

Roles of the Council and key partners in tackling anti-social behaviour

Sunderland City Council

Safer Communities Team

The Safer Communities Team, co-ordinate partnership action to address crime, disorder, and substance misuse issues. The ASB Strategy Manager leads and co-ordinates the development and delivery of the ASB Strategy on behalf of the SSP, and supports activity in relation to tackling ASB across the City.

Central Security

Central Security plays a key role in making the City of Sunderland a Safer place to live and Work. In order to achieve this Security Services offer a professional advisory service to City Council directorates and partner agencies on all aspects of crime and security matters, in order to put measures into place to reduce crime, the fear of crime and anti social behaviour. This includes;

3G Rapid Deployment Cameras, which can be deployed at short notice to monitor crime or ASB Hotspots.

Flashcams, which can be deployed at short notice to combat Fly tipping, graffiti and ASB.

- Home Office qualified CPDA's (Crime Prevention Design Advisors) available to offer a Design Advisory Service to Council and Partner Agencies on all aspects of "Designing Out" crime.
- CAEC (City Alarm and Emergency Centre) who currently monitor in excess of 600 CCTV cameras City Wide as well as property alarms, emergency support services, lone worker support, vehicular panic attack monitoring and response and Major Incident initiation on behalf of the Council and its partners.
- Provide training to Lone Workers and Front Line/Enforcement Staff on dealing with aggressive and potentially violent persons.
- Facilitate and Manage and the City Centre Night Time Taxi Marshall project

Housing and Neighbourhood Renewal. Anti-Social Behaviour Team

The Anti-Social Behaviour Team works in partnership with other Services and Directorates of the Council and external partners and organisations and provides the City Council's front line response to the local community in dealing with issues of anti-social behaviour utilising the tools and powers available in the Anti-Social Behaviour Act 2003. It works across the City focusing upon anti-social behaviour and crime "hot-spot" areas in all tenures but with particular focus on the private rented sector. This includes:

- working with private landlords to develop good practice initiatives for managing their properties and reducing instances of criminal or anti-social behaviour in the private rented sector.
- Working with local communities to build up trust and encourage reporting of anti-social behaviour;
- Identifying perpetrators of anti-social behaviour and developing appropriate interventions, in partnership with other agencies;
- Addressing anti-social behaviour with young people at an early stage to prevent their behaviour from escalating, identifying any support needs and helping to link to relevant agencies;
- Investigating reports of anti-social behaviour in accordance with the tools and powers of the Anti-Social Behaviour Act 2003 which includes, sending early warning letters to perpetrators regarding their alleged anti-social behaviour, undertaking and implementing and monitoring Acceptable Behaviour Agreements;
- Taking forward applications for Anti-social Behaviour Orders and attending court in accordance with the procedures of the Anti-Social Behaviour Act 2003, and monitoring the effectiveness of the ASBO on an annual basis in accordance with recent changes in legislation;
- Supporting victims and witnesses including accompanying to court, acting as third party witness, engaging witness protection services

The team seeks to introduce lasting solutions and generally uses enforcement methods alongside support mechanisms. This promotes the culture that there are sanctions and consequences to those perpetrators only as a last resort. Since its formation in 2004 the team has obtained six Anti-social Behaviour Orders against perpetrators of serious anti-social behaviour. This has helped to restore harmony in those local communities affected by ASB. The team has also secured 101 Acceptable Behaviour Agreement's (ABAs) signed by perpetrators of anti social behaviour

The Anti-Social Behaviour Team deals with approximately 500 complaints/requests for service raised by the public, businesses, etc. to deal with anti-social behaviour per year with up to an additional 200 partnership referrals cases.

The Neighbourhood Relations Team is situated within the Housing and Neighbourhood Renewal Unit, which also includes the Housing Enforcement Team, the Houses in Multiple Occupation Licensing Team and the Area Renewal Team.

There are strong links between anti-social behaviour and sub-standard or mismanaged accommodation and the teams within the Housing and Neighbourhood Renewal Unit work together to modify behaviour of tenants and landlords.

The Housing and Neighbourhood Renewal Unit predominately utilises the tools and powers within the legislative framework of the Anti-Social Behaviour Act 2003 and the Housing Act 2004. The unit also encourages all Registered Social Landlords working in Sunderland to adopt and sign up to the Respect Standard for Housing Management. In partnership with 'Gentoo', the unit also

commissions a mediation service to help in resolving disputes involving neighbours, landlords and tenants. This service is available to all citizens of Sunderland. The unit also commissions a Family Intervention Project (FIP) which deals with the most challenging families displaying anti-social behaviour and uses a persistent approach to assist families to modify their behaviour. The capacity of the Family Intervention Project is currently 12 floating support places and 5 dispersed housing places.

