

# Anti-social Behaviour Strategy

Tackling disorder and anti-social behaviour





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# Introduction

Anti-social behaviour matters to Hampshire Constabulary. People living in the communities we seek to serve consistently tell us that it is one of their main concerns.

Anti-social behaviour causes significant harm to individuals and communities. It also has a big impact on the way people perceive the service provided by Hampshire Constabulary. Individuals are unlikely to consider the police have failed them if they become a victim of an occasional crime. However they will do so if their lives are plagued by persistent anti-social behaviour that the police and partners fail to address.

Tackling, and not tolerating, anti-social behaviour has risen on the local and national policing agenda.

Hampshire Constabulary undertakes the work of dealing with anti-social behaviour in conjunction with a wide range of partners, but significantly alongside local authorities across Hampshire and the three unitary authorities in the Force area (the Isle of Wight, Portsmouth and Southampton) and increasingly with the involvement of communities.

The problem of defining what constitutes anti-social behaviour makes it difficult to quantify (see Part 1). Initially it is a subjective description of another person's conduct. It can take the form of definable criminal acts, such as criminal damage, public order offences and harassment.

The perception may of course stem from a lack of consideration or intolerance. It is these difficulties that require a professional and considered approach to analyse the situation, with the best evidence available, in order to identify what is happening. Simply following the initial report, at face value, may only repeat and amplify misunderstandings, and so impede a resolution.

Professional consideration by well-informed and motivated officers and staff, taking into account the experience and perceptions of victims and the community, will identify the best available tactics to resolve the situation. There is a wide range of tactics available; these need to be delivered, speedily and effectively, with the support and collaboration of communities. The results of the intervention then need to be evaluated and lessons learnt at every stage. Citizen-focus must be placed at the centre of this process.

Hampshire Constabulary's Anti-social Behaviour Strategy sets out this approach. It is strongly recommended that the Strategy be used in conjunction with the tools and guidance contained in the Force's Safer Streets website.<sup>1</sup>

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<sup>1</sup> See Safer Streets pages.

# Summary

## **Part 1: What is anti-social behaviour?**

- A wide definition is used allowing the focus to be on individuals: the victims and perpetrators,
- It has a wide impact: personally, economically and on social cohesion and development,
- Perpetrators can be of any age, it is not just a matter of rowdy teenagers,
- The level of ASB reflects the health of a community and the efficacy of the police and other agencies is regarded.

## **Part 2: Statement of purpose**

- Hampshire Constabulary will work in partnership to deliver improved performance and greater public reassurance.

## **Part 3: Identifying and acting against anti-social behaviour**

- The widest range of information will be used for this purpose and systems will be developed and maintained to do so,
- Action will consist of three elements:
  - Enforcement
  - Prevention
  - Diversion.

## **Part 4: Encouraging the public to make a stand**

- The unequivocal message will be that ASB is unacceptable,
- The presumption will be that communities and the wider public will be informed when action is taken.

## **Part 5: Supporting victims and witnesses**

- Supporting victims and witnesses will be at the core of tackling ASB,
- Their needs will be identified and addressed.

## **Part 6: Taking swift, visible and tangible action**

- Swift: responsive systems will be developed and maintained;
- Visible: communities and the public will be informed in a timely and managed way;
- Tangible: priority will be given to issues that will have the greatest impact on ASB.

## **Part 7: Communicating with the public**

- The focus will be on the citizen;
- Appropriate and innovative ways will be used to communicate with communities.

## **Part 8: Making an incremental approach to enforcement work**

- The aim is to break the cycle and prevent individuals acting anti-socially
- Perpetrators will be engaged with whenever possible
- Action will be responsive and appropriate to the particular issue.

### **Part 9: Taking a holistic approach to tackling anti-social behaviour**

- Hampshire Constabulary will work with other agencies to seek long term solutions
- Innovation and best practice will be used to deal with the issues.

### **Part 10: Forming and maintaining united determination**

- Local partnerships will be at the heart of action
- Support, respect and understanding will be provided to and expected from other agencies.

