

SELECT SCRUTINY COMMITTEE

Wednesday 28 March 2012

5:00pm

**Committee Rooms 1, 2 & 3,
City Hall**

Membership: Councillors David Jackson (*Chairman*), Gary Hewson (*Vice Chairman*), Darren Grice, Karen Lee, Edmund Strengeiel

Substitute Members: Councillors Bob Bushell, Marc Jones, John Metcalfe

Officers attending: Ben Barley, Sam Barstow, Simon Colburn, Democratic Services

AGENDA

- PLEASE NOTE THE AMENDED STARTING TIME -

SECTION A	Page(s)
1. Welcome/ Introduction	
The Chair, Councillor Jackson, to provide a short introduction.	
2. Declarations of Interest	
Please note that, in accordance with the Members' Code of Conduct, when declaring interests Members must disclose the existence and nature of the interest and whether it is personal or prejudicial.	
3. West Lincolnshire Community Safety Partnership Update	1 - 4
4. Countywide ASB Challenge Project	5 - 51
5. Proposed Changes to National Anti-Social Behaviour Tools and Powers	52 - 57
6. Designated Public Place Order - Update	Verbal Report
7. Purple Flag Scheme	58 - 97
8. Lincolnshire Police Update	Verbal Report
Presentation by Superintendent David Lynch	
9. Lincoln BIG Update	Verbal Report
Presentation by Matt Corrigan, Lincoln Business Improvement Group (BIG)	

10. Lincoln's Health

Verbal Report

Presentation by Terri Roche, Public Health Consultant

11. Summary

The Chair, Councillor Jackson, will summarise the key findings.

NB There are no Section B Items

City Hall
Lincoln

CCP
20 March 2012

SUBJECT:	WEST LINCOLNSHIRE COMMUNITY SAFETY PARTNERSHIP UPDATE
REPORT BY:	WEST LINCOLNSHIRE COMMUNITY SAFETY PARTNERSHIP
LEAD OFFICER:	BEN BARLEY, OFFICE MANAGER - URBAN CHALLENGE

1. Purpose of Report

- 1.1 To scrutinise the delivery of the West Lincolnshire Community Safety Partnership in respect of reduction of crime, disorder and anti social behaviour within Lincoln City.

2. Background

- 2.1 The West Lincolnshire Community Safety Partnership (WLCSP) is the partnership that has the statutory responsibility for the reduction of crime, disorder and anti social behaviour within Lincoln City.

The City of Lincoln Council is one of seven statutory partners (Lincs Police, Lincs County Council, West Lindsey District Council, Lincs Fire & Rescue, NHS Lincolnshire and the Lincs Police Authority).

The Partnership has a strategic group, a performance group and a number of thematic delivery groups.

As a result of the Police and Justice Act 2006, the Home Office placed a responsibility of District Councils to scrutinise the work of the community safety partnerships. This was brought into force from the 30th April 2009 and the partnership will therefore report to the City Council overview and scrutiny on a yearly basis.

- 2.2 Each year the partnership undertakes a strategic assessment of Community Safety in order to identify its strategic priorities. The partnership has identified the following strategic priorities for 2011-12 and 2012-13.

2011-12

- Anti Social Behaviour
- Violent Crime (Including domestic abuse)
- Domestic Burglary
- Offender Management
- Substance Misuse – cross cutting priority

2012-13

- Anti Social Behaviour
- Violent Crime (Including domestic abuse)

- Acquisitive Crime (domestic burglary and vehicle crime)
- Offender Management
- Substance Misuse – cross cutting priority

3. Main Body of Report

3.1 The Partnership sets a number of performance indicators against its strategic priorities to measure its performance. Below is an overview of how the partnership is performing:

Data for April 2011 – December 2011:

Anti Social Behaviour

- Primary Arson – Incidents reduced by 27% (13 incidents).
- Secondary Arson – Incidents reduced by 22% (26 incidents).
(Both reductions greater than the County average).

Violent Crime

- Violence against the person – Offences increased by 2% (27 offences).
- Assaults with less injury – Offences increased by 3% (17 offences).
(Both have seen slight increases. Significant reductions have been seen in recent years with ABH and public order offences reduced by almost 50% since 2006-07).

Domestic Abuse

- MARAC Domestic Abuse repeat victimisation rate of 31.7% which is above the County target of 27%. Overall the West MARAC is considered to have the most robust data and performs well in relation to the number of referrals and repeat referrals – highlighting that the MARAC process is well established in the West with the required flagging and tagging of MARAC cases ensuring repeat incidents are identified and brought back to the MARAC.

Domestic Burglary

- Domestic Burglary offences reduced by 30% (146 offences).

During the past year, the partnership has carried out the following actions through its theme groups to deliver against its targets and priorities:

Anti Social Behaviour

- Development of diversionary activities sub group to co-ordinate and develop diversionary activities within the city and secure joint resources to deliver a long term co-ordinated activity.
- Community engagement projects and events such as the Abbey week of action, meet the street events and the Fire & Rescue and ASB Bike Patrols.
- Enforcement of ASB is also provided by the following multi agency teams: ASB Team, Neighbourhood Policing Teams, Arson Task Force and the City Centre Wardens.
- Development of Sentinel ASB case management system.

Violent Crime

- Development of the evening economy team including Operation Hornet, Street Pastors and Evening Safety Wardens. Funding secured for 2012-13.
- Development of Purple Flag application for the city centre. Formal assessment held on the 3 March and decision expected early April.
- Continued promotion of the Evening Economy Codes of Practice.
- Educational and awareness messages and information delivered through the Freshers fayre.
- Development and implementation of the City Centre DPPO.

Domestic Abuse

- Development of West Multi Agency Risk Assessment Conference (MARAC) to deal with domestic abuse high risk cases.
- Delivery of domestic abuse and substance misuse training.
- High profile publicity campaigns.

Domestic Burglary

Domestic Burglary action plan implemented by the sub group including the following:

- Delivery of Operation Fusion directly tackling domestic burglary.
- Publicity camping in partnership with Crimestoppers.
- Educational and awareness messages and information delivered through the Freshers fayre.
- Promotion of Immobilise property registration scheme.
- Deployment of wireless intruder alarms.

4. Resource Implications

- 4.1 (i) Finance (including impact on Savings Targets and whole life costs where applicable)
- 4.2 (i) Staffing
- 4.3 (ii) Property/Land/Accommodation Implications
- 4.4 (iii) Procurement

5. Legal Implications

- 5.1 (i) Legal
- 5.2 (ii) Contractual
- 5.3 (iii) Constitutional Issues

6. Policy Implications

- 6.1 (i) Strategic Priority

- 6.2 (ii) S.17 Crime and Disorder
- 6.3 (iii) Equality and Diversity
- 6.4 (iv) Environmental Sustainability
- 6.5 (v) Community engagement/ communication

7. Recommendation

7.1 That the contents of the report be noted.

Access to Information:

Does the report contain exempt information, which would prejudice the public interest requirement if it was publicised?

No

Key Decision

No

Key Decision Reference No.

Do the Exempt Information Categories Apply

No

Call In and Urgency: Is the decision one to which Rule 15 of the Scrutiny Procedure Rules apply?

No

Does the report contain Appendices?

No

If Yes, how many Appendices?

List of Background Papers:

Lead Officer:

Ben Barley, Office Manager - Urban Challenge
Telephone 873454

SUBJECT:	COUNTYWIDE ASB CHALLENGE PROJECT
REPORT BY:	DIRECTOR OF DEVELOPMENT AND ENVIRONMENTAL SERVICES
LEAD OFFICER:	SIMON COLBURN, ENVIRONMENTAL PROTECTION AND ANTI-SOCIAL BEHAVIOUR MANAGER

1. Purpose of Report

1.1 To inform members of the countywide ASB challenge project.

2. Background

2.1 Following the tragic case of Fiona Pilkington and her daughter and similar cases a number of reviews of how ASB is dealt with have been carried out at a national level.

These have identified the need for a joined up multi-agency approach to tackle ASB and improve work between organisations and communities across Lincolnshire to challenge ASB. The Lincolnshire ASB Partnership was formed to tackle these problems.

The objectives of the multi agency approach are –

- Manage incidents of ASB more effectively and efficiently across all partners within Lincolnshire;
- Provide improved service and protection to the public;
- Increase public confidence through improved engagement and understanding;
- Identify repeat and vulnerable victims and respond more efficiently;
- Improve information sharing across all partners extending into third sector and charities such as victim support;

- 2.2 The Partnership have developed -
- Common definitions relating to ASB;
 - A common system for recording and managing ASB cases across partners;
 - A common strategy for dealing with ASB;
 - A partnership policy;
 - A common procedure for dealing with ASB.

3. Executive Summary

- 3.1 The Lincolnshire ASB Partnership was formed in late 2010 to deal with the findings of various reviews of the way ASB was dealt with by the Police and other agencies.

The Partners involved in the Lincolnshire ASB Partnership are

- Lincolnshire Police
- The seven local authorities
- ACIS Housing Association
- Boston Mayflower Housing Association
- Longhurst Housing Association
- New Linx Housing Trust
- Lincolnshire County Council

The objectives of the Lincolnshire ASB Partnership are –

- Manage incidents of ASB more effectively and efficiently across all partners within Lincolnshire;
- Provide improved service and protection to the public;
- Increase public confidence through improved engagement and understanding;
- Identify repeat and vulnerable victims and respond more efficiently;
- Improve information sharing across all partners extending into third sector and charities such as victim support;

The Partnership have developed -

Common definitions relating to ASB;

ASB is defined as Behaviour by an individual or group that results in:

- Another party feeling personally threatened
- Creating a public nuisance, or
- A detrimental impact upon the environment and thereby has a detrimental effect upon the quality of life of an individual or the community as a whole

“A vulnerable person is one whose experience and/or effect of harm as a result of the incident is likely to be more significant because of their individual personal circumstances.”

“A victim of ASB is vulnerable if the conduct in question causes an adverse impact on their quality of life; or they believe they are vulnerable; or they have suffered ASB or something similar before.”

Adverse impact includes “The risk of harm, deterioration of their health, mental and/or emotional well being, or an inability to carry out normal day to day routine through fear and intimidation.”

The definition of repeat victimisation for ASB in the county is “Repeat victimisation occurs when the same person or address is subjected to a third incident of ASB within a rolling 12 month period.”

A common system for recording and managing ASB cases across partners:
The Sentinel system has been purchased and is being rolled out across the County. This will give the police, local authority and housing department or housing association to record, share and utilise data on the same system.

A common strategy for dealing with ASB:
The strategy states that partners will –

- Effectively tackle ASB together – taking all reports of ASB seriously, recording, investigating and keeping victims informed of actions, in conjunction with key agencies.
- Communicate effectively – keeping residents up to date on what action is being taken to tackle ASB.
- Focus on victims and in particular repeat and vulnerable victims – offer support and practical help to victims and witnesses of ASB and particularly those who are vulnerable or suffer from repeat incidents.
- Proactively identify through research those who are most likely to become victims of ASB and work together to develop initiatives to safeguard them.
- Focus on offenders – take proportionate action against offenders and ensure that they recognise the consequences of their behaviour.
- Ensure Accountability Through Performance Management.

A common procedure for dealing with ASB.
This introduces a new multi-agency ASB Risk Assessment Conference (ASBRAC) to bring together partners from across the district to discuss and action plan the most high risk, and repeat, victims of ASB and the most persistent offenders of ASB, where there may be multiple victims.

4. Main Body of Report

4.1 In 2007 Fiona Pilkington tragically killed herself and her disabled daughter, Francecca. Both vulnerable adults, they had been the victims of persistent anti-social behaviour over a long period of time from a number of youths.

A report by the Independent Police Complaints Commission found that Leicestershire Police had failed to identify Ms Pilkington and her daughter as vulnerable. It also found that agencies involved in dealing with ASB fail to share information in a timely and efficient manner.

This and other cases around the country have initiated a number of reviews of the way in which ASB is dealt with. These reviews have identified a number of issues around the way in which ASB was dealt.

- 4.2 Lincolnshire Police is one of eight forces selected by the Home Office to lead on an ASB pilot. The pilot encourages forces and local partners to focus on an agreed risk assessing process; improved call-handling; improved case handling and information sharing; better community engagement and improved understanding of ASB.

