

Reporting Anti-Social Behaviour

Poplar
HARCA's
Approach



Poplar HARCA'S Structure

- Split victim support and dealing with perpetrators
- 6 ASB Officers 1 Manager
- Safeguarding Team 6 Officers 1 Manager
- Police Team 1 Sgt 4 PC's
- 1 ½ Family Intervention Officers
- LFB Officer Attached to the team
- Excellent Local/National/International Partnerships



How Residents Report Issues

- In Person
- Telephone
- Email
- Online
- Twitter
- Facebook
- ASB Team Mobile
- Police 101 - 999

How we Promote Ways of Reporting

- HARCA Life
- Website
- Twitter
- Leaflets
- Posters
- Days of Action
- Block Notice Boards
- Resident Meetings
- Press releases
- Promotion of the teams

Victims Witnesses Improved Confidence

- Specialist Teams DV Police FIP ASB
- Once case reported a single point of conduct is assigned from the Safeguarding Team
- Inform Residents how and who you will share the information with
- Regular agreed contact deadlines
- Victim Agreed Action Plan's
- Don't force victims to do anything or say anything they don't want to
- Don't make promises

VICTIM COMES FIRST



Days Of Action

- All Twelve estates visited and doors knocked
- All Services Present – ASB Housing Caretakers Police LFB Contractors
- Residents of the estate involved in arranging and participating in the day
- How to report Leaflets Posters posted through every door



Social Media - Twitter

- Twitter is a great way to get real time information out to residents
- Don't just focus on the big issues
- Pictures both good and bad
- Not everyone will like what you write



Resident Involvement

- Residents involved in shaping the ASB service
- Show residents how difficult and costly some actions can be
- Restorative Justice/mediation
- Support and Encourage Residents to take ownership of issues (Brownfield)



How it was 2005

- 2 ASB Officers
- ASB Officers dealt with Victim and Perpetrators
- No real Partnerships
- Enforcement over Support

Resident Satisfaction and feeling safe at 62%

Now

- Split victim support and dealing with perpetrators
- 6 ASB Officers 1 Manager
- Safeguarding Team 6 Officers 1 Manager
- Own Police Team 1Sgt 4 PC's
- 1 ½ Family Intervention Officers
- Excellent Local/National/International Partnerships

Resident satisfaction and feeling safe at 93%