

Bracknell Forest

Crime and Disorder Reduction Partnership

Anti-Social Behaviour Strategy

Version 2, February 2009



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1. Introduction: Setting the context

The Crime and Disorder Act 1998 requires every local authority area to form Local Crime and Disorder Reduction Partnerships to consider the implications of crime and disorder in the area. The Crime and Disorder Reduction Partnership (CDRP) in Bracknell Forest is made up of statutory authorities – the Police, Local Authority, Police Authority, Fire Authority and Primary Care Trust. It also includes representatives from the business community, the voluntary sector, Probation Service, Crown Prosecution Service, Crime Stoppers and Government South East (GOSE).

This strategy outlines the commitments, targets and methods of the CDRP in tackling anti-social behaviour in the Borough of Bracknell Forest. As we, the Partnership, seek to implement and develop this strategy, we would encourage *you*, the *community*, to join us by being the voice for your neighbourhoods. It is important that we work together, communities and authorities alike, to exercise our responsibilities in order to protect the rights of those living and working in Bracknell Forest. By joining together in this way, we hope that the objectives (p.10) and targets (p.27) contained within this document can be achieved.

Definition of anti-social behaviour

The Crime and Disorder Act 1998 defines anti-social behaviour as “acting in a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as the offender”.

The Government deliberately define anti-social behaviour using broad terms as it can mean different things to different people.

Anti-social behaviour can affect entire communities or individual people. For example, a neighbourhood may feel threatened by a small group of people, or an individual may feel intimidated by a neighbour.

Examples of anti-social behaviour

➤ Misuse of public space

- **Alcohol and substance misuse:** disorder associated with alcohol consumption, under-age drinking, taking & possession of drugs, discarding needles in public places
- **Begging**
- **Drug dealing, production and supply**
- **Obstruction of highway:** placing obstructions on the road or railway line
- **Vehicles causing obstruction:** inconsiderate parking, or parking without road fund licence or insurance.

➤ Inconsiderate behaviour

- **Animal care or control issues:** dangerous or noisy animals
- **Disorderly behaviour:** shouting, swearing, drunken or threatening behaviour
- **Inappropriate vehicle use:** driving recklessly or at speed, off-road motorcycling on footpaths
- **Noise:** Loud music, nuisance alarms, loud machinery, loud parties
- **Nuisance behaviour:** urinating in public, inappropriate use of fireworks/explosives, climbing on buildings, disturbing the peace

➤ Acts directed at people

- **Harassment**
- **Hate crimes:** racist, homophobic
- **Hoax calls:** nuisance calls/texts/emails, false calls to emergency services
- **Intimidation:** making threats, bullying, insults
- **Neighbour nuisance:** excessive noise, misuse of communal areas, disputes, domestic incidents
- **Physical violence:** fights, assault
- **Verbal abuse:** using obscene and offensive language

➤ Environmental damage

- **Abandoned/burnt out cars**
- **Abandoned shopping trolleys**
- **Criminal damage**
- **Deliberate fire setting**
- **Dog fouling:** not cleaning up after dogs

- **Dumped rubbish**
- **Fly posting**
- **Graffiti on public property**
- **Litter in the street**
- **Misuse of gardens and open spaces:** e.g. dangerous weeds, overgrowth, smoky bonfires
- **Run down properties:** empty and dangerous buildings, vandalism to public property

National context

➤ The Anti-Social Behaviour Act 2003:

The Anti-Social Behaviour Act 2003 introduced new powers that build on the powers provided within the Crime and Disorder Act 1998, which introduced Anti-Social Behaviour Orders (ASBOs).

These include:

- Expanding the Fixed Penalty Notices scheme to cover noise nuisance, truancy and graffiti and applying it to 16-17 year olds.
- Tackling environmental crime by making it an offence to sell spray paints to under 16s.
- Improving the operation of Anti-Social Behaviour Orders (ASBOs).
- Giving the police the power to designate areas where they can disperse intimidating gangs of youths and take home unaccompanied young children late at night,

as well as extending the powers of environmental health officers, Registered Social Landlords (RSLs) and Police Community Support Officers (PCSOs).

➤ The Respect Action Plan 2006

The Government's Respect Action Plan, published in January 2006, set out an ambitious programme of work to build a modern culture of respect. Various objectives in the plan include:

- Supporting or challenging anti-social households.
- Tackling truancy and anti-social behaviour in schools.
- Providing activities for younger people.

- Strengthening local communities.
- Stronger measures to tackle anti-social behaviour.

Local context

➤ Why is anti-social behaviour an issue locally?

