

NI 21

NI DEALING WITH LOCAL CONCERNS ABOUT ANTI-SOCIAL
BEHAVIOUR AND CRIME BY LOCAL COUNCIL AND POLICE

LAA PRIORITY

DELIVERY PLAN Version 3

DATE: 3rd March 2009

CONTENTS

Page

1. Objectives
2. Impacts
3. Accessibility
4. Community Safety
5. Climate Change
6. Supported Plans
7. Action Plan
8. Delivery Progress
9. Performance Management
10. Community and Voluntary Sector
11. Contribution to the LAA
12. Resources
13. Risk Management

Document control

Version 2 Last updated 6/5/2009

Delivery Lead

NAME Declan Hoare, Cannock Chase Council, PO Box 28, Beecroft Road,
Cannock, Staffordshire, WS11 1BG. 01543 464429
declanhoare@cannockchasedc.gov.uk

Delivery Partnership

Name of delivery partnership ASB Working Group
Name of member organisations

Members	Current names
District CDRP/CSP representatives	Cannock Chase – Declan Hoare East Staffs - Andy O'Brien & Catriona Hamilton Lichfield - Jenni Coleman & Robert Haynes Newcastle - Rob Avann South Staff's - Maggie Quinn Stafford - Wendy Hall Staffs Moorlands - Dr David Smith, Philip Alford & Ian McLackland Stoke on Trent - John Evans & Mike Brunt Tamworth - Dave Fern & Farzana Ahmed
District communications representatives	Cannock Chase – Kathryn Cooper East Staffs - TBC Lichfield - TBC Newcastle - TBC South Staff's - TBC Stafford - TBC Staffs Moorlands - TBC Stoke on Trent - TBC Tamworth – TBC Police – Ian Fegan
Staffordshire Police & SSC Hub	Superintendent Nigel Manning
Staffordshire Police Communications	Ian Fegan
Staffordshire Police Analyst	Theresa Miles
Cleaner, Greener issues	Lichfield – Ruth Plant
Staffordshire County Council	Wendy Bailey
Observatory	Susie Bentley
Staffordshire Fire & Rescue Service	TBC AS REQUIRED
Staffordshire Fire & Rescue Authority	TBC AS REQUIRED
Staffordshire Police Authority	TBC AS REQUIRED
Primary Care Trusts	TBC AS REQUIRED
Staffordshire Probation	TBC AS REQUIRED
3 rd Sector/ SCIO	TBC AS REQUIRED
Local Criminal Justice Board*	TBC AS REQUIRED
Adult Safeguarding Board	TBC AS REQUIRED
Youth Offending Service	TBC AS REQUIRED
GOWM localities team	TBC AS REQUIRED
Total current members = TBC AS REQUIRED	

1. OBJECTIVES

What the plan is seeking to achieve? Please include details of the people and places it will affect, linking it back to the persuasive rationale.

This delivery plan has a strong relationship with a much wider set of LAA delivery plans that place the views and perceptions of the public of Staffordshire at their heart. This is seen as being a 'gateway' indicator that if addressed positively, will unlock broader delivery and benefit across a wider range of areas of the LAA. It underpins our principle approach that the citizen of Staffordshire should be at centre of our service delivery and it seeks to measure confidence in the two primary local agencies that have responsibility for interfacing with the community and directly tackling those issues of anti-social behaviour and crime that frequently matter most to them.

It is recognised that tackling crime and ASB are at the forefront of the public's areas of concern and that this is true across the full spectrum of age, ethnicity, and gender; and that this is of equal significance whether people live within a rural parish of Staffordshire, or in a more urban environment. This perhaps reflects the significantly damaging effect that these issues can have on people's quality of life which can undermine the social fabric of an area, the level of confidence that people have in their elected representatives and their public services, and significantly damage their sense of well-being.

The public's perception of Anti-Social Behaviour and Crime within their area is influenced by both positive and negative behaviours; and the visible signals of their presence. As an example, should a group of young people be seen to begin damaging a fence whilst people are around that could challenge and stop them, the effect of seeing the initial behaviour will be amplified because no one has stopped it, the perception probably being that people didn't care, or that they were frightened and the young people were somehow a threat to them. If the environment is uncared for and people see problems such as damage, graffiti, litter and detritus there, then they will form a perception about that area, the people that live there and the agencies that deliver services to them. They will also naturally feel more vulnerable, will be more likely to withdraw to their homes and avoid using the 'shared' public spaces that are available to them which then reduces the opportunities for positive social interaction, natural guardianship, and provides yet further opportunity for anti-social behaviour to flourish and a vicious circle to be maintained.

