

THE BEACON SCHEME 2006 APPLICATION FORM

PART 1 - AUTHORITY INFORMATION	
Authority Name	Basingstoke and Deane Borough Council
Beacon Theme	Preventing and tackling anti-social behaviour
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This application can be made available on the IDeA web site once Beacon awards have been made	No
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2.1 Please summarise the excellent practice for which you are seeking Beacon Status.

The Basingstoke and Deane Borough Council (BDBC) is seeking Beacon Status to reflect its strong commitment to the community leadership role and achievements in preventing and tackling anti-social behaviour.

We are working together with our partners to develop sustainable communities where crime, anti-social behaviour and the fear of crime are reduced; where early action is taken on an inter-agency basis to prevent and resolve behaviour, or situations that put individuals and communities at risk.

The strengths of our approach lays in:

- clear vision and strong commitment of all partners
- effective partnership working within and outside the borough
- comprehensive needs analysis leading to developing short, medium and long term measures and deploying both situational and social types of crime reduction methods
- evidence-based outcome-oriented planning and service delivery
- a functional 'fit for purpose' structure for service delivery and robust performance monitoring
- focus on continuous improvement
- efficiency, pooling resources and creative fundraising.
- information sharing and community engagement arrangements that increase our ability to provide quality services joined up around needs of our communities.

Our achievement are recognised nationally and regionally. We have a lot of examples of good practice and 'know how' to share with all our colleagues, and we are eager to learn from others through the Beacon scheme.

Chief Superintendent Paul Netherton said : 'Under the borough councils leadership we have made a significant step forward in our understanding and addressing the issues and problems which effect every resident of our Borough - whatever their age, gender, ethnicity, sexual orientation, disabilities or economic circumstances. Based on gained knowledge, we will continue to work in partnership with all agencies and communities in Basingstoke and Deane to make our borough an even better and safer place to live and to work. The council's approach is a model of good practice which shows real committmento improve the quality of life for all.'

2.2 Leadership, Vision and Strategy.

Basingstoke and Deane Borough Council (BDBC) is seeking Beacon Status in recognition of its work with Local Strategic Partners to develop sustainable communities where crime, anti-social behaviour and the fear of crime are reduced and where early action is taken on an inter-agency basis to prevent and resolve behaviour and situations that put individuals and communities at risk. The council recognises that while it is one of a range of service deliverers in the area, it also has a much wider role as community leader and democratically elected champion.

The council's community leadership role in preventing and tackling anti-social behaviour, partnership arrangements and community engagement provisions are reflected in the key objectives of the:

§ **Basingstoke and Deane LSP's Community Strategy 2006-2016**

§ **Basingstoke and Deane Borough Council Plan 2006-2009**

§ **Community Safety Strategy 2005 - 2008**

These documents are underpinned by a number of supporting strategies, policies and detailed action plans,

including:

- Corporate Communications Strategy and Action Plan
- Community Safety Communications Strategy and Action Plan
- Community Engagement Strategy and Action Plan.
- Enforcement Policies (eg Noise Control)

The Council is actively involved in the work of several partnerships aimed at preventing and tackling anti-social behaviour. While further details are provided in the "Partnerships" section, leadership for community safety and tackling anti-social behaviour rests at the highest level with the Chief Executive and the District Police Commander jointly chairing the Community Safety Forum (local CDRP). Elected members are involved in the work of the Forum, its thematic implementation groups and other partnerships operating both borough and neighbourhood levels. The Chief Executive and Police Commander both sit on the LSP, thereby ensuring that it considers community safety in everything it does.

The council understands that success in tackling anti-social behaviour depends on the ability of partner agencies to make crime and disorder part of their mainstream activity. The Community Safety Strategy requires all partners to consider how their own agency targets contribute to achieving overall community safety targets. The council has mainstreamed Section 17 of the Crime and Disorder Act 1998 in all service plans and the decision making process, and helps other partners to do the same through a series of the multi-agency briefing and training workshops. This ensures that community safety implications are considered by all partners in every decision and action taken. For example, the BDBC Regeneration Team implemented over 20 environmental renewal schemes in 2005 to reduce anti-social behaviour caused by poorly maintained and unkempt environments. This was achieved by the joint working across the whole council, and in conjunction with the Police Crime Prevention Officer, Hampshire County Council and several Housing Associations.

Being a relatively prosperous area, we cannot access many streams of central government funding. Therefore, we rely on comprehensive needs analysis, evidence-based outcome-oriented planning and service delivery, efficiency, effective partnership working within and outside the borough (for example, through Hampshire LAA and LPSA2 frameworks), pooling resources and creative fundraising.

The statutory crime and disorder audit 2004 and community consultation were crucial in putting anti-social behaviour on the top of the borough's community safety agenda. Findings of the Perception of Crime and Safety Survey 2004 and consultation with 'hard to reach' groups revealed that anti-social behaviour, rather than crime, is the main concern, and the most common 'repeat issue' in the public experience of crime and disorder. A problem solving approach to conducting the audit helped to identify a complex, relationship between crime, anti-social behaviour and the fear of crime. An understanding of this led us to develop short, medium and long term measures and to deploy a range of crime reduction methods. These methods involved altering the physical conditions of potential sites where anti-social behaviour and crime might take place (for example, regeneration, lighting) in addition to working with potential or actual offenders to divert them from anti-social behaviour and/or committing a crime, thereby improving the quality of life for victims and potential victims of crime and anti-social behaviour, and people in general. These actions, together with clear communication, active community engagement and effective community development ensure that we have a comprehensive approach to preventing and tackling anti-social behaviour.

