



Stockton-on-Tees
BOROUGH COUNCIL

Dealing with ASB in Stockton

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Community Safety and Security Manager



2004-2005
Crime and Disorder Partnerships



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Crime and Disorder Audit 2013

6 Key priorities identified by 5,488 respondents:

- 1. Anti Social Behaviour**
2. Violent crime and Robbery
3. Drug related offending
4. Criminal damage
5. Alcohol related crime and ASB
6. Domestic Abuse

The types of anti social behaviour that most concern our residents

1. Vandalism
2. Poor parental responsibility
3. Threats/verbal abuse
4. Alcohol misuse
5. Littering/dumping rubbish
6. Dog fouling

Community Safety in Stockton

- Targeting our work to deal with what matters to residents and what is affecting our Borough
 - ASB enforcement officers (increased patrols, van and bikes)
 - Prevention and support (victim and family support, mediation, counselling)
 - Performance and analysis
- Work in schools
- Safe at Home/Landlord Liaison
- Part funded Community Safety Officer, Seconded Police and Fire ASB Officers
- Partnership working with Tristar Homes
- ASB and Offensive Incident 'hotline' 607943



ASB – tackling problems early

- Increased patrols in hotspot areas (joint patrolling)
- Regular attendance at resident meetings
- Joint Action and Problem Solving groups
- ‘Don’t Suffer in Silence’ – promotion of ASB hotline and support services
- Weekly Councillor patrol reports (named officer contacts)
- Customer satisfaction!!



ASB – the current picture

- Anticipated 13.3% increase at the end of the financial year
- Largest increase for nuisance, 26% (approx 168 extra calls per month)
- Largest increase in ASB – Youth related
- 1505 AS13's issued to date
- 16 ABC's to date this financial year
- 18 ASBO's, 1 CRASBO, 2 interim ASBO's
- 4 pending ASBO applications
- 174 Section 27 notices issued to date
- Of note 12.5% increase in request for Police, 12.6% reduction in MAASBT service requests to date.

Overall customer satisfaction 2013/14

- 48 surveys completed to date
- 81% of individuals who responded stated that the service was Excellent, Very Good, Good
- 82% of service users felt safer as a result of interventions
- 100% of respondents felt that support was beneficial and helped improve the situation
- 95% of respondents would use the service again.



Overall customer satisfaction 2013/14

- Perpetrator Support

“The help and support made a big difference, hopefully my son has turned a corner now. I wouldn't have been able to make him see sense on my own. The Officer gave him good advice which he has now taken on board and is behaving himself.”

- Victim/Witness Support

“My feeling was someone at last was listening to me. I can't fault the service I have received. Well done and thank you.”

On-going developments and challenges

- Adopting a restorative practice approach to ASB
- Building on our counselling resource
- Increased involvement in the CAF process
- Online diary sheet/case progress access for victims
- New body cameras for ASB officers
- Troubled Families
- Future working arrangements with the Police
- 24 hour response to ASB?
- The impact of budget reductions on services

COMMUNITY SAFETY CONNECT



Community Connect

A web based application to be used by local residents as a reporting mechanism for anti-social behaviour.

Client Connect

A single working document for effective sharing of personal information relating to persistent perpetrators of crime and anti-social behaviour.

Re-connect

A virtual network of officers and volunteers, enabling victims and perpetrators to come together and address issues through Restorative Practice.

Community Connect

- Online reporting mechanism for residents
- Two way communication between officer and victim
- Can be used on computer, tablet, smart phone
- Locations can be mapped
- Images and other documents attached
- Monitors progress of case/issue
- Clear line of accountability (audit trail)



Community Connect

- Use of QMR codes
- Placed in neighbourhood centres
- Used on street furniture
- Quick access to the ASB email account
- Information gathering/intelligence

COMMUNITY SAFETY CONNECT



**Are you a Victim
or Witness of
ASB?**

**Scan here to
Report**

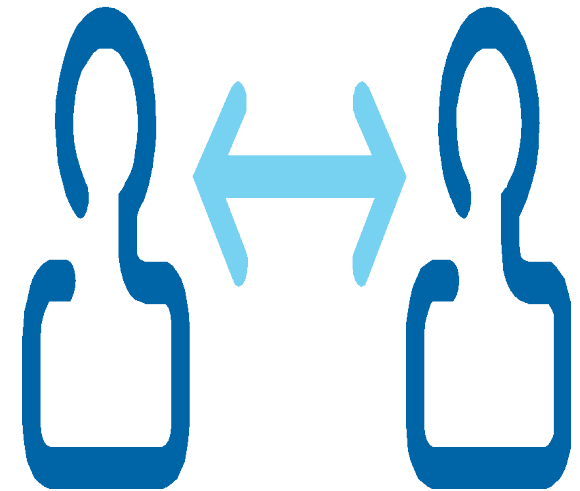
Client Connect

- Information sharing
- Personal profiles
- Problem solving approach
- Scanning document
- Vulnerabilities
- Troubled families/MASH approach



Re-connect

- Restorative practice
- Virtual network of volunteers/officers
- ASB focus
- Community based settings
- Group or 1:1
- Victim impact statements
- Peer support/development



What the future holds – ASB Bill

- Lords reject revised definition
- Stockton threshold
- Financial implications of IPNA
- Community Trigger (locally defined model)
- Positive behaviour elements to orders
- Rapid response to local issues?
- Powers to be available Autumn 14.

Questions?

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