### **Part 11: Aspiring to excellence**

- Hampshire Constabulary will seek to improve performance in tackling ASB through innovating and investing in the work.

### **Part 12: Acting without fear or favour**

- Hampshire Constabulary will tackle ASB with fairness, stamina and integrity.

### **Part 13: How do we measure anti-social behaviour?**

- Monitoring will take place using information from a wide range of sources
- The emphasis of such monitoring will have an emphasis on customer focus.

### **Part 14: Evaluation of measures to tackle ASB**

- The use of powers will be monitored, this will be done not only to ensure fairness but also to
  - Identify good practice
  - Identify what works, and what has not, and why.

# Part 1

## What is anti-social behaviour?

It is stated in the Anti-social Behaviour (ASB) Act 2003 that anti-social behaviour means:

“behaviour by a person which causes or is likely to cause harassment, alarm or distress to one or more persons not of the same household as the person ...”<sup>2</sup>

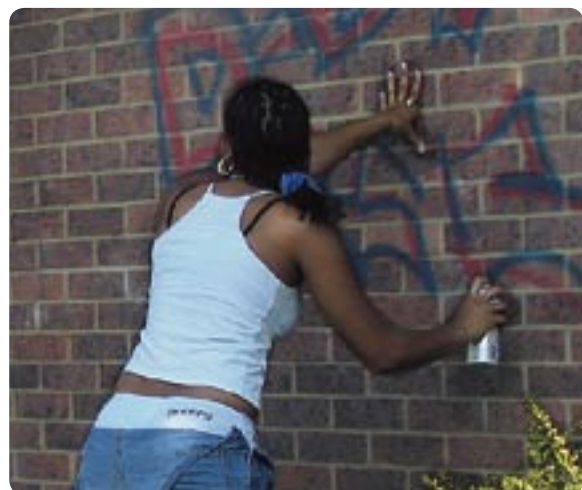
It can be part of criminal behaviour or simply conduct that causes another to be distressed. It is subjective, this is clear even when a more detailed definition is considered:

“Behaviour causing damage, disturbance, distress, harm or fear which has a significant effect on people’s lifestyles, routines or their environment. Persistence, intensity and the number of incidents involved are relevant factors. The behaviour need not be a breach of the criminal law.”<sup>3</sup>

Even at its lowest levels anti-social behaviour can have a serious impact on those subjected to it. Quality of life can be blighted as well as the way people feel about their security and the neighbourhood they live in. Such feelings cannot be simply dismissed as of little importance to the police and partner agencies charged with providing community safety. On a strategic level these perceptions severely hamper efforts to provide community renewal and cohesion.

Anti-social behaviour can impinge on the lives of many people. It can affect everyone living in areas where it occurs, especially those who are more vulnerable. Those who work in particular services are also at risk, such as isolated staff in shops or service stations that are open in the evening or at night. People, who want to use local services such as leisure centres, libraries or colleges, particularly in the hours of darkness, will be hindered or prevented from doing so if they feel threatened or unsafe due to anti-social behaviour. The health of a town or city’s nighttime economy will be reflected by the level of anti-social behaviour associated with it.

The location where anti-social behaviour takes place is always relevant. Whilst hanging around in a large group with music playing may be acceptable on a beach, if away from houses and not disturbing anyone, it would not be in the grounds of an old people’s home. This judgement becomes less clear when considering similar behaviour in one residential area, as against another.



The decision whether to act or not should not fall down to the lowest denominator. Just because certain patterns of behaviour may have become commonplace in one location it does not mean they have to be accepted everywhere.

Victims and an approach based on citizen-focus must be at the centre of steps to address anti-social behaviour. This is sharpened by the introduction of the National Standards for Incident Recording (NSIR) during 2005. This means that incident reports are opened as a result of what the victim or informant perceives to be the problem – “first contact information.”<sup>4</sup>

Substantial amounts of police time and other resources are spent on anti-social behaviour related matters. In a previous count, over a 24-hour period, 648 incidents were reported in Southampton alone.<sup>5</sup> NSIR, whilst bringing more consistency to the whole process, is likely to bring about an increase in the recording of such reports.