In order to support such an approach, the council recently reorganised its structure to bring together the Community Safety team with the Community Development team. The new unit comprises of community safety officers (including two officers dedicated to anti-social behaviour), community safety coordinator (seconded from the police), community safety analyst, community wardens and community development officers. This arrangement helps to ensure effective joint working when tackling local issues, addressing the root causes of anti-social behaviour, supporting the development of diversionary activities, promoting community cohesion, encouraging community engagement and building social capital in our borough. Over the last two years, the majority of posts within this unit have been jointly funded by the council, police, housing associations, Government Office of the South East (GOSE) and the Arson Control Forum. All the officers are managed by the council on behalf of the partners to ensure effective performance and greater exchange of information to support the work of the team and

other partners.

Reducing anti-social behaviour is a thematic priority of the Community Safety Strategy. This sets out a bold action plan clearly identifying what the problems are, where there are gaps in provision, which partner is to undertake actions, within what timescale, with dedicated resources, clear performance indicators and anticipated outcomes. The community safety analyst has introduced new recording methods for the recording of anti-social behaviour that follows the National Intelligence Model and has direct access to all crime data accrued by the constabulary. Detailed information sharing protocols and procedures were developed by Community Safety Forum in 2003 and adopted by all partner agencies to enable free and efficient information exchange.

Overall, clear vision, strong commitment, establishing a functional 'fit for purpose' structure for service delivery, partnership working, information sharing and community engagement arrangements have generated better working across the borough and increased our ability to provide quality services joined up around needs of our communities

2.3 Community and customer engagement.

We can give many examples of community consultation (eg annual general customer satisfaction surveys, topical surveys, focus groups etc). In addition, the council has established various consultative forums including the Access Forum, Diversity Forum, Youth Forum and the Over 55's Forum and engages with them regularly on a range of issues including anti-social behaviour.

While such an approach is important and useful, as is day-to-day feedback from our customers, we recognise that, in order to be really effective in preventing and tackling anti-social behaviour, we need to truly engage with communities. We have to understand how to empower our communities to become a safe, clean and vibrant.

For example, information gathered in 2004, highlighted that there were extreme issues around youth nuisance and anti-social behaviour in one ward. Residents pointed to a lack of youth facilities as the main reason for anti-social behaviour. This prompted the council to undertake a leisure facilities audit in the ward. The audit was conducted by elected members and confirmed a clear deficiency of leisure facilities for teenagers and identified that providing more facilities for youth in the area would certainly help to alleviate some of the problems. An action group comprising of local residents and key stakeholders was formed to lead on the development of proposals and to oversee their implementation. The outcome of this project was a decision to provide a floodlit, multi-use games area and a new youth centre attached to the existing Community Centre for completion in 2007. These actions have been matched by a downward trend in anti-social behaviour reports in the area.

The Community Warden Scheme gives us many examples of successful engagement with local communities. In each of the designated warden patrol areas, the wardens and officers from partner agencies (eg police, fire and rescue service, housing associations) hold surgeries. Many wardens' projects are conceived and organised with the support and participation of local residents of all ages and from all walks of life as a direct result of those surgeries.

The wardens use community development techniques as a main tool in their activities. Targets are set to increase community engagement and participation on a year to year basis. The interim monitoring and evaluation exercise established the community engagement baseline 2004 for the wardens as follows:

- Number of meetings/events/projects = 403 of which 8898 young people were engaged and 3731 adults
- Number of events = 29 of which 9369 children and young people engaged and 5762 adults
- Number of projects = 23 of which 5365 children and young people were engaged and 452 adults

Data from the Community Warden Customer Satisfaction Survey 2005 revealed that:

- 60% of respondents 'strongly agreed' and 25% of respondents 'slightly agreed' that the wardens succeeded in improving the community spirit and relationships in their area
- 55.5% of respondents 'strongly agreed' and 28.6% of respondents 'slightly agreed' that the wardens are successful in reducing crime and anti-social behaviour in their areas.

- 47.6% of respondents 'strongly agreed' and 35% of respondents 'slightly agreed' that the wardens are successful in solving environmental problems (ie litter, fly-tipping, abandoned vehicles etc) 90 words

In non-warden patrolled areas, we engage with communities through local forums such as parish council problem solving groups, tenants associations and the TOGETHER Forum. This Forum was launched in February 2006 to provide a platform for non-statutory agencies, voluntary and community organisations, ward, parish and county members and resident groups to contribute to tackling anti-social behaviour across the borough. The Forum meets quarterly. It attracts over 70 participants and involves presentations and workshops around themes such as neighbourhood policing, young people's involvement in anti-social behaviour and the Government's *RESPECT* agenda.