The unit also commissions mediation services in relation to neighbour disputes via an organisation called UNITE.

Children's Services

Extended Family Pathfinder

The Extended Family Pathfinder is now well underway and delivering a significant level of service with four members of staff from the Sungate Parenting Project in post and two pending and Young Carer staff from Sunderland Carers' Centre in place.

The Sungate Parenting Project currently has 28 active cases and a steady stream of referrals is being received. Sunderland carers' Centre has offered support packages to 4 families using Pathfinder support funding.

A family consultation event held at the Raich Carter Centre on 31st January 2009 provided valuable information about the priorities of young carers and their families completed and this is now in use to inform the progress of the work.

Parenting Programmes

The Family and Parenting Board are in the process of commissioning Parenting programmes and services for 2009-2010. This will ensure that sufficient and appropriate universal, targeted and specialist Parenting provision will be available across the City. Specifically, engagement work with dads and parents/carers who do not engage with mainstream Parenting provision will be commissioned, as well as parent peer groups, 1-1 support with families with complex needs and targeted and specialist Parenting programmes. The Parenting Operations Group are currently distributing the Sunderland Parenting Programme Directory. This will increase the awareness of all practitioners working with local parents/carers about the provision that is open to them and enable them to signpost or refer families to a Parenting programme or Parenting support. Details of current Parenting programmes and a Parenting calendar are now available from the Families Information Service.

Targeted Youth Support

By 31 December 2008, Targeted Youth Support was in place in all areas of the city. Panels are working to co-ordinate resources for young people aged 13-19. Referrals for the Challenge and Support Workers come through these panels. The target the year is to work with 20 families and discussions are planned with the Council's Anti-Social Behaviour Team to identify further families who would benefit from the service.

Challenge and Support

The Youth Taskforce Action Plan is already having an impact in Sunderland. Approximately £250,000 has been secured to establish a 'Challenge and Support' project to stop poor behaviour in young people from escalating, and posts have recently been recruited. This project contributes to two of the four strands of the Safer Sunderland Strategy in that the project will provide a 'challenge' (so fitting with the enforcement strand), at the same time as 'support' (so linking with the support strand).

Youth Offending Service

The City Council's Youth Offending Service offer a range of parenting advice, support and guidance at a universal, targeted and specialist level. This includes statutory parenting courses. In recent years on average 3500 parents have attended programmes. In the last year Sunderland has successfully bid for three new parenting initiatives: one for work in schools, the second for parenting work linked to ASB and the third for work with parents whose children are looked who are the subject of a Child Protection Plan. The latter project has been extremely successful and Sunderland is judged as delivering one of the top 10 projects in the UK.

The Youth Offending Service also operates 'Wear Kids' and a Community Payback scheme. 'Wear Kids' and works with young people 8-13 who are beginning to become involved in Anti-Social Behaviour or who have siblings who already are susceptible to peer pressure.

Funds are being secured to establish additional family intervention provision to continue to deal with the most anti-social families. This builds upon the existing ASB Family Intervention Project (FIP) and is likely to work with those families containing both young people and offenders within the family. This could perhaps be described as a Crime FIP.

Youth Development Group

A successful 'XL Youth Village' scheme was piloted in one area of the City in the summer of 2008 and delivered by the A690 Youth Project, the commissioned youth provider for the chosen area. This resulted in a substantial reduction in ASB in the area where the scheme operated (a reduction in crime of 34%; some evenings incidents reduced to zero; 856 young people attended the events including 23 out of 25 young people identified as targets) and funds are being sought to repeat the scheme and to extend it to other areas of the City.

The young people from the summer pilot applied and were successful in receiving funding via the Youth Opportunity Fund, for a winter pilot to look at continuing the XL events utilising a combination of outdoor and indoor provision. This is still ongoing but early signs are showing that the events held so far are well attended by young people.

The YDG have been successful in acquiring capital funding to purchase a state of the art 'youth village' and additional 'mobile youth provision'.

Additionally funding has also been set aside to upgrade the original XL provision. Funding is still being sourced for a third 'youth village'. The revenue funding needed to resource the provision has been secured and commencement of delivery is expected June 2009. This will provide City wide provision targeted at Friday and Saturday evenings in areas identified as high in Youth ASB and which currently lack centre based youth provision. A multi agency steering group will be set up to oversee this initiative. The additional mobile provision (consisting of a youth bus, cage, health information trailer and climbing wall) can also be used to showcase the work of the YDG and voluntary sector partners at events across the city.