It is self-evident that dealing with such anti-social behaviour reports in a timely manner, delivering effective and sustainable solutions, will reduce this commitment of resource as well as providing a high quality service.

Because reports of anti-social behaviour are often defined subjectively they can sometimes be based on misunderstandings and a lack of appreciation of another person’s way of life. Where people live in an often increasingly cramped environment, particularly in the south east of England, such tensions can arise. It must also be recognised that sometimes such reports stem from unacceptable prejudices. These need to be recognised and challenged.

This does not mean that because an individual knows no better than to behave in a way that interferes with other’s lives it should be tolerated. It should be challenged and steps put in place to address the situation, with understanding and awareness.

Young people (aged 10-18) make up around 12.5% of the population of Hampshire and the Isle of Wight<sup>6</sup> and are often seen as being responsible for a disproportionate amount of anti-social behaviour. This assumption sometimes stems from the way teenagers behave, and relate to others, as they grow up and develop. This process, however, also means that they are very often victims of anti-social behaviour themselves.

To use an example from Hampshire, a youth uses his skateboard along the pavements near his home in the evenings. The noise disturbs the television viewing of a neighbour who occasionally berates the youth for this. The police officers that attend are unsympathetic to the youth as there is a skate park facility quite close by. The youth however is afraid to use this facility as it is taken over by a group of youths in the evenings. They do not skateboard but hang around on the apparatus and intimidate other teenagers. Both the woman and the youth are victims of anti-social behaviour. It is perhaps tempting to consider who has suffered the greatest impact on their quality of life!

Anti-social behaviour needs to be countered whoever commits it. Nationally approximately half of all Anti-social Behaviour Orders (ASBOs) have been made against adults and in the Force area this figure is over 60%.

The legislation dealing with anti-social behaviour, starting with the introduction of ASBOs in the Crime and Disorder Act 1998, heralded a different approach to dealing with anti-social behaviour, particularly by the police. It firmly imbedded the principle that it had to be dealt with by a combined partnership of local responsible agencies, Crime and Disorder Reduction Partnerships (CDRPs) with new powers being conferred on agencies, such as Local Authorities and social housing providers. It also established that such partnerships must deal with behaviour at an early stage rather than wait for a criminal offence to be committed.

New powers have been provided and they must be used. Some cases brought before the European Court of Human Rights have supported this principle.<sup>7</sup>

Anti-social behaviour has to have a very broad definition as the Anti-social Behaviour Act 2003 indicates. Analysis by professional and motivated staff and officers is required rather than definitions tortuously crafted to cover every possible situation. The perception of the victim or informant is the starting point of all such consideration. Collection of reliable and relevant information from as many sources as practicable should direct the search for resolutions to the situation. Playing down or dismissing the concerns is not an option.

Finally a low level of anti-social behaviour within a community is not only an indication of its social health and cohesion but also the efficacy of the police, and the other responsible agencies, serving it.

<sup>7</sup> Moreno-Gomez v Spain and Surugiu v Romania.

## Part 2

### Statement of purpose

#### What are we trying to achieve?

**To improve the quality of life for people living, working, growing up and growing old in Hampshire and the Isle of Wight, by reducing anti-social behaviour.**



We will work in partnership, under the Safer Streets campaign, to deliver improved performance and greater public reassurance:

- identify and act against anti-social behaviour;
- encourage the public to make a stand;
- support victims and witnesses;
- take swift, visible and tangible action;
- communicate with the public;
- make an incremental approach to enforcement work;
- take a holistic approach to tackling anti-social behaviour;
- form and maintain united determination;
- aspire to excellence and
- act without fear or favour.

## Part 3

# Identifying and acting against anti-social behaviour

Hampshire Constabulary possesses a great deal of information that can identify the incidence and patterns of anti-social behaviour. This is based on contact with members of the public and as a result of self-initiated police attendance. New technology and processes, such as the Record Management System (RMS), C12s (Stop Forms) and NSIR, are designed to improve the collection, retrieval and usefulness of such data.

However it is recognised that the information the police has will not tell the whole story and a wide range of sources have to be consulted for this to happen.

Hampshire Constabulary, building on the progress already made, will improve the identification of anti-social behaviour by:

(1) Maintaining and enhancing protocols and systems for information exchange with partners.

A lead will be taken by Headquarters' Community Safety Department in the work of ensuring that officers, and partner agencies, are provided with the best information from the widest variety of appropriate agencies. With this they can identify anti-social behaviour, where it takes place and those responsible.

Command Units will review their existing protocols and ensure that they are fit for purpose and apply to all appropriate and useful partners. They must provide for the swift and effective exchange of accurate information between the police and other partner agencies in the most efficient manner. The identification of suitably knowledgeable and empowered points of contact will assist this process. They must, of course, also comply with all the legal requirements for such exchange.<sup>8</sup>

(2) Developing and strengthening communication with the public.

Hampshire Constabulary will continue to develop effective and imaginative ways to consult with the public. Work to improve public contacts initiated under the Mercury Programme and the further development of Sector Policing will support and provide contacts for this to happen.

Throughout the two Counties police officers are already consulting with the public, formally and informally. Future work will not only enhance these contacts but also provide better means to record, exchange and analyse the information gained from them.

(3) Development of systems to improve the identification of individuals and places involved in anti-social behaviour issues.

The Community Safety Department will assist Command Units in developing systems along the Partnership Business, National Intelligence, and Problem Solving models to effectively exchange information, analyse it and draw up actions. Systems will enable partners to discuss locations, and individuals, that are a cause for concern, prioritise the issues, agree on actions and review progress.

These systems will be compatible with those already in place, within Hampshire Constabulary, under the National Intelligence Model.<sup>9</sup>

(4) Systems will be designed and maintained locally to identify individuals that repeatedly suffer from anti-social behaviour. These systems will support, and be based on, the work that has taken place in relation to repeat victims of reported crime. Similar tactics and resolutions will be used to try to stop such victimisation.<sup>10</sup>

When information about anti-social behaviour is received, assessed and consulted on it is vital that a viable plan for action is swiftly drawn up and acted upon (see Part 6).

Action will entail:

- enforcement,
- prevention and
- diversion.

Whilst the former category is traditionally and by reason of training and expertise usually the realm of the police, Hampshire Constabulary will assist in and support the other forms of action as well. Successful interventions to stop and prevent anti-social behaviour need to have all three elements in place for them to succeed. Whatever the course of action, its effectiveness has to be reviewed in a timely fashion.

## Part 4

### Encouraging the public to make a stand

Members of the public will be encouraged to make a positive stand against anti-social behaviour and supported in doing so. Activities that escalate antagonism, fear or intolerance of other groups or individuals will be discouraged. Police and other partners will make unambiguous statements that any form of anti-social behaviour is not acceptable and will not be tolerated.

Effective local action, which the public knows about, is the best way of conveying this message. Consolidation work, especially for 'Crack House' closures under Part 1, Anti-social Behaviour Act 2003, is designed, among other things, to inform local communities what has been done to protect them.<sup>11</sup> Many of these tactics can be used to support other actions. The guidance issued by Hampshire Constabulary, 2005, regarding the publicity of ASBOs on individuals also supports this aim.<sup>12</sup>

When someone brings anti-social behaviour to the attention of police officers it is essential that their concerns be treated seriously and professionally. All the relevant options should be explained and action taken to provide the support and encouragement they require (see Part 5).

Publicity of actions by citizens should be sought and encouraged, particularly if it has a strong community cohesion or improvement element to it. The message that members of a community have taken action to improve their environment, and will do so to protect it, is a strong and empowering one. The national "Taking a Stand Awards" particularly relate to anti-social behaviour and they will be supported, along with local recognition for the positive contributions of members of the public to their communities.<sup>13</sup>

## Part 5

### Supporting victims and witnesses

Prompt and appropriate attention on contact with victims and witnesses of anti-social behaviour is essential for success. Additional support will be given by the provision of named points of contact, people who are knowledgeable and accessible. These points of contact will be able to take action if required. The victims and witnesses need to be told what is happening, why and when. In addition to this ‘customer care’, which should be given to all those contacting Hampshire Constabulary, extra attention is often required for victims and witnesses of anti-social behaviour.

In many circumstances legal action regarding anti-social behaviour can be supported by composite, “professional”, witness statements. These can protect individual witnesses from having to give evidence and so being identified; as a result this is a tactic that is often used and preferred. It is recognised, however, that such testimony does not carry the same weight as that of an individual whose own quality of life has been adversely affected by anti-social behaviour, so first hand witnesses should be sought and encouraged.

By the very nature of what is happening to them, the victims, and often the witnesses, of anti-social behaviour will be known and very easily accessible to the perpetrators. It is very likely that there will have been previous harassment and victimisation, so the chances of further intimidation when action, particularly court action, is taken are high.

This being the case –

- (a) when legal proceedings are undertaken, or considered, the support and protection of victims and witnesses should be planned for at a very early stage.<sup>14</sup>
- (b) The level of protection offered should be considered on the basis of the witness’s vulnerability and the likelihood of intimidation being attempted rather than primarily based on its anticipated severity.
- (c) In appropriate cases Victim Support should be contacted as they could, depending on the individual circumstances, provide assistance and support to a victim or witnesses from the early stages through to a hearing (however it must be recognised that such a service could be over and above the current remit and funding of Victim Support).

<sup>14</sup> See Criminal Justice Unit’s No Witness No Justice site.

## Part 6

### Taking swift, visible and tangible action

#### Swift

Hampshire Constabulary will:

- Develop systems for quickly identifying instances and patterns of anti-social behaviour and the tactics to counter them.
- Work with appropriate agencies to deliver methods of preventing anti-social behaviour locally.
- Work within systems that are responsive and not ones that only function on the basis of periodic meetings. Individuals in agencies will be identified so that they can be contacted quickly when swift action is required.



## **Visible**

Often the effect of action to counter anti-social behaviour is marked only by its absence, by what is not happening rather than what is. Whilst consideration should be given to the negative aspects of publicity, such as labelling individuals and continuing to stigmatise “bad areas”, telling people what is being done for their areas has many benefits.

- The timely and managed publicity of action taken against anti-social behaviour should always be considered. It should be tailored to the issue that has been tackled, those involved and the action taken. This will not only guide the decision whether to publicise or not but also the means to be used, if it takes place. The range of publicity extends from targeting news media to contact with individual households.
- The incorporation of a Consolidation Phase, expected as a default position in the case of Part 1 (ASB Act) closures, should be seen as useful means to, among other things, publicise what has happened.
- When an ASBO is being obtained, the Force and “Together Campaign” guidance on publicity should be followed.
- The use of the “extended police family” including, depending on local circumstances, Police Community Support Officer (PCSOs), Accredited Community Support Officers (ACSOs) and local neighbourhood Wardens, should be considered as part of the action to improve public reassurance and to publicise, through contacts, the action taken.

## **Tangible**

The most effective and meaningful tactics available will be used to tackle the problem of anti-social behaviour.

The issues, which will have the most impact, will be tackled as a priority rather than those that may produce quicker results or be easier to do. For example if in a particular area an individual or a group see themselves, and are seen by others, as ‘untouchable’, they should be dealt with. This will have a wide impact on the community, sending out the message that such behaviour will not be tolerated - a powerful message to all.

Improvements must be maintained in order to retain the confidence of the community. This does not mean that short-term tactics will be avoided but that they will be incorporated within sustainable plans of action. Dealing with anti-social behaviour is a long-term commitment by Hampshire Constabulary and its partners.

## Part 7

### Communicating with the public

Hampshire Constabulary's Programme Mercury identified methods of delivering quality of service in the field of citizen focus and communication. Improvements in these areas will support the progress of this Strategy. The importance of communicating with the public, as already touched upon in Parts 4 and 6 above, cannot be overstated. Without letting people know what is being done, action and programmes to counter anti-social behaviour may not improve the quality of people's lives. They simply may not feel safer.

Appropriate consolidation tactics<sup>15</sup> will inform and help empower the people living and working in communities. What is essential is to:

- identify who are the intended recipients, and
- how these can be best contacted.

This should be done in an imaginative way, looking at the widest spectrum of options. Time and resources must be allocated to consolidation when planning any action to deal with anti-social behaviour.

## Part 8

### Making an incremental approach to enforcement work

Locally Hampshire Constabulary and partners have developed incremental approaches for dealing with anti-social behaviour. Adoption of this principle will be maintained and strengthened. However taking an incremental approach will not prevent action being escalated or being taken immediately at a higher level, should the circumstances require.

The framework of the incremental approach for an individual who has engaged in anti-social behaviour will be:

#### **Warnings:**

When a Police Officer or Community Safety Officer sees anti-social behaviour taking place, or had its recent occurrence reported to them, they will normally speak to those responsible. They will talk with a group or an individual, as circumstances dictate. This contact will be concentrated on showing the individuals concerned the impact their behaviour is having on others. Often such behaviour takes place when this impact is ignored or not appreciated. They will also attempt to discover if there are any direct or underlying reasons for the problematic behaviour. If appropriate the contact will end with a request to change or stop the behaviour in order that it does not have any further anti-social effects.

In appropriate circumstances, such as more severe examples where the perpetrators clearly knew or should have known the effects they were having on others or a deliberate continuation of lower level behaviour, the individuals will be given a formal warning (Early Intervention Warning). On being warned their name and address should be taken (s. 50, Police Reform Act 2002). Such a warning will generate a letter and/or a personal visit (as appropriate) to the individual and, if they are a young person or other vulnerable person needing additional assistance, to their parent, guardian or other responsible person.

The letters will invite contact being made with the local Community Safety Unit, or another appropriate person, in order that the individual or a parent or carer understands why the warning is being given and the consequences of the behaviour continuing. During such contact, and certainly during a personal visit (which should take place before the next step is reached), local options that may be available to prevent or divert such behaviour should be indicated to and explored with the individual.

It may be that in the circumstances another tactic has been used to try to stop anti-social behaviour, such as an arrest for an offence or the issuing of a Penalty Notice for Disorder (PND). Nevertheless, if appropriate, steps should be taken to place that contact with the individual within the above framework.

The aim is to break the cycle and prevent further anti-social behaviour.

### **Acceptable Behaviour Contracts (ABCs):**

ABCs will be drawn up in discussion with the individual and if applicable a parent or carer. A constructive discussion should be strived for to try to establish a clear understanding of why this action is being taken, what is expected and what support is being offered, and by whom. An ABC will not be drawn up where no support or diversion is offered to the individual, or a parent or carer. A clear structure of review will also be made. Each Contract, and form of support, will reflect the circumstances of what has happened and the needs of the individual.

Hampshire Constabulary will be involved with other partners throughout this process, contributing as and when appropriate. In some circumstances a Police Officer may take the lead in monitoring and reviewing an individual during an ABC; in others a lesser role may be taken by the police.

Reviews will take place periodically and anyway at the end of three months. A review will include any dealings partner agencies may have had with the individual, as well as making direct contact with the person themselves. Minor, and in particular self-confessed, breaches should be challenged and discussed but will rarely, on their own, mean an immediate escalation of intervention. At the reviews, and especially at the final one, a decision should be taken to take no further action, move to the next stage or to enter into another, altered, ABC. Once again a constructive discussion should be strived for.