A simple but efficient process for reporting anti-social behaviour, gathering evidence for immediate response and developing longer-term solutions was recently introduced and publicised through the 'Make the Call. Make the Difference' awareness raising campaign. Residents can now report anti-social behaviour in person (for example, to the community wardens), by phone (using a single non-emergency number 101), in writing (to the BDBC Community Safety Team) or on line (www.basingstoke.gov.uk) callers have an option to feedback their views on the quality of the services received. The increased number of calls (20%) to the Community Safety Team following this campaign indicates growing public confidence in reporting anti-social behaviour and trust in joint partnership working and the support and assistance provided to victims and witnesses of crime and disorder.

Residents are actively encouraged to join existing or create new Neighbourhood Watch Schemes (NHW). The borough's Neighbourhood Watch Association (over 500 schemes) is a member of the Community Safety Forum alongside the Association of Parish and Town Councils and other statutory and non-statutory agencies. Members of the BDBC Community Safety Team sit on the board of the NHW Association and assist in co-ordination of its schemes.

The council strives to encourage and support community based initiatives relating to anti-social behaviour and environmental crime by providing community and voluntary groups with Community Safety and Community Enhancement Grants. Examples of projects that have received such grants include: Victim Support, the Young Persons Information and Counselling Service, Learning Through Action - 'Living with Teenagers' Parenting Project and the Tackling Anti-Social Behaviour Project.

Our comprehensive communication and training plans include proactive use of different information channels and media, as well as specially designed training courses for members of the public, elected members and representatives of partner agencies. These aim to equip attendees with the knowledge and skills required to take effective multi-agency and community- based actions in order to prevent and tackle anti-social behaviour

2.4 Actions.

All our strategies and actions are based on strong evidence gathered from a variety of sources (eg. council data, police records, data from partner agencies, community consultation and visual audits). We use a problem analysis triangle to analyse the data because, to prevent and tackle problems, it is crucial to profile the location, victim, and the offender interrelationship to understand how and when anti-social behaviour occurs. This helps us to devise a holistic programme of short, medium and long-term interventions that address all three generators of crime and anti-social behaviour - location, offender and victim.

The Community Safety Strategy is supported by a detailed partnership action plan. The Community Safety Forum closely monitors performance and publishes quarterly and annual progress reports. We recognise that not all our actions are 'quick wins' producing immediate outcomes. This is particularly true for a range of preventative measures where the Forum has made a conscientious decision to invest in actions that will produce outcomes in 5 to 10 years time (eg, regeneration, improving community facilities and supporting educational, diversionary and community development projects). With this in mind, we:

- Have established a three year programme of regeneration and environmental improvement schemes targeted at areas of deprivation and/or hotspots for antisocial behaviour and environmental crime.

- Have signed up to the Hampshire County Council's Parenting Strategy
- Are piloting the Common Assessment Framework which will enable us to work effectively with children and young people
- Are developing partnership Victim and Witness Support packages
- Have a Play Officer responsible for identifying and developing local play schemes to address need and support local communities and volunteers
- Have a dedicated Community Development team that supports a network of community facilities, community schools and groups in the borough. The team links into the actions of the Child Development Strategy by 'kick-starting' play schemes and breakfast clubs.
- Implemented a programme of diversionary activities targeting the areas and times of most need to prevent anti-social behaviour. The Council, statutory and non-statutory partners work together on a range of early intervention tools and diversionary activities for all ages. For example, young people who participated in the 2005 **Get With** summer programme of events were rewarded for good behaviour and were able to collect points which could be exchanged for prizes such as cinema tickets. This year's programme is focused on the four wards with the highest levels of social need.
- Implemented a Mocktail initiative in order to reduce incidents of alcohol related anti- social behaviour amongst young people and to show the young people they can have a good time without alcohol. The Mocktail events attract over 100 young people at a time and are supported by community associations, Connexions and the Millennium Volunteers.

The community wardens are inundated with requests to organise Mocktails and other events by a range of groups and organisations (eg, Cub and Scout Groups, Schools, Colleges). Since 2004, the wardens have organised over 120 events across the borough. This and other innovative work secured a National Warden Achievement Award 2004 for the scheme. Many other local authorities contacted our wardens to learn from their good practice.

By joining resources with our partners, we have increased our capacity, improved efficiency, developed new ways of working and expanded our network of partnerships. This not only enables us to more ably prevent antisocial behaviour, but to tackle it where it occurs. This work includes:

- Introducing a case management system and supporting an Anti-social Behaviour Case Worker post (with 100+ new cases opened since April 2006).
- Pooling together financial and other resources to tackle anti social behaviour and strategic placement of resources in anti-social behaviour 'hot spots' (eg, co-location the community warden scheme and the Hampshire County Council Accredited Community Safety Officers (ASCOs) and beat office at a community school.
- Co-ordinating different types of uniformed patrols in response to problem analysis and public reports, thereby establishing an expanding visual network of community safety personnel on the streets of the borough that increases public confidence and reduces the fear of crime. This includes having recently expanded the warden scheme by 8 additional wardens, the allocation of 30-40 additional PSCOs to the borough and the sustained commitment from Hampshire County Council for their ASCOs to be retained in the borough.
- Introducing the Prolific and Priority Offenders' Scheme (PPO) with a dedicated PPO Coordinator to manage the multi-agency work within the PPO scheme. To prevent re-offending, we link services such as housing, drug treatment and employment to ensure that they are provided for offenders on release from prison. This approach has been supported with the imposition of ASBOs on the majority of the scheme's registered offenders.
- Establishing a pilot 'night bus', a partnership initiative between Basingstoke Town Centre Management, BDBC, the Police, Liquid Night Club and Pub Watch scheme to reduce anti-social behaviour in the town centre.
- Installing a state of the art CCTV system (funded by the Council, Police and GOSE) within Basingstoke town centre with a direct link to the police control centre.
- Implementing a Violence Intervention Programme (V.I.P.) to tackle alcohol-related violence and anti-social behaviour in the town centre, using Acceptable Behaviour Contracts (ABC's) with 100%

success.

- Reforming the use of ABCs by introducing a traffic light system identifying appropriate interventions and an assessment framework (ONSET) for managing risk. By applying a graduated, transparent and proportionate response to the application of ABCs, young people are better supported with interventions that are balanced according to their level of risk and identified needs. 50 ABCs have been used with both children and adults between April 2005 and April 2006, of which 37 have been successful.
- 26 ASBO's since 2004
- 2 Closure Orders and 5 Dispersal Orders
- 4 Anti-Social Behaviour injunctions and 4 Demotion Orders

The success of the above and many other projects aimed to prevent and deter anti-social behaviour lays in effective partnership arrangements and strong commitment from all partners and key stakeholders

2.5 Partnerships.

The council is actively involved in a range of partnerships in order to prevent and deter anti-social behaviour on the local (eg LSP, CDRP) , county (Community Safety Practitioners Forum, LAA and LPSA2 frameworks) and national levels (National Community Safety Network).

The key local partnerships include:

The Local Strategic Partnership (LSP) - its award-winning regeneration scheme in Oakridge has contributed to a reduction in crime and disorder in the area. In 2004, there was a reduction in public order offences by 6%, domestic burglary by 12%, violent crime by 13%, and vehicle crime by 34.1%.

The Community Safety Forum (local CDRP) - is one of the strongest in the South-East. The Audit Commission's CPA Report 2004 specifically mentioned a dramatic improvement in partnership working to deliver a community safety agenda. The Community Safety Forum (CSF) undertook a thorough self-assessment in 2004 in order to promote continuous improvement in strategic and operational delivery through identifying gaps and areas for improvement. This process provided an opportunity to assess the CSF structure, policies, activities and performance against the Home Office standards. The self-assessment revealed that the CSF has achieved substantial progress against all national standards and is doing well in delivering all aspects of the standards. The Partnership Development and Improvement Plan was designed and implemented to address identified areas for development and refinement. The Forum is currently reviewing the *RESPECT* Agenda with the aim of developing a local Action Plan in response.

The CSF brings together over 20 statutory and non-statutory agencies and has robust Terms of Reference (TOR) which clearly define the partnerships' aims and commitments; roles and responsibilities; decision making processes and performance monitoring framework. Joint information exchange protocols form an integral part of the Forum's TOR. All meetings of the Forum and its thematic Implementation groups are well attended by the partners.

The thematic implementation groups of the Forum include the Problem Solving Core Group, Prolific and Priority Offenders Group (PPO), Drug and Alcohol Reference Group, Domestic Violence Forum and Multi-agency Risk Assessment Conference (MARAC's). The work of the Forum is well publicised through the local media and other communications channels (ie booklets, leaflets, web site etc). The size limit of this application does not allow us to describe the work of each of the thematic groups. However, we believe that the few examples presented below give a good feel of partnership working in our borough.

The inter-agency Problem Solving Core Group (PSCG) works to ensure that appropriate intervention is secured to prevent and resolve anti-social behaviour, and to protect individuals and communities at risk. The group is co-chaired by a council community safety officer and Police District Commander. All discussions are undertaken within a comprehensive information exchange protocol which has eliminated barriers to joint working. The housing providers are supported by the PSCG in taking action against problem tenants through the use of ABCs, Eviction Orders, Closure Orders and Anti-social Behaviour Injunctions. Membership of this group includes statutory, non-statutory and voluntary organisations. This contributes to the development of a solid foundation for partnership

working at practitioner level. Every effort is made to ensure that problem cases are addressed across services including education, planning, child protection and MAPPAs. One of the PSCG initiatives - The CCTV Loan Scheme with 26 systems - recently evolved from a partnership involving the council, police, ACSOs and housing associations.

Multi-agency Risk Assessment Conferences (MARACs) - provide a forum for risk management relating to perpetrators and victims of domestic violence.

The CSF work also links to:

The Neighbourhood Tasking Meetings (NTMs) which draw together key partners such as the wardens, ACSO's, Fire and Rescue Service, Ambulance Service and Neighbourhood Watch to assist the police and the Council in planning interventions for preventing and tackling anti-social behaviour. Collating multi-agency information allows the police to identify 'hotspots' and to effectively deploy a range of joint agency services to meet local needs. The NTMs link to the PSCG, a group co-ordinating our work with prolific offenders, MARACs and the Police Tactical Co-ordinating Group. This ensures that resources are deployed where required with the support of officers at the appropriate level.