The project includes the development of a joint policy, procedure and strategy, as well as joint training and skills development. The Lincolnshire ASB partnership will change the way agencies work together to support and identify repeat and vulnerable victims of ASB and hate crime in Lincolnshire. This is being led and resourced by Lincolnshire Police.

- 4.3 The Partners involved in the Lincolnshire ASB Partnership are
- Lincolnshire Police
 - The seven local authorities
 - ACIS Housing Association
 - Boston Mayflower Housing Association
 - Longhurst Housing Association
 - New Linx Housing Trust
 - Lincolnshire County Council

It is currently understood that this is the largest project of its type in the country.

- 4.4 The objectives of the multi agency approach are –
- Manage incidents of ASB more effectively and efficiently across all partners within Lincolnshire;
 - Provide improved service and protection to the public;
 - Increase public confidence through improved engagement and understanding;
 - Identify repeat and vulnerable victims and respond more efficiently;
 - Improve information sharing across all partners extending into third sector and charities such as victim support.
- 4.5 A number of actions have been identified to meet those objectives and include –
- Defining common definitions of ASB;
 - A common system for recording and managing ASB cases across partners;
 - A common strategy for dealing with ASB;
 - A partnership policy;
 - A common procedure for dealing with ASB.

- 4.6 Following a period of consultation with the community and partner agencies in Lincolnshire the three definitions below were agreed by Lincolnshire County Anti-Social Behaviour Strategic Management Board (ASB SMB) on 16 November 2010.

Behaviour by an individual or group that results in:

- Another party feeling personally threatened
- Creating a public nuisance, or
- A detrimental impact upon the environment and thereby has a detrimental effect upon the quality of life of an individual or the community as a whole

- 4.7 The lack of an integrated ASB management and recording system across partners was identified as an increased risk to both community and organisations. The lack of a 'joined' up approach increases duplication in respect of the capture & reporting of ASB, ensures that any one partner does not have a comprehensive view in respect of repeat victims or offenders or 'hotspot' locations, and partners are not sharing vital information to inform their decision making.

- 4.8 A bid was put to, and approved, by the County Community Safety Board for the purchase of a new integrated ASB management and recording system called Sentinel. This is currently being rolled out across the County. A new information sharing agreement (ISA) was developed and agreed by all partners to allow the timely sharing of relevant information across partners. For the first time the system allows the Police and relevant partners in each area to record, share information using the same system.

It does not allow partners from other areas to access information that is not relevant to them. The system is held on a secure Police server and anyone requiring a log on to the system needs to undertake a vetting process.

Staff from the City Of Lincoln Council have been vetted and the Council is due to go live on the system imminently.

- 4.9 A common strategy for dealing with ASB has been developed (appendix A). It identifies the need of -
- Taking a Partnership Approach,
 - Understanding the Needs of Our Communities,
 - Vulnerable and Repeat Victims.

The strategy therefore states that partners will –

- Effectively tackle ASB together – taking all reports of ASB seriously, recording, investigating and keeping victims informed of actions, in conjunction with key agencies.
- Communicate effectively – keeping residents up to date on what action is being taken to tackle ASB.

- Focus on victims and in particular repeat and vulnerable victims – offer support and practical help to victims and witnesses of ASB and particularly those who are vulnerable or suffer from repeat incidents.
- Proactively identify through research those who are most likely to become victims of ASB and work together to develop initiatives to safeguard them.
- Focus on offenders – take proportionate action against offenders and ensure that they recognise the consequences of their behaviour.
- Ensure Accountability Through Performance Management.

It introduces the definition of a vulnerable victim for the county -

“A vulnerable person is one whose experience and/or effect of harm as a result of the incident is likely to be more significant because of their individual personal circumstances.”

“A victim of ASB is vulnerable if the conduct in question causes an adverse impact on their quality of life; or they believe they are vulnerable; or they have suffered ASB or something similar before.”

Adverse impact includes “The risk of harm, deterioration of their health, mental and/or emotional well being, or an inability to carry out normal day to day routine through fear and intimidation.”

The definition of repeat victimisation for ASB in the county is

“Repeat victimisation occurs when the same person or address is subjected to a third incident of ASB within a rolling 12 month period.”

4.10 A Lincolnshire ASB Partnership Policy has also been developed (appendix B).

The purpose of the policy to provide a framework to allow Lincolnshire Police and partners to work collaboratively to manage and resolve reports of anti social behaviour (ASB), how a incident will be dealt with and the responsibilities of individuals within the partnership.

It expands on the Lincolnshire ASB Strategy to include the various types of ASB, the priority in which they might be dealt with and tools and powers available.

4.11 A common procedure for dealing with ASB across the county has been agreed (appendix C). This further expands on the strategy and policy.

The most notable change to the current processes is the introduction of **ASBRACs** (Anti Social Behaviour Risk Assessment Conference). This is a new approach for partnership meetings that discuss individual cases of ASB. In most areas these exist in some form but the procedure introduces ASBRACS as a consist and structured approach.

The purpose of the ASBRAC is to bring together partners from across the district to discuss and action plan the most high risk, and repeat, victims of ASB and the most persistent offenders of ASB, where there may be multiple victims. The Conference will also form a forum in which partners can expect a full brief of

involvement from partners around individual issues and therefore action plans put in place within this forum have the potential to be much more effective.

The ASBRAC will be held every 4 weeks and will be attended by representatives from both statutory CSP partners and by non-statutory CSP partners. These include

- City of Lincoln Council –
 - ASB team,
 - Tenancy Enforcement team
 - Neighbourhood Managers
- Lincolnshire County Council;
 - Targeted Youth Support
 - Families Working Together
 - Social Services
- Youth Offending Team
- Lincolnshire Police;
- Lincolnshire Fire & Rescue;
- Lincolnshire Probation Trust;
- Addaction
- ACIS Group

The first ASBRAC in Lincoln City will be held on 26th March 2012.

5. Financial Implications

- 5.1 Whilst the initial cost of the Sentinel software system was met by the County Community Safety board (c£40,000), there is a financial cost associated with the ongoing annual licensing and maintenance costs. The cost is split equally across all partners. In 2011/12 this was of the order of £750. This has been met from existing budgets.

It is likely that the cost in 2012/13 could be towards £2000 as additional costs are likely for secure server maintenance and similar. Again it is envisaged that this is met from existing budgets.

- 5.2 There may be costs associated with any integration between Sentinel and @PP (Flare) the system that is currently used by the ASB team, Tenancy Enforcement team, Environmental Protection team and others. There is a countywide group that will look at the potential for integration as the next phase of developing Sentinel but no costs have yet been identified.

6. Legal Implications

- 6.1 There are no specific legal Implications raised by this report. All proposals included in the strategy and procedure are within existing tools and powers.

A number of comments have been made by various partners on the documents throughout the process (most notably the City Of Lincoln Council regarding the Information Sharing Agreement) and these comments have been considered or

will be considered in the ongoing review of the documents.

7. Recommendations

7.1 Committee are asked to note the contents of the report.

7.2 During the discussions of the committee, recommendations may arise that require approval by other committees or actions by officers.

Does the report contain Appendices? Yes

If Yes, how many Appendices? Appendix A - Lincolnshire Anti Social Behaviour Strategy
Appendix B - Lincolnshire Anti Social behaviour Partnership Policy Document
Appendix C - Lincolnshire Anti Social Behaviour Partnership - Procedure Document

List of Background Papers: None

Lead Officer: Simon Colburn, Environmental Protection and Anti-Social Behaviour Manager
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APPENDIX A

Lincolnshire ASB Challenge Partnership

Lincolnshire Anti Social Behaviour Strategy

Introduction

In Spring 2010, Her Majesty's Inspectorate of Constabulary (HMIC) carried out a review of Anti-Social Behaviour (ASB) in England and Wales. This included asking victims about their experience of reporting ASB to the police, and inspecting the quality of the processes that forces use in tackling and responding to the problem.

This strategy is Lincolnshire's first multi-agency strategy to tackle ASB. It marks steps to improve work between organisations and communities across Lincolnshire working together to challenge ASB.

Due to the nature of ASB no one agency alone is able to deal with them in isolation and therefore partnership working is central to the approach of this strategy.

What is Anti Social Behaviour? Countywide agreed description

Following a period of consultation with the community and partner agencies in Lincolnshire the three definitions below were agreed by Lincolnshire County Anti-Social Behaviour Strategic Management Board (ASB SMB) on 16 November 2010.

Behaviour by an individual or group that results in:

- **Another party feeling personally threatened**
- **Creating a public nuisance, or**
- **A detrimental impact upon the environment and thereby has a detrimental effect upon the quality of life of an individual or the community as a whole**

The Housing Act (1996): 'Engaging in or threatening to engage in conduct causing or likely to cause a nuisance or annoyance to persons engaged in lawful activities'. The Chartered Institute of Housing (1995): 'Behaviour that unreasonably interferes with other people's rights to the use and enjoyment of their home and community'.

'Anti-Social Behaviour' describes a range of everyday nuisance, disorder and crime, from graffiti and noisy neighbours to harassment and street drug dealing. It is sometimes dismissed as trivial, but ASB has a huge impact on a victim's quality of life, and it is the public's number one concern when it comes to local crime issues.

Anti-Social Behaviour includes a variety of behaviours covering a complex mix of selfish and unacceptable activity that can blight the quality of life of a particular individual, group or community.

Over 3.5 million incidents were reported to police forces in England and Wales last year, and we know that many more were reported to other local agencies such as councils and housing associations, or not reported at all. **Home Office Feb 2011**

As examples of what could be considered 'anti-social', the British Crime Survey asked respondents about:

- noisy neighbours or loud parties;
- teenagers hanging around on the streets;
- rubbish or litter lying around;
- vandalism, graffiti and other deliberate damage to property or vehicles;
- people using or dealing drugs;

- people being drunk or rowdy in public places; and
- abandoned or burnt out cars.

Why is it so Important?

Anti-Social Behaviour can have a huge impact on the quality of life of thousands of people in this county. Moreover, as the tragic case of Fiona Pilkington who killed herself and her daughter, Francesca Hardwick, after suffering years of ASB and hate crime highlights, it is often targeted at those members of the community who are least able to protect themselves. In recognition that those most vulnerable in our society or from diverse backgrounds are proportionally more likely to become victims of ASB, this strategy has been integrated with the **Lincolnshire Hate Crime Strategy** and the priorities set within it.

The HMIC report titled 'Stop the Rot' and Professor Innes's report titled 'Rethinking the Policing of Anti-Social Behaviour' were published in late 2010. These reports brought together the findings nationally of how individual forces tackle and respond to ASB. Lincolnshire Police's performance was rated by the HMIC as "in line with the national average". They reported that the area covered by Lincolnshire Police experienced moderate levels of crime, per head of population, and lower levels of ASB. Subsequent national HMIC publications encouraged the police service to review their current practices in how they deal with ASB.

Lincolnshire partners also recognise the need to tackle perceptions relating to the level of ASB within our communities in Lincolnshire. As a result, we have developed this multi-agency strategy to reflect the recommendations in the HMIC reports and to address the concerns our communities have relating to ASB.

Statement of Purpose

This strategy outlines a framework of activity aimed at developing greater public confidence in local policing, whilst recognising that this cannot be achieved without the support and commitment of our staff, officers and partners across the county.

We do not underestimate the impact ASB can have on people's lives or ignore the fact it is one of the communities top concerns when it comes to local crime and disorder. In order to address the negative impact ASB has in our communities we have developed this multi agency strategy to effectively and consistently tackle ASB in Lincolnshire in partnership.

We are not only committed to reducing ASB but also to providing a high quality service which meets the needs of individuals and communities and provides a service that people value.

Home Office Pilot

Lincolnshire Police is one of eight forces selected by the Home Office to lead on an ASB pilot. The pilot encourages forces and local partners to focus on an agreed risk assessing process; improved call-handling; improved case handling and information sharing; better community engagement and improved understanding of ASB.

The project is changing the way police and partners respond to calls, allowing the early recognition of vulnerable and repeat victims, leading to improved case management using an off the shelf IT solution called Sentinel. This not only delivers a uniformed case management process across partners but by the nature of the shared technology enforces managed and risk assessed information sharing.

The project includes the development of a joint policy, procedure and strategy, as well as joint training and skills development. The Lincolnshire ASB partnership will change the way agencies work together to support and identify repeat and vulnerable victims of ASB and hate crime in Lincolnshire.