City Services

Sport & Leisure

A citywide Targeted Youth Engagement (TYE) project successfully reduced youth related disorder in hotspots and at peak disorder times. It deployed outreach workers to engage with young people and divert them away from problem behaviour and into more positive activities. The project ended in September 2008 with young people signposted into mainstream activities

The Positive Futures social inclusion programme has been attracting young people into positive activities since 2002. The Fitness Friday initiative (funded by BOTM) at the Raich Carter Sports Centre in Hendon has helped more than 120 young people keep out of trouble by offering them a wide choice of fitness, dance and sports activities, all of which are delivered by qualified coaches. It has been effective in reducing youth related ASB and crime within the area and is just one of a wide range of activities across the city that are helping to positively channel young peoples' energies. By focussing on 'hot spots' for youth disorder, 'Positive Futures', has helped to prevent problems from occurring.

Environmental Services

A team of Environmental Enforcement Officers and a Local Environment Manager have recently been recruited within the Environmental Services Department to tackle and combat environmental crime across the city.

The team consisting of 12 officers and a manager, will enforce all elements of environmental crime ranging from dog fouling and household waste to illegal dumping and street litter control.

Officers have been allocated areas throughout the city and will be identifying and targeting hotspots or 'grot-spots' within their own areas. Working with the local businesses and residents these areas will be targeted and those individuals or companies found to be adversely affecting the local area will be targeted with a range of environmental powers including legal notices, fixed penalty notices and prosecutions.

Education campaigns will be undertaken in conjunction with any enforcement to highlight the nuisance caused by litter and waste to any area but also to raise awareness of the potential consequence of such activities.

Licensing Section and Trading Standards Section

The Licensing Section administers and enforces the Licensing Act. One of the objectives of the Act is the prevention of crime and disorder. In order to address this issue the section works closely with other statutory agencies, e.g. the Police and the Trading Standards Section of Community and Cultural Services, via the Council's Licensing Act Responsible Authorities Group (LARAG).

The Licensing Section receives intelligence about anti-social behaviour associated with alcohol supplied from licensed premises such as off licences and public houses. This information is used to inform decision-making upon matters such as the grant of licences, variations of hours, the conditions imposed upon licences and the revocation of licences.

The Licensing Section intervenes with licensees where breaches of legislation and conditions come to light e.g. failure to provide CCTV coverage or the exceeding of opening hours.

The Licensing Section encourages licensees to go beyond compliance with the law in reducing the potential for anti-social behaviour by delivering, in partnership with other agencies, a Best Bar None scheme. Sunderland's first edition of this nationally-recognised scheme was completed earlier this year. Nationally, the scheme is considered to have led to an improvement in standards in public houses and night clubs. Feedback upon our scheme, which covered the City Centre, was positive and, so, it is planned to extend its remit to the whole of the City in 2009/10.

The Licensing Section licenses also Hackney Carriages and, so, are involved in the arranging of the highly-regarded taxi marshal scheme in the City Centre. The feedback from both the taxi trade and the travelling public is that the scheme provides a safer and more pleasant transport experience.

The Trading Standards Section has the responsibility for enforcing the law prohibiting the sale of alcohol to persons under 18. Such offences, as well as having negative impacts upon the health of young people, often lead to incidences of anti-social behaviour. The Trading Standards Section seeks to educate off licensees and their staff about avoiding such sales and, where appropriate, sends child volunteers into premises to attempt test purchases. Illegal sales can lead to prosecutions and reviews of offenders' licences.

Northumbria Police

Sunderland Area Command is committed to Neighbourhood Policing which is provided by teams of Police Officers, CSOs and Special Constables with support from partners. The key objective in the Northumbria Police Strategy for 2008-2011 is 'to build trust and confidence in the community and reduce crime and disorder'. Policing priorities to support this key objective include:

- Reduce crime by 2% .
- Increase detections by a further 1%

- re-assure the public, reduce the fear of crime and ASB;
- improve public perception of the fear of crime and ASB
- reduce the harm caused by illegal drugs;
- increase visibility of staff and community engagement, especially amongst those hard to reach communities.
- Engage and listen to the community and deal with those issues that affect the quality of life of community members.
- Keep the community and partners updated
- Operation Gryphon is Sunderland Area Command response to collection and sharing of information and data linked to ASB and alcohol seizures from persons.

Registered Social Landlords

The larger Registered Social Landlords (housing associations) operating in Sunderland also provide neighbourhood relations services to address disputes between residents and to tackle anti-social behaviour.

Registered Social Landlords are represented within the ASB Delivery Group structures and in the Registered Social Landlords Forums. All Registered Social Landlords working in Sunderland are being encouraged to adopt and sign up to the Respect Standard for Housing Management.