Within this delivery plan the key partners are seeking to work in such a way that it is possible to address both the need for universal delivery across every area of Staffordshire; and the need to provide enhanced differential delivery for those areas where communities are or feel vulnerable; and where problems of ASB or Crime are complex or acute.

This delivery plan has a particularly strong linkage with other indicators within this LAA, which includes:-

NI 4 - % of people who feel that they can influence decisions in their area – *which seeks to place the citizen at the heart of service delivery through engaging with the public, identifying their priorities and using their experiences and views to shape mainstream service delivery, across traditional agency boundaries where appropriate, in order improve experiences and quality of life;*

NI 6 – Public participation in volunteering – *which seeks to grow social capital within communities across Staffordshire and engage the areas biggest resource, it's public, in making a real difference to their area and their lives;*

NI 7 – environment for a thriving 3rd sector – *which seeks to create the infrastructure that can harness this public resource and best focus and apply it towards those areas where the greatest contribution can be made, in full alignment with other sectors activities; and*

NI 110 – positive activities for young people – *which seeks to provide opportunities for the lives of young people to be enriched in those areas where limited activities exist and enable them to make a more meaningful and positive contribution to the quality of life within the communities where they live and across Staffordshire as a whole.*

The need to provide 'universal' services across Staffordshire in relation to this priority will see enhanced levels of public engagement with partners, in order that public priorities are identified; targeted activities being undertaken to address these local priorities; and significantly higher levels of coordinated communication and information from partners to the public (and their elected representatives), about what has been done, with opportunities for the public to feedback their perceptions.

This area of work is a national priority and has been referenced in numerous strategies and plans including:-

- Strong and Prosperous Communities- White Paper
- The Governance of Britain – Green Paper
- CDRP Reform under the 6 Hallmarks
- PSA 21 Delivery- Build more Cohesive, Empowered and Active communities
- Dept of Health- Local Involvement Networks (LINKS) for health and Social care
- Our Shared Future: Community Cohesion in Staffordshire
- Staffordshire Police Control Strategy.
- Staffordshire Community Pride Initiative
- The Respect Agenda

2. IMPACTS (Equalities and Vulnerable Groups)

Who is the activity intended to affect/benefit? Who else might the activity impact one? Please consider factors such as age, gender, religion, race, sexuality, disability. If there is likely to be a negative impact, what actions will you take to mitigate against this?

This plan will impact on all sections of the community and be of positive benefit. Any focus on certain localities and families will be made on an objective basis linked to risk and using clear criteria. This will not involve any bias in relation to age, gender, religion, race, sexuality or disability and will be validated by reference to the County Council's equalities officer in order that any potential negative impact can be identified and either removed or minimised.

The plan is intrinsically linked to proposals for locality working which will focus additional effort and resources on identified areas- Locality working engages across geographical, cultural, organisational, generational, historical and religious divides - including hard to reach groups and communities of interest, using models of engagement and activities designed and tailored to suit the target group/s.

3. ACCESSIBILITY

Are the activities set out in the plan, accessible and inclusive? Have you considered the barriers to access? How will you overcome these barriers?

The plan is inclusive of all sections of the community. As part of ensuring that the plan is inclusive and that barriers to access are addressed The Staffordshire Observatory have undertaken an exercise in mapping both the indices of multiple deprivation and identifying vulnerable localities, which are those at most risk of exclusion from influencing decisions and achieving a cohesive community. A further piece of work will be undertaken during 2008-2009 to develop locality working within the eight districts. District Partnerships and agencies have mechanisms in place to ensure that the local concerns of communities considered at risk of been excluded from accessing, influencing, participating in responses and being kept inform , and therefore have less confidence in agencies response to their local concerns are include

4. COMMUNITY SAFETY

Under Section 17 of the Crime and Disorder Act, all local authorities, police authorities and other agencies must consider crime and disorder reduction and community safety in the exercise of all their duties and activities. How have you met this requirement in developing this plan?

By responding to local concerns of ASB and crime the plan will have a direct and positive impact on reducing crime and disorder

5. CLIMATE CHANGE

How have you considered the impact the activities in this plan may have on climate change?

