ombudsman via www.lgo.org.uk phone 0300 061 0614 or Independent Police Complaints Commission via www.ipcc.gov.uk or phone 08453 002 002 or the CDRP 01243

Appendix 7

Tiered intervention

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.

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 ECINS 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) or, in the case of neighbour disputes, Good Neighbour Agreements or a referral to West Sussex Mediation Services.

Reports of "hate" related anti-social behaviour will be investigated urgently. Referrals will be made to the appropriate services.

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 appropriate services 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 an 'on conviction' Criminal Behaviour Order (CBO) or where appropriate Civil Injunction. 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 new Absolute ground for possession Order.

Failure to comply with an Acceptable Behaviour Contract may also initiate further enquiries and actions to facilitate the application for a CBO.

Appendix 8

Community Remedy Process

The flow-diagram below illustrates the Community Remedy process from start to finish:

