

ACTION

ASB



Winter 2008 Supplement

TACKLING ANTI-SOCIAL BEHAVIOUR AND IT'S CAUSES
RESPECT

First Issue!

DON'T MAKE ME ANGRY!

Find out what the **BIG** issues **REALLY** are in Poole

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WIN!

£50 of Animal goodies!

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Please call 01202 264444 to discuss your requirements.

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For further information about any of the articles and features within this supplement please call Thalia Ali on 01202 264486.

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Front Cover

Don't Make Me Angry! Find out what the BIG issues REALLY are in Poole



We help to prevent noise nuisance so you can live in peace and quiet

Noisy Neighbours!

In October, Environmental Consumer Protection services supported by PHP, seized TV's and stereos from residents who were causing a serious noise nuisance in their neighbourhood.

Housing Manager Michael Lydon says, "Working in partnership with the Council's Environmental & Consumer Protection Services (ECPS), they applied for a warrant to seize the goods under the 1990 Environmental Protection Act. This allowed entry to the property to remove the appliances."

PHP received a number of complaints from neighbours, about the noise coming

from the property in Ringwood Road.

Michael Lydon explains, "It was causing serious distress in the neighbourhood. ECPS Officers installed a recording device to monitor levels of noise over a period of time.

"The results showed unacceptable levels of noise coming from the property. This put the resident of the property in breach of a previous *Noise Abatement Notice*, which had already been served."

"PHP and our partners will take the strongest action required against perpetrators of anti-social behaviour, so that other residents can enjoy peace and quiet in their own homes."

Designing Out Crime

PHP are working with residents to reduce the possibility of anti-social behaviour (ASB) by 'designing out' areas in the community that encourage crime and ASB.

The aim is to make people feel more secure and prevent ASB in the future. Examples of what we're doing include:

Malthouse - reducing potential 'escape routes' by filling gaps with new hedging.

Keyes Close - reducing the amount of unnecessary 'human traffic' caused by people using the area as a short-cut.

Changing fences so slats face inward, removing 'foot holds' for potential trespassers.



Satisfaction

PHP conduct major satisfaction survey on ASB

Anyone who made a complaint about anti-social behaviour (ASB), whose case was closed between October 2007 and July 2008, will have had a survey.

Housing Manager, Jo Mare, says, "We've had a really good response to the survey, which means we can use the results to influence the service, and target any areas where satisfaction was low."

The results of the survey will be used to monitor and compare how we're doing on a national level. Here's some results and feedback from the survey...

60% were satisfied or very satisfied with the way the ASB was dealt with
Up from 43% in the last survey!

You said... "I feel some families take you for granted. Stricter controls on litter dropping would be a start. The play park is always untidy."

68% were satisfied or very satisfied with the outcome of the ASB complaint
This is a new question in the survey that will be monitored for improvement

You said... "No improvement could be made! With the combined action of PHP, the Police, and the ASB team at the Council, the issues have ended. Thank you"


You said... "The only complaint we had was about dog noise. It was put through to the Sheltered Housing Officer and dealt with most satisfactorily."

58% report ASB on the 'phone

66% were fairly or very satisfied with the helpfulness of the person they spoke to
78% would report ASB in the future

61% felt their complaint had been dealt with quickly

24% report ASB in person at the office

We're working on... 

- ★ Keeping you up-to-date on the progress of the case
- ★ Your satisfaction with the support given by our staff

Inclusion Zone!



A recent litter pick at Arne Avenue

Young people who are involved with the Rossmore Personalised Learning Centre have helped by taking part in a neighbourhood clean-up campaign.

The youngsters help out two hours each week, clearing up rubbish and helping to improve the look of the area.

In the future they may help with removing graffiti, litter picks, re-painting murals and community improvement projects.

PHP is working on this project in partnership with local schools, the safer neighbourhood teams and local community groups to identify suitable projects around the town.

Injunction In **24** hours

When we heard of a serious threat to kill one of our residents, PHP wasted no time stepping in.

PHP worked closely with Dorset Police to gain the evidence we needed to take action - fast.

Solicitors were instructed on the same day as the threat, and a court date obtained for the very next morning. The process usually takes one week.

Quick-thinking and fast-acting staff were able to secure an injunction, which excluded the perpetrator from the area where our resident lived.

The injunction also had the power of arrest and forbid *indirect harassment* via family and friends.

Housing Officer, Kirstie Ellis says, "It was great to be part of such swift action to protect a resident.

"The Judge was very impressed with the quality of the witnesses and statements, and that PHP took such decisive action so quickly."

Anti-Social Behaviour (ASB) Coordinator, Thalia Ali, says, "If this injunction is breached, the perpetrator may go to prison.

"PHP are using injunctions more and more to deal with ASB. It's quicker than taking action against the tenancy, and deals with the problem behaviour directly.

"If someone breaches an injunction against them, they are in contempt of court and could face a jail term. The courts are quick to act and will not tolerate breaches."



Dorset CRIMESTOPPERS
0800 555 111
Call anonymously with information about crime

Case study 1



PHP use innovative ways to deal with ASB!

REAL LIFE

We also discuss the effect of continued ASB on their parent's tenancy and the possibility of the whole family losing their home.

Brett's mum says, "Thank you so much for using the ABC on my son. I was having real problems controlling him and he never seemed to listen to a word I said."

"I was always trying to get him to mend his ways. The ABC has been a real wake up call, and he's sticking to it!"

If an ABC is breached a teenager could find themselves under an *Anti-Social Behaviour Order (ASBO)*, which if broken, can result in them going to prison - even if they're under 18.

Housing Officer, Kirstie Ellis, says "The ABCs on Tom, Brett and Kiera were served with the Police and myself present. This shows how we work together, and that all the powers the Police and PHP have can be used if necessary."

"By serving ABCs on all those involved in committing the anti-social behaviour, we have seen incidents really drop in the area."

ABCs are drawn up by PHP and the local Police Beat Team. An ABC clearly sets out what behaviour is NOT acceptable, what behaviour is EXPECTED, how long the order lasts and what will happen if it is broken.

We are finding these very effective in reducing anti-social behaviour.

Tom, Brett and Kiera are part of a group of teenagers who have been in a lot of trouble around the estate where they live.

The Police reported them to us, and we have issued each of them with an *Anti-Social Behaviour Contract* - or ABC for short.

New Order

PHP take a new approach to tackling anti-social behaviour

New Anti-Social Behaviour Coordinator, Thalia Ali, is working with PHP's Estate Team to bring a new approach to tackling anti-social behaviour in Poole.

Housing Manager, Jo Mare, says, "The work has meant PHP and our residents have the latest techniques, legal guidance and procedures to deal with ASB even more effectively."

Main improvements so far are:

- ★ Resolving ASB sooner, by ensuring all cases are logged on our computer system on receipt of a complaint
- ★ Making alleged perpetrators aware of what is expected of them at an early stage and what the result of non-compliance will be
- ★ Using injunctions more frequently, and at an earlier stage. Mainly, these have been used when severe threats to life have been made

We will now be using them for breach of tenancy, such as poor condition of gardens and continuing anti-social behaviour

- ★ Regular monitoring has been underway for some time, but will now focus on quick intervention and resolution of problems. When this is not possible all parties will be informed and sign-posted to other agencies that may be able to help
- ★ Extensive training has been underway to expand the number of staff who can take ASB complaints and process them, including Customer Services Officers and Sheltered Housing Officers. Training has also been given to other front-line staff so they can identify ASB
- ★ Victims and witnesses are currently supported by the Housing Officer and Tenancy Support Team at PHP, and Community Safety at the Council. A witness support pack and extra security is available for targeted properties



PHP are involved with agencies that help perpetrators change their behaviour, including the *Family Intervention Project*.

PHP are using new tools such as *Anti-Social Behaviour Contracts*, *Parenting Contracts* and *Anti-Social Behaviour Injunctions* to resolve problem behaviour within our neighbourhoods.

This is an ongoing process and PHP is involving the Borough of Poole Anti-Social Behaviour team and local Safer Neighbourhood teams and residents through focus groups and satisfaction surveys. The results of this work will be reported in a future issue of *At Home*.

Your Magazine Your Opinion!

What do you think?

Please tell us if you agree or disagree with the following statements about **ACTION** magazine...

AGREE NEITHER DISAGREE



- It's an interesting read
- It's relevant to me
- I want to see more REAL LIFE stories
- I want to see more performance statistics
- ASB is NOT a big issue!

I am interested in being part of an ASB Working Party to make a difference and check PHP are getting things right

Please tell us your ideas for how can we make **ACTION** better?

please use a separate sheet if necessary

Name:

Age: Tel:

Address:

Thalia Ali
Anti-Social Behaviour Coordinator
Poole Housing Partnership

WIN!

Just complete and return this form to us, and you could win £50 of *Animal* stuff! Return your feedback to us at: **ACTION, FREEPOST PHP.**

There's no need for a stamp or long address, it's FREE! Don't forget to tell us your name, age and address!

Closing date: 31st December 2008. The prize is £50 worth of *Animal* clothing and accessories. Usual PHP competition rules apply. www.yourphp.org.uk/rules

Case study 3

REAL LIFE

Molly is a resident of one of our sheltered housing schemes. She sent us lots of letters complaining about a number of her neighbours.