Taking a Partnership Approach

No one agency is responsible for ASB and by working at all levels we will:

- Share appropriate data using joint tasking and co-ordination arrangements with partners, in order to proactively identify and reduce ASB.
- Improve co-ordination across the county and across partners to intervene and protect the public and Lincolnshire communities, particularly the most vulnerable. Working together is fundamental to the success of our approach.
- Have an Information Sharing Agreement and will work within current legislation on Data Sharing.

Understanding the Needs of Our Communities

We are committed to providing services which are visible, accessible and responsive and particularly aim to assist those who are at increased risk or are vulnerable no matter what religion, race, age, disability, gender identity, sexual orientation etc. The introduction of agreed definitions, procedure and case management will ensure partners across the county have an improved and real understanding of ASB. This will be further supported by survey work and monthly analysis, generating reports to allow partners to consistently assess performance.

The importance of community involvement is stressed in government policy and has been widely advocated with regard to crime prevention initiatives.

Firstly, there is the desirability of residents to participate in decisions, which affect their lives (Crawford 1998, Fitzpatrick et al 2000). Secondly, there is an assumption that local residents, being closer to experiences of crime in the area, have the best understanding of what their needs are and how those needs might be met (Cairns 1996, McArthur et al 1996, Crawford 1998). Certainly, public consultation can generate data to fill gaps in information concerning local crime problems, for example by providing data on victimisation to supplement recorded crime figures and on perceptions of crime. Public consultation can also help to generate ownership of crime prevention work and thus enhance public participation, encourage residents to take responsibility for their own problems and improve their capacity for self-help. This results in making schemes more self sustaining and durable (Liddle & Gelsthorpe 1994; Thomas 1999). Local people need to feel that they are stakeholders in the crime prevention process and that they have something to contribute as well as receive.

Vulnerable and Repeat Victims

We will take a victim led approach to addressing the needs and issues of victims and will assess victims' needs through a partnership approved Risk Assessment.

The definition of a vulnerable victim for the county as agreed by all partners is:

A vulnerable person is one whose experience and/or effect of harm as a result of the incident is likely to be more significant because of their individual personal circumstances.

Who is "vulnerable" to ASB?

A victim of ASB is vulnerable if the conduct in question causes an adverse impact on their quality of life; or they believe they are vulnerable; or they have suffered ASB or something similar before.

What does "adverse impact" include?

The risk of harm, deterioration of their health, mental and/or emotional well being, or an inability to carry out normal day to day routine through fear and intimidation.

This definition of “vulnerable” puts emphasis on how the complainant feels about the problem and how they perceive the level of intimidation. Every victim’s opinion is important when the police are determining the risk to them.

If a person is vulnerable to ASB, Lincolnshire partners will make contact with them (in person if possible) and conduct a risk assessment. The information gathered from the risk assessment will then help to determine what level of service needs to be provided to that victim.

Research conducted by Ipsos Mori on behalf of the HMIC between 4 May and 3 June 2010 found that 27% of interviewees in Lincolnshire said that fear of ASB affected their daily routine in the local area.

Other Factors Which can Affect Vulnerability

Low self-esteem or confidence.

Lack of information and knowledge.

Lack of support mechanisms (i.e. no family involvement, limited number of friends).

Repeat Victimization

The definition of repeat victimisation for ASB in the county as agreed by all partners is:

Repeat victimisation occurs when the same person or address is subjected to a third incident of ASB within a rolling 12 month period.

A growing body of evidence shows that certain people and places suffer repeated incidents of crime.

Analyses of the British Crime Survey 2000, for example, have estimated that 4% of victims account for between 38% and 44% of all crime reported to the survey.

The evidence is that high crime areas have such high crime levels, not because they have more victims but because they have more heavily victimised victims.

Past victimisation is often a predictor of future victimisation and is, therefore, preventable.

Through the use of improved skills and knowledge for the potential victims, empowering children and young people to protect themselves.

Improved awareness among professionals and services of children and young people’s vulnerability and previous experiences.

The targeting of resources to help reduce risks and increase safety more effectively.

Many practitioners will be aware of working with victims or locations that have been repeatedly victimised. However we now know, as the British Crime Survey 2000 analyses suggests, that this is on a greater scale than was suspected. More positively, the research has found that the particular features of repeat victimisation make it predictable and therefore preventable.

Tackling Repeat Victimization has a Number of Benefits

- It helps protect those who are vulnerable and safeguard them from crime or abuse.
- It helps to reduce crime and disorder.
- It makes better use of limited resources by targeting them where they can be most effective.
- It can help the police to target prolific offenders.
- By reflecting the true nature of victimisation, it addresses people’s fear of crime and can stimulate improvements in the quality of services to victims.

For more information regarding repeat victimisation please see the link to the Crime Reduction website which has a specific toolkit to help professionals safeguard those at risk: www.crimereduction.gov.uk/toolkits/rv01.htm/

Making a Difference

The Aim of the partnership and its associated strategy is:

To ensure the communities of Lincolnshire receive the best service and support from all partners in respect of preventing, reducing and managing ASB.

Objectives

- **Manage incidents of ASB more effectively and efficiently across all partners within Lincolnshire;**
- **Provide improved service and protection to the public;**
- **Increase public confidence through improved engagement and understanding;**
- **Identify repeat and vulnerable victims and respond more efficiently;**
- **Improve information sharing across all partners extending into third sector and charities such as victim support;**

Our Approach

Clear and robust processes and procedures are required to effectively tackle ASB. We will adopt an approach that ensures each individual call for service is treated seriously and apply a consistent set of standards, which will be implemented across partners.

We will:

- Effectively tackle ASB together – taking all reports of ASB seriously, recording, investigating and keeping victims informed of actions, in conjunction with key agencies.
- Communicate effectively – keeping residents up to date on what action is being taken to tackle ASB.
- Focus on victims and in particular repeat and vulnerable victims – offer support and practical help to victims and witnesses of ASB and particularly those who are vulnerable or suffer from repeat incidents.
- Proactively identify through research those who are most likely to become victims of ASB and work together to develop initiatives to safeguard them.
- Focus on offenders – take proportionate action against offenders and ensure that they recognise the consequences of their behaviour.

Effectively Tackle Anti Social Behaviour in Partnership

We will ensure that:

- We take all reported cases of ASB seriously, recording, investigating and keeping victims informed of actions in conjunction with other key agencies.

To achieve this we will:

- Work together to more effectively address ASB in our communities.
- Share information with other key agencies regarding ASB to ensure we have the most detailed understanding of issues and then achieve solutions in partnership.

- Work with Neighbourhood Policing panels to identify community priorities and issues.
- Undertake effective multi-agency case management, linking incidents and victims where appropriate
- Promote a “problem solving” approach to reducing ASB.
- Train staff from all partners to effectively deal with reports of ASB effectively using all tools available to them.

Communicate Effectively

Communicate effectively – keeping residents up to date on what action is being taken to effectively tackle ASB.

We will do this by:

- Implementing a multi agency ASB incident recording and case management system for the use of all partners, which will promote effective, collaborative working to protect residents.
- Listening to what our communities and victims tell us about how they want to see us tackle ASB.
- Developing a communications strategy (internal and external) to promote the service standards and wider information about ASB.
- Working closely with partner agencies to jointly publicise information and activities relating to tackling ASB.
- Ensuring that all reports of dissatisfaction with service are responded to within 24 hours, within the capabilities of that service.

Focus on Victims and in Particular Repeat and / or Vulnerable Victims

Proactively identify through research those who are most likely to become victims of ASB and work together to develop initiatives to safeguard them.

To achieve this we will:

- Establish robust and accurate recording procedures for initial receipt of calls for service.
- Implement rigorous procedures for undertaking initial dynamic risk assessment of calls for service.
- Professionally assess each incident and select the most appropriate and effective initial response.
- Cross reference previous calls for service relating to the location/victim/offender and use this information to tailor a quality response.
- Agree a plan for effectively tackling ASB incidents.
- Provide a named point of contact within the appropriate organisation.
- Support victims and witnesses of ASB and protect communities in partnership with Victim Support Services.

- Where appropriate, apply for special measures to protect vulnerable victims and witnesses in ASB cases that are referred to the Criminal Justice System.
- Train our staff to recognise and deal effectively with ASB by understanding the emotional impact it creates, identify vulnerability and intimidation factors and respond accordingly.
- Ensure action to tackle ASB respects the diverse nature of our communities.

Focus on Offenders

We will ensure we take action that is aimed at long-term solutions. In appropriate cases we will seek Criminal Justice System resolutions but we will also work with offenders to change behaviour. We will also use the tools and powers available to us under other ASB legislation.

To achieve this we will:

- Consider all aggravating and mitigating factors. This will include consideration of the views of victims.
- In each case, determine the most appropriate action against offenders, which may include Restorative Resolution and other non-court outcomes.
- Support Criminal Justice System resolutions for those ASB offenders for whom this is the most appropriate option available.
- Enable perpetrators of ASB to recognise the consequences of their behaviour and in doing so aim to change that behaviour.
- Work closely with Youth Offending Services to ensure young people committing ASB receive appropriate interventions and support.
- Work closely with the Community Budgeting Project to ensure service provision complements each other.
- Work closely with the IOM project to reduce duplication and increase efficiency through the realisation of economies of scale; shared skills & ability; shared resources and shared legislation.
- Use the full range of legislative powers where appropriate to resolve the most serious cases of ASB.
- Use education through schools as a primary method of preventing young people from committing or becoming victims of ASB.

Ensure Accountability Through Performance Management

We will ensure we establish clear performance goals and will seek to increase confidence and satisfaction in how we deal with ASB and reduce the number of repeat and vulnerable victims of ASB. We are developing a performance measurement processes that will reliably demonstrate how successful our efforts have been, which will be monitored by the Lincolnshire Violent Crime and Anti Social Behaviour Strategic Management Board.

We will deliver timely analysis of ASB across the county, including analysis of activity employed to achieve outcomes. Thus enabling partners to re-visit local tactics and improve service delivery by the adoption of best practice.

Performance Targets

Performance targets apply to all cases. However, we recognise that we may need to review monitoring as the project develops.

When a new complaint of ASB is received we should respond in the following timescales:

Priority 1 – Emergency ASB Complaints

Complainant interview – **24 hours, Target: 100%**

This is a police response and only needs to be a phone call.

Priority 2 - Urgent ASB Complaints

Complainant interview – **3 working days, Target: 95%**

Can this also be a telephone interview?

Priority 3 – Standard ASB Complaints

Complainant interview – **4 working days, Target: 95%**

Can this also be a telephone interview? - case will be reviewed every 28 days, Target 100%

All complaints should be entered on the system, and where appropriate acknowledged in writing and an action plan discussed with and sent to the complainant in – **10 working days, Target: 95%**
Action plan

Quarterly Case Audit Targets

It is proposed to introduce a quarterly case audit system. The aim of this system is to ensure that officers are maintaining the case management system and managing the exchange of information proportionately.

APPENDIX B

Lincolnshire Anti Social behaviour Partnership Policy Document

1. POLICY IDENTIFICATION PAGE

POLICY TITLE:	ANTI SOCIAL BEHAVIOUR POLICY
AUTHOR	<i>PD124</i>

POLICY EFFECTIVE DATE:	JUNE 2011
POLICY REVIEW DATE:	

VERSION:	DATE:	REASON FOR ISSUE:

2.

Legislative Compliance

This document has been drafted to comply with the principles of the Human Rights Act and Equality Act 2010

Public disclosure is approved unless otherwise indicated or justified.

Adherence to this policy will ensure compliance with all relevant legislation and internal policies.

3.

POLICY STATEMENTS/INTENTIONS

3.1

The principles and scope of the policy

3.1.1

Lincolnshire partners are committed to providing every member of the community with the highest possible standard of service irrespective of gender, age, sexual orientation, race, ethnicity, language, age, gender or gender status. The way we deal with anti-social behaviour is central to achieving this in all our actions; members of the Lincolnshire antisocial behaviour partnership will not discriminate against any person.

The purpose of this policy is to provide a framework to allow Lincolnshire Police and partners to work collaboratively to manage and resolve reports of anti social behaviour (ASB), how an incident will be dealt with and the responsibilities of individuals within the partnership.