The aim, again, is to break the cycle and prevent further anti-social behaviour.

### **Anti-Social Behaviour Orders (ASBOs):**

Conditions in an ASBO will consist of directions not to do things. Hampshire Constabulary will give careful consideration before recommending conditions. They must not only be necessary and proportionate but also the police and courts must be able to monitor and enforce them.

When an application for an ASBO is being considered, the question of publicity, if any, will be part of the process, see above.

The development and maintenance of a joint protocol for the application and process of ASBOs will be sought. Similar joint working will apply in the case of other legal remedies such as Anti-Social Behaviour Injunctions (ASBIs) and, for instance, other powers open to housing providers.

Once an ASBO is obtained against an individual their future behaviour will be monitored and reviewed. The level and frequency will depend on the individual and the behaviour that necessitated the ASBO being granted. It will take place to ensure that the Order remains necessary and proportionate, as there is the opportunity to apply for an ASBO to be amended or revoked (depending on how the ASBO was granted).<sup>16</sup> The process will ensure that serious or significant breaches are being identified and prosecuted in order to prevent the particular Order, or indeed ASBOs in general, falling into disrepute.



<sup>16</sup> Currently this option is only available to those party to an application for an ASBO – so is not available to the police and partners for a 'post-conviction' Order. However they will be able to do so once. 140, Serious Crime and Police Act 2005 commences.

## Part 9

### Taking a holistic approach to tackling anti-social behaviour

Hampshire Constabulary will work closely with its partners to provide the widest range of interventions to tackle anti-social behaviour. The aim is to stop such behaviour as swiftly as possible and to prevent it reoccurring. When it comes to intervention the widest range of options should be considered from the start. There are often a range and number of reasons why individuals participate in anti-social behaviour and the use of a combination of tactics, often provided by different agencies working in partnership, can provide the most effective answer to a problem.

Enforcement by the police can take the form of the incremental approach for an individual, already described above, alongside use of dispersal areas, PNDs, Closure Orders (Part 1, ASB Act) and visible patrolling by members of the 'extended police family'. Many other tactics available should be used in conjunction with other agencies, such as the Local Authority, Registered Social Landlords and Education.

Where anti-social behaviour is prevalent in an area the Problem Resolution in a Multi-agency Environment (PRIME) model and resources, including Crime Reduction Officers and Crime Prevention Design Advisers, will be used.

When a perpetrator of anti-social behaviour is being reviewed or discussed all the issues – including social, educational and employment – will be looked at so that as wide a range of resolutions as possible can be considered.

## Part 10

### Forming and maintaining united determination

Working in partnership means different agencies bringing with them a variety of views, options for action and solutions when issues are discussed and action is taken. However tensions can also emerge due to different organisational cultures and perceptions. If such tensions are not identified and dealt with professionally, the agencies and efforts to counter anti-social behaviour will be impeded and can fall into disrepute.

Hampshire Constabulary will work professionally with other agencies within partnerships, providing and expecting respect and understanding. It will continue to build stronger, more responsive and more effective partnerships with other agencies in order to deliver better services to the communities it serves.

This will not prevent the clear exchange of views. Consensus over plans and action will be sought at all levels and will be supported when it is reached. However this will not prevent Hampshire Constabulary, where this is necessary in pursuit of its duties, from taking action independently. Such a step will only take place after all reasonable efforts have been taken to reach agreement with partners and due consideration has been given at a senior level in Command Units. The relevant partner agencies will be informed prior to any action being taken.

When action is taken to tackle anti-social behaviour it will be attributed to the local partnership whenever it is possible and reasonable.

## Part 11

### Aspiring to excellence

Hampshire Constabulary will continue to seek to improve its response to anti-social behaviour. It is an area of activity that is comparatively new and developing. Lessons and good practice from elsewhere will be sought and taken into operation where appropriate. Any new legislation will be incorporated into the tactical options of the police, with partner agencies, operating locally.