During 2007/08 the CDRP worked successfully to reduce levels of recorded anti-social behaviour by 7%. Work to tackle anti-social behaviour continues and actual anti-social behaviour, as well as perceptions of anti-social behaviour need to be addressed. Some behaviour is clearly unacceptable and must be addressed through dialogue or appropriate and proportionate enforcement. Many incidents of anti-social behaviour can be addressed promptly by established professionals; i.e. excessive noise – environmental health, or criminal damage – the police. Other examples may require longer term community mediation involving more than one agency. This issue is complicated by the need to accommodate all those who live and work in the borough, along with their different lifestyle choices. Anti-social behaviour does not necessarily mean the same thing to everyone: what could be put down to a mere clash of lifestyle to one person could cause great distress to another.

➤ The Crime and Disorder Reduction Partnership Plan 2008-2011

The Bracknell Forest Crime and Disorder Reduction Partnership (CDRP) has responsibility for planning and delivering strategic solutions that will continue to ensure that Bracknell Forest remains a safe place to live and work.

Since the introduction of the Crime and Disorder Act 1998, CDRPs have been required to produce three-year strategies following analyses of crime, disorder, anti-social behaviour and substance misuse as well as consultation with the community. The CDRP Plan for Bracknell Forest contains 6 key priorities, one of which is anti-social behaviour. The targets and action plan for this priority can be found at the end of this document.

➤ Registered Social Landlords and anti-social behaviour

Registered Social Landlords (RSLs) are required under section 218A of the Housing Act 1996 to prepare and publish a statement of policy and procedures on anti-social behaviour. The statements produced by all RSLs within Bracknell Forest along with this strategy demonstrate the joint conviction and commitment from various agencies to tackle anti-social behaviour across the borough.

2. Analysis of the problem within Bracknell Forest

CADIS – (Community Nuisance and Disorder Information System)

CADIS details incidents of community nuisance and disorder and anti-social behaviour extracted from police, Bracknell Forest Borough Council and Royal Berkshire Fire and Rescue Service data. This enables us to monitor levels of anti-social behaviour and analyse what and where the biggest problems in Bracknell Forest are.

Prior to the use of CADIS, information on anti-social behaviour reported to the police that was not recorded as a crime was largely not analysed. CADIS seeks to redress this and, with the inclusion of data from the other partners, gives a comprehensive picture of anti-social behaviour across the borough.

However, it must always be taken into account that CADIS can only provide information on reported incidents of anti-social behaviour. There are a number of reasons why people may not report anti-social behaviour including a fear of the consequences if they do, a feeling that their problem is not significant compared to what others have to deal with, and a feeling that they may get no response if they do report.

Therefore it is important to analyse CADIS, whilst promoting within the community the need to report anti-social behaviour.

3. The Vision: where do we want to get to?

Statement of overall vision

TO WORK IN PARTNERSHIP WITH THE LOCAL COMMUNITY AND AGENCIES ACROSS BRACKNELL FOREST TO REDUCE ANTI-SOCIAL BEHAVIOUR AND TO PROMOTE RESPECT FOR ONE ANOTHER.

The CDRP will work to support and protect people's rights to live and work free from anti-social behaviour, while every member of the community should seek to exercise their responsibility not to cause any undue harassment, alarm or distress to others.

An individual's or community's rights can be threatened and compromised by the anti-social behaviour of others. We will seek to protect these rights through **problem solving** around cases and using **prevention, intervention** and **enforcement** measures where anti-social behaviour is occurring. However, we will always take a **proportionate** response to anti-social behaviour.

N.B. In order to effectively carry out this work, all cases that come to our attention will be prioritised according to levels of severity and need. Members of the public will be encouraged to seek solutions to problems where agency intervention is inappropriate. The Partnership will prioritise those cases which have the greatest adverse effect on the community or individuals.

Objectives

Based on our commitments to protect rights and encourage responsibility, our main objectives as a partnership are listed below. We will seek to:

- **Prevent anti-social behaviour before it occurs and to prevent escalation where it is already happening.**
- **Establish swift and efficient processes in tackling anti-social behaviour, using the appropriate tools and methods on a case by case basis.**
- **Target problem locations where anti-social behaviour is occurring**
- **Target problem individuals**
- **Seek to improve the built environment when possible where this will aid solutions to anti-social behaviour**
- **Ensure clear lines for reporting incidents of anti-social behaviour are in place and widely publicised**
- **Understand the perceptions people hold around anti-social behaviour and to seek to reassure the public through the use of media**

4. Solutions: How will we get there?

WHO will work to meet our objectives?

➤ Multi-agency working

The CDRP takes a preventative, proactive and reactive approach to anti-social behaviour.

Local residents should be encouraged to tackle issues themselves where possible and to be prepared to be part of the solution in tackling anti-social behaviour. Effective solutions to tackle or prevent anti-social behaviour are the responsibility of many agencies and organisations. Therefore, in Bracknell Forest we take a multi-agency approach to tackling anti-social behaviour. Council services involved include the Crime and Disorder Reduction Team, Social Services, Education, various environmental services, Leisure, Youth Services and Legal Services. Other agencies include the Town and Parish Councils, the Youth Offending Team (YOT), Probation, Thames Valley Police, Registered Social Landlords, Royal Berkshire Fire and Rescue Service, local and borough wide tenants' and residents' associations. We also work directly with the community, particularly through Neighbourhood Action Groups (NAGs).