This broad plan has been assessed and there has been no identified negative impact on climate change. Further work and assessment will be conducted in order to identify opportunities for a positive impact to be realised and this will inform future versions of this delivery plan, and will also be cross-referenced in the specific delivery plan relating to this issue.

In general the principle of targeted local delivery of services in response should result in the more effective use of resources

6. SUPPORTED PLANS

Please specify the plans to which you are going to add value in delivering this (please include the title of the plan, the organisation responsible for delivery, the lead officer and timescales)

District & County anti-social behaviour reduction strategies,
District & County community engagement strategies,
District & County community safety strategies / partnership plans,
District and County children & young people's plans,
Staffordshire Policing Strategy & Plan,
Youth Crime Prevention Strategy.

7. ACTION PLAN & DELIVERY PROGRESS

	Actions	Completion Date	Lead Officer and Organisation	Delivery Progress Measure (M) – Performance (P)
1.	Development of a partnership working group to progress strategy development, effective practice, define performance management arrangements and proxy indicators for this area of work, reporting to the Safer and Stronger Communities Strategy Group and under the leadership of Cannock Chase District Council.	Sept. 08	SSC Team and Declan Hoare, Cannock District Council	M – Analysis of Place Survey data ongoing. Initial results suggests perception not necessarily correlated to ASB work being undertaken “on the ground” P – Achieved

2.	Develop a more structured approach towards the assessment of ASB and low-level crime priorities in order to assist partnerships in developing a tiered approach towards the delivery of service that addresses both the universal need and those occasions where problems are at their most acute and complex	June 10	Observatory and SSC Team	M – P – National guidance awaited linked to managing ASB risks which will inform this work.
3.	Identify common blocks to delivery and develop and promote approaches that can overcome them or reduce their impact	On-going	ASB Working Group	M – Meeting of ASB leads held and approaches to management of ASB shared. P – (1) Noting current position on action 1 no further action planned on delivery of ASB services until perception issues understood (2) Development of Sharepoint ongoing for sharing of information
4.	Identify common ASB/Crime problems and develop, share and promote effective practice in relation to them and explore opportunities for greater coordination and collaboration across partners and partnerships	Apr 09	ASB Working Group	M – Meeting of ASB leads held and approaches to management of ASB shared. P – (1) Noting current position on action 1 no further action planned on delivery of ASB services until perception issues understood (2) Collaboration across partnerships to be developed through Working and Performance Group (3) Development of Sharepoint ongoing for sharing of best practice
5.	Commission research, analysis and evaluation work in relation to potential key areas of recommended practice in order to evaluate their effectiveness and value for money, supporting evidence based decision-making	On-going	ASB Working Group	M – Significant work being undertaken by Staffs Police and Staffs Observatory to understand perception issues and required interventions. P – Findings of Place Survey reported upon and supplementary surveys and analysis are being undertaken in key areas to inform further planning and actions.

6.	Establish linkage with related areas of Safer and Stronger Communities LAA Delivery including the countywide locality working programme, relevant Children's Trust areas of work, CDRP strategies and plans, work of the engagement and consultation group and any regional or national bodies as appropriate	Jan 09	ASB Working Group	M –Detailed FTD survey to be undertaken in identified localities. P – Related strategies identified. This will be undertaken again following the publication of most 2010/11 plans during April 2010.
7.	Work with the Staffordshire Observatory in order to carry out research and analysis to identify those geographic areas that suffer the greatest levels of impact from anti-social behaviour and crime, including the environmental aspects of these problems; and link with practitioners within those areas to identify and develop opportunities to provide additional support and enhance delivery	Aug 2010	SSC Team & Observatory	M – Currently being undertaken P – Observatory have been spoken to regarding work to link environmental, crime & public perception data together and carry out analysis. This has not been possible yet due to Strategic Assessment work and non-availability of environmental data, which his currently being sought.
8.	Identify existing approaches and resources that are specifically targeted towards addressing ASB and low-level crime problems, including the environmental aspects and impact; and carry out a gap analysis to further inform the development of this delivery plan linked to the mapping of need and problem.	July 2010	ASB Working Group Clean and Green Lead – Ruth Plant (Lichfield District Council)	M – Meeting of ASB leads held and approaches to management of ASB shared. P – (1) Noting current position on action 1 no further action planned on delivery of ASB services until perception issues understood (2) Further work to be undertaken with Clean and Green lead on LEQSE data (3) meeting held re cleaner greener issues and a linked work-plan under development.
9.	Assess the feasibility of developing our partnership arrangements for gathering information on ASB and providing initial customer satisfaction, information & reassurance through approaches including a single non-emergency number for the public to report ASB and opportunities for the early identification of problems through front-line workers and potentially volunteers, across a range of agencies being in a position to provide initial information, support and then referral for attention	Apr 09	ASB Working Group	M – Meeting of ASB leads held and approaches to management of ASB shared. P – (1) Noting current position on action 1 no further action planned on delivery of ASB services until perception issues understood (2) Collaboration across partnerships to be developed through Working and Performance Group