The Housing Partnership Board (HPB) - an LSP sub group - includes executive representatives from the Council, housing associations, voluntary organisations, Social Services, Health, Police, Probation, GOSE, Housing Corporation etc. Under the HPB sits a number of multi-agency working groups, including;

- Housing Association Management Forum (Housing and Community Safety Officers have worked closely to establish a pre-tenancy training scheme to help prevent anti-social behaviour. Currently the Forum is working to develop a Closure Order protocol to assist the police when applying this power);
- Supported Housing Panel which is a multi- agency group that matches vulnerable applicants with care and support packages prior to their taking up a tenancy.

Regular engagement with core services such as Youth Offending Team (YOT) and Children's Services takes place at practitioner and director level to improve joint working. The YOT uses the network of community facilities owned by the Council and leased to local communities to support young people. A number of young offenders are now taking part in reparation projects facilitated by the community wardens and the Parks and Landscape officers within their own community.

In close cooperation with Children's Services, the Council models case discussions on child protection proceedings, thus increasing partners' confidence in the council's practice. In turn, the Council officers are regular participants in the Child Protection Conferences, Education Planning and MAPPAs and have been credited for their efforts to ensure that the underlying causes of children and young people's anti-social behaviour is addressed, as well as supporting communities in facing the problem of the harm and distress their behaviour can cause.

The voluntary and community organisations such as Mediation, Family Group Conferencing, Victim Support and Advocacy Services are respected partners and contributors to the PSCG and case consultation. The Together Forum supports the voluntary sector's initiatives associated with anti-social behaviour

2.6 Equalities and Diversity.

The diversity of our community is reflected in the Borough Profile and the Research and Information Newsletter (published every 6 months). These contain up to date socio-economic information from a range of sources (eg Census, data collected by the council and various partner agencies). All this information, along with data from the crime and disorder audit and findings of customer satisfaction and other surveys help us to better understand and address the needs and concerns of various sections of our community.

The findings of the Perception of Crime and Safety Survey 2004 showed that harassment and intimidation on the grounds of diversity was considered to be the least problematic crime. Importantly there was no significant variation in the responses to this issue from people from ethnic minority backgrounds. Findings of a consultation exercise for 'hard-to-reach' and vulnerable groups revealed that the ethnic minority residents attributed feeling safe

to the police presence and the lack of racial tension in Basingstoke and Deane. Overall, the ethnic minority community claimed to, generally, feel safer than they had three years ago. These findings were further confirmed by the results of the surveys of vulnerable and hard to reach groups in our borough by the Hampshire Police Authority (2005/06). While these results are encouraging, we believe that even one incident of racist, homophobic, disability or other hate behaviour is one too many. That is why the Community Safety Strategy gives a high priority to tackling hate crime and anti-social behaviour. Every such case is jointly monitored by the Chief Inspector and a Council Officer to ensure a swift and adequate response.

We recognise the diversity of our communities and have worked with our partners to identify the diverse needs of a range of groups (eg older people, younger people, black and minority ethnic groups (BME), people with disabilities and those who live in rural areas). This approach has allowed us to identify and address a number of inequalities in outcomes for the services delivered to the groups. These findings are outlined in a range of strategies including the Older Persons' Strategy, the Younger Persons' Strategy, the Rural Strategy and a draft comprehensive Corporate Equalities Strategy 2006-2009. The draft Strategy (includes six schemes covering equalities related to disability, race, gender, age, sexual orientation, faith and belief) is currently undergoing public consultation in order to be adopted in September 2006. Each of these strategies has been developed by, or in conjunction with, the LSP through a range of sub-groups.

The council has developed an equalities impact assessment tool which is being used to assess all services provided by the Council to identify any actual or potential inequalities that need to be addressed. An important part of the Council's priorities is working towards achieving level four of the Equality Standard by 2008.

We have many partners helping us to address the needs of minority and vulnerable groups in our borough. This includes the Over 55s Forum, YOB (Youth of Basingstoke and Deane) and the Access Forum. The 300 strong Over 55 Forum has produced an Over 55 Guide which includes a section outlining the services and organisations that can help older people feel safe both inside and outside their home, information on the emergency services, Neighbourhood Watch, community-based alarms and alert systems and victim support. The Guide is supported by an Older Persons Hotline number. The Council is currently working with the LSP to establish a disability forum.

The BME officer, jointly funded by the Council, HCC and the Criminal Justice Unit (Race for Justice), has helped to establish a proactive Diversity Forum in our borough. The Community Development Team assists all communities in the borough, parish and town councils in the developing and sustaining the local community centres, initiatives and activities. This contributes to the sense of community cohesion, inclusion and belonging in communities, building a social capital which in turn helps to improve quality of life for all and to reduce anti-social behaviour.

The recent expansion of the community wardens scheme to include several rural wards has further bolstered the effort to prevent and reduce anti-social behaviour in isolated rural communities.