Tackling anti-social behaviour is a key priority for all partners and we all understand the serious impact it can have in individuals and communities and we are investing significant resources to deal effectively and collaboratively with anti-social behaviour.

Our focus is on the victim through protection, prevention and support. We intend to focus more on the victim's perspective, to better assess the harm and risks caused and encourage those experiencing ASB to come forward.

In addition it is intended to provide guidance to all staff across the partnership, customers and other stakeholders on what action we will take when a customer complains about anti social behaviour. As a partnership we recognise that every ASB case is unique and we have written this policy and its associated procedure with a view to providing staff with a "best practice" framework to manage reports of ASB.

3.2

The aim of the policy

Aims

To ensure the communities of Lincolnshire receive the best service and support from all partners in respect of preventing, reducing and managing anti-social behaviour.

Objectives

- Manage incidents of ASB more effectively and efficiently across all partners within Lincolnshire;
- Provide improved service and protection to the public;
- Increase public confidence through improved engagement and understanding;
- Identify repeat and vulnerable victims and respond more efficiently;

- Improve information sharing across all partners extending into third sector and charities such as victim support;

4. INTRODUCTION/LEGAL BASIS

4.1 *The origins/background information*

This document should be regarded as an “umbrella” policy document intended to cover all types of anti social behaviour including hate crime.

In Spring 2010, Her Majesty’s Inspectorate of Constabulary (HMIC) carried out a review of anti-social behaviour in England and Wales. This included asking victims about their experience of reporting ASB to the police, and inspecting the quality of the processes that forces use in tackling and responding to the problem.

This Policy underpins Lincolnshire’s first multi-agency strategy to tackle Anti Social Behaviour. It marks steps to improve work between organisations and communities across Lincolnshire working together to challenge Anti Social Behaviour.

Due to the nature of Anti Social Behaviour no one agency alone is able to deal with them isolation and therefore partnership working is central to the approach of this strategy.

What is Anti Social Behaviour? Countywide agreed definition

Following a period of consultation with the community and all partner agencies in Lincolnshire the three definitions below was agreed by Lincolnshire County Council, Anti-Social Behaviour Strategic Management Board (ASB SMB) on the 16th November 2010.

Behaviour by an individual or group that results in:

- **Another party feeling personally threatened**
- **Creates a public nuisance, or**
- **Has a detrimental impact upon the environment and thereby has a detrimental effect upon the quality of life of an individual or the community as a whole**

‘Anti-social behaviour’ describes a range of everyday nuisance, disorder and crime, from graffiti and noisy neighbours to harassment and street drug dealing. It is sometimes dismissed as trivial, but anti-social behaviour has a huge impact on victims’ quality of life, and it is the public’s number one concern when it comes to local crime issues.

The Housing Act (1996) ‘Engaging in or threatening to engage in conduct causing or likely to cause a nuisance or annoyance to persons engaged in lawful activities’. The Chartered Institute of Housing (1995): Behaviour that unreasonably interferes with other people’s rights to the use and enjoyment of their home and community’

ASB therefore includes a variety of behaviour covering a whole complex of selfish and unacceptable activity that can blight the quality of life of a particular individual, group or community.

Over 3.5 million incidents were reported to police forces in England and Wales last year, and we know that many more were reported to other local agencies such as councils and housing associations, or not reported at all. **Home Office Feb 2011**

The term ‘anti-social behaviour’ was formalised in the late 1990’s to describe a wide range of the nuisance, disorder and crime that affect people’s daily lives. As examples of what could be considered ‘anti-social’, the British Crime Survey asked respondents about:

- noisy neighbours or loud parties;
- teenagers hanging around on the streets;
- rubbish or litter lying around;

- vandalism, graffiti and other deliberate damage to property or vehicles;
- people using or dealing drugs;
- people being drunk or rowdy in public places; and
- abandoned or burnt out cars.

4.2 Motivators/Driving Forces

Why is it so Important?

The HMIC (Her Majesty's Inspectorate of Constabulary) report titled 'Stop the Rot' and Professor Innes's report titled 'Rethinking the policing of anti-social behaviour' were published in late 2010. These reports brought together the findings nationally of how individual forces tackle and respond to ASB. Lincolnshire Police's performance, was rated by the HMIC as "in line with the national average". They reported that the area covered by Lincolnshire Police experienced moderate levels of crime, per head of population, and lower levels of anti-social behaviour. Subsequent national HMIC publications encouraged the police service to review their current practices in how they deal with ASB.

Partners in Lincolnshire recognise the need to tackle ASB and perceptions within our communities in Lincolnshire. As a result, we have developed a multi-agency ASB strategy to reflect the recommendations in the HMIC reports, and to **address** the concerns our communities have relating to ASB and Hate Crime. This policy supports that strategy.

4.3 General Principles of the Policy

4.3.1 **When we receive a complaint of Anti social-behaviour:**

We will:

- **Register** the complaint and issue a reference number
- **Treat** the complaint seriously, respond promptly and act professional
- **Assess** the complaint for seriousness and to facilitate a tailored response
- **Contact** the complainant in their preferred format to agree an **action plan** with the complainant outlining how we aim to investigate and resolve their complaint
- Ensure that victims are kept up to date with the **progress** of their case and given regular **feedback**.

Staff and Officers should be aware that there might be considerations present in terms of disability, language, religion and cultural/lifestyle backgrounds and should do their utmost to meet the diverse needs of each victim. Consideration should be given to utilising the service of a translation provider for victims whose first language is not English.

When a call is received regarding a complaint of anti social behaviour the complaint receiver will ask 3 questions that will help determine whether the victim has reported ASB before or their vulnerability and record their answers.

It is important to recognise that some victims are more vulnerable and/or suffer to a larger extent than others. For this reason if any of the questions are answered "yes" (or if the complaint receiver has a concern for the complainant) they will record that an Anti Social Behaviour Risk Assessment (ASBRA) is required.

The purpose of completing the ASBRA is to provide the officer with information that will allow him/her to categorise the level of service the victim requires and to provide a more consistent approach.

Complainant perception of ASB

It is important to record ASB based on the perception of the complainant. If the complainant believes their report is ASB then it should be recorded and investigated as ASB. The investigation may

conclude that in reality it is not ASB but the complainant's initial perception is paramount. This is also the case with Hate Crime which is defined as:

Any crime or incident which is perceived, by the victim or any other person, to be motivated by hostility or prejudice based on a person's actual or perceived social group or groups.

The options listed for each category are not exhaustive, nor are they onerous, but are those minimum actions officers should be doing as a matter of course. It is the officer's discretion as to what more they can do if considered appropriate for the incident they have attended.

Remedies for ASB

There are several forms of action available to partners that can be used incrementally or at an appropriate entry level for an incident of ASB.

In some serious cases Lincolnshire partners may go straight to enforcement action whilst in other less serious cases a lower level warning action may suffice. Wherever possible we will aim to resolve any problems amicably through the promotion of **talking** solutions. These could be informal with the complainant trying to resolve the problem themselves or more formally through mediation.

Where appropriate referrals will be made to local mediation services in the hope that the issue can be resolved to the benefit of all parties. Where necessary, this would then be followed up by **warnings** to perpetrators or more formal **contractual** arrangements such as acceptable behaviour contracts (ABC's), which have proved particularly effective for juveniles.

Whichever action is chosen, antisocial behaviour will be dealt with firmly and promptly.

ASB Type and Priority

To assist users of this policy we have produced guidance on how to respond to reports of ASB. We have prioritised the ASB types based on Home Office and CLG guidance as well as the new PEN codes in line with the National Standard for Incident Recording 2011.

Acts of alleged crime reported to the Police should clearly be recorded and managed via crime systems. Acts of alleged ASB related crime reported to other partners should be recorded on Sentinel and the complainant should be advised to call the Police as well if they haven't already done so.

Police Officers should be aware that if no further action can be taken on a crime report, you have the option to transfer the case to Sentinel if it fits an ASB category as well and task a partner to act if you feel the evidence may warrant civil or non-police enforcement action.

Priority 1 – Serious Anti Social Behaviour Complaints

Complaints classified under this category will be where instances of anti social behaviour pose an immediate risk of harm to local residents, the general public, employees or any other individual lawfully engaged in activity in the area. This category may include actual or threatened physical violence, sex offences, harassment, hate behaviour and other ASB that it is essential to control immediately.

The lists of categories are:

In the first instance these should be dealt with by the police as criminal offences

Acts directed at people

- **Hate Related** - Racial, homophobic, disability or other hate crime – (note all other incidents which have a hate elements should automatically be categorised as priority 1)
- Domestic abuse
- Harassment

- Verbal
- Written
- Physical
- Other
- Abuse of Staff – by none staff member
- Threats of violence or other harm
- Criminal
 - Assault

Nuisance acts

- Hoax calls to emergency services

Environmental acts

- Criminal damage
 - Arson

Priority 2 – Urgent Anti Social Behaviour Complaints

Complaints classified under this category will include frequent disturbances:

Acts directed at people

- Criminal
 - Theft
- Sexual
 - Indecent exposure

Nuisance acts

- Sexual
 - Sexual acts in a public place
 - Kerb crawling
 - Prostitution
- Criminal
 - Joy riding
- Drugs related
 - Frequent visitors/nuisance callers
 - Drugs paraphernalia
 - Drug use
 - Drug dealing
- Criminal Damage
 - Damage to property and vehicles

Environmental acts

- Inappropriate use of fireworks
- Criminal damage
 - Vandalism
 - Damage to property or vehicles

Priority 3 – Standard Anti Social Behaviour Complaints

Complaints in this priority will be generally of a lower nature:

Acts directed at people

- Malicious communications

Nuisance Acts

- General nuisance
 - Gangs of youths loitering
 - Begging
 - Street drinking
 - Drunken behaviour
 - Throwing things

- Vehicle repairs in the street
- Other neighbour dispute
- Other rowdy behaviour
- Trespass
- Other
- Misuse of communal areas/public space or loitering – adults

Environmental Acts

- Noise
 - Loud music
 - Shouting
 - Animals
 - Domestic noise
 - Vehicle noise
- Environmental - general
 - Urinating in lifts
 - Fly tipping
 - Abandoned vehicles
 - Other rubbish
 - Bonfires/burning
 - other
- Vehicles nuisance
 - Off road bikes
 - Mini motos
- Animal related
 - Uncontrolled dogs
 - Smells/odour
 - Other animal
 - Animal fouling
- Litter
 - Dropping litter
 - Fly posting
- Boundary dispute
- Criminal damage
 - graffiti

Intervention

The different stages of intervention are:

- **Stage One: Advice letters/Verbal Warning**
- **Stage Two: Unacceptable Behaviour Warning**
- **Stage Three: Acceptable Behaviour Contracts**
- **Stage Four: Enforcement Action (i.e. S222 Local Government Act 1972 Injunction, ASBI, Nuisance Premises Closure Order, Possession Hearing or Eviction)**

Stage One: Advice letters

These can be sent by the Police or Local Authority.

It is used as an educative or awareness raising exercise for parents /guardians perpetrators aimed at raising parents/guardian awareness about the kinds of antisocial behaviour going on where their children are hanging out.

It makes a request for parents/carers to discuss the issues being raised with their young people.

It can be given verbally to both adults/young people

Stage two: Unacceptable Behaviour Warning

These can be given by the Police or Local Authority.

It is a direct warning issued in person, outlining complaint received about a person's antisocial

behaviour asking them to stop. If applicable this is also an opportunity to involve parents with regard to a young person's future conduct.

It also stresses the seriousness of the matter and outlines what could happen next if the behaviour continues.

Stage three: Acceptable Behaviour Contracts

This a voluntary contract between the adult or young person, their parents if applicable and the local authority and/or the Police.

It will contain a list of anti-social acts that they will agree not to continue to do.

The contract will also contain offers of support to address any underlying causes of the ASB. All contracts can be reviewed and altered at the discretion and agreement of all the agencies involved.

Youth Offending Service ASB team or the Community Safety Team may offer support to young people made subject to an ABC (Anti-Social Behaviour Contract) to enable them to stick to the requirements of the contract.

Stage Four: Enforcement Action

If the ABC continues to be unsuccessful, only then will we use that as evidence for the next stage. We would expect all the other things to have been done before this next stage is applied for.

On stage 4 on the incremental approach its important to mention that organisations and agencies still need to be involved once enforcement action is taken. We need residents, members of the public, tenants to report any breach of conditions. Therefore families and individuals could still feel vulnerable even though enforcement action has been taken.

It may also be worth mentioning that some districts have levels in between 3 and 4.

Closure of cases

At the closure of each case Lincolnshire ASB partners will write to the complainant and perpetrator with an explanation of the closure action enclosing a partnership satisfaction survey for the complainant to complete and return, The information gained from these questionnaires will be used to review policy, procedure and improve responses by the partnership to anti-social behaviour in Lincolnshire.

Ensuring accountability through performance management

We will to ensure that:

The Lincolnshire ASB partnership will establish clear performance goals and will seek to increase confidence and satisfaction in how we deal with ASB and reduce the number of repeat and vulnerable victims of anti-social behaviour. We are developing a performance measurement processes that will reliably demonstrate how successful our efforts have been. These will be monitored by the Lincolnshire Violent Crime and Anti Social Behaviour Strategic Management Board.

Performance Targets

Performance targets apply to all cases. However we recognise that we may need to review monitoring as the project develops.

Overall processing of cases

All cases should be investigated to the point where officers are clear that they can be closed, resolved through mediation or require further staff action or require enforcement action.

Record Keeping and the Management of Sensitive/Disclosed Information

When a member of staff is notified of ASB or informed of any action relating to an ongoing case they must record the details on **the same working day**.

Contact

When a new complaint of ASB is received we should respond in the following timescales:

Priority 1 – Emergency ASB Complaints

Complainant interview – **24 hours** **Target: 100%**

Priority 2 - Urgent ASB Complaints

Complainant interview – **3 working days** **Target: 95%**

Priority 3 – Standard ASB Complaints

Complainant interview – **4 working days** **Target: 95%**

Each case will be reviewed every 28 days **Target 100%**

All complaints should be entered on system, acknowledged in writing and action plan discussed with and sent to complainant in – **10 working days**
Target: 95%

Quarterly Case Audit Targets

It is proposed to introduce a quarterly case audit system to commence???? The aim of this system is to ensure that Officers are maintaining the case management system and managing the exchange of information proportionately.

Closed Case Satisfaction Targets

Target: Surveys completed 50%

4.4 **Legal Basis**

The following legislation is of relevance for implantation of this policy:

- Domestic Law (such as The Police and Criminal Evidence Act 1984, and the Criminal Justice and Public Order Act 1994)
- Common Law (such as the protection of life and property and preventing breaches of the peace)
- The European Convention of Human Rights (ECHR) which has been given legal effect by virtue of the Human Rights Act 1998
- The Health and Safety at Work Act 1974, the Police (Health and Safety) Act 1997 and legislation enabled by these Acts.
- The Equality Act 2010
- The Crime and Disorder Act 1998
- The Criminal Justice Act 2003

4.5 **Human Rights Considerations/Articles Engaged**

The following articles within the Human Rights Act may be relevant when dealing with hate crimes/incidents:

- Article 2: Right to Life
- Article 3: Prohibition of torture
- Article 5: Right to Liberty and Security of the person
- Article 6: Right to a Fair Trial
- Article 8: Right to Privacy
- Article 9: Freedom of Thought, Conscience and Religion
- Article 10: Freedom of Expression
- Article 11: Freedom of Assembly and Association

- Article 14: Right to Prohibition of Discrimination

One of the fundamental provisions in the European Convention on Human Rights is Article 2 that states that everyone has a right to life. It also places on public authorities a positive duty to protect life. Similarly Article 3 imposes a positive duty to prevent “inhuman or degrading treatment”. Public authorities must do all that can be reasonably expected to avoid a real and immediate risk to life (*Osman v UK* 1999 EHRR 228).

Each and every decision to act or not must be taken bearing these obligations in mind. Protecting these rights may render proportional the interference of another’s right to, for example privacy and/or family life (Article 8).

In any of their actions all members of Lincolnshire Police must be aware they must not discriminate against any persons regardless of age, gender, sexual orientation, race, colour, language, religion, political or other opinion, national or social origin, association with national minority, property, birth or other status as defined under Article 14 ECHR.

5. APPENDICES

Lincolnshire Anti Social Behaviour Procedure Partnership
 Lincolnshire Hate Crime Strategy
 ASB tools and Powers

6. IMPLICATIONS OF THE POLICY

It is recognised that the guidance contained under this heading may not be directly applicable to all policies. Where it is relevant however, the following areas should be considered:

6.1 *Financial Implications/Best Value*

Improve partnership working and collaboration may facilitate savings across partners due to a decrease in duplication or effort in case management, marketing and publicity.
 There are financial implications for all partners with respect to software interfaces and maintenance contracts.

6.2 *Human Resources/Training*

The key areas identified for training will comprise of *Vulnerability* and *Sentinel*.

Vulnerability is an essential part of the training in order to be able to fulfil the set criteria.

Sentinel is a web based I.T package that has been purchased by all the agencies and will be used to record all ASB incidents. All Partners have completed an Information Sharing Agreement that will allow authorised persons to be able to view the collective information that has been inputted by the different sources and for it to be progressed appropriately. There are 3 tiers of users: 1st Tier is manage/amend; 2nd Tier is write; 3rd Tier is view. Each user will be provided with their own individual Sentinel log in and will have the appropriate Tiered access for their roles.

6.3 **Strategic/Business Plan**

This policy and the associated ASB challenge project contributes to Lincolnshire’s priority which can be found in the Local Policing plan.

The Force strategic aim is to build trust and confidence through safer neighbourhoods, protecting the public and service improvement.

This policy will help to build trust and confidence and achieve the Lincolnshire Police values of policing with Professionalism, Respect, Integrity, Dedication, and Empathy (PRIDE).

6.4 *Risk Management*

6.5 *Health and Safety*

6.6 *Diversity*

We are committed to meeting needs and providing improved services to all victims of Anti-social behaviour in Lincolnshire regardless of race, ethnicity, age, gender or gender status, etc

The Equality Act established a new Single Equality Duty on public authorities. This consolidates the three existing public duties on race, disability and gender. Additionally, it covers age, sexual orientation, religion or belief, pregnancy and maternity and gender reassignment.

The new duty, like the three duties before it, requires public authorities to 'have due regard' to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

Public Bodies must also show:

- **Evidence of analysis**
- **Details of the information considered**
- **Details of any engagement**

These are sometimes referred to as the three aims or arms of the general equality duty. The Act explains that having due regard for advancing equality involves:

- Removing or minimising disadvantages suffered by people due to their protected characteristics (age, disability, gender reassignment, race, religion or belief, gender, sexual orientation, marriage or civil partnership and pregnancy and maternity)
- Taking steps to meet the needs of people from protected groups where these are different from the needs of other people.
- Encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low.

An important part of the general duty in the Equality Act (2010) is the duty to analyse the effect of their policies and practices on equality.

The needs of those covered by the protected characteristics and those not covered have been considered throughout the development of this policy and its associated procedures and strategy.

Men are more often victims of crime in all age groups, except at age 75 and above, where more women are victims – 8.4% of women compared to 6.4% of men.

6.7 ***Children and Young People***

Children Act 2004

Section 10 – Co-operation to improve well being
Section 11 – Arrangements to safeguard and promote welfare

6.8 ***Crime and Disorder Act***

Section 115 of the Crime and Disorder Act provides that *any person can lawfully disclose information, where necessary or expedient for the purposes of any provision of the act*, to a Chief Officer of Police, a Police Authority, Local Authorities, Probation Service or Health Authorities. This power also covers disclosure to people acting on behalf of any of these named bodies.

Section 17 of the Crime and Disorder Act places a statutory duty on every Local Authority to do all that it reasonably can to prevent crime and disorder in its area.

6.9 ***Internal Policy/Strategy Links***

6.10 ***Consultation***

All Partners

6.11 ***Publication***

7. **PROMOTION/DISTRIBUTION**

The Policy will be owned and promoted by all partners and will be available on the internet.

8. **MONITORING/REVIEW**

The Policy will be monitored by the ASB co-ordinators with the assistance of the Chief Inspector and will be reviewed on a yearly basis.

Satisfaction surveys of victims of Anti-social behaviour will be conducted and monitored by all partners.

APPENDIX C

**Lincolnshire Anti Social Behaviour
Partnership**

PROCEDURE DOCUMENT

ASB Procedure

Introduction

We must deal with anti-social behaviour (ASB) effectively and as a priority area of work. The Lincolnshire ASB Partnership takes this requirement seriously and this will be reflected in the policy and procedure we will adopt to manage ASB complaints.

It is acknowledged that there are many current Policies and Procedures, which incorporate references to types of ASB within our individual organisations. This document is **not** intended to replace any of these documents, however it is to be regarded as an "umbrella" procedure document intended to cover all types of ASB.

It is important to note that over recent years there have been several strands of guidance on what ASB actually is. Police Officers reading parts of this procedure may be surprised to see certain categories of criminal ASB but should bear in mind that key partners have been given enforcement powers under the ASB legislation to action these activities. This procedure aims to ensure a consistent approach to managing all ASB whether criminal ASB or other ASB.

Most Crime related reports of ASB should first be investigated by the police. If the evidence doesn't allow for action to be taken then the investigating should consider a referral to a relevant partner to action. The ethos of our response to ASB should be VICTIM focus and respond to the needs, vulnerability and risk to victims. Decisions as to how we respond should be informed by victims assessing risk and threat in a structured and auditable way.

Guidance

In order to make this procedure as efficient as possible we have included guidance for users on certain points.

Definitions

ASB

There are 2 relevant legal definitions. These are:

"Acting in a manner that is causing or is likely to cause harassment, alarm or distress to one or more persons not of the same household as the perpetrator"
Crime and Disorder Act 1998

"Engaging in or threatening to engage in conduct causing or likely to cause a nuisance or annoyance to persons engaged in lawful activities"
Housing Act (1996)

Following a period of consultation with the community and all partner agencies in Lincolnshire it was agreed at Lincolnshire County Council, Anti-Social Behaviour Strategic Management Board (ASB SMB) on the 16 November 2010 to further describe Anti Social Behaviour as:

"any aggressive, intimidating or destructive activity that damages or destroys another person's quality of life"

Vulnerable

Who is "vulnerable" to anti social behaviour?

"A victim of anti social behaviour is vulnerable if the conduct in question causes an adverse impact on their quality of life; or they believe they are vulnerable; or they have suffered anti social behaviour or something similar before"

What does "adverse impact" include?

"the risk of harm; deterioration of their health, mental and/or emotional well being; or an inability to carry out normal day to day routine through fear and intimidation"

This definition of "vulnerable" puts emphasis on how the complainant feels about the problem and how they perceive the level of intimidation. Every victim's opinion is important when the police are determining the risk to them.

Repeat Victims

The definition of repeat victimisation for ASB in the county as agreed by all partners is:

Repeat victimisation occurs when the same person or address is subjected to a third incident of ASB within a rolling 12 month period

Aims and Objectives

Aims:

To ensure the communities of Lincolnshire receive the best service and support from all partners in respect of preventing, reducing and managing anti-social behaviour.

Objectives;

- Manage incidents of ASB more effectively and efficiently across all partners within Lincolnshire;
- Provide improved service and protection to the public;
- Increase public confidence through improved engagement and understanding;
- Identify repeat and vulnerable victims and respond more efficiently;
- Improve information sharing across all partners extending into third sector and charities such as victim support;

Available Remedies for ASB

There are several forms of action available to us that can be used incrementally or at an appropriate entry level for the specific incident of ASB.

In some serious cases we may go straight to enforcement action whilst in other less serious cases a lower level warning action may do. Wherever possible we will aim to resolve any problems amicably through the promotion of **talking** solutions. These could be informal with the complainant trying to resolve the problem themselves or more formally through mediation.

Referrals will be made to local mediation services in the hope that the issue can be resolved to the benefit of all parties. Where necessary, this would then be followed up by **warnings** to perpetrators or more formal agreements arrangements such as

acceptable behaviour contracts (ABC's), which have proved particularly effective for juveniles.

Whichever action is chosen, antisocial behaviour will be dealt with firmly and promptly.

Use of the Sentinel Case Management System

Lincolnshire ASB Partnership use a computerised case management system (Sentinel) for all reported cases of ASB. This includes information from initial opening of a case through to reason for closure.

It is vital that the system is kept up to date by all investigating officers and that all cases are registered and that information is entered and updated, such as signing of ABC, issuing Notices etc.

Sentinel has a number of standard letters attached that can be generated automatically to assist investigating officers to provide a high quality service. These include standard new case acknowledgement letters and case closure letters.

Sentinel allows an investigating case officer from one partner agency to 'task' another partner agency to perform an action during a case.

The system will be used to monitor performance against targets, trends and hotspot areas and the use of various tools to resolve ASB. It is therefore essential that all officers take responsibility for their cases.

If any problems occur with the system please email your local Sentinel Administrator.

ASBRACs

Anti Social Behaviour Risk Assessment Conference is the new name for partnership meetings that discuss individual cases of ASB.

Each district in Lincolnshire will have at least one ASBRAC in operation. Each ASBRAC has clear terms of reference and reports to the relevant Community Safety Partnership.

Each district has a 4 weekly ASBRAC – Terms of reference the same for each group linking back to CSP.

Membership group: Tier 1 and 2 CSP partners

Chair is NPT Inspector or Manager of Tier 1 partner

2 parts to the meeting:

First part: the victim has given consent to exchange information, Social Services can then attend this part.

Second part: where consent hasn't been given and Social Services can make a professional judgement as to whether it's in the 'Public interest' for them to stay. Scenario being a really high risk individual on the list with no consent.

ASBRAC Process:

1st week of the month call to submit high risk repeat and vulnerable cases for discussion by end of week 2 with the following info:

Name, address, age of victim:

Name, address age of alleged perpetrator:

Consent given by victim: yes/no

Risk level - (Red- immediate risk of harm, **Amber**-potential risk of harm, **Green**-No perceived risk. Lastly we have a **Blue** category). This would be for those who we perceive, because of information from partners, to be vulnerable, or those who may be perpetrators but who we know very little personal information about. The task in hand being to find the relevant information, and to bring them into the ASBRAC or discard them. This could assist us in forecasting possible issues of vulnerability in the future.).

Lead officer and agency:

Headline activity: activity / information concerning their involvement in the incident/s and any additional information pertinent to risk assessment (e.g. history of violence, previous related incidents, association with known criminality, previous interaction with Sentinel partners).

Week 3 list circulated.

Week 4 meeting.

Outcome sheet headings:

Name, address age of victim

Date of referral

Name, address age of alleged perpetrator

Consent given by victim: yes/no

Risk level

Lead officer and agency

Headline activity

Action agreed

Target completion date

Review date

These reviews are circulated to all relevant partner representatives after the meetings. The partners then update the templates with their actions and bring them to the next meeting, unless urgent information arises.

Urgent cases can be brought into action by the Sentinel system automatically.

Reviews can be adjusted to suit case in need.

E.g.

For red cases, this would mean possible immediate intervention / action to prevent harm. In all probability this will be a 1-month review period, with the ability to ramp up to immediate if the incident requires action now.

For amber cases- these are cases where you may have been assessing them originally as red, but they have been reduced from the highest level due to time period of inactivity or the situation has been resolved and we are waiting for clarification that the victim is safe and well. These would be monitored at monthly intervals.

For green cases, I would recommend a 3 monthly review to verify that the situation is completely resolved. If this is the case, then I recommend that the case be discontinued / closed as a clear category.

Decision making process

The decisions / actions are agreed by all present and endorsed if required on the templates at the meeting.

Supported by emergency virtual ASBRAC actioned via Sentinel

Emergency ASBRAC membership group:

Chief Inspector/Superintendent or NPT Inspector
Council ASB Manager
Housing ASB Manager
FAST/Integrated team manager

ASB Type and Priority

To assist users of this procedure we have produced guidance on how to respond to reports of ASB. We have prioritised the ASB types based on Home Office and CLG guidance as well as the new PEN codes in line with the National Standard for Incident Recording 2011.

Acts of alleged crime reported to the Police should clearly be recorded and managed via crime systems. Acts of alleged ASB related crime reported to other partners should be recorded on Sentinel and the complainant should be advised to call the Police as well if they haven't already done so.

Police Officers should be aware that if no further action can be taken on a crime report, you have the option to transfer the case to Sentinel if it fits an ASB category as well and task a partner to act if you feel the evidence may warrant civil or non-police enforcement action.

Priority 1 – Urgent Anti Social Behaviour Complaints

Complaints classified under this category will be where instances of anti social behaviour pose an immediate risk of harm to local residents, the general public, employees or any other individual lawfully engaged in activity in the area. This category may include actual or threatened physical violence, sex offences, harassment, hate behaviour and other ASB that it is essential to control immediately.

The lists of categories are:

In first instance should be dealt with by police as criminal offence

Acts directed at people

- Hate Related - Racial, homophobic, disability or other hate crime – (note all other incidents which have a hate elements should automatically be categorised as priority 1)
- Domestic abuse
- Harassment
 - Verbal
 - Written
 - Physical
 - Other
- Abuse of Staff – by none staff member
- Threats of violence or other harm
- Criminal
 - Assault

Nuisance acts

- Hoax calls to emergency services

Environmental acts

- Criminal damage
 - Arson

Priority 2 – Serious Anti Social Behaviour Complaints

Complaints classified under this category will include frequent disturbances:

Acts directed at people

- Criminal
 - Theft
- Sexual
 - Indecent exposure

Nuisance acts

- Sexual
 - Sexual acts in a public place
 - Kerb crawling
 - Prostitution
- Criminal
 - Joy riding
- Drugs related
 - Frequent visitors/nuisance callers
 - Drugs paraphernalia
 - Drug use
 - Drug dealing
- Criminal Damage
 - Damage to property and vehicles

Environmental acts

- Inappropriate use of fireworks
- Criminal damage
 - Vandalism
 - Damage to property or vehicles

Priority 3 – Routine Anti Social Behaviour Complaints

Complaints in this priority will be generally of a lower nature:

Acts directed at people

- Malicious communications

Nuisance Acts

- General nuisance
 - Gangs of youths loitering
 - Begging
 - Street drinking
 - Drunken behaviour
 - Throwing things
 - Vehicle repairs in the street
 - Other neighbour dispute
 - Other rowdy behaviour
 - Trespass
 - Other
- Misuse of communal areas/public space or loitering – adults

Environmental Acts

- Noise
 - Loud music
 - Shouting
 - Animals
 - Domestic noise

- Vehicle noise
- Environmental - general
 - Urinating in lifts
 - Fly tipping
 - Abandoned vehicles
 - Other rubbish
 - Bonfires/burning
 - other
- Vehicles nuisance
 - Off road bikes
 - Mini motos
- Animal related
 - Uncontrolled dogs
 - Smells/odour
 - Other animal
 - Animal fouling
- Litter
 - Dropping litter
 - Fly posting
- Boundary dispute
- Criminal damage
 - graffiti

Complainant perception of ASB

It is important to record ASB based on the perception of the complainant. If the complainant believes their report is ASB then it should be recorded and investigated as ASB. The investigation may conclude that in reality it is not ASB but the complainant's initial perception is paramount.

Information and Intelligence

This is one of the most important aspects of sharing information principles and one, which cannot be overlooked. Whilst it is necessary to exchange information from for example, telephone calls fielded to council offices, it is also important to examine how this information is managed.

Once information is generated from whichever source, then the person gathering that information must pass this to the Anti-Social Behaviour officer as soon as possible, who will then evaluate it and forward it to the Force Intelligence Bureau for interpretation and action, once evaluated information will then become Intelligence in the context of the national intelligence model and as defined in Human Rights and other legislation. Any original recording of the intelligence material will be handled within the terms of the relevant organisations established MOPI (Management Of Police Information) guidelines by the person initially taking the information. If the intelligence / information taken is urgent / life threatening, then the call taker must obtain all relevant information, call 999 so as not to delay the arrival of emergency services and inform the ASB officer at the earliest opportunity.

Complainant perception of ASB

It is important to record ASB based on the perception of the complainant. If the complainant believes their report is ASB then it should be recorded and investigated as ASB. The investigation may conclude that in reality it is not ASB but the complainant's initial perception is paramount.

Performance Targets

Performance targets apply to all cases. However we recognise that we may not be able to monitor targets correctly for some months.

Overall processing of cases

All cases should be investigated to the point where officers are clear that they can be closed, resolved through mediation or require further staff action or require enforcement action.

Record Keeping and the Management of Sensitive/Disclosed Information

When a member of staff is notified of ASB or informed of any action relating to an ongoing case they must record the details on **the same working day.**

Contact

When a new complaint of ASB is received we should respond in the following timescales:

Priority 1 – Urgent ASB Complaints

Complainant interview – **24 hours**

Target: 100%

Priority 2 – Serious ASB Complaints

Complainant interview – **3 working days**

Target: 95%

Priority 3 – Routine ASB Complaints

Complainant interview – **4 working days**

Target: 95%

All complaints should be entered on system, acknowledged in writing and action plan discussed with and sent to complainant in – **5 working days**

Target: 95%

Quarterly Case Audit Targets

It is proposed to introduce a quarterly case audit system to commence January 2012. The aim of this system is to ensure that Officers are maintaining the case management system and managing the exchange of information proportionately.

Closed Case Satisfaction Targets

Target: Surveys completed 50%

Target: Satisfaction with case handling – 75%

Target: Satisfaction with case outcome – 65%

Case Reviews

Target: 90% of cases to be reviewed every 28 days

The Procedure

1.0 New Report of ASB Received

We recognise that reports of ASB could be made to one of a number of key partners. Regardless of who receives the report the following basic procedural framework should be followed.

All instances of ASB are to be recorded on the ASB case management system, which will be used to measure ASB levels and manage future planning and resourcing. It will also be used to measure performance against targets.

Reports of ASB will be received either by staff whilst out in the community or by office/call centre based staff.

Staff out in the community should complete the ASB site report form and identify any immediate action required. The form and action should be entered onto the ASB case management system.

The majority of new cases will be reported to office/call centre based staff and they can enter the details directly onto the case management system and carry out the initial response risk assessment (not to be confused with the case risk assessment).

The initial response risk assessment identifies the priority of response needed.

When the case is entered on to the case management system the staff member entering the case needs to allocate a lead officer or team for that case.

Once the lead officer or team has been advised of the case they should arrange a complainant interview within the relevant timescale if this has not already been done.

Repeat & Vulnerable Victims

The initial call taker should also identify if the victim is a repeat or vulnerable victim. These are now mandatory questions on the case management system.

All Repeat & Vulnerable victim cases will be monitored closely by the Police ASB Officers and along with High Risk victims their cases will be reviewed at the ASBRAC meetings – see section on ASBRACs

If a non-Police partner agency is the lead agency on a repeat and vulnerable victim case, the Police ASB Officers is still required to monitor progress.

Case Allocation

Each partner agency and will in effect has their own Tasking Officer. This will be the person that allocates the new cases to investigating officers or teams. Within the Police this will be ASB Officers.

1.1 Complainant interview

The complainant interview should be carried out within the relevant timescale and where possible at the complainant's home. In some cases the complainant may prefer to meet at a neutral location or relevant office/station.

A complainant interview form has been devised to aid staff to identify relevant information and record/agree important information that will help to resolve the case. The interviewing officer is not expected to complete every section in every case, however the action plan and risk assessment are mandatory.

The main purpose of the interview is to confirm the facts of the complaint and identify any possible lines of enquiry to explore in order to help reach a conclusion on how to proceed.

During the interview, the interviewing officer should try to establish with the complainant whether a talking solution is a possible option to resolve the complaint.

At the conclusion of the interview the interviewing officer should complete the case action plan describing what you and the complainant will do to resolve the problem. This plan should be signed by the interviewing officer and the complainant where possible and should also confirm which category the complaint has been placed in and the target times for action.

When devising the action plan the interviewing officer should consider the support needs of the complainant. The action plan should be monitored and reviewed along with all other elements of the case on a regular basis.

Case Risk Assessment

The case risk assessment is carried out at the interview stage to assist in recording, identifying and managing risk factors. Risk assessment should not be a fixed to a moment in time but a fluid process, re-visited as regularly as the case dictates.

1.1.1 Managing Expectations

It is very important to try to manage the expectations of all parties involved in the case. This especially applies to victims and witnesses. Many victims and witnesses often assume that we can take enforcement action very quickly and don't understand the level of evidence we require.

Please try to explain the procedure and the action you will and can take and give a time estimate for completing any action. Wherever possible any action agreed should be confirmed in writing/email to give all parties a reference point and avoid any confusion. If you agree to contact a party in a case on a certain date please ensure every effort is made to do this. In the event you cannot contact this party as agreed, wherever possible you should ask a colleague to assist.

It is extremely important to give complainants, victims and witnesses progress reports at an agreed frequency in line with the case action plan.

1.2 Recording and assessing complaints

Following the complainant interview the Investigating Officer will re-assess the case priority and confirm that the initial assessment was correct.

The Investigating Officer should then do the following:

- i) Make an entry on the ASB case management system (if not already done)
- ii) scan a copy of the ASB site report form into the case management system (if completed)
- iii) send the standard acknowledgment letter (by email if possible) to the complainant with a copy of the action plan

1.3 Interview witnesses & gather evidence

Following the complainant interview the investigating officer should have identified all relevant lines of enquiry. This might involve interviewing other witnesses or requesting information from partner agencies.

It is important to establish any witness's link to the case and identify any bias or discrepancies between versions of events given.

It is vitally important that all available evidence is collected and full written records are maintained to demonstrate to the Court, where enforcement action is required, that we have:

- o Taken steps to rectify the problems
- o Acted reasonably
- o Address the complaint fully with the perpetrator
- o Give the perpetrator the opportunity to amend their behaviour

Cases, which require a civil standard of proof

Admissible evidence includes photographs and videos. Photographs must be signed, dated and timed by the photographer on the reverse with the details of the target address. Where possible date/time should be printed on photo when photo is taken. Witness videos should be accompanied by a logbook noting the date, time and details being recorded, the address or location being filmed and the address or location being filmed from. The person recording the event must sign the log and may be required to appear as a witness in the event of Court action.

Incident recording diaries play an important part in gathering evidence. Complainants/witnesses should record on incident diaries their own personal record of what they see or hear. They must not include their own personal opinion or derogatory comments on the incident. It is important that they complete the diary entry as soon as possible after an incident occurs so that it is still fresh in their mind. If they leave too much time before completing the diary log a Court may not accept this if legal action is required. The diaries should always be signed by the individual completing them.

At certain points in a case it may be appropriate to consider using surveillance options to assist in gathering evidence. Across the county we have access to covert cameras and noise monitoring equipment and will carry out surveillance where appropriate subject to RIPA authorisation being required.

Cases, which require a criminal standard of proof and general procedure for Police partners

The general guidelines for ensuring the admissibility and most potentially compelling evidence remain the same contextually. However, the procedures for gathering evidence (from whichever lawful technique or source including those gained under the auspices of RIPA) and submission of exhibited articles for Police personnel in cases which require a more stringent standard of proof are set out in the relevant Policing protocols and are supported by the Crown Prosecution Service.

1.4 Gathering Evidence and Producing Effective Statements if required

During a case we will be given a lot of information/intelligence/evidence. It is important that this information/intelligence/evidence is recorded accurately to speed up the production of witness statements if they are required.

It is important to start recording information in every case with the assumption that information may be required for a Court. In the event that Court action is required it is very difficult to retrospectively gather information on events that occurred several months ago.

A witness statement should include:

- i) Who are they? Name/ address. DOB
- ii) Who was present?
- iii) Where and when did it happen? Specific details
- iv) What happened? Facts not opinions
- v) Why did it happen? Events leading up to it
- vi) How did the incident affect the witness/others around?
- vii) And why is a solution needed?

In most cases we will need witnesses to come to court and give evidence to successfully prove the case. It is essential that these people feel they can trust us before they agree to be a witness in a case.

The investigating officer should consider whether a possible witness would give a credible and accurate account of events in Court and whether appearing in Court would place the witness at risk.

Where a witness is afraid to come to court it is sometimes possible in the civil court to include their evidence in the investigating officer's statement. However this will then be classed as 'hearsay evidence' and is given less 'weight' as evidence in court.

1.5 Interview Perpetrator

Once all relevant lines of enquiry have been explored and where the complainant is not happy to discuss the issue with the perpetrator directly, or where this has been attempted and failed, an interview should take place with the perpetrator.

In certain cases where it is alleged that the perpetrator is violent the interview should take place in a controlled environment or interview rooms. Where the alleged behaviour is severe, staff should not act alone and should be accompanied by a colleague or appropriate representative from another relevant agency.

Take time before the interview to define the areas you want to cover in the questions and how you will phrase the questions. At the start of the interview you should explain to the perpetrator that a complaint has been made and that we are obliged to investigate. You should advise the perpetrator of the allegations and record their response.

There will generally be one of three outcomes:

- i) denial of the allegations or a refusal to accept that behaviour is ASB
- ii) counter claims against the complainant
- iii) acceptance that the allegations are true

If the perpetrator denies the allegations or refuses to accept that their behaviour is ASB then you should consider introducing evidence from other witnesses into the discussion where possible.

It is highly likely that the perpetrator's response will highlight other lines of enquiry you need to explore before deciding on a course of action to resolve the complaint.

At the end of the interview you should advise the perpetrator not to undertake any activity that could be interpreted as ASB. You should agree with them any lines of enquiry you need to explore and agree a date at which you will contact them again.

You should confirm this in writing within 5 working days of the interview using the standard interview summary form.

Where there is an acceptance that the behaviour was anti social, you should consider an appropriate course of further action. You may want to consider a **Warning Letter** or **ABC** depending on the circumstances. See **4.0** for further advice.

2.0 Emergency Action if Necessary

In very serious cases, where the report is made to a non-Police agency and identifies a risk of immediate danger to any person, staff should advise the complainant to contact the Police through the 999 system.

If the Police can not manage the risk because of lack of evidence, the Police Investigating Officer should consider whether options available via partners powers in the civil or criminal courts would provide an appropriate solution.

The investigating officer should interview the Complainant as quickly as possible and determine the exact nature and level of the danger. If the danger is believed to be immediate then the investigating officer should consider all criminal and civil options available.

See **10.**for further advice.

3.0 Talking Solutions

Encourage the complainant to discuss the problem with the perpetrator wherever possible. There is a better chance of resolving the dispute and ensuring a better relationship if the two sides can talk to each other and see each other's point of view.

We can play a more active part in encouraging talking by either acting as an informal mediator between parties or by referring cases to a mediation service for a more formal approach. Mediation is proven to be an extremely useful tool in dealing with low level ASB. It helps people come together to resolve their own disputes, rather than imposing solutions on them. It is also a positive alternative to enforcement action.

3.1 Referral for Mediation

In the event that both parties agree to formal mediation a referral form should be completed for the relevant mediation provider.

This form should be submitted to ASB coordinators.

4.0 No Evidence

During the investigation of the case it may become apparent that there is little or no evidence to substantiate the allegations being made. This may be that surveillance has not resulted in evidencing any action to confirm the allegation or interviewing witnesses has resulted in little or no evidence to support the allegation.

If this is the case the investigating officer should discuss the lack of evidence with the complainant and give them the opportunity to suggest other possible lines of enquiry.

If they can not suggest other relevant lines of enquiry then it should be suggested to the Complainant that the case is closed. (See 7.0)

5.0 Support Required

During the investigation of a complaint it may become apparent that one or more parties involved has a particular support need that is not being met and this lack of support is in some way affecting the case.

In the event a support need is identified early the investigating officer should discuss the need with the person requiring support and request permission to make an appropriate referral to a relevant organisation to meet the support need.

The referral for support should be clearly recorded on the case management system.

5.1 Transferring/moving home of Victims, Witnesses & Complainants

During a case a request may be received or it may become apparent that a transfer/move may be needed. Transferring/moving individuals involved in a case is unlikely to resolve the problem. Transfers/moves will usually only be endorsed in Priority 1 cases however it is acknowledged that in extreme circumstances Priority 2 or 3 cases may warrant a transfer/move. A transfer in an ASB case needs to be approved by the relevant housing provider. A brief report should be submitted outlining the reasons a transfer is needed. These should highlight at least one of the following: actual violence, a risk of violence, serious threats, hate crime or any other serious concerns the investigating officer has.

6.0 Early Intervention Perpetrator Warning/Enforcement

At some point following the perpetrator interview you may feel that a form of warning is an appropriate course of action.

6.1 Warning letters

In simple terms this stage is about giving the perpetrator an opportunity to stop causing a nuisance or behaving in an anti social manner. The warning can be issued verbally but should be confirmed in writing. It should state clearly:

- i) The offensive behaviour
- ii) The suggested solution
- iii) A date from which this should apply
- iv) The action that will be taken if they do not take the opportunity to improve their behaviour

Where there is a failure to improve following this initial letter it may be appropriate to send one reminder letter and stress the action we will take to resolve the issue, depending on the severity of the behaviour. In most cases it is not appropriate to send more than 2 warning letters and failure to comply with the warning letters should result in a higher level action been taken.

6.1.2 Acceptable Behaviour Contracts (ABC's)

ABC's fall into the 'warning' category and are another 'tool' to consider in tackling ASB. They should be used as an early intervention 'tool' to resolve relatively low level ASB and usually they will be used after at least 2 written warnings have been given and breached.

The ABC can be used for low-level ASB. The aim of ABC's is to stop the behaviour rather than punish the offenders. The perpetrator effectively signs to agree they will not participate in certain types of behaviour.

ABC's have generally been used on young people between the ages of 10 and 18 years. Although ABCs have often been used on juveniles, they are a tool that can be used for a person of any age. The informal, flexible nature of the contract means they can be used for various types of anti-social behaviour.

The contract is signed by the investigating officer and perpetrator and witnessed by a PC, PCSO, ASB Officer or Housing Officer.

What can I include in the agreement?

An ABC is very flexible and can be adapted for the particular local need. It can include conditions that the parties agree to keep. It may also contain the agreed consequences of a breach of the agreement.

The individual may agree to:

- stop specific behaviour that has been causing disruption to the community
- positive requirements such as engaging in a community group, attending school regularly or attending a local youth diversion scheme.

We may also agree to provide support that will help the individual to keep to the terms of the Contract. It may also refer the person to agencies that are able to provide further intervention or support. Involving the individual in drawing up the Contract may help them to recognise the impact of their behaviour and take responsibility for their actions.

It is important that both parties sign and receive a copy of the Contract so that there is no doubt about what has been agreed. In the case of a child or young person, parents or guardians should attend the interview to agree the contract. Acceptable behaviour contracts and agreements usually last for about 6 months, but can be renewed by agreement between both parties.

6.1.3 Parenting Contract

A Parenting Contract (PC) is a voluntary and informal written agreement between parent(s) whose children have been involved in causing ASB.

When to use them?

They are designed to be used in conjunction with an ABC. Whereby the child enters into the ABC and the parents enter into the PC. PCs must only be used before legal action is commenced.

What they should include?

A PC will be tailored to suit the individual case. For example:

- Not to allow NAME out of the house between the hours of 7pm and 7am weekdays and 8pm and 7am weekends, unless accompanied by an adult family member.
- To support the Police, Local Authority and CDRP in dealing with NAME behaviour.
- Not to allow NAME to enter any churchyards, play areas with equipment installed
- I will not allow NAME to associate with

It is important that you are as specific as possible and make sure that you name the area/scheme on each condition. However do not include details of complainants.

The PC must include the statement of:

If NAME does anything which he/she has agreed not to do under this agreement which the Local Authority or our Community Safety partners considers to amount to ASB, an application may be made to a Court to:

- i) Seek possession of the above named property
- ii) Seek an injunction for breach of tenancy which if broken could result in a fine or imprisonment
- iii) Seek a local government injunction
- iv) Seek an ASBO
- v) Seek a Parental Order
- vi) Any other enforcement action in line with the powers of our partners in the Lincolnshire Community Safety Partnership

To prohibit NAME from acting in a manner likely to cause harassment distress or alarm.

The investigating officer should write to the parent advising them they intend to use a PC and want the parent to sign up to the contract for a 6 month period in conjunction with their child's ABC. They should formally invite the parent to a meeting to discuss the contract. Depending on the nature of ASB it may be appropriate to do the contract in conjunction with other agencies such as the Police, Local Authority, or CSP, in which case the Common Assessment Framework should be considered.

6.2 Other Intervention Options

There are a large number of intervention options available to us either directly or via our partner agencies.