The CDRP is committed to joined up working and has well established arrangements for ensuring this happens. This is an integral part of our response to anti-social behaviour, not a 'bolt on option'. There are broad positive benefits of partnership working to tackle community safety, including:

- The bringing together of different skills, perspectives and resources;
- Discouraging 'buck passing' and promoting collective responsibility;
- Avoiding duplication of effort and gaps in service provision; and
- Reflecting the multi tenure and multi landlord nature of our estates.

The Home Office recommends that each Crime and Disorder Reduction Partnership identifies a named person to co-ordinate action on anti-social behaviour. So in December 2004 Bracknell Forest recruited an Anti-Social Behaviour Co-ordinator whose role

is to develop effective partnership working to tackle anti-social behaviour within the borough, as well as ensuring that this strategy effectively reflects the needs of the community that it serves. In order to ensure that this approach is taken systematically in dealing with instances of anti-social behaviour in Bracknell Forest, we have developed a structure to incorporate both strategic and operational approaches to anti-social behaviour. Two multi-agency groups, the Anti-social Behaviour Sub-group and the Anti-Social Behaviour Working Group, provide the framework.

The Anti-Social Behaviour Sub group

The Anti-Social Behaviour sub-group is led by the Fire Service who are actively involved in tackling anti-social behaviour. It is attended by Registered Social Landlords, the Fire Service, Thames Valley Police and various local authority services such as the Crime and Disorder Reduction Team, Youth Services, and Environmental Services.

The group meets to ensure the anti-social behaviour targets and objectives contained within the CDRP plan met. CADIS findings direct much of the work that the group carries out, such as Partnership Patrols around hotspot areas for anti-social behaviour.

The group recently formed a further working group, called the Cleaner Borough Group, which targets environmental issues such as fly-tipping and graffiti.

The Anti-Social Behaviour Working Group

The Working Group meets monthly and is led by the Anti-Social Behaviour Co-ordinator. The group is essentially a problem-solving group who explore available options around, and make decisions on, anti-social behaviour cases brought to the meeting.

In particular the group will look at making full use of the tools and powers available to tackle anti-social behaviour, including Acceptable Behaviour Contracts (ABCs) and Anti-Social Behaviour Orders (ASBOs) where appropriate.

In addition to this, day to day information sharing and collaboration will take place in urgent and persistent cases.

➤ Teams & Services

In addition to these organised multi-agency groups, various teams and services play their part daily in tackling anti-social behaviour as a direct or indirect part of their work. Amongst them are the following:

Crime and Disorder Reduction Team

Working with partner agencies, the team works to improve the safety of Bracknell Forest and to reduce the effects of crime and disorder within the borough.

Youth Offending Team (YOT)

The Youth Offending team has the expertise to advise on the needs and circumstances of young people. It is made up of representatives from various agencies and possesses knowledge about the young person's family, the behaviour of siblings and the engagement of parents in addressing the young person's behaviour. As a result the YOT offers holistic interventions that address the reasons why a young person may engage in anti-social behaviour, while providing the appropriate level of protection for the community.

Environmental Protection Team

Environmental Health Officers (EHOs) are in a unique position to address anti-social behaviour at an early stage. Often the EHO is the first point of contact a member of the public will have with the Council. EHOs are also an important conduit between residents and other agencies to ensure that action is taken swiftly. With a knowledge of their area, they can often spot issues at an early stage and use an informal approach to resolve the problem. However, as experts in their field, where needed, they can provide vital evidence to a court.

The most visible manifestations of anti-social behaviour are often seen by EHOs in public places such as parks, play areas and shopping centres. The degradation of areas by graffiti, street litter, abandoned burnt out vehicles, dog fouling, shopping trolleys and overgrown gardens can provide powerful statements as to the decline of morale of the community if not dealt with quickly. EHOs also have a duty to investigate noise nuisance from a domestic or commercial premise, a vehicle alarm or mechanical equipment

(not traffic). Because of the broad skills that they have, EHOs are well equipped to identify and deal with a number of anti-social issues as soon as they arise.

Drug and Alcohol Action Team (DAAT)

The DAAT co-ordinates work and initiatives to reduce substance misuse which can sometimes be a causal link to anti-social behaviour.

PCSOs (Police Community Support Officers)

All the neighbourhood police officers are committed to tackling anti-social behaviour, but the team of PCSOs in particular are a vital police resource in tackling lower level crime, disorder, nuisance, and anti-social behaviour. They carry out high visibility patrols, which dramatically increases the police presence in Bracknell Forest, creating public reassurance. Their powers are more limited than regular police officers, but they are able to seize alcohol and tobacco from the under-age, break up disorderly and anti-social groups gathering in public places, demand names and addresses from individuals acting anti-socially, as well as other actions all crucial to targeting anti-social behaviour.