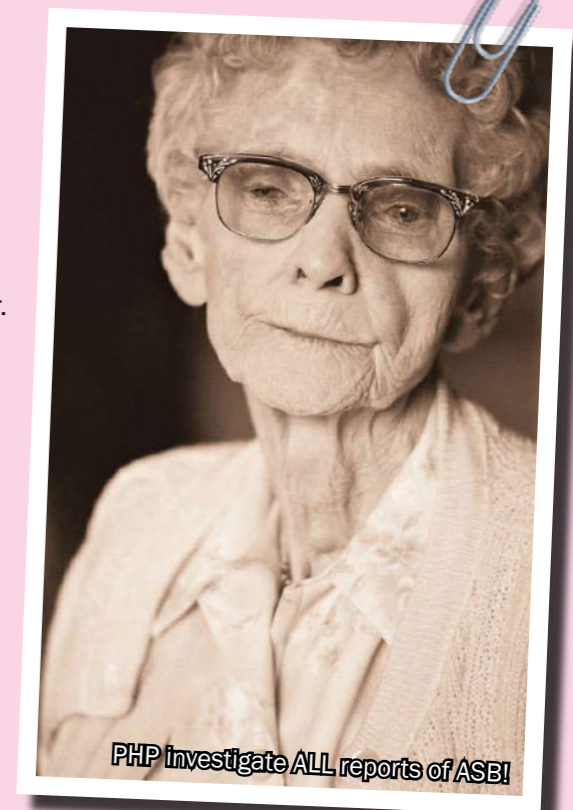
Complaints ranged from 'making too much noise' to a 'whispering campaign'. We opened an anti-social behaviour case and thoroughly investigated the matter.

We spoke to EVERYONE whom Molly had identified in her complaints, so we could hear their side of things.

As the case progressed, we also had to open a case against Molly. As it turned out, Molly was making malicious complaints without any substance.

We advised everyone involved of their rights and responsibilities, and the behaviour expected of them.

All cases, including Molly's, are now closed. However, if any further incidents are reported, officers will be able to refer back to the original cases recorded on our computer system.



PHP investigate ALL reports of ASB!

WE WANT YOU!

In October, sixteen residents came along to a Focus Group about anti-social behaviour (ASB). We asked their opinions on the new ASB procedure, and got their ideas on how the service could be improved.

They also got to find out from us all about the new ways to deal with ASB, including community development, 'designing out' crime and activities for young people.

The group looked at real life cases, and had their say on how they'd deal with the problems raised by each case.

One Focus Group member says, "It was really useful to see how PHP deal with ASB. It helped me to understand what's involved, and what powers are best to use and when. It was good."

The group also had the chance to say how they thought PHP could improve how they deal with ASB.

In the end, the group decided to adopt the new procedure. They asked for regular meetings to keep them informed about progress with ASB and performance monitoring.

Residents were encouraged to attend Safer Neighbourhood Meetings to ensure and ASB issues where they live become priorities.

If you've got any issue with ASB where you live, tell your local Safer Neighbourhood Team. Meetings are advertised on the back page.

ASK THE GROUP

What is ASB...?

"...anything that causes nuisance or annoyance to resident(s) of an area"



ASK THE GROUP

What's an example of ASB...?

- ✖ criminal damage
- ✖ stone throwing
- ✖ barking dogs
- ✖ swearing
- ✖ harassment
- ✖ rowdy groups congregating in hallways

We asked the group, what potential barriers there are to dealing with ASB. Here's what they said...

"Courts don't always uphold injunctions or undertakings"

"Police don't always ensure information about injunctions is available to all officers, so they're not enforced"

"You can feel vulnerable giving evidence, especially if you're unaware of other witnesses and you're not kept informed"

"The underlying reasons for perpetrators' behaviour needs to be addressed"

OUTCOMES

Outcomes	Action	Timescale
Regular monitoring	Set up quarterly working party	By Feb 09
More info to community	Regular ASB update in <i>At Home</i>	By Dec 08
Keep complainant informed	Individual action plan to include agreed communications plan	Nov 08
Greater support for witnesses	Witness support group Advise all complainants about tenancy support	By end 08 By Nov 08
Greater liaison with other agencies	Encourage residents to use Safer Neighbourhood Teams priority process	By Dec 08
Greater clarity of roles and lead between agencies	Customer journey mapping with ASB team, the Council	By Jan 09
Preventative work with older children and teens	Survey on needs of 13-19 year olds	By Feb 09
Improve courts understanding of impact of ASB on community	Join Court user group	By Jan 09

What The Papers Say?

Teenagers get a bad deal in the national press. However, teens are less likely to take drugs or drink alcohol than in previous years.

The number of teens smoking is at its LOWEST level since records began 25 years ago.

There's been a 7% INCREASE in the number of teenagers AVOIDING alcohol.