7.0 Monitor the action/progress

The monitoring stage of a case could last 20 minutes or several weeks. It is a period following:

- i) A warning
- ii) Discussion between the parties involved
- iii) A complaint where there is insufficient evidence to pursue action
- iv) A Court order with prohibitions being granted (ASBI, ASBO, DOT, SPO)

It is essentially the period during which we assess the success of the action to date. We will continue to monitor what is going on in the area and will maintain a channel of communication with the complainant, including contacting them at least once every four weeks or as agreed. This period should initially last for a maximum of 8 weeks, when, if there has been no further ASB we may consider closing the case.

Where there is cause to prolong the monitoring period we will do so.

If there are further substantiated occurrences of ASB during this period we will proceed with further action against the perpetrator, either in the form of a warning or legal measures.

8.0 Case Review

Case reviews to occur at least every 28 days and the results recorded on the ASB case management system.

When conducting a case review you should:

- i) Contact the complainant and witnesses to ascertain if any further evidence is available and update them on any progress
- ii) Review any ABCs, injunctions or other actions effectiveness
- iii) Pursue any outstanding information requested from partner agencies or other departments
- iv) Review the evidence and identify any appropriate action that needs to be taken to progress or close the case
- v) Record the case review on the ASB case management system

9.0 Update complainant

It is important to update the complainant in accordance with the relevant target or the frequency agreed in the case action plan. This can be done in person/on the phone/in writing as agreed in the case action plan.

The officer updating the complainant should explain all the action taken since the last point of contact and explain why any action hasn't been taken that was previously agreed.

The officer should agree with the complainant further action to be taken and record this on the case management system and confirm it in writing/email to the complainant.

Regular contact with complainants/witnesses also promotes involvement and may be the extra factor that convinces someone that they should give evidence further down the line if Court action becomes necessary.

10. Enforcement Action

If all reasonable attempts to resolve a case fail or if it becomes apparent that warning letters and early intervention measures are not an appropriate next action then it may be appropriate to consider enforcement action against the perpetrator.

Before legal action is taken there must be sufficient evidence to indicate that on the 'balance of probability' the perpetrator did engage in ASB.

The investigating Officer will review the evidence and discuss the case with their supervisor/manager to establish what options may be available.

If enforcement action is taken the investigating officer will continue managing the case on a day-to-day basis as it goes through the legal process.

11. Supporting witnesses

Witnesses are very important to us and must be supported throughout the process. Lincolnshire ASB Partnership will:

- i) Advise witnesses how to record evidence and the legal process
- ii) Be enthusiastic but realistic about finding a positive solution
- iii) Take clear ownership of the case
- iv) Maintain regular agreed contact with witnesses
- v) Signpost to other support agencies where appropriate / possible
- vi) Liaise with the Police where intimidation is suspected or there is the potential for intimidation
- vii) Assist in removing / preventing the risk of intimidation (e.g. through the supply of mobile phones, improving home security etc)
- viii) Consider fast track transfers/moves where there is real concern for the safety of a witness and they wish to move

In serious cases we can take steps to make witnesses feel more secure in their home. This is sometimes referred to as target hardening and can include:

- Additional door security
- Window locks
- Wide angle spy holes
- Fireproof letterboxes
- Security lights
- Installation of cameras
- Estate improvements

We can arrange for witnesses giving evidence in Court to visit a Court prior to the hearing to make them familiar with the layout and what is expected of them on the day. On the day of the hearing we will if required:

- Arrange transport to and from Court
- Arrange for a Solicitor/Barrister to talk to the witness
- Arrange a separate waiting room at the Court
- Provide refreshments and lunch
- Compensate for any loss of earnings or childcare

We can also make referrals to Victim Support who have trained volunteers to help victims of crime and ASB. The investigating officer will send a letter to the witness when a hearing date is set offering options available to them.

After the hearing the investigating officer will ensure that we keep in contact and offer continued support until the case is resolved.

Any enforcement action taken can be a very time consuming process and for this reason the investigating officer will coordinate the legal action.

12. Case Closed and Satisfaction Survey

It is important to close a case to make clear to everyone involved that there is an end to the matter.

Wherever possible the complainant's approval should be obtained to close a case. If the complainant does not agree then the investigating officer should ask their supervisor/manager to review the case and authorise case closure.

Cases will usually be closed in the following circumstances:

- i) No further reported incidents for 2 months
- ii) Effective mediation or diversion
- iii) Successful legal action – provided any orders have expired
- iv) The perpetrator has moved from the area
- v) No evidence is available

NOTE – In cases where there is a valid court order/agreement or Notice that is still live, then the case must not be closed.

The investigating officer will advise all parties in the case that the case is being closed. The standard case closer letter should then be sent and a satisfaction survey should be included for completion

Surveys will be returned and the results entered onto the case management system for collation and analysis.

We will measure our performance against these targets by sending a survey form to every complainant when we close a case. We will act on any specific individual comments or feedback and collate the results.

Case Escalation

A Priority 2 or 3 case can be escalated to a higher Priority case at any time if an incident occurs that warrants the escalation.

SUBJECT:	PROPOSED CHANGES TO NATIONAL ANTI-SOCIAL BEHAVIOUR TOOLS AND POWERS
REPORT BY:	DIRECTOR OF DEVELOPMENT AND ENVIRONMENTAL SERVICES
LEAD OFFICER:	SIMON COLBURN, ENVIRONMENTAL PROTECTION AND ANTI-SOCIAL BEHAVIOUR MANAGER

1. Purpose of Report

- 1.1 To inform members of the committee of proposed changes to national anti-social behaviour tools and powers.

2. Background

- 2.1 In February 2011, Home Secretary launched a consultation called “More Effective Responses To Anti-Social Behaviour”. It proposed a radical streamlining of the tools and powers currently available to anti-social behaviour (ASB) practitioners.
- 2.2 Although no date has been set as yet, however the Home Office is anticipating that the proposed regulations will be fundamentally the same as those proposed in the consultation and that changes may be legislated for this year, with the legislation unlikely to come into force before 2013. This is likely to tie in with the introduction of elected Police and Crime Commissioners.

3. Executive Summary

- 3.1 The consultation proposed a radical streamlining of the tools and powers with a move away from having a tool for every different problem to ensuring that the councils, police and other partners have faster, more flexible tools.

The powers and more effective sanctions, will help professionals and, where necessary, the courts stop anti-social behaviour earlier, and better protect victims and communities.

The specific proposals are to:

- repeal the ASBO and other court orders for anti-social individuals, and replace them with two new tools that bring together restrictions on future behaviour and support to address underlying problems

- a Criminal Behaviour Order that can be attached to a criminal conviction, and a Crime Prevention Injunction that can quickly stop anti-social behaviour before it escalates;
- ensure there are powerful incentives on perpetrators to stop behaving antisocially – for example, by making breach of the new orders grounds for eviction from social housing;
- bring together many of the existing tools for dealing with place-specific anti-social behaviour, from persistent litter or noisy neighbours, to street drinking and crack houses, into a Community Protection Order;
- bring together existing police dispersal powers into a single police power to direct people away from an area for anti-social behaviour;
- make the informal and out-of-court tools for dealing with anti-social behaviour more rehabilitative and restorative; and
- introduce a Community Trigger that gives victims and communities the right to require agencies to deal with persistent anti-social behaviour.

4. The Consultation Proposals

4.1 The toolkit practitioners currently use is extensive, and runs from warning letters all the way up to court orders like the Anti-social Behaviour Order (ASBO). A government review found that:

- there are simply too many tools – with practitioners tending to stick to the ones they are most familiar with;
- some of the formal tools (particularly the ASBO) are bureaucratic, slow and expensive, which puts people off using them;
- the growing number of people who breach their ASBO suggests the potential consequences are not deterring a persistent minority from continuing their anti-social or criminal behaviour; and
- the tools that were designed to help perpetrators deal with underlying causes of their anti-social behaviour are rarely used.

4.2 The proposed tools and powers are

4.3 Criminal Behaviour Order (CBO)

A civil preventative order that is available on conviction for any criminal offence, to protect the public from behaviour that causes or is likely to cause harassment, alarm or distress. The order would allow the court to ban an individual from certain activities or places and could also require the offender undertakes positive activities, proposed by the relevant authority, to address the underlying causes of their offending.

The Home Office is currently proposing that the applicant for the CBO in the court will be the prosecutor, as it is attached to a criminal conviction. The prosecutor would generally be the CPS, but could be the local authority in some circumstances (as local authorities are allowed to prosecute their own fly-tipping offences for example).

It is likely that agencies (including the council) would have worked together to prepare the case for, and conditions contained in, the CBO before the criminal case is prosecuted. They should work with the CPS to decide whether a CBO should be applied for, and if so, what it should say, though only the police could directly instruct the CPS.

The proposal suggests that breach of the order would be a criminal offence, with a range of sanctions available to the court and a maximum sentence of 5 years in custody.

This proposal is the very similar to the current procedure for the current ASBO on Conviction (CrASBO).

4.4 Crime Prevention Injunction

The proposal is that the Crime Prevention Injunction is a civil order with a civil burden of proof, making it quicker and easier to obtain than the ASBO. The applicant authority would have to prove to the court 'on the balance of probabilities' that an individual was engaging, had engaged or was likely to engage in anti-social behaviour to one or more persons not of the same household.

Hearsay evidence would be permitted, as would the use of professional witnesses.

The injunction would also have prohibitions and support attached. For adults, breach of the injunction would be punished as contempt of court, through a fine or custody. For under 18s, the penalty for breach would be a menu of sanctions, including curfews, supervision, activity requirements and detention.

Police forces, local authorities and registered providers of social housing would be able to apply for the injunction, consulting the relevant Youth Offending Team (YOT) before any application related to an individual under the age of 18.

4.5 Community Protection Order (CPO) Level 1

This is proposed as a notice issued by a practitioner in cases of environmental ASB that was affecting victims' or community quality of life. It would require the recipient to desist from their behaviour and/or 'make good' (i.e. by clearing up litter) and would replace existing measures such as Litter Clearing Notices, Graffiti/Defacement Removal Notices and could be used as an alternative to Noise Abatement Notices where the noise was caused by an individual and believed to be deliberately anti-social.

The Home Office envisages a range of professionals being able to issue a Level 1 CPO, including council and housing association staff, as is currently the case with the tools it would replace.

Failure to comply with a Level 1 order would be a criminal offence, as is currently the case with most of the tools it would replace. It would generally be punishable by a Fixed Penalty Notice (FPN) or, if the offence was heard in court, a fine. The consultation is also proposing that where specific sanctions have been developed to deal with specific types of behaviour (for example, the seizure of noise-making equipment, or the ability of a local authority to clear litter and then recover the cost from the perpetrator), these would be preserved.

4.6 Community Protection Order (CPO) Level 2

A local authority and police power to restrict use of a place or apply to the courts to close a property linked with persistent ASB. This could involve imposing restrictions on the use of that space, for example having to keep dogs on a lead, if sufficient evidence of ASB was provided to a LA officer of a senior level (this is likely to be specified in the regulations).

In cases of more serious or persistent disorder, evidence could be provided by the police or the LA to the Magistrates' Court to request an order to close a premises for an initial period of up to three months, regardless of tenure. The Level 2 order would replace the Dog Control Order (DCO), the Gating Order, the Designated Public Place Order, the Premises Closure Order, the Crack House Closure Order and the Brothel Closure Order.

The police or the LA would have the power to exercise the Level 2 CPO. If the order imposed restrictions on use of a space (but did not close it altogether), then it could be agreed by the LA and would not have to be heard in court. If the order was intended to close a premises, this would need to be approved by the Magistrates' Court (as is currently the case with e.g. Premises Closure Orders).

Breach of a Level 2 order would be a criminal offence, as is currently the case with most of the tools it would replace

A breach of any restrictions imposed would be punishable by an on the spot financial penalty for £50 or arrest and prosecution with a maximum fine of £500.

A breach of closure would be punishable by a fine or up to 6 months in prison.

Clearly the Community Protection Order has potential to impact on a number of different team across the authority that carry out environmental or enforcement.

4.7 Direction to Leave Police 'Direction' Power

A power to direct any individual causing or likely to cause crime or disorder away from a particular place, and to confiscate related items (e.g. alcohol).

This power would be available to police officers and P.C.S.