The Community Safety Team has developed an educational package designed to offer multi-disciplinary equality and diversity training to professionals from across the Borough's Criminal Justice Sector. The aim is to ensure that officers are equipped both to understand and to challenge the perspectives of the public and staff in their own or other agencies. This in turn promotes a better understanding of the impact of anti-social behaviour affecting complainants regardless of age, location, income, disability, ethnicity, sexuality, religion or gender.

A series of booklets with specific crime reduction and reporting advice for different groups of people (ie parents, older people, people with disabilities) are regularly distributed across the borough. They include Government publicity materials in 11 languages, in Braille and on audiotapes. Some publications can be also downloaded from the council web site. The council maintains a register of the languages spoken by its diverse staff. It also has access to the local pool of volunteers-interpreters and a Multi-Language Helpline. This allows officers to ensure effective and quick assistance with translating/interpreting if and when required. Two recent events for residents with disabilities have been carried out with sign language translators working alongside the presenters.

2.7 Outcomes.

In 2004, the CSF adopted a holistic approach to developing a comprehensive programme of short, medium and

long-term interventions to prevent and deter anti-social behaviour. We already have evidence that this approach is successful in securing positive outcomes for the community. However, the full benefit of our current investments will only be evident in 5-10 years time.

In addition to the positive outcomes of the partnership actions already outlined, we are able to demonstrate the following achievements.

An evaluation of the Community Warden scheme in 2005 found that the scheme:

- has had a positive impact on the quality of life and 'fear of crime' for local residents in the areas patrolled and is successfully tackling environmental problems.
- is accessible and successful in linking people and agencies together;
- is successful in engaging with residents, especially the young, the old and vulnerable.

Police data demonstrates the value of the Community Wardens operating in 6 out of 18 Police beats. In 2004, these 6 beats accounted for over 50% of the reduction in analysed crimes.

The scheme received a National Warden Achievement Award 2004 for innovative projects and obtained a distinction in the national Warden Quality Standard 2005.

In 2004, our partnership received a grant from the Office of the Deputy Prime Minister/Arson Control Forum for the arson reduction work in the borough. By the end of 2005/06 we achieved a 33.5% reduction in arson and 10% reduction in false/hoax calls (compared to 2004/05). Our project was so effective, that the ODPM selected it as one of 10 examples of good practice in implementing local fire safety/arson reduction initiatives nationally.

Use of the newly-installed CCTV system has improved public safety in the town centre and resulted in 105 arrests from September 2005 to June 2006. The CCTV system is supported by a Dispersal Order and review of Alcohol Bylaws in the town centre.

In 2004/05 we served 22 Noise Abatement Notices, carried out 5 seizures and took 3 prosecutions. In 05/06 we served 21 Notices but did not need to carry out any seizures/prosecutions.

49 parental warning letters have been administered in 2005/06 of which only 2 cases have come to our attention again.

Notable successes was achieved in engaging the mental health service and social service practitioners in developing interventions for problem people whose offending behaviour has had a significant and detrimental impact upon local communities do not re-offend.

In the last year, using a range of initiatives such as pre-tenancy training, supported housing, floating support and supported lodging schemes, all co-ordinated through the newly created young persons housing panel, we supported 70 young people in their tenancies to ensure they are integrated into communities and do not re-offend.

Working in partnership with other agencies, the Council Street Care team has tackled signal crimes. In 2005, 311 abandoned vehicles were removed and scrapped and 142 graffiti were removed. An educational programme is in place with an emphasis on prevention and is being delivered to local schools and communities, raising awareness about the consequences of environmental anti-social behaviour. This programme has won five Green Apple Awards for the Council.

An annual budget of over £1 million has been secured to fund smaller scale regeneration schemes across the borough. 20 schemes implemented last year improved access in poorly lit areas, reduced the impact of ball games close to residential properties and eliminated the risk of groups gathering.

The community development funding supported open access play schemes in 26 locations across the borough in 2005.

Five breakfast clubs have been delivered in areas of most need in 2005/06.

The *Get With* diversionary programme for young people 2005 was highly evaluated by all participants. In the feedback form the young people said that:

- 77% did learn a new sport,

- 69% felt better afterwards
- 92% made new friends
- 100% did learn new skills

Answering the question 'If you had not gone to 'Get With' activities, what would you have been doing instead?', 63% responded that they would be doing nothing and getting bored.

Although there is a statutory requirement to undertake a general customer satisfaction survey every 3 years, we are committed to undertaking an annual review. By doing so we gain valuable information that helps shape our priorities and identify areas for improvement. The latest survey carried out in autumn 2005, shows that 91% of residents feel that the borough is a good place to live, offering a high quality of life. The English Indices of Deprivation also show that the borough has an improved quality of life, and has improved its overall position by 15 places since 2001.

In January 2006, a Mystery Shopper investigated the quality of the customer care provided by the Community Safety team. They concluded that the team consistently provided a high quality service (69% to 100% satisfaction) across all assessed categories (response and customer service style).