Violence. Crime. Gangs. ASBOs. All hot topics for the papers and the news.

There's so much talk about it, it's easy to become worried that it's happening on your doorstep.

In fact, Poole is the second safest town in the UK. We compared the region's crime stats to the national figures to see just how good we've got it!

Action Against ASB!

Social landlords in Poole take more action on ASB than in other areas. Just compare the number of ASB injunctions granted on a regional and national level ...

Poole	9
South-West	1.99
Nationally	1.49

We also use many of the different tools available to tackle ASB, including Anti-Social Behaviour Contracts (ABCs), Anti-Social Behaviour Orders and Injunctions.

Source of statistics: Poole Crime and Disorder Partnership 3rd Quarter 06-07, British Crime Survey, Chief Medical Officer's Annual Report 2008 and Home Office figures reported in Independent newspaper 18/07/08

Singer, Katy Perry, recently hit headlines for posing with a flick knife.

However, nationally crime has REDUCED by 9% this year.



Recording ASB

PHP has been keeping a record of anti-social behaviour (ASB) cases, and statistics, since April 2007.

Since then, 353 cases have been closed, and 257 cases have been opened or are ongoing.

Types of ASB we've recorded...

Noise	49
Verbal abuse	41
Domestic violence	14
Vandalism	14
Criminal damage	12
Pets	12
Nuisance in communal areas	11
Vehicles	8
Hate crime	4

Things like drugs, litter and physical assault, were actually the LOWEST recorded types of ASB, and are unusual in Poole.

Housing Manager, Jo Mare says, "When dealing with noise issues, we work closely with the Council's *Environmental and Consumer Protection Services (ECPS)*.

"We'll often use noise recording equipment, known as DAT machines, as well as their out-of-hours noise team service to gather evidence."

Noise Abatement Notices have been served by ECPS and are used as evidence of tenancy breach by PHP.

Persistent offenders have had music equipment confiscated by ECPS.



Safer Neighbourhoods is a commitment by Dorset Police and PHP to improving the quality of life within our communities.

By working together with other partners, we can target the issues that matter most to you.

There's lots of opportunities for you to voice your concerns in your area.

Coming along to a meeting, for your chance to influence the service that the police and our partners, provide.

Broadstone

STREET CORNER MEETINGS

10th December 2008 2:00pm & 6:30pm

Cheam Road & Lewesdon Drive

11th December 2008 2:00pm & 6:30pm

Merley Way & Derwentwater Road

Hamworthy

PUBLIC MEETING

10th December 2008 5:00pm - 7:00pm

Hamworthy Library

SURGERY

6th December 2008 10:00am - 11:00am

Hamworthy Library

STREET CORNER MEETING

10th December 2008

1:00pm - 2:00pm & 6:30pm - 7:30pm

Turlin Road

Newtown & Branksome

PUBLIC MEETINGS

10th December 2008 8:00pm

Sainsbury's Alder Rd

16th December 2008 10:00am

Cynthia House, Cynthia Road

19th December 2008 10.30am

Waitrose, Ashley Road

Canford Heath

STREET CORNER MEETINGS

30th January 2009, 12:00pm - 1:00pm

Adastral Square

1st December 2008, 4:00pm - 5:00pm

5th January 2009, 4:00pm - 5:00pm

Neighbourhood Centre

SURGERY

5th December 2008, 5:00pm-6:00pm

2nd January 2009, 5:00pm-6:00pm

Canford Heath Library

Poole Town

SURGERY

4th December 2008

2:00pm - 3:00pm & 5:00pm - 6:00pm

St Marys Church Hall, Kingston Road

11th December 2008 2:00pm - 4:00pm

Dolphin Shopping Centre

STREET CORNER MEETINGS

3rd December 2008

10:00am - 12:00pm

Sainsburys, Poole High Street

3rd December 2008 1:00pm - 3:00pm

Lagland Court, East Street

Rossmore & Alderney

PUBLIC MEETING

6th December 2008 10:00am

Rossmore Library

Creekmoor

PUBLIC MEETINGS

20th January 2009 6:30pm

Hillbourne Social Club, Waterloo

21st January 2009 6:30pm

Millfield Sheltered Housing

SURGERY

1st December 2008 5:00pm

5th January 2009 5:00pm

Creekmoor Library

STREET CORNER MEETING

17th December 2008 10:00am

Milne Road opposite Waterloo House

Parkstone

SURGERY

First Monday of every month

10:00am - 12:00pm

St Joseph's Church, Archway Road

First Friday of every month

10.30am - 12:00pm

Canford Cliffs Library, Western Road

Last Friday of every month

10:00am - 12:00pm

Parkstone Library, Britannia Road

Your opinion counts and YOU can make a difference!