Police Community Safety Team

The team now includes an Anti-Social Behaviour Police Officer who works in close partnership with other agencies and, in particular, with the Anti-Social Behaviour Co-ordinator.

➤ Schemes

There are also various schemes across the borough.

Neighbourhood Watch

Neighbourhood Watch Schemes have been successful across the borough, and we will continue to promote their usefulness in preventing and raising awareness of anti-social behaviour. They work on the principle that local communities are more aware than anyone else of what is happening in their community. Residents work with the police via a computerised system called Ringmaster to warn or seek advice about local crime, including anti-social behaviour. The community works together to seek the safety of the community and to establish good liaison with the police and other agencies.

Neighbourhood Watch signs on lamp posts and stickers on doors can in themselves be a deterrent to crime and anti-social behaviour. Neighbourhood Watch Schemes are also a valuable information source to agencies working to tackle anti-social behaviour and enable problems to be tackled in their early stages.

Pub and Drug Watch Scheme

The scheme runs in order to protect customers and staff from nuisance and violence and highlight problems that may be occurring such as drug dealing. When a problem arises, the police and other pubs in the area can be warned via rapid response radios.

B:BAC (Bracknell Businesses Against Crime)

The scheme runs in a similar way to the Pub and Drug Watch Scheme, but includes businesses around Bracknell Town Centre, in particular, shops.

What METHODS will we use to meet our objectives?

Preventative action is a key part of the strategy adopted by the CDRP in its approach to tackling anti-social behaviour. Continued emphasis will be placed on further developing policies and practices associated with preventative work in conjunction with partners.

Effectively responding to anti-social behaviour is often time consuming for staff and consequently expensive, particularly when legal action is taken. We place emphasis in our strategies on a range of preventative work, early action and interventions as more cost effective solutions.

We recognise that where issues of anti-social behaviour have developed, then prompt action at an appropriate level is needed. A proportionate response is always important in tackling anti-social behaviour and listed below are a range of responses under the headings prevention, intervention and enforcement. We aim to address behaviour and the causes behind it, taking appropriate remedial action through intervention methods as a first step in the majority of cases. However, we will take firm action where this fails or where it is clear that enforcement is the only option.

N.B. The options listed below should not be oversimplified as merely a 'toolkit' of responses to tackle anti-social behaviour. These options will be used on a case by case basis. It will be necessary for us to **problem solve** around cases in order to establish a clear **understanding** of the situation. Our actions will depend on resources and capacity, as well as an assessment of **appropriate** and **proportionate** responses to the **evidence** we have.

➤ Prevention

Youth Services

The Youth Service in Bracknell Forest aims to deliver education; learning and leisure opportunities for young people aged 13-19, focussing on their needs and aspirations to enable them to develop their skills and potential. The aim of this is to provide them with a broad range of personal and social development opportunities which positively promote their learning, raise their achievement and extend their experience.

This will be achieved by:

- Attracting young people to the Youth Service by providing appropriate activities and a quality environment.
- Providing a wide range of personal and social development opportunities.
- Offering quality support based on individual need to enable them to achieve and progress.
- Promoting positive intervention and prevention to address the causes of disaffection and exclusion.
- Ensuring that young people's voice and contribution to decision making is enhanced.

In areas where there are identified areas of concern which may give rise to anti-social behaviour, the Youth Service, if possible, provides mobile and detached provision which aims to engage young people in positive activities.

Leisure Facilities

The Borough is well provided with leisure facilities and open spaces which can provide diversions from misbehaviour. The major redevelopment of Bracknell Town Centre is intended to encourage an evening economy that will widen the choices for lawful economy.

Licensing

This strategy acknowledges the potential link between the supply of alcohol and anti-social behaviour. Where licensed premises apply for extension to existing hours, full account is taken of the possible impact this may have on increasing the potential for anti-social behaviour.

Education / Raising awareness

There are various ways the public can be informed and educated around anti-social behaviour issues and the need for responsible citizenship. One way is to help people understand simple procedures that could stop them becoming a victim of crime and anti-social behaviour. Such information needs to be readily available to the public, such as the Top Ten Tips for winter and summer provided by Neighbourhood Watch (available at <http://www.bracknell-forest.gov.uk/living/liv-safer-communities/liv-neighbourhood-watch.htm>). We seek as many ways as possible

through which we can enable the public to be aware through the use of media.

Education in Schools

Bracknell Forest has its own police Youth and Schools Officers and combating anti-social behaviour and the attitudes towards it forms the basis of most of their work. The Youth and Schools Officers in the area have developed information sharing agreements with all schools and the Council to help identify victims and offenders in relation to anti-social behaviour. This allows for provision of co-ordinated intervention, both reactive (dealing with incidents) and proactive (lessons/assemblies) focussed on changing attitudes and behaviour using the principles of Restorative Justice.

Working closely with Education Welfare Officers, Youth and Schools Officers are also targeting school truants and attendance to combat youth crime and anti-social behaviour.

