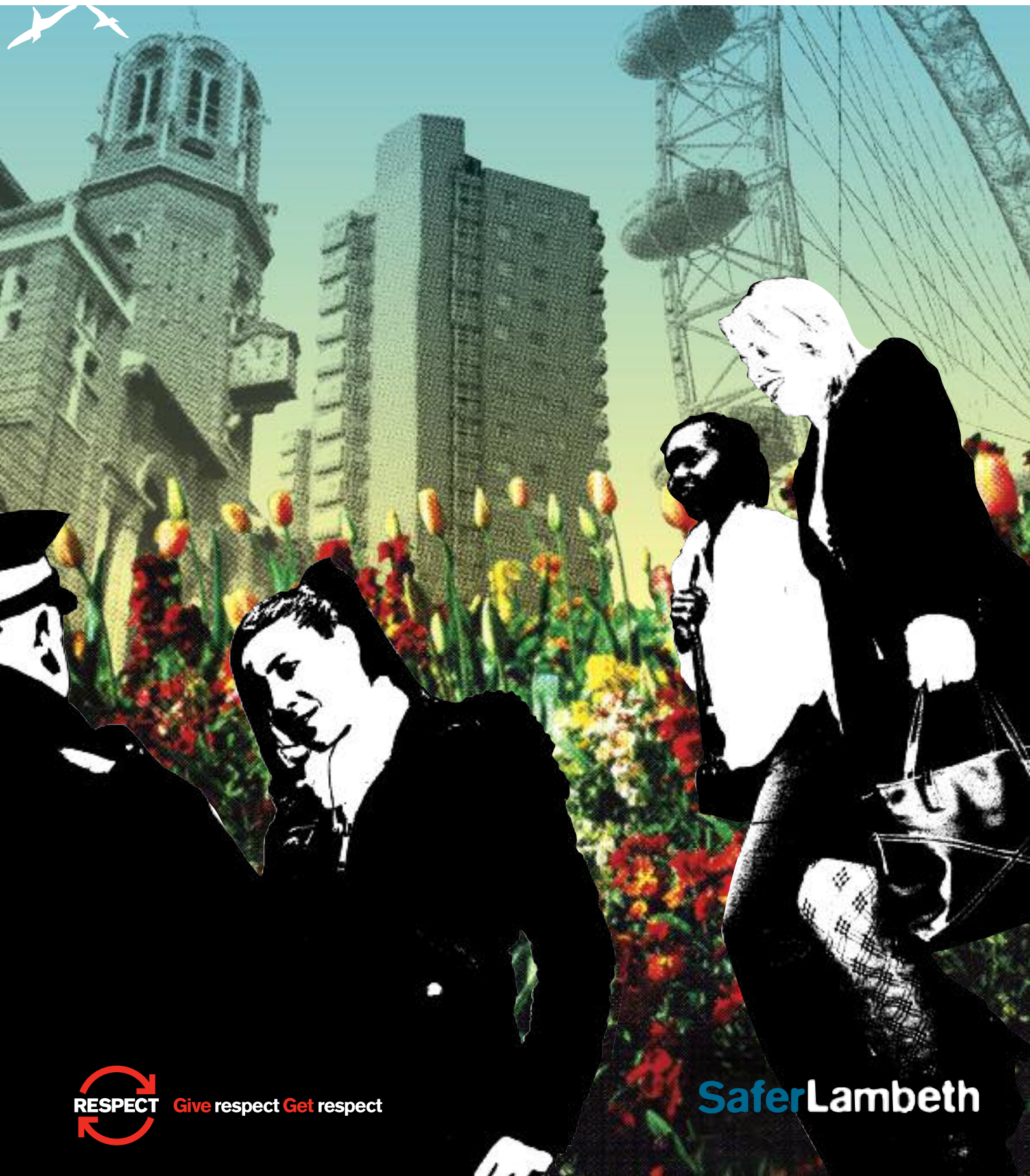


Anti-Social Behaviour *strategy* 2007/10

summary



 **RESPECT** Give respect Get respect

**SaferLambeth**



UNDERGROUND

UNDERGROUND

CLAPHAM COMMON STATION

LFB

The London Borough of Lambeth is committed to reducing crime and disorder and anti-social behaviour. As a key member of the Safer Lambeth Partnership, the council has successfully worked with its partners to fight crime and disorder and its causes in the borough.

A strategy has been developed as a result of concerns expressed by local residents and businesses about the issue of anti-social behaviour and its effects. The strategy is also a response to Government guidance which recommends that local authorities' co-ordinate multi-agency activity to counter anti-social behaviour and develop a framework within which all relevant plans and activity can be located.

This summary outlines the main focus of the strategy and how anti-social behaviour will be addressed in the borough.

### What is Anti-Social Behaviour?

There is no universally agreed definition of Anti-Social Behaviour (ASB) which can range from minor actions, such as dropping a small piece of litter, to more serious offences and actions such as harassment. As a consequence, what may be considered anti-social behaviour to one person can be seen as acceptable behaviour to another. The subjective nature of the

concept makes it difficult to identify a single definition of anti-social behaviour. To overcome this, the Safer Lambeth Partnership has adopted the Crime and Disorder Act 1998 definition of ASB as set out in the Crime and Disorder Act 1998, which is:

“Behaviour that causes or is likely to cause harassment, alarm or distress to one or more persons not of the same household as (the perpetrator).”



## Costs of Anti-Social Behaviour:

- Local authorities estimate the cost of legal action for ASB to be around £10,000 per case (Nixon et al 1999)
- The estimated cost of graffiti to London boroughs and transport operators is about £13m per year
- The average cost of graffiti removal to each London borough is thought to be £203,694 per year (London Assembly)
- According to the National Audit Report, "Tackling Anti-Social Behaviour", December 2006, the cost to government agencies of responding to anti-social behaviour in England and Wales is approximately £3.4 billion per year.

## Different types of Anti-Social Behaviour

### Misuse of public space:

Taking drugs, Sniffing volatile substances  
Discarding needles/drug paraphernalia, Crack houses, Street drinking, Begging, Prostitution, Inappropriate sexual conduct, Inconvenient/illegal parking

### Disregard for community/personal well-being:

Noisy neighbours, Loud music, Shouting and swearing, Drunken behaviour, Throwing missiles, Urinating in public, Misuse of air guns, False calls to emergency services, Uncontrolled animals

### Acts directed at people:

Intimidation/harassment, Verbal abuse, Bullying, Sending nasty/offensive letters, Obscene/nuisance phone calls

### Environmental Damage:

Graffiti, Damage to bus shelters, Damage to phone kiosks, Damage to street furniture, Damage to buildings

## The Anti-Social Behaviour strategy has four clear objectives.

- **Prevention** – this has the individual as the focus to identify ways of ensuring that ASB can be prevented from occurring. Perpetrators of ASB should be given the opportunity to change their behaviour. They should be informed clearly of their responsibilities.
- **Intervention** – we will tackle ASB by addressing the causes of the behaviour through support and care where appropriate. This includes reducing the incidents of identified problems such as truancy, environmental crime, environmental degradation, drug use and gangs, harassment and prostitution in specific areas through targeted activity.
- **Enforcement** – we will ensure that existing legislation is used in the most effective and responsive manner. Enforcement activity is far broader than the police activity. It includes the concentrated enforcement activities of Lambeth Council, the activities of Housing Associations, Public Realm, Social Services, Probation Service, Police and other agencies with statutory obligations.
- **Rehabilitation and Education** – to ensure that offenders receive appropriate support to enable them to move away from ASB. Furthermore, we will aim to increase and improve support for victims and witnesses and to wider communities.

This Anti-Social Behaviour Strategy will focus on the following five themes:


### The Strategic Aims

<b>Strategic Aim 1:</b>	Improved reporting of anti-social behaviour, data collection and information sharing
<b>Strategic Aim 2:</b>	Targeting persistent offenders and those at risk (through Prevention, Intervention, Rehabilitation)
<b>Strategic Aim 3:</b>	Using the full range of enforcement powers tackle ASB
<b>Strategic Aim 4:</b>	Supporting victims and witnesses of ASB
<b>Strategic Aim 5:</b>	Improved partnership working

### Our strategic aims will be addressed by:

- Strengthening our communities and increase reporting of ASB by the public
- Being creative and innovative about how we analyse agency and community intelligence to identify hotspots and how we target and pool resources
- Identifying problems and solutions locally through use of ASB Action Areas programme
- The effective and early challenge of perpetrators using legal sanctions where there is an immediate or high risk to individuals or the community
- Providing a rapid response service for the victims of incidents that involve violence





**Key drivers on this strategy include:**

### Local Area Agreement

Local areas are increasingly being measured on their effectiveness at tackling anti-social behaviour. In April 2007, all top-tier local authorities were required as part of their Local Area Agreement priority setting process to have an outcome related to building respect and reducing anti-social behaviour.

Local Area Agreements set out the priorities for a local area that the local authority and its partners will focus on over the next 3 years. Reducing ASB is a key priority. Anti-Social Behaviour and Respect is located primarily in the Safer & Stronger Communities block of the Local Area Agreement. Local areas will be required to deliver Respect themes in their Local Area Agreement through the following four mandatory indicators:

- 1) Public perception of anti-social behaviour
- 2) Degree to which people feel informed about efforts by the local councils to tackle anti-social behaviour
- 3) Degree to which people feel that in their local area parents take responsibility for the behaviour of their children
- 4) Degree to which people feel that people in their area treat one another with respect.

### Public Service Agreement 2

To reassure the public, reducing the fear of crime and anti-social behaviour and building confidence in the Criminal Justice System without compromising fairness.

### Respect Agenda and Action Plan

The Government's Respect Task Force created in September 2005 is at the heart of co-ordinating the national response to addressing anti-social behaviour and its causes. Its Action Plan, published in January 2006, sets out ambitious proposals to deter bad behaviour and give control of communities back to the

law abiding majority who live in them. Themes contained within the action plan include:

- Encouraging more agencies to be involved in tackling anti-social behaviour
- Addressing key causes of anti-social behaviour such as poor parenting, truancy, etc
- Developing creative and innovative ways of challenging behaviour

### Manifesto commitment

The new Administration in the Council has placed crime and anti-social behaviour at the heart of its commitment to improve and develop services to make Lambeth safer and more vibrant for the benefit of its residents and those who visit or work in the borough. The Manifesto states: "Making you safer is our top priority".

### Corporate Plan 2006-2009

The plan sets out Lambeth Council's plans to reduce fear of crime, and create a safe business environment. It also outlines its plan to reduce crime and improve safety at transport hubs and on estates, reduce anti-social behaviour and instances of environmental crime by encouraging increased reporting and enforcement.

### Lambeth Community Strategy 2004-2015

The strategy identifies a number of strategic objectives upon which the ASB team will impact. These range across the themes and are not specific to the community safety theme of "Making Safer Communities". The identified strategic objectives which will impact upon the work of the ASB team are:

- Improve local street and environmental cleanliness (BV 199)
- Improve services for victims and witnesses
- Reduce anti-social behaviour
- Promote collective action, self help and volunteering

### The Scale of the Challenge

The full scale, level and extent of anti-social behaviour in Lambeth has been difficult to measure because concerns about it are reported to a wide range of agencies including the police, the five area housing offices, environmental services, and community safety.

A major action for this strategy is to improve data collection for evaluation, case management and performance management purposes. This is being progressed through establishing a case management system in the Housing Management Service and Community Safety.

The information we currently use relates to:

- Public consultation and perception surveys

- Quantitative service data
- Intelligence and information sharing between agencies

### Public Consultation

The Local Government Users Satisfaction Survey (LGUSS) conducted in 2006 shows 62% of respondents cited problems with teenagers hanging around and 63% with people using and dealing drugs. The survey also highlighted 71% of respondents who feel that parents not taking responsibility for the behaviour of their children, 61% of respondents who perceive people not treating one another with respect and consideration, and 19% of respondents who felt fairly well informed about what the Authority is doing to tackle anti-social behaviour.

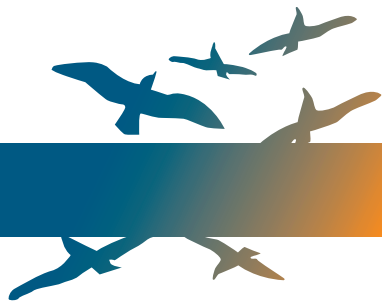
### Strategic Aims

Our approach to addressing anti-social behaviour will continue to be centred around the Partnerships five tier approach comprising:

#### Strategic Aim 1: Improved reporting of anti-social behaviour, data collection and information sharing

This means:

- Improving the exchange of personal data on ASB perpetrators between partner agencies
- Developing guidance on data related issues on general performance measurement and monitoring and evaluation of specific ASB initiatives
- Developing data in forms that lend themselves to intra and inter borough comparisons and analysis through quarterly statistics on ASB
- Implementing the Respect Housing Standards for Landlords measuring effectiveness of ASB interventions
- Increase opportunities for victims and witnesses to report ASB
- Proactively engage our communities in the development, formulation and delivery of ASB support and intervention services that best meet their needs
- Ensuring that Lambeth residents are aware of who, how, and where to report anti-social behaviour as well as what preventative and enforcement services and support are available
- Providing a regular anti-social behaviour performance digest report



## Strategic Aim 2: Targeting persistent offenders and those at risk (through Prevention, Intervention & Rehabilitation)

This means:

- Persistent perpetrators and those at risk of ASB are identified as early as possible with a view to providing a level of support, intervention and rehabilitation to divert such individuals from further acts of ASB
- Providing effective overall management of ASB through multi-agency intervention and ASB case panels
- Identifying and tackling substance linked anti-social behaviour including targeted work to challenge crack misuse related ASB
- Providing outreach and drop in facilities for young people and adults to divert them from their ASB activities and reduce associated problems

## Strategic Aim 3: Using the full range of enforcement powers to tackle ASB

This means:

- Targeted use of tenancy enforcement measures (Notices of requiring possession, Notices of seeking possession, Demoted tenancies, & Possession proceedings), Injunctions, Targeted policing, Anti-Social Behaviour Orders, Post Conviction Anti-Social Behaviour Orders, Control of licensed premises, Parenting orders, Designation orders
- Vandalism graffiti, teenagers hanging around streets, rubbish/litter, drug use/dealing, drunk/rowdy behaviour, noisy neighbours, and abandoned vehicles (7 individual ASB strands – BVUS) will be treated as high priority for enforcement action

## Strategic Aim 4: Supporting victims and witnesses of Anti-Social Behaviour

- Support and advise victims and witnesses appropriately
- Ensuring a rapid response service for the victims of incidents that involve violence

### How do we deal with anti-social behaviour?

The role of the Anti-Social Behaviour Unit is to consider information received about unacceptable or anti-social behaviour and to take any appropriate prevention, intervention, and enforcement or rehabilitation action where necessary. Some of these actions are outlined below:

#### Parental Letters

If the individual concerned is under 18 years of age, initial contact is made with the young people via a parental letter which is sent to their home.

#### Recorded Home Visits

Sometimes it may be appropriate for an anti-social behaviour officer or police officer to visit the young person or individual at home e.g. where anti-social behaviour has continued despite a parental letter having been sent. At these visits, the behaviour is discussed with the young person (or individual) and their parent(s)/guardian.

### Acceptable Behaviour Agreement (ABA)

In some cases, an interview is arranged between representatives of Lambeth Council and the Police and the individual(s) concerned. At the interview a contract of Acceptable Behaviour is drawn up and signed by all parties.

### Good Neighbour Agreement (GNA)

Good Neighbour Agreements are usually agreements between landlords and their tenants but they can be used by other agencies and organisations. Good Neighbour Agreements can be used to cover very small areas, for example particular streets or small estates, larger estates or the whole of a landlords stock.

### Anti Social Behaviour Order (ASBO)

If the behaviour continues to be unacceptable or is of a serious nature, the matter will then be considered by ASB Unit through the Anti-Social behaviour Priority Group Panels. ASBOs are similar in nature to an injunction. The Court will impose appropriate conditions on the individual(s) concerned prohibiting them from causing alarm, distress and harassment to other individuals and the community in general. Specific conditions may also be imposed, such as preventing the person from associating with certain known individuals committing anti-social behaviour and banning them from a particular area for a fixed period of time. The orders may last from 2 to 5 years.

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## Implementing the Lambeth ASB Strategy

An essential part of any successful strategy implementation is to set up a comprehensive and relevant system to monitor and evaluate results.

Local Area Agreements are a key part of this process and have been developed to bring together stakeholders data for analysis to fine tune resource allocation and keep to targets.

The Safer Lambeth Partnership recognises that statistical data must be compared over a longer period of time than of a single year and requires skilled analysis and interpretation

to avoid duplication, displacement and inappropriate claims over cause and effect. The Partnership expects to be active in this field of activity for the long haul and is very conscious of how easily statistics in the shorter term can mask or distort trends and successful local strategies.

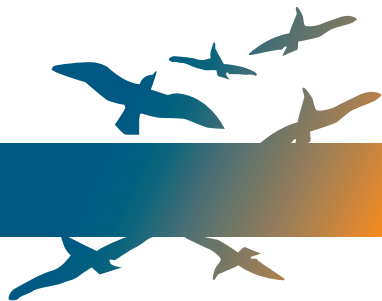
The strategy will be monitored by the Anti-Social Behaviour Joint Action Group. We will also ensure that the Safer Lambeth Partnership is given regular updates to enable it to assess our adherence to the strategic aims. This task will be performed by the Anti-Social Behaviour Co-ordinator.

## Equalities & Diversity

The Partnership is determined to ensure the strategy takes account of :

- Equal Opportunities
- Participation by minorities
- Community Impact Assessment on actions
- Sensitivity to inclusion

An Equalities Impact Assessment has been undertaken and the results fed into the shaping of this strategy and identified areas of further work.



## Communications and Publicity

We want to ensure local residents, businesses and public services are aware of the Lambeth's work to tackle anti-social behaviour, how it can help them and how they can contribute towards it. Communications will also focus on turning people away from anti-social behaviour in all its forms including criminal activity.

To do this we will:

- Regularly provide information on tackling anti-social behaviour to the local press, including ethnic media
- Identify opportunities for public awareness campaigns targeting these to different sectors and communities, and joining up with campaigns across the council
- Publicise ASBO's when given and if breached, on a case by case basis
- Hold local forums for residents, community groups, businesses and private sector landlords
- Ensure local people are informed of their rights and responsibilities and the services available to help them
- Invite businesses to take part in the Lambeth Business Against Crime Partnership initiatives designed to effectively foster safe and secure town centres