The largest Registered Social Landlords in the city is Gentoo who are a committed partner within the Safer Sunderland Partnership. Gentoo work closely with other agencies, including the Police, Probation Service and Fire Service as well as Sunderland City Council. They are also actively involved with delivery groups, including the LMAPs (Local Multi-Agency Problem Solving Groups), the Sunderland Domestic Violence Partnership and the ASB Strategic Delivery groups.

Gentoo also sits within other parts of the Local Strategic Partnership having direct relevance to promoting neighbourhood safety, including Community Cohesion groups, the Parenting Board and the Community Development Strategy Group. Gentoo now has a ASB Customer Focus Group and a specialised Neighbourhood Safety Team which is dedicated to the reduction of anti social behaviour and improving fear of crime and misperceptions. Gentoo have recently published their Neighbourhood Safety Strategy 2008-2011 which brings together their objectives for tackling nuisance, crime and anti-social behaviour.

The four strategic objectives of the Neighbourhood Safety strategy are;

- Prevent and minimise ASB and perceptions of it by taking a long-term approach which combines prevention and early intervention, support and swift enforcement where necessary.
- Empower our neighbourhoods to feel safe and secure, particularly where there are more vulnerable groups.
- Provide tailored support to victims as well as offenders.

- Engage fully with others to deliver coherent, long-term solutions and communicate our actions to our partners, other organisations and our communities.

Following a successful pilot in 2007/2008 within the North area of Sunderland, Gentoo's Neighbourhood Safety Team has now expanded to include two Victim Support Officers and an Anti Social Behaviour Prevention Officer. These new team members work closely with the Neighbourhood Enforcement Officers and the team are aiming to strike a balance between prevention and early intervention, support and enforcement. Victim Support Officers complete a customer lead Support Needs Plan with every victim of ASB to ensure all customer support needs are met and to monitor the success of support measures in terms of how safe they feel at the time of the initial report and how safe they feel after the case is closed. To date 98% of the 156 customers that have received support advise that the level of support they have received has been just right. At the point of closure of the case there has also been a dramatic positive impact on how safe the customer now feels in their home.

Gentoo have also been actively initiating or facilitating diversionary activities for a number of years with view to lowering the cases of youth disorder and fear of youth crime within Neighbourhood areas.

Following the introduction of the new Anti Social Behaviour Prevention Officer role they will soon be initiating a framework that will enable them to clearly identify which Neighbourhood areas are most problematic for youth disorder and youth crime.

Working closely with Northumbria Police and using the feedback from over 25000 Gentoo customers, the framework will also allow Gentoo to identify which areas are wrongly perceived as having issues with youth disorder and crime. This will enable Gentoo to employ positive initiatives to combat the damaging effects that this has on the negatively stigmatized areas.

The initiation of this framework demonstrates Gentoo's commitment to the continuous development of Neighbourhood areas and offers optimum benefit to our communities.

Tyne and Wear Fire and Rescue Service

Tyne and Wear Fire and Rescue Service as a 'responsible authority' under the Crime and Disorder Act 1998 are statutorily obliged to work in partnership with other responsible authorities to reduce crime, disorder and substance misuse. The Fire and Rescue Service also has requirements to meet principal targets to reduce arson and secondary fires. Fires of this nature are often linked to other acts of anti-social behaviour and the Fire Service has acknowledged that working in partnership to reduce arson will have great benefit not only in reducing its own targets but will improve the quality of life for communities in general. Fire and Rescue personnel are also respected

individuals within the communities in which they work. Initiatives being undertaken by the Fire Service in terms of increasing safety in Sunderland include the Eco-Rangers project and the Phoenix Project. The Phoenix Project is an award winning partnership initiative working with young people known to be, or at risk of, offending between the ages of 12 and 17. Phoenix provides a basic work experience programme and all participants volunteer to go on the course, which seeks to foster the benefits of working within a disciplined uniformed team. The project is committed to improving the life chances of every young person it works with by introducing them to Life Skills and Responsibilities. The young people attending the course have their progress monitored and assessed. The Phoenix course has now been expanded to include the Phoenix Plus and the Phoenix Respect Courses which allow Phoenix graduates to attend further courses if they do not re-offend and attend school regularly following the initial course. If a young person continues to refrain from offending for three months from the completion of the Base Phoenix course they will be invited to attend the Respect Phoenix course, if they then continue to not offend or be involved in antisocial behaviour for a further 6 months they will be invited to attend a residential advanced Phoenix course.