The Built Environment and Green Public Spaces

Sometimes local surroundings can become the focus for anti-social behaviour. It is not always possible to change the built environment or green public spaces. However, where locations are identified as hotspot areas for anti-social behaviour, the Council will look at how best to address the issues including in appropriate circumstances improving the built environment where possible. Crime Reduction Advisors in the police also advise other land and property owners of ways that their surroundings can be made safer and less at risk of crime and anti-social behaviour.

➤ Intervention

Warnings

Written or verbal warnings can be effective in stopping people behaving anti-socially. Warnings can set out very early on clear messages that anti-social behaviour will not be tolerated and we seek to use these as a first step in the process of tackling anti-social behaviour. Warnings are frequently used in Bracknell Forest.

Mediation

Mediation from an independent mediation service is offered to complainants and perpetrators at the earliest opportunity. This is a particularly suitable option when there is an ongoing dispute between two known parties, and can be highly effective. We will continue to promote the positive benefits of mediation in parallel with other forms of remedial action.

RAiN (Restorative Approaches in Neighbourhoods)

RAiN is a scheme led by the police and uses restorative approaches to repair harm caused in the community by offering interaction between offenders, victims and the community; bringing them together and empowering them to work out how to resolve the harm caused by an incident, and prevent a recurrence – including reparation and rehabilitation.

All neighbourhood police officers, PCSOs, and a number of professionals from other agencies have received training in using restorative approaches.

Acceptable Behaviour Contracts (ABCs)

In conjunction with partners, we seek to use informal agreements wherever possible to modify the behaviour of young persons.

Acceptable Behaviour Contracts (ABCs) are written contracts made between local agencies (often police, local authority or youth offending team) and the individual.

ABCs are voluntary contracts that are an effective way of curbing anti-social behaviour at an early stage. Whilst ABCs are often used with young people they can also be used with adults. Their flexibility and informal nature means that they can be used to tackle a wide range of anti-social behaviour. An ABC will normally set out the way in which the individual must behave in the future, as well as the action that will be taken by the agency.

Parenting contracts

These are voluntary agreements made between local agencies (often the local authority, youth offending team, local education authority) and the individual parent(s). They can be used alongside ABCs or other interventions and can set out what

parents will do to address the anti-social behaviour of a child or children for whom they are responsible.

Parenting contracts provide an opportunity for agencies to work with parents in a structured and balanced way. Most parenting contracts are two-sided and set out what the parent and the agencies will do to play their part in improving the behaviour of the child or children.

➤ Enforcement

Parenting Orders

Parenting orders are made in a criminal court, family court or Magistrates' Court acting under civil jurisdiction when there has been a problem with an under 16 year old's behaviour. They allow parents to build their skills so they can respond more effectively to the challenges of parenting.

Parenting orders impose requirements on the parent(s) or guardian which will usually include their attendance on a guidance or counselling programme. Other requirements, such as ensuring that their child attends school, can also be included.

If the parent does not comply with the order the court can impose a level 3 fine (max £1000) or any sentence available for a non-imprisonable offence.

Injunctions

A range of injunctions are available and being used by local authorities to tackle anti-social behaviour. Injunctions are flexible, straightforward and in serious and appropriate cases can be obtained rapidly – a court can make an injunction within hours of a complaint and before the problem escalates allowing for immediate protection of others. Injunctions are civil remedies, subject to civil rules of evidence and the civil standard of proof. Injunctions are enforceable by way of applications to have the person in breach committed to prison. In such applications the criminal burden of proof applies.

Injunctions offer immediate protection and set a clear standard of behaviour. They prohibit the person engaging in conduct capable

of causing nuisance or annoyance. They can also prevent perpetrators from entering specific premises and/or areas.

Injunctions are available to deal with housing related or public nuisance.

Anti-Social Behaviour Orders

Anti-Social Behaviour Orders (ASBOs) are civil orders. They are designed to protect the public from behaviour that causes, or is likely to cause harassment, alarm or distress, but in the majority of cases are used as a last resort. The orders are not criminal penalties and are not intended to punish the offender.

An order can be made against anyone aged 10 years or more where: the person has acted in an anti-social manner, that is to say, in a manner that causes or is likely to cause harassment, alarm or distress to one or more persons not of the same household as him/herself; and where such an order is necessary to protect persons from further anti-social acts. Evidence in support of an ASBO application should prove that the defendant has acted in such a manner.

Orders can contain conditions prohibiting the offender from specific anti-social acts or entering defined areas and are effective for a minimum of two years.

Breach of the order is a criminal offence.

Dispersal Powers

Dispersal powers can be used to tackle anti-social behaviour and disorder in public spaces, such as shopping arcades or parks.

Part 4 (sections 30-36) of the Anti-Social Behaviour Act 2003 gives the police powers to designate an area where there has been significant and persistent anti-social behaviour and where groups of people have caused intimidation, alarm or distress to members of the public. The local authority must give its agreement to an area being designated as a dispersal area.