Phase	Measure of success
<p><b>1.</b> Systems &amp; Policies in place April 2007 to March 2008 (Year 1)</p>	<ul style="list-style-type: none"> <li>● Establish Anti-Social Behaviour baselines and targets</li> <li>● Reduce public perception of anti-social behaviour to 31% (2006/07 LGUSS Baseline 33%)</li> <li>● Increase degree to which people feel informed about efforts by the local councils to tackle anti-social behaviour to 27% (2006/07 LGUSS Baseline 19%)</li> <li>● Decrease percentage of people who feel that parents not taking responsibility for the behaviour of their children to 69% (2006/07 LGUSS Baseline 71%)</li> <li>● Decrease the percentage of people who feel that people not treating other people with respect and consideration to 59% (2006/07 LGUSS Baseline 61%)</li> <li>● Increased reporting of Anti-Social Behaviour measured by number of complaints via letters, phones, email, etc</li> <li>● 10% increase in number of Acceptable Behaviour Contracts, Anti-Social Behaviour Orders, Injunctions, evictions, possession warnings, Individual Support Orders, Parental Orders, Drug Intervention Orders, issued</li> <li>● 15% reduction in breaches of Acceptable Behaviour Contracts, Anti-Social Behaviour Orders,</li> <li>● ASB and Problem Solving Training delivered to 50% of key staff of Housing , YOS, Social Services, Youth Services, and Police (Safer Neighbourhood Teams)</li> <li>● Increased use of dispersal orders issued by the police</li> <li>● Increase the percentage of ASB cases where the victim reported that the matter had been successfully dealt with by the authority</li> <li>● Increased number of crack house closures and crack house closure orders</li> <li>● Increased number of people taking part in restorative justice “community payback” via the Youth Offending Service (YOS) – 70% of young offenders given final warnings should be offered restorative justice</li> </ul>

## Conclusions: Measuring Success

We need to know how well we are performing and whether the interventions we have put in place are making a real difference.

We have therefore set milestones and targets in areas where we need to make improvements.

Phase	Measure of success
<p><b>2.</b> Improving Access to Service April 2008 to March 2009 (Year 2)</p>	<ul style="list-style-type: none"> <li>● Reduce public perception of anti-social behaviour to 29%</li> <li>● Increase percentage by which people feel informed about efforts by the local councils to tackle anti-social behaviour to 37%</li> <li>● Decrease the percentage by which people feel that in their local area parents are not taking responsibility for the behaviour of their children to 67%</li> <li>● Decrease the percentage of people who feel that people not treating other people with respect and consideration to 57% (2006/07 LGUSS Baseline)</li> <li>● Increased use of dispersal orders issued by the police</li> <li>● 95% of all calls of anti-social behaviour are dealt with on time in line with service standards</li> <li>● 10% increase in number of Acceptable Behaviour Contracts, Anti-Social Behaviour Orders, Injunctions, Evictions, Possession Warnings, Individual Support Orders, Parental Orders, Drug Intervention Orders issued</li> <li>● 15% reduction in breaches of Acceptable Behaviour Contracts, Anti-Social Behaviour Orders</li> <li>● ASB and Problem Solving Training delivered to 50% of key staff of Housing , Youth Offending Service, Social Services, Youth Services, and Police (Safer Neighbourhood Teams)</li> <li>● Increased percentage of ASB cases where the victim reported that the matter had been successfully dealt with by the authority</li> <li>● Increased number of crack house closures and crack house closure orders</li> <li>● Increased number of people taking part in restorative justice “community payback” via the Youth Offending Service – 70% of young offenders given final warning should be offered restorative justice</li> </ul>



