

Comment	Action	Responsibility	Date	Progress Update – March 2017
<p>R1. The council, through the relevant Community Safety Partnership (CSP) sub-group - the ASB Strategy Group, brings together the police, Social Landlords (SLs) and other partners to:</p> <p>A) Develop a clear shared statement as to what qualifies as ASB, and how a resident should report ASB which is consistent across the borough and SL areas B) Agree a minimum standard in terms of how partnership organisations will report back on the outcomes of ASB reporting (individual incidents, at an area / estate level and borough wide) C) Reiterate the commitment that all SLs should encourage residents to report ASB through the 101 line so that there is a more comprehensive borough-wide understanding of ASB reporting across partners.</p>				
	<p>1. ASB Strategy group to liaise with all partners and ensure that there is one definition of ASB; once developed this will be publicised and include clear instructions on how residents should contact authorities, including using 101.</p> <p>2. Develop a communication strategy for the partnership to publicise on a 'you said we did' basis. This should incorporate all types of media options.</p>	<p>ASB Strategy Group</p> <p>ASB Strategy Group</p>	<p>1. Dec 2015</p> <p>2. Dec 2015</p>	<p>For the purposes of housing-related ASB, the ASB Strategy group has agreed to adopt the definition in the Anti-social Behaviour, Crime and Policing Act 2014: 'Anti-social behaviour is conduct that has caused, or is likely to cause, harassment, alarm or distress to any person'.</p> <p>There has been agreement with Communications to have an enhanced Gold Campaign in regard to ASB tying in the work around consultation and the Strategy which will include supporting communities in understanding ASB, types, responsibilities and reporting routes.</p> <p>In November 2016, the Council commissioned an ASB review to investigate, not only the areas highlighted in the recommendations but also a number of other areas which constantly impede on partnership working to identify, prioritise and solve ASB across the borough. This review will result in the development of an action plan by the partnership of short, medium and long term solutions.</p> <p>The five month review has now established six working groups that all have a strategic lead, and will identify and develop short and medium term improvements in the following areas:</p> <ul style="list-style-type: none"> • Early intervention • Community engagement • Communication • Tools and Powers • Resources • Tasking <p>The findings of this review will be presented to the Senior Leadership Team and elected mayor and portfolio lead in March 2017.</p>
<p>R2. The council, through the CSP ASB Strategy Group, oversees a renewed partnership promotional campaign to encourage ASB reporting. The campaign should:</p> <p>A) Include strong police and social landlord involvement B) Be informed by the experience of the 101 reporting campaign undertaken in 2013 C) Include a focus on the reporting of drug-related ASB D) Reiterate a clear message on how residents report ASB which is consistent across the borough and SLs.</p>				