10.	<p>Seek to tackle issues of poor parenting, which is a key issue in relation to the presence of ASB and Crime within communities. Specifically to support and ensure effective integration with the YOS led Intensive Family Support programme which focuses on the most acute and complex problems; and also to map, integrate with and support the range of other parenting approaches that exist to tackle lower-levels of problem. To also review our partnership responses towards tackling ASB and Crime through parenting approaches and make recommendations for consideration by the SSC Strategy Group</p>	Apr 09	ASB Working Group	<p>M – Staffordshire Intensive Family Support Project growing with referrals to local Anti-Social Behaviour Action Groups P – Family intervention project launched and being maintained. Staffordshire Youth Service approach also developing in relation to parental support. A number of other key projects have also been run and evaluated in this area including early intervention linked to young people abusing alcohol.</p>
11.	<p>Support the development of a cross-cutting communications strategy across all safer and stronger aspects of the LAA that compliments our approach towards the delivery of this target, (in line with NI 4), but specifically to also include:-</p> <ul style="list-style-type: none"> • developing joint marketing opportunities and approaches through coordination of countywide events & themed periods of partnership activity; • to explore the feasibility & potential benefits of developing a common 'branding' of ASB/community development focused activities (e.g. a way of 'unifying' the range of community pride, respect, teamwork type operations that currently exist); and • To develop and promote effective practice in relation to the Responsible Authorities requirement to hold 'meet the public' sessions annually. 	Sep 09	ASB Working Group	<p>M – Initial meeting held of partner communications leads P – (1) Significant under-representation of partner organisations. Difficulty in persuading relevant officers of the need for a common approach – general view that each could “do their own thing”. (2) Communication plan required for dissemination of the results of the Place Survey analysis and what it means for all the partner organisations (3) Work to be commenced on the use of the LGA's "My Council" branding as a possible vehicle for common messages on the role of Councils in ASB (4) Joint communications work undertaken, led by Cannock involving all key partners which is showing good results – evaluation to be taken to SSC strategy group with a view to recommending countywide roll-out.</p>

12.	Provide enhanced training in relation to Problem-Solving approaches for people engaged in tackling ASB and low-level Crime in partnership, with an initial focus on those localities where complex or acute problems have been identified. To also develop a peer support network in relation to ASB practitioners through improved communication mechanisms including the use of web-based technology to enable the sharing of information and knowledge in relation to effective practice and existing or planned activities.	Apr 09	ASB Working Group and SSC Team	<p>M – (1) Problem solving training provided for practitioners in partnership with Staffs University (2) Development of Sharepoint platform ongoing P – Training delivered – Sharepoint site under development – delays experienced, but now in a ready state to be used by partnerships.</p>
13.	Develop appropriate partnership arrangements to manage those occasions when a 'Community Call for Action' is initiated with emphasis on linkage with existing operational coordination arrangements such as partnership Joint Operations Groups. The ASB working group to review any occasions where a Community Call for Action is commenced in order to ensure that any learning can influence future working at a strategic level.	Apr 09	ASB Working Group and SSC Team	<p>M – As yet no "Community Calls for Action" P – This has been linked with the development of Community Safety Scrutiny Committees on each District and the County. A countywide protocol has been drawn up and is currently being consulted upon. There is also a new requirement on partnerships to publicise minimum ASB standards and introduce a complaint procedure in relation to ASB.</p>

8. PERFORMANCE MANAGEMENT

The agreed GOWM target for this indicator is as follows;

NI No.	NI Title		
Baseline (Year & Source)	Targets		
	2008/9	2009/10	2010/11
25.5% Place Survey (Staffordshire 2008-9)			31.9% Place Survey (Staffordshire 20010-11)

Notes

Discussions are on-going with District/Borough partnerships in relation to the disaggregation of this target for 2010/11. A meeting is planned for 22nd March involving all Community Safety Partnerships where this will be finalised as far as possible.