In 2005/06 the Customer Satisfaction feedback on individual reports about anti-social behaviour revealed that:

- 85.2% of customers received very helpful or helpful initial advice
- 100% of customers were told about the steps the officer would take to investigate the issue
- 82.4% of customers were very satisfied or satisfied the outcome of their complaint
- in 88.2% cases the problem they originally complained about got better

Residents who had suffered anti-social behaviour for a number of years commented: *'I could never put into words what you have done for me and the rest of us. For all the help and support you and all your team have given us with this. We had given up hope of ever getting it sorted out after four years of trying. Thank you so much for all your hard work and time you given us all' (Ms X, Winklebury).*

3 Outline, with reference to a specific case (a geographical area, a particular section of the community, an individual or particular issue) how you have taken action to address an issue and the impact that this action has had.

The indices of multiple deprivation 2000 identified that Popley East and West Wards were two of the most deprived wards in the borough. High levels of crime and disorder, poor education attainment and income deprivation were contributory factors.

Anti-social behaviour was common -young people were the main cause and residents reported, during comprehensive consultation events, that it mainly occurred between 6pm and 9pm. It was most prevalent around the local school and one area of deck access flats.

In recognition of this, and in conjunction with Ward Members, the borough council undertook a Placecheck Survey in 2003. Residents reported that a very unattractive and poorly resourced school environment, together with poorly designed homes and lack of youth provision were responsible for encouraging anti-social behaviour.

The Council responded to these findings in a number of ways -

- It established, via the LSP, the Popley Partnership (a sub-group of LSP partners who currently work in Popley) to guide and steer the regeneration of the area
- It worked with the local community to establish the Popley Forum which is made up of local residents
- It worked with the local housing association to draw up plans for the complete replacement of the deck access flats. Phase 1 of this scheme (the demolition of two council owned buildings has been completed) and funding has now been received to enable Phase 2 to proceed. This will replace 51 flats with 89 new units including family homes.
- It approached the County Council with a proposal which, by using a small amount of borough council land and £2.5 million provided by the Borough Council for forward funding, enabled the County Council to sell off the site on which the school currently sits for housing and develop a brand new school which will sit at the heart of the community
- Creative use of developer contributions has enabled new youth, community and leisure facilities to be based at the new community school
- The Community Safety Forum recognised the importance of visibility in the area and, together with the support of the LSP, Community Wardens, County Council ASCOS and police beat officers set up a base in the local school. Over time they were joined by Connexions and the Education Business partnership
- Anti-social behaviour linked with arson was a growing problem. The CSF worked with the Fire Authority and the Council to agree that the local community centre could be used as a home for a satellite fire station. Fire prevention advice is available from this site, as well as a quick response in the event of a fire
- The Community Wardens together with a range of partners and the community implemented a very successful programme of events, including -
 - Mocktail events which are run on the last Thursday of every month during peak times. These encourage young people to have a good time without alcohol
 - Wardens support a youth centre which opens 5 nights a week supported by 2 full time workers and youth service leaders
 - The organisation of gardening projects in conjunction with Sentinel Housing Association with the aim of involving the community in environmental improvements
 - The Magic of Christmas, a celebration of community, was introduced in 2004. Originally led by the wardens the community has taken ownership of the project and led the 2005 event, bringing together people from all sections of the community, including young, old and members of different ethnic groups

- The Pride of Popley Awards was launched in 2006 and aims to encourage community involvement through recognition of good neighbours and places
- All the organisations housed within the school were significantly involved in the development of a Rights, Respect, and Responsibility initiative and a Golden Club which works to foster inter age contact and understanding, working towards minimising the fear of crime in the local community.
- The wardens support holiday programmes in the wards which attract over 100 people a day
- The delivery of 6 environmental improvement schemes within the last 2 years, including a Community Garden and landscape improvements in four identified hotspot areas. For example a small triangle of planting that had become overgrown and was being used by children to make dens was causing a nuisance for local residents. A scheme is in place to resolve this.

Overall all these initiatives have made a substantial impact in the Popley communities and have contributed to a reduction in crime within the Popley Ward of 28%. In particular, in 2002/03 there were 14 instances of criminal damage and arson and 12 burglaries. In 2003/04 there were no instances of criminal damage and arson and 11 burglaries. In 2004/05 there were no instances of criminal damage and arson and only 1 burglary

And the work does not stop here. The Popley Partnership has now begun to look, in detail at how it can improve standards of educational achievement and reduce income deprivation. Measures which, in themselves, in the longer term, will no doubt impact positively on quality of life for residents in this part of the Borough.

4.1 Factors that underpin your success.

- A corporate commitment to challenge established practices and address community safety priorities in partnership. Playing a lead role in the establishment and testing of new innovative pilot partnership projects and schemes
- Working in partnership to build capacity to support the prevention and tackling of anti-social behaviour.
- Trailblazing of local practice to other local authorities and partners, such as the organisation of the Problem Solving Core Group, ABC's, PPO Scheme and use of the National Intelligence Model.
- A commitment to sustainable communities and to tackle social deprivation.
- The use of both major and small scale regeneration schemes, underpinned by consultation, investment and successful partnership working to prevent and tackle antisocial behaviour that can be resolved by environmental improvements and ensuring that renewing communities and the development of new communities are secure by design.
- The mainstreaming of section 17 across all business units in the council.
- A commitment to mainstream funding for the Community Warden Scheme with further expansion planned for 2007.
- Leadership for community safety at the highest level. Member and Corporate Director champions underpinning success and credibility of local forums such as the Community Safety Forum and Local Strategic Partnership, as well as Business Unit delivery of services/interventions for tackling anti-social behaviour.