Phase	Measure of success
	<ul style="list-style-type: none"> <li>● Reduce public perception of anti-social behaviour to 27%</li> <li>● Increase percentage by which people feel informed about efforts by the local councils to tackle anti-social behaviour to 50%</li> <li>● Reduce percentage by which people feel that in their local area parents not taking responsibility for the behaviour of their children to 65%</li> <li>● Decrease percentage of people who feel that people not treating other people with respect and consideration to 55%</li> <li>● Reduction in number of Acceptable Behaviour Contracts, Anti-Social Behaviour Orders, Injunctions, evictions, possession warnings, Individual Support Orders, Parental Orders, Drug Intervention Orders issued</li> <li>● 15% reduction in breaches of Acceptable Behaviour Contracts, Anti-Social Behaviour Orders</li> <li>● The % of ASB cases where the victim reported that the matter had been successfully dealt with by the authority</li> <li>● Meet target of responding to 80% of noise complaints within one hour</li> <li>● % reduction across 7 strands of ASB perception measures (delivering on Respect) (vandalism graffiti, teenagers hanging around streets, rubbish/litter, drug use/dealing, drunk/rowdy behaviour, noisy neighbours, and abandoned vehicles)</li> </ul>
	<ul style="list-style-type: none"> <li>● Reduction in number of dispersal orders issued by the police</li> <li>● Reduction in number of crack house closures and crack house closure orders</li> <li>● Remove abandoned vehicles within 24 hours of reporting</li> <li>● Remove graffiti on private land within 28 days of reporting</li> <li>● Remove graffiti on public highway within 24 to 48 hours of reporting</li> <li>● Number of young people referred to early intervention and preventative services</li> <li>● Reduction in number of young people taking part in restorative justice via the Youth Offending Service</li> </ul>
	<p>Yearly review of progress in delivering the Action Plan</p>

## Lambeth's Service to tackle Anti-Social Behaviour and Disorder

Lambeth council and its partners within the Safer Lambeth Partnership co-ordinates a range of services to tackle ASB and disorder in Lambeth. These are in

addition to the services provided by the Metropolitan Police; whose emergency services are accessible through the 999 phone number.

<b>Lambeth Police Service</b>	
Police Anti-Social Behaviour Officer	020 8649 2161
<b>Police Safer Neighbourhood Team</b>	
● Bishops Ward	020 8721 2731
● Brixton Hill	020 8721 2892
● Clapham Common	020 8721 2623
● Clapham Town	020 8649 2522
● Coldharbour	020 8649 2008
● Ferndale	020 8721 2774
● Gipsy Hill	020 8721 2617
● Herne Hill	020 8649 2007
● Knights Hill	020 8721 2618
● Larkhall	020 8649 2522
● Oval	020 8721 2761
● Princes	020 8721 2627
● St Leonards	020 8721 2621
● Stockwell	020 8649 2522
● Streatham Hill	020 8721 2620
● Streatham South	020 8721 2628
● Streatham Wells	020 8721 2823
● Thornton	020 8721 2622
● Thurlow Park	020 8721 2619
● Tulse Hill	020 8721 2624
● Vassall	020 8721 3661

### Community Safety Division

Anti-Social Behaviour Co-ordinator	020 7926 1164
ASB Team Leader	020 7926 6388
ASB Caseworker (Brixton Sub Command)	020 7926 8601
ASB Caseworker (Kennington Sub Command)	020 7926 6387
ASB Caseworker (Streatham Sub Command)	020 7926 2716

### Estate Based Anti-Social Behaviour

Brixton Area Housing Office	020 7926 6000
Clapham & Stockwell Area Housing Office	020 7926 6000
Norwood Area Housing Office	020 7926 6000
Streatham Area Housing Office	020 7926 6000
Stockwell and Vauxhall Area Office	020 7926 6000
Crime and Anti Nuisance Team Manager	020 7926 3626

### Environmental Service

Removal of Abandoned Vehicles	020 7926 9000
Parking Enforcement	020 7926 9000
Parking Control	020 7926 9000
Noise Nuisance	020 7926 5999
Noise Nuisance (Out of Hours)	020 7926 6108

A full detailed version of this document is available. To receive a copy or for further information, visit [www.lambeth.gov.uk/saferlambeth](http://www.lambeth.gov.uk/saferlambeth) or contact the Community Safety Division on the telephone numbers above.



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