Outstanding Issues

The next round of the Place Survey is due to take place in October 2010. The partnership will be working to develop plans in order to prepare for this and carry out a concerted effort to positively influence and shape public opinion in the lead up to this survey taking place.

The proposed proxy measure for this indicator is as follows;

NI No. 21	Proxy NI Title. "Feeling the difference"		
Baseline (Year & source)	Targets		
	2008/9	2009/10	2010/11
Feeling the Difference Survey (FTD) 46% (Wave 3 = Oct 2008)	None yet agreed	None yet agreed	None yet agreed

Notes

FTD and the use of proxy targets will be discussed at the meeting on the 22nd March.

9. COMMUNITY AND VOLUNTARY SECTOR

There is a need for the 3rd sector to be a primary partner in the management, delivery and sustainability of this approach. Many elements of this particular delivery plan would need their support, whether in principle or practice and this delivery plan will be reviewed in detail with SCIO in order that the contribution of the 3rd sector can be maximised.

10. CONTRIBUTION TO THE LAA

This indicator will impact on and support the following indicators with the LAA.

- NI 4 - percentage of people who feel that can influence local decision making
- NI 15 - reduction in serious acquisitive crime
- NI 16 - reduction in serious violent crime
- NI 111 - first time entrants to the criminal justice system
- NI 110 – positive activities for young people.

11. RESOURCES REQUIRED

Identification of existing resource used to deliver this plan.

The County Council has contributed £40,000 in 2008-09 towards a team of Consumer Services Community Safety Officers working to educate retailers and young people in relation to the sales of alcohol, knives and other age-restricted products which, if mis-used, could contribute to anti-social behaviour.

Identification of use of Area Based Grant to contribute to delivery of this plan

A total of £841,000 Safer and Stronger Communities Fund money has been allocated to the 8 District and Borough based Community Safety Partnerships to assist in delivering the Strong, Safe and Cohesive Communities indicators in the LAA in 2008-09.

An additional £80,000 of SSCF has been allocated by the Safer and Stronger Communities Strategy Group to contribute to an Intensive Family Support Project in Staffordshire in 2008-09. This project has also secured funding of £300,000 in 2008-09 from the Staffordshire Childrens' Trust.

During 2010/11 it is planned to distribute similar levels of financial support in order to ensure that District and Borough Community Safety Partnerships are able to tackle this and other priorities. It should be recognised that for 2010/11 the Home Office have cut the level of capital funding within the SSCF grant by 50%.

Identification of additional resources required to deliver this plan

Mainstream and grant funding is being utilised to support development of work with this indicator within Staffordshire.

Gaps in delivery are being sought to be closed through bending mainstream resources, rather than via requests for additional ABG funding at this stage.

12. RISK MANAGEMENT

Ref	Type	Risk	Rating	Impact	Likelihood	Controls	Further Actions / Progress	Residual Risk	Lead Officer
SSC4 - 1	Performance	Inability to develop effective proxy measure for NI 21	9	3	3	Police Feeling the Difference Survey does ask this question, but there has been no reconciliation exercise between FTD and the Place Survey undertaken yet to ascertain the level of correlation between the two	Analysis to be conducted when all data is shared by Districts	9	Declan Hoare Nigel Manning Wendy Bailey
SSC4 - 2	Political	Impact of national & international events on public perception - outside Staffordshire's partnership control	12	3	4	Effective and dynamic/pro-active communications strategy in place across partnership linked to key strategic messages and widely supported politically. Linked to work of NI 4 group.	strategy needs developing & agreeing by partnership	12	Declan Hoare Nigel Manning Ian Fegan
SSC4 - 3	Understanding	Failure to understand why the public have responded to the Place Survey in the way that they have	12	3	4	Additional work to be undertaken by NI 21 group to carry out further public survey work via Citizen's Panels and Police Feeling the Difference Survey in order to understand responses. Additional measures to be identified and reported upon to SSC Strategy Group and LAA Exec. Board.	Meetings planned after analysis conducted	9	Declan Hoare Nigel Manning
SSC4 - 4	Engagement	Few unified approaches towards public engagement and consultation at a locality level involving all key partners	9	3	3	County consultation and engagement group to develop proposals alongside NI 4 & 21 groups	Group to recommend improvement activity	6	Wendy Bailey Steve Hopkins Declan Hoare Nigel Manning