In a designated dispersal area, the police can direct individuals to leave the locality and they may be excluded from the area for up to 24 hours.

Demoted Tenancies

Since 30 June 2004, demoted tenancies have been available in instances when a social housing tenant behaves anti-socially, or allows a member of their household to do so. They are also available where there has been unlawful use of the premises. A social landlord can apply for a demotion order ending the tenant's existing tenancy and replacing it with a less secure one. Demotion removes the tenant's Right to buy and security of tenure for at least a year.

'Crack House' Closure Orders

The Anti-Social Behaviour Act 2003 introduced a power to enable the swift closure of properties taken over by drug users or dealers of Class A drugs. This means that swift action can be taken to close them down and keep them closed.

Possession

Eviction is a very serious sanction for social housing tenants that should be used when other interventions have failed or when the nature of the anti-social behaviour is very serious. It is important that the perpetrators of anti-social behaviour are aware of the consequences of their behaviour.

Environmental Powers

As well as the various methods we have to tackle the broad spectrum of anti-social behaviours, the Council has powers to deal with *specific* nuisance, exercised through the Environment and Leisure department.

Noisy Licensed Premises

Environmental Health Officers have the power to make a closure order where a noise nuisance arises from licensed premises, and where a public nuisance arises and closure is necessary.

Noise Nuisance

A noise abatement notice can be served on a person(s) causing a statutory noise nuisance to their neighbours. Cases commonly complained of include barking/pining dogs, amplified music/TV, DIY. The contravention of a notice can lead to a fine in the courts.

The same powers can be applied to commercial premises in relation to any activity deemed to be a nuisance

Abandoned Vehicles

Abandoned vehicles are a problem not just within the the Borough of Bracknell Forest but throughout the UK. The Refuse Disposal (Amenity) Act 1978 gives the council the power to remove and subsequently dispose of vehicles that are considered to be abandoned after a statutory period. The type of vehicles that can be remove also include those in a dangerous condition or location.

Nuisance Vehicles

The Clean Neighbourhood and Environment Act 2005 has created two new offences to help local authorities deal with nuisance parking: offering for sale two or more vehicles, or repairing a vehicle on the road as part of a business. The liability for conviction can be discharged by payment of a fixed penalty.

High Hedges

The Antisocial Behaviour Act gave local authorities the powers to deal with complaints of nuisance about high hedges which are having an adverse effect on a neighbour's enjoyment of their property. There are powers to require the person subject to a complaint to carry out measures to solve the problem. There is a prescribed complaint process to follow and a total fee has been set at £450 which includes an initial investigation fee of £100.

Graffiti and fly-posting

The Antisocial Behaviour Act 2003 introduced the power to serve a "Graffiti Removal Notice" in respect of private land if the graffiti is detrimental to the area or is offensive, within 28 days. Authorities have the power to do the work in default and recover costs.

Fly tipping

The Antisocial Behaviour Act 2003 returned powers to the local authority to prosecute for fly-tipping; previously only the Environment Agency had the power to take action.

Litter and Waste

There are already various powers in existence to solve problems with litter and Waste on land but the Clean Neighbourhood and Environment Act 2005 has introduced a new power to serve litter

notices on private land requiring businesses and individuals to clear litter from their land.

Abandoned Shopping and Luggage Trolleys

The Clean Neighbourhood and Environment Act 2005 extends the powers within the Environmental Protection Act 1990 and will enable a local authority to charge the person believed to be the owner of an abandoned shopping or luggage trolley for its removal, storage and disposal.

Aerosol Paint

The Antisocial Behaviour Act 2003 made it an offence to sell aerosol paint to people under the age of sixteen. To verify that businesses are complying, test purchasing is required and the Council has a programme to test for underage sales from time to time including, in 2005, Aerosol Paints.

From April 2006 the Clean Neighbourhood and Environment Act 2005 requires a local authority to consider annually an enforcement programme to address the sale of spray paints to children and this may include business educational and test purchasing using children.

6. The Community

Serving the whole community

Anti-social behaviour affects different people in different ways. Some people will be most concerned about harassment and intimidation, others noise nuisance, still others abandoned cars or graffiti. This strategy aims to balance these different concerns and to ensure fair treatment for all men and women – regardless of age, ethnicity, religion, disability or sexuality.

Victims and witnesses

Witnesses are crucial to tackling anti-social behaviour. Witnesses and victims are often needed to report incidents, provide evidence and help the police with investigations. Evidence from a witness is normally stronger than hearsay and professional witness statements. However, for Anti-Social Behaviour Orders, it is possible for agencies to give evidence on behalf of those who are victims. This measure is designed to increase reporting and decrease intimidation of witnesses.

The local Victim Support service helps residents cope with the effects of crime and anti-social behaviour through providing a free and independent service. Victims can receive confidential support, as well as information on police and court procedures, insurance and compensation matters, and other sources of help.