4.2 Successful initiatives.

The amalgamation of teams within the council, aligning community safety and development into one task force recognises that the preventing and tackling of anti social behaviour can only be achieved by supporting communities, building community cohesion and identifying the perpetrators.

The Community Warden scheme, an initiative that has been recognised nationally, in light of its success in preventing and tackling anti-social behaviour. In November 2005 the Office of the Deputy Prime Minister selected the Basingstoke and Deane Warden scheme as one of 10 examples of good practice in implementing local fire safety/arson reduction initiatives. The Government Office for the South East (GOSE) commented that the BDBC Warden scheme is excellent in terms of local partnership working and recommended it as an example of good practice to the Home Office Research Unit.

Our ability to work with partners on a national, county and local level. The police, other council's remark on BDBC's ability to engage with officers at all levels, frontline as well as executive level. It is noticeable that practitioners from services such as education, YOT and Children's Services, as well as the emergency services are regular participants in the planning and implementation of interventions to tackle anti-social behaviour.

The Together Forum, a growing initiative that promotes the involvement of community groups, members, parish councils and residents to discuss and develop local practices.

4.3 Who are the key target audiences that would benefit from hearing your key messages?

- Other local authorities who are yet to establish a Community Safety and Development Team as well as local authorities who have established teams but wish to learn how we have been able to develop

capacity with our to address issues around antisocial behaviour.

- Other local authorities, the police, youth, social workers and other agencies who wish to understand the benefits of working in partnerships and how partnership working can support their aims and objectives.
- Housing and regeneration specialists to gain an understanding and support as to their role in preventing and tackling anti-social behaviour.
- Elected members and local communities to learn how they can become engaged in the process of preventing and tackling anti-social behaviour, how they can contribute to developing a neighborhood vision and action plan.
- Local Strategic Partnerships to explore how they can tackle both anti-social behaviour and deprivation in operational and strategic issues and deliver practical projects to deliver service improvements.

4.4 Beyond the national Learning Exchange conference and Open Day, how might you work with other Beacons within your theme to maximise the impact of your learning activities?

- We would introduce a cue card package in the form of a best practice tool kit. The cue cards would be colour coded accordingly to provide advice and support to each of the organisations involved in the preventing and tackling of antisocial behaviour. They will offer practical advice to partners and agencies as to their "Next Move". If successful it is envisaged that the cue card system could be produced in an electronic format, either a CD or DVD.
- We would offer "observer" opportunities so that interested agencies could attend our CDRP, PSCG and other partnerships to gain an understanding of what makes them successful, providing observers with the opportunity to engage with the range of partners we have been able to secure.
- We would host joint Partnership Forums, similar to the Together Forum, tailored to explore the initiatives and challenges associated with antisocial behaviour that encompass each beacons corporate approach to partnership working.
- Using more traditional methods we would provide case studies and seek speaker opportunities at events. Beacons could share their attendance at events or attend events on behalf of each other and participate in joint presentations and exhibition displays. The development of a joint partnership beacon learning calendar enable a forward planning approach to seeking joint opportunities.
- We would seek opportunities for joint editorial and advertising campaigns in local government and best value authority media channels to maximise cost effectiveness.
- We would seek opportunities to work with the appropriate government agencies and departments to maximise our dissemination.

4.5 What experience does your authority have with sharing lessons with others? Give examples of where your authority has supported others to improve.

- The BDBC Community Wardens have supported Wokingham Borough Council, Winchester City Council, Reading Borough Council and Test Valley Borough Council with the implementation of their warden schemes. All have conducted Best Practice visits to our warden scheme. The Community Wardens have also provided training to the Portsmouth warden scheme and have supported Hampshire County Council in establishing its Accredited Community Safety Officer (ACSO) scheme and provided training for the ACSOs.
- We are in the process of working with Hampshire Constabulary in coordinating the introduction of a Hampshire wide Priority and Prolific Offender scheme modelled on the Basingstoke and Deane scheme.
- We are sharing and the ABC traffic light systems with Hart, East Hants and Rushmoor and representatives from all 3 authorities have attended the PSCG as observers to gain a better

understanding of how the partnership works.

- Our LSP has received national recognition as a best practice example in its ability to tackle both operational and strategic issues to learn through practical projects to deliver service improvements
- As an affordable housing beacon we have worked with a range of other organisations disseminating our good practice including the ODPM, Audit Commission, The Housing Corporation, Winchester City Council, Great Yarmouth Borough Council and Southampton University.
- We have shared our e-government initiatives such as the Members Portal, Parish Portal, affordable housing e-learning tool, councillor websites and the Virtual One Stop Shop with practitioners from the Hampshire and Isle of Wight e-government liaison committee, elected members and e-government champions from across the county.