TWFRS also operate a Neighbourhood Fire Team which works with partner agencies such as Northumbria Police and Gendarm to identify potential areas of fire related anti-social behaviour, such as deliberate property or refuse fires, and introduce appropriate measures to prevent these types of incidents.

Nexus

Addressing anti-social behaviour on public transport

Whilst crime is rare on public transport, fear of crime is high. This is because passengers are exposed daily to very visible anti-social behaviour, low level disorder, graffiti and glass etching which have a cumulative effect in terms of feeling intimidated and threatened.

Low level disorder and anti-social behaviour blights much of the public transport network in Sunderland and contributes to some people having negative perceptions about the safety of using public transport especially in the evenings.

The following initiatives aim to tackle anti-social behaviour, reduce fear of crime and reassure the users of public transport:

- A Nexus Bus Station Manager is responsible for Park Lane, Hetton, Concord and the Galleries bus stations. His role includes working with partners to champion the safety and security of passengers at these locations. He works closely with the Neighbourhood Policing teams to address issues of anti-social behaviour at bus stations.
- CCTV cameras, to deter anti-social behaviour and reassure passengers, are located at all 4 bus stations
- Most buses have onboard CCTV to deter and reassure.

- Private security officers patrol Park Lane bus station in the evening to address issues of anti-social behaviour.
- Infrastructure Providers have a rapid repair and maintenance policy for damaged bus shelters to minimise the impact of anti-social behaviour.
- Nexus works with Neighbourhood Policing teams to identify bus shelters susceptible to damage and anti-social behaviour.
- Police Officers are encouraged to travel free of charge on public transport to deter poor/nuisance behaviour.
- The Nexus District Bus Manager for Sunderland visits schools to promote responsible behaviour on scholars' services and public transport, in general.
- The Sunderland Metro line is patrolled by British Transport Police. The 7 officers covering this section of the Metro were supplemented by 4 Community Support Officers hired by Nexus in March 2009. The role of the team is to tackle disorder and reassure passengers.
- All Metro stations have highly visible 24 hours a day digital CCTV cameras.
- Metro cars have digital CCTV cameras.
- Metro employs a Graffiti Cleaning team to minimise the impact of graffiti on the Metro network.

Whilst public transport in Sunderland is overwhelmingly safe, there is a disproportionately high fear of crime among passengers especially in the evening. This is the result of regular exposure to low level disorder and anti-social behaviour that manifests itself at bus shelters, on buses and Metros and at bus and Metro stations.

Community Payback

Offenders on community payback schemes operated by both the Youth Offending Service and Probation Service, have responded to criminal damage and anti social behaviour by removing damaged fencing, clearing fly tipping, clearing and maintaining the appearance of void properties and generally enhancing the local area's appearance which improves perceptions of anti social behaviour and can help reduce fear of crime.

Between April 08 to March 09 offenders on the Probation Service scheme completed 42.4 thousand hours of Community Payback in Wearside. This equates to approximately £254,000 of labour(using minimum wage).

Of this, in excess of 15 thousand hours of Community Payback were completed on behalf of Sunderland City Council equating to £91,000 worth of labour. A further 13,000 hours work were completed in Sunderland with the Housing Company Gentoo, valued at £78,000.

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local area's appearance which improves perceptions of anti social behaviour and can help reduce the fear of crime.

Sunderland Youth Offending Service also provide community payback to young people on substantive court orders as part of the restorative Justice process, allowing young people to make amends within the communities within which they offend.

Community Payback takes many forms from graffiti removal, litter picking and repairing community facilities. During the period 1st April 2007 to March 2008 618 young people took place in community payback on various schemes.

Kickz

Kickz has been running in Sunderland North since 2007. In some instances youth anti-social behaviour has decreased by 45% on its traditional Friday evening. The project now also runs on Monday evening (as a project night) and Wednesdays. Recently a chill out area and classroom have been opened, so further drop-ins, activities and provision can be offered. There are 622 on the register with an average attendance of 70-100 per night.

Resources permitting it is anticipated that Kickz will be expanded into Concord Washington and the East of Sunderland from September 09.

Safer Sunderland Partnership TV

Safer Sunderland Partnership TV (SSPTV) is a network of 10 plasma TV screens in community venues across the city (e.g. in hospitals, supermarkets, cafes, post offices, and libraries) which helps to tackle the fear of crime and ASB. The screens are used to promote a wide range of community safety services and reassurance messages. SSPTV is making a difference. Between 51%-71% of people who watched the screens said they felt safer having seen the content. Some have taken up the advice they've seen including making use of crime prevention tips and reporting anti-social behaviour. In 2006, the TV system was commended as part of the National Good Communication Awards recognising the network as an innovative way to deliver positive messages to residents.