Information for the public

It is vital that there is a two-way communication link between the partners working to fight anti-social behaviour and the local community. If the community are to effectively report anti-social behaviour, it is important that they know exactly who to report to. Appendix 1 (p.31) contains a list of anti-social behaviours and gives the correct channels for where to report different types of behaviour. We will aim to make this list and other details like it as widely available as possible.

It is also imperative that local communities have available information to enable them to allay unreasonable fears over anti-social behaviour, as well as comprehensive advice on how to keep one's self, belongings and property safe and secure. Therefore, the CDRP will ensure that success and best practice are widely publicised for public reassurance, as well as providing advice and information around anti-social behaviour.

7. Implementation

Action plan

The CDRP Plan 2008-2011 contains 6 key priorities, one of which is anti-social behaviour. The aim is to reduce the level of reported anti-social behaviour in Bracknell Forest, and the following action plan lays out how this will be achieved.

The table shows actions and tasks for each target. The actions are fixed, but the tasks are fluid and constantly changing.

Target 1: Reduce the most often reported level 2 anti-social behaviours as recorded by CADIS.

These are:

- **Noise – reduce by 5% in year 1**
- **Dangerous Driving – reduce by 5% in year 1**
- **Harassment – reduce by 5% in year 1**
- **Vandalism – reduce by 5% in year 1**
- **Dumped Rubbish – identify a downward trend in Year 1**
- **Road Hazard – to have no increase in figures**

ACTION	TASKS
1.1 Use CADIS to identify trends and locations around the identified incident types.	<ul style="list-style-type: none"> • Produce maps and graphs for each ASB Sub-Group meeting • Analyse figures produced by CADIS in order to track changes and target resources and activity • Exchange CADIS information with relevant partners
1.2 Develop Communication with the community through the Neighbourhood Management process.	<ul style="list-style-type: none"> • Parks & Countryside (P&C) interaction / liaison with resident associations, environmental groups, clubs and other local forums • Keep the CADIS and Neighbourhood web pages up to date with what is going on.
1.3 Link in with the ASB Working Group to use interventions and enforcement work with individuals involved in anti-social behaviour.	<ul style="list-style-type: none"> • ASB Co-ordinator to ensure a strategic and operational link between the two groups. • ASB Sub-group to recommend actions to the ASB Working Group where appropriate • ASB Working Group to report to ASB Sub-group • Link in with the ASB Police Officer • P&C Ranger team to provide support in

	evidence gathering (particularly linked to BFBC managed green spaces)
1.4 Develop projects and initiatives to raise awareness and reduce anti-social behaviour.	<ul style="list-style-type: none"> • Through analysis of CADIS top 6 categories, ASB Sub-group to formulate appropriate responses through designing specific projects / campaigns etc • ASB Co-ordinator to co-ordinate and liaise with partners on a regular basis regarding projects to provide support, as well as regular updates to the sub-group. • Link in with existing projects and initiatives, including national initiatives such as noise action week. • Use CADIS to monitor the effect of any projects on the asb categories. • P&C – use of events programme and local community engagement activities to target key messages and geographical locations; alongside enhancing degraded areas (this includes initiatives such as placements for Young Offenders, clearing debris, planting...).
1.5 Support the work of the BFC Cleaner Borough Group	<ul style="list-style-type: none"> • P&C – participate as an active member - contribute resources (expertise, time, land management)

Target 2: Reduce the reported levels of anti-social behaviour in the most affected neighbourhoods as recorded by CADIS by 2% in Year 1

ACTION	TASKS
2.1 Identify areas experiencing the highest levels of anti-social behaviour using CADIS	<ul style="list-style-type: none"> • Use demographic statistics to get neighbourhood figures and to look at physical hotspots
2.2 Track levels of asb in neighbourhoods featured in the 2005-2007 Fear of Crime Survey	<ul style="list-style-type: none"> • Monitor total asb in relevant neighbourhoods per month since April 2005 • Ranger team to provide support in evidence gathering (particularly linked to BFBC managed green spaces)
2.3 Members of ASB Sub-Group to identify and respond to changing levels and locations of asb in the most affected neighbourhoods as recorded by CADIS	<ul style="list-style-type: none"> • P&C - contribute resources (expertise, time, land management)

2.4 Target neighbourhood policing teams into priority areas	<ul style="list-style-type: none"> • Parks & Countryside interaction / liaison with resident associations, environmental groups, clubs and other local forums
2.5 Co-ordinate the activity of the CDRP partners to maximise impact in hotspot areas	<ul style="list-style-type: none"> • Identify what each partner can do, eg: • BFBC to clear rubbish • Police to arrange patrols • PCSOs and rangers to engage with local people • Youth Service to work with young people • P&C – use of events programme and local community engagement activities to target key messages and geographical locations; alongside enhancing degraded areas (this includes initiatives such as placements for Young Offenders, clearing debris, planting...).
2.6 Develop links with Extended Services in the affected neighbourhoods	<ul style="list-style-type: none"> • P&C – participate as an active member - contribute resources (expertise, time, land management)
2.7 Link in with the ASB Working Group to use interventions and enforcement with identified individuals in the affected neighbourhoods.	<ul style="list-style-type: none"> • Liaise with ASB Police Officer • Ranger team to provide support in evidence gathering (particularly linked to BFBC managed green spaces)

Target 3: Reduce Criminal Damage by 5% per annum in Year 1, Year 2 and Year 3

ACTION	TASKS
3.1 Effective analyses of hotspot areas	
3.2 Targeted Police and PCSO patrols	<ul style="list-style-type: none"> • Ranger team to provide support in evidence gathering (particularly linked to BFBC managed green spaces)
3.3 Enforcement of licensing laws where necessary	<ul style="list-style-type: none"> • Ranger team to provide support in evidence gathering (particularly linked to BFBC managed green spaces)
3.4 Early removal of graffiti	<ul style="list-style-type: none"> • Photograph and keep a database of graffiti tags • P&C – use of events programme and local community engagement activities to target key messages and geographical locations; alongside enhancing degraded areas (this includes initiatives such as placements for Young Offenders, clearing debris, planting...).

Appendix 1

Reporting Anti-Social Behaviour

If you feel you have been a victim of anti-social behaviour, or have witnessed anything that may cause harassment, alarm or distress to others, **we want to help you** to report it to the appropriate Council department or another agency.

Anti-social behaviour can be reported to the **Council** or to the **police** depending on the nature of the incident. Listed below are different types of anti-social behaviour. They have been divided into various sections in order to direct you to the agency which is most appropriate.

If you are a **Council or Housing Association Tenant** you can report many forms of anti-social behaviour to your **housing officer**. They will be able to help you deal with the matter in the appropriate way. Please refer to the Council tenants' section at the bottom of this article first to see if your complaint can be dealt with by your housing officer.

The Council

To report any of the following call **01344 352000** where your details will be taken and will be directed through to the appropriate Council department:

- Abandoned shopping trolleys
- Abandoned vehicles
- Air pollution – e.g. bonfires/odours
- Broken street lights
- Dumped rubbish
- Dog fouling
- Fly posting
- Graffiti on public property
- Litter in the street
- Noise nuisance
- Nuisance alarms
- Stray dogs
- Syringes/needles in the street and public places

- Under age sales – alcohol, tobacco, fire works, spray paints
- Vandalism to public property or empty buildings

Often, though not always, such matters will fall to the **Environment and Leisure department**. You might like to look at their web pages (www.bracknell-forest.gov.uk/environment/) where you will find further advice.

The Police

Many other actions are police matters and you are advised to contact **Thames Valley Police** on **0845 8 505 505** to report the following. You should always ask for a crime number:

- Begging
- Premises used for drug purposes
- Criminal damage
- Disorderly behaviour – e.g. shouting, swearing, drunken, threatening behaviour
- Driving at excessive speed / Dangerous driving
- Drug/substance misuse (taking or dealing)
- Drunken behaviour
- Harassment/intimidation
- Hate crimes – racist/homophobic
- Inappropriate use of motorcycles/bicycles
- Inconsiderate parking on the street
- Kerb crawling
- Malicious calls
- Prostitution
- Road rage
- Skate boarding in Bracknell Town Centre or on the Highway
- Sex acts in public places
- Violence / threat of violence

Please note that the police will assess the urgency of response required for each call they receive. You will not necessarily receive an immediate response, and for some cases an appointment may be necessary to speak with a police officer. However in an emergency where a crime is in progress your call will receive urgent attention.

Council tenants / Housing Association tenants

If you are a Council or Housing Association tenant and experience or are aware of any of the following problems, you can contact your **Housing Officer** who may be able to help you deal with the matter in the appropriate way:

- Animal care or control issues
- Domestic violence
- Car repairs in gardens or communal areas
- Harassment
- Inappropriate ball games
- Inconsiderate parking
- Neighbour disputes
- Noise problems
- Substance misuse
- Racial abuse
- Unauthorised or inappropriate use of property or gardens
- Vandalism

If you are experiencing anti-social behaviour but are unsure who to contact, telephone or email the **Anti-Social Behaviour Co-ordinator** at the Council for advice: 01344 351202 or asb@bracknell-forest.gov.uk.

Useful contacts

Bracknell Forest Borough Council

01344 352000

asb@bracknell-forest.gov.uk

www.bracknell-forest.gov.uk

Thames Valley Police

0845 8 505 505

(in an emergency call 999)

Royal Berkshire Fire and Rescue Service

0118 945 2888

www.rbfrs.co.uk

Victim Support

01344 411 411

victimsupport.bracknell@virgin.net

New Hope Substance Misuse Centre, Broadway, Bracknell

01344 321360

Respect – Home Office Anti-Social Behaviour web-site

<http://www.respect.gov.uk>