The aspiration will be to find new ways of dealing with anti-social behaviour to work alongside the tried and tested means. New partnerships will be sought and existing ones strengthened – such as links with schools through the Safer Schools Partnership scheme and those planning action during the transition phase between primary and secondary education.

Systems to monitor and measure anti-social behaviour, and activity to deal with it, will be developed to improve the quality of life of the communities we serve.

Resources, tools and training will be developed and provided to assist Hampshire Constabulary's officers and staff, working in this field, with the knowledge and skills needed.

Personnel selection and development will be aimed at striving to provide an excellent service to the communities of Hampshire and the Isle of Wight.

## Part 12

### Acting without fear or favour

That Hampshire Constabulary will act without fear or favour is a prevailing expectation. The challenge presented by dealing with or confronting difficult problems or individuals will not divert officers and staff from effectively combating anti-social behaviour. They will be supported by the Constabulary in these tasks and approach them with stamina and a readiness to use every appropriate tactic available.

Hampshire Constabulary is committed to delivering a police service which through fairness, meets the needs of the individuals who receive it. We accept that those needs will be diverse and that the impacts of events which lead to the provision of our services are likely to differ according to the characteristics of the recipient. We are determined to achieve equality of outcome and to do this we must be prepared to vary our approach and efforts.<sup>17</sup>

The possibility, if it arises within a partnership approach, that an individual will be treated more favourably or harshly just because they are either difficult to engage with or supported by another agency will be challenged.

Hampshire Constabulary will deal with victims, witnesses, perpetrators and other agencies professionally, with integrity and in compliance with relevant legislation.

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<sup>17</sup> See Force Diversity Strategy.

## Part 13

### How do we measure anti-social behaviour?

The measurement of anti-social behaviour and the action taken to deal with it, presents many problems. Most of these mirror those of other performance data regimes; however others are unique or sharpened in relation to anti-social behaviour.

In particular the issue of measuring 'like with like' arises. There are difficulties comparing areas in which differing demographic, social, educational and employment conditions apply especially when these influence different levels of acceptance or definition of what is anti-social behaviour.

Nevertheless Hampshire Constabulary is committed to addressing the need to monitor levels of anti-social behaviour along with its partners. Such monitoring will assist in the identification of individuals and locations that require action and the effectiveness of steps to tackle such issues (see Part 14). The development of NSIR will allow greater reliance on the quality and consistency of the data provided by calls to, and incidents dealt with by, the Constabulary. Furthermore the wider presentation of data from a variety of sources, in the Crime And Disorder Data Information Exchange (CADDIE) system, will allow more meaningful comparisons to be made.

Finally the increased use of 'customer satisfaction' data (not least with the Policing Performance Assessment Framework (PPAF), concentrating on outcomes, will have an impact on the measurement of anti-social behaviour issues, and the effectiveness of our response, in terms of reassurance.

## Part 14

### Evaluation of measures to tackle ASB

Hampshire Constabulary, often in conjunction with partner agencies, has a responsibility to monitor the use of powers, which of course includes counting how often these are used. In particular activity has to be monitored in order to ensure that the use of such powers will not, potentially, adversely impact on community relations including race relations. This is not only in compliance with the specific duty to do so but also in support of the Constabulary's general duties to promote race equality.

Tools, frameworks and methods to assist Command Units and their partners in the evaluation of the measures taken to tackle anti-social behaviour will be developed by the Community Safety Department. As much as possible these will rely on the data already collected by the Constabulary within normal day-to-day business. For example, where a dispersal order is in place this will have a PRIME associated to it and review of the PRIME will include evaluation of the effectiveness or otherwise of the dispersal order.

Locally the effectiveness of multi-agency processes for dealing with anti-social behaviour should be reviewed periodically, especially to prevent issues falling between different agencies. Joint monitoring will make this more worthwhile and allow lessons to be recognised, learnt and acted upon by all the partners concerned.

Good practice, identified by such monitoring, will be disseminated to others working to tackle anti-social behaviour both within Hampshire Constabulary's Force area