Comment	Action	Responsibility	Date	Progress Update – March 2017
Currently there are zero funds set aside for the publicity of 101. The council has previously advertised the 101 number on bus stops, leaflets and has run a number of articles in East End Life.	<ol style="list-style-type: none"> 1. Agree ASB campaign with partnership allocating financial or staff resources to cover reporting and results/case studies, including the elements mentioned in the recommendation. 2. Deliver an ASB campaign incorporating the recommendations. 	ASB Strategy Group	1. Dec 2015	A sub-group is now working with the Council's Communications Team, although we still await confirmation for what budget is available for the campaign.
<p>R3. The council, through the relevant CSP sub-group – the Registered Social Landlord (RSL) ASB Forum – brings together housing providers to explore implementation of a consistent approach to ASB surveying which supports robust benchmarking across SLs, including the identification of good practice and areas / SLs requiring improvement.</p>				
The Registered Social Landlord (RSL) ASB Forum undertook a benchmarking exercise in 2014/15. The group will work to take away any learning and propose to improve consistency in service delivery by implementing recommendations.	<ol style="list-style-type: none"> 1. Review 2014/15 benchmarking exercise and extract good practice to add value to ASB service delivery. 2. Review 2014/15 benchmarking survey and make recommendations to improve the survey to implement a survey method that is consistent in benchmarking results between RSLs. 3. Consult the London ASB Forum on benchmarking and consolidate findings. 4. Present the final report to the RSL Forum with findings, benchmarking results and practical quick win recommendations for consistency in benchmarking results between RSLs. 	Registered Social Landlord ASB Forum	<ol style="list-style-type: none"> 1. Sep 2015 2. Sep 2015 3. Sep 2016 4. Jan 2016 	A survey methodology has been agreed with 5 core questions to be included when the case is closed. This will be implemented from April 2017 with ongoing monitoring against the initial survey results.
<p>R4. The council, through the RSL ASB forum, investigate a pilot approach to 'Participatory Appraisal Training', in order to support residents to challenge local agencies and shape the approach to tackling anti-social behaviour.</p>				
There is a concern amongst RSLs that they might be repeating this exercise as most RSLs have engaged on various levels with residents. Noting the concern, RSLs will try to better understand 'Participatory Appraisal Training' by liaising with other boroughs and London wide housing providers.	<ol style="list-style-type: none"> 1. Collate current RSL work on initiatives engaging residents to improve service delivery. 2. Invite London ASB Forum Chair and other boroughs piloting 'Participatory Appraisal Training' to present at the RSL ASB Forum. 3. Report the findings on 'Participatory Appraisal Training' and cascade recommendations for implementation to ASB service providers. 	Registered Social Landlord ASB Forum	<ol style="list-style-type: none"> 1. Sep 2015 2. Dec 2015 3. Feb 2016 	Registered Provider (RP) members have a vast array of involvement opportunities for residents across a variety of service areas and it is not possible to standardise these.
<p>R5. The allocation of any youth service grants which primarily aim to reduce ASB activity, should be informed by 101 data on the reporting of ASB incidents.</p>				
Until recently the Youth Services Rapid Response Team were tasked to ASB hotspots using the Police 101 ASB data and local intelligence. A new GIS officer has been appointed and is waiting for security clearance to access the 101 police data.	<ol style="list-style-type: none"> 1. Get security clearance for GIS officer to access Police 101 data. 2. Produce fortnightly ASB 101 hotspot maps and present at the ASB operations meeting. 3. Incorporate 101 data in annual strategic assessment and share with Youth Service PAYP grants to allocate resources and programmes to reduce ASB incidents. 	Youth Service PAYP grants and ASB operations Meeting	<ol style="list-style-type: none"> 1. Sep 2015 2. Oct 2015 3. Mar 2016 	The ASB operations group is supported by an analyst who has access to Police data and the 101 calls. This is used to identify hotspot areas and tasking and used at each fortnightly meeting. The Youth Service is represented through both Children's and Youth Offending Team (YOT) at the Community Safety Partnership Board where the strategic assessment and performance in relation to ASB is discussed. The details of annual recording and indicators

Comment	Action	Responsibility	Date	Progress Update – March 2017
				from the sub-groups including ASB, Drug Alcohol and Action Team (DAAT), Reducing Reoffending are shared and agreed in order to support services and target service areas moving forward through annual action plans.
<p>R6. The council, through the CSP ASB Strategy Group, brings together the police and housing partners to consider how best the partnership can provide a good service in the context of reducing resources, including exploring social media and new technology to both promote ASB reporting to 101 and feeding back on ASB reports.</p>				
<p>Nationally Police 101 reports can only be taken over the phone, 101 does not have the functionality to report via social media, this will be actioned by sharing our findings with the 101 call handling service.</p>	<ol style="list-style-type: none"> 1. Develop a communication strategy for the partnership to publicise on a 'you said we did' basis. This should incorporate all types of media options. 2. Review current reporting content on partner's websites and social media platforms. 3. Refresh reporting content on partner's websites and social media platforms with guidance/posts on reporting ASB to 101. 	<p>ASB Strategy Group</p>	<ol style="list-style-type: none"> 1. Dec 2015 2. Sep 2015 3. Dec 2015 	<p>The Council is commissioning an independent review with a remit to:</p> <ul style="list-style-type: none"> • Analyse the current approach to tackling ASB • Build on the current mapping of ASB in the borough and look at trends to mitigate future ASB issues • Identify the current shortcomings • Establishing a revised set of shared outcomes • Redesign services around achieving these goals • Establish fresh consensus and direction • Consider options for maximising the use and impact of partnership resources • Agree an action plan with milestones to support the delivery and performance management of services in order to tackle ASB effectively and efficiently • The production of a shared ASB Strategy. <p>Once completed, this piece of work will inform how best to achieve this recommendation. The lead officer is now in place to progress this work.</p>