

## Safer North West Action Plan 2017/18

### Priority- Increasing community confidence by effectively addressing Anti-social behaviour and its causes.

#### Section 1-To make our community safer for residents, business and visitors

| Action  | Intended Outcome  | lead agency      | possible blockages  | Completion date |
|---|---|------------------|---|-----------------|
| ASB01<br>Develop a network of Community ASB champions                       | The network will be community based and will support residents in the self-management of low level ASB. They will help people understand the ASB process.   | NWLDC CS         | Recruitment and retention of Champions Staff time to establish scheme           | 31st march 2018 |
| ASB02<br>Train Councillors and Parish councils on the principles of ASB     | Increase satisfaction by helping to clarify process, outcomes and resolutions. Reduce call to services and empowers Parish to manage low level ASB. Also will enhance the community intel and evidence they provide. This will allow Prevent, deal with or design out low level ASB | NWLDC CS/CF      | Not all Parish councils will attend   | 1st Sept 2017   |
| ASB03<br>Increase confidence by the publicity of good news stories.         | We aim to have a slow feed effect of positive case closure articles to show positive outcomes.  | All              | We need to push this action as we are traditionally shy in promoting our selves | 31st march 2018 |
| ASB04<br>Increase use of legislation following Drugs related ASB and crimes | Make better use of the new powers following Action by the Police. This will include Closure orders, PSPO and Injunctions.   | Police and NWLDC | Cost of action will need to be accounted for                                    | 31st march 2018 |
| ASB05<br>Increase analytical capacity.                                      | Increase the use of analytical tools to better focus of limited resources.  | LCC/Police NWLDC |   |                 |

**Section 2-To support and protect all those who are vulnerable within our community**

| Action   | Intended Outcome   | lead agency   | possible blockages   | Completion date |
|--|--|---------------|--|-----------------|
| ASB06<br>Improved management of expectations. Provide written information on ASB to victims in an accessible format. Introduce the Witness promise | Increase satisfaction by helping to clarify process, outcomes and resolutions. Working with police and LCC produce guidance on ASB, reporting, evidential standards. Improve the confidence by delivering the victim promise. What the victim can expect in a plain English. | All           |  | 31st March 2018 |
| ASB07<br>Provide mediation across services to tackle cases where no formal interventions are required.   | Provide improved outcomes for the lower level neighbour/civil disputes. Provide equal response to all residents irrespective of tenure.  | NWLDC         | Sustainability of service/Cost   | 1st Sept 2017   |
| ASB08<br>Provide information on home CCTV to reduce tensions based on poor use of home CCTV  | Produce guidance, based on the OIC information in a format accessible to homeowners.   | NWLDC         | Advice may change with new legislation                                       | 1st Sept 2017   |
| ASB09<br>Provide a community mediation service to help address community based hotspots.   | Following from national best practise work to empower communities to resolve issues with our support, rather than our leadership. Community ownership of the issues and associated solutions. Use of the appreciative enquiry would support this approach                    | NWLDC CS/CF   | New ideas can be difficult and the appreciative enquiry is a novel approach. | 1st Sept 2017   |
| ASB10<br>Matrix hotspots to priorities workloads.  | Enable partners to give the level of services to the issue   | CSP           | We currently have no matrix for areas, only victims.                         | 1st Sept 2017   |
| ASB11<br>Raise the voice of young people in the delivery of ASB actions  | Develop the contact with district youth by youth councils, youth café and youth working group.   | NWLDC/schools | Managing the aspirations of young people can be difficult.                   | 1st Sept 2017   |

**Section 3-To work in partnership to achieve better value in what we deliver to residents, communities, business and visitors**

| Action   | Intended Outcome   | lead agency                            | possible blockages   | Completion date |
|--|--|--|--|-----------------|
| ASB12 Create CSP certificates/Awards of excellence for cases closed in new and affective way                                 | Celebrate those staff who have gone beyond to manage ASB cases. Presented to support the professional development of staff.  | CSP (CS team)                          | Nil  | 31st March 2018 |
| ASB13 Improve the planning process of recreational facilities to reduce building hotspots                                    | Increase the links to parks, planning and parish councils to designs out ASB and crime. Promote ownership on new spaces to community to empower local communities, setting rules of use. | NWLDC                                  |  | 1st Sept 2017   |
| ASB14 Deliver shared ASB training to front line practitioners. Improve process/information to signpost case that are not ASB | Shared training will increase the clarity of message to increase partnership working. Reduce calls of non-ASB nature. Such as civil disputes.  | NWLDC/LCC                              | Possible replication of training, agencies may insist on internal training process. New process and website needed to help divert actions. | 1st Sept 2017   |
| ASB15 Provided more Focused JAG meeting. Increase deployable ASB tactics.  | Increase cases considered by reducing discussion and increasing actions and decisions. Increase the tools available increasing proactivity to improve success.                           | NWLDC CS                               |  | 1st Sept 2017   |
| ASB16 Improve Sentinel as a case management system to include shared performance data.                                       | CSP to assist County and Districts to get the best from the system   | County ASB Delivery and strategy group |  | 31st March 2018 |
| ASB17 Refine policy on what is/is not ASB and publishes in a positive way to reduce inappropriate reporting.                 | Improve website to help divert non-ASB cases. Signpost to the best service to resolve the issues.  | CSP                                    | Linked to other actions  | 1st Sept 2017   |
| ASB18 Host a best practise workshop across LLR   | Host an event in NWL.  | NWLDC                                  |  | 1st Sept 2017   |
| ASB19 Make use of a common approach to decision making to give consistency of outcomes.                                      | We should all adopt a similar approach to making decisions that can be added to Sentinel to allow all to access the process and support decisions made by partners to stop duplication.  | JAG                                    | this will require a cultural change for some team to approach this in a new way  | 31st March 2018 |
| ASB20 Increase provision for Young people services Improve publicity for Youth activities to offender's families. .          | Increase awareness of services and penalties for misusing substances. Increase attendance of the services currently available. Increase publicity of Voluntary groups, clubs,            | Turning Point                          | Cost will be high  | 1st Sept 2017   |

#### Section 4-Tackle Substance Misuse

| Action  | Intended Outcome   | lead agency   | possible blockages              | Completion date |
|---|--|---------------|---------------------------------|-----------------|
| ASB21 Promote referral process to YOS, especially for drug use.                             | By raising awareness of the process, increase early referral rates to Turning Point and YOS. | YOS           |                                 | 1st Sept 2017   |
| ASB22 Improve access to shared data.  | Improve decision making for the Licencing team by sharing data.                              | NWLDC         | Data protection issues possible | 1st Sept 2017   |
| ASB23 Turning point to improve feedback to referrers/ provide statistical data to CSP board | Improve feedback from service providers post referral to increase confidence.                | Turning Point |                                 | 1st Sept 2017   |
| ASB24 Explore improvement to needle exchange services                                       | Increase feedback on needle finds, needle exchanges and collection points ideally to JAG     | Turning Point | Data protection issues possible | 1st Sept 2017   |
| ASB25 Provide training for NON-pub watch members regarding available support.               | Increase membership and to share learning from members                                       | Pub watch     |                                 | 31st March 2018 |
| ASB26 Improve contact with RSL that are not local   | Development working relationships new RSL providers as they come to our area.                | NWLDC         |                                 | 31st March 2018 |
| ASB27 Provide improved intelligence to Licences regarding underage drinking.                | Share risks from all agencies including licensing.   | NWLDC LT      |                                 | 1st Sept 2017   |

**Section 5-Reducing offending/Re offending**

| Action   | Intended Outcome  | lead agency | possible blockages                                       | Completion date |
|--|---|-------------|--|-----------------|
| ASB28 Increase use of Pub watch images to increase awareness on known offenders. (cross cutting-Violent crime) | We will raise the profile of problematic drinkers that cause ASB and Violence on Licensed premises.   | Pub Watch   | Pub watch is voluntary.                                  | 1st Sept 2017   |
| ASB29 Promote referral process to YOS, especially for those using drugs.                                       | By raising awareness of the process, especially to education providers on the process of referring to Turing point and YOS, we will increase referral rates, ideally at an earlier stage. | YOS         | Capacity of Impact/YOS to deliver increased referrals.   | 1st Sept 2017   |
| ASB30 Improve information on the 7 pathways out of crime   | Adopt government approach on how to address the pathways out of crime for prolific offenders.   | IOM         | Capacity of IOM/services to deliver increased referrals. | 31st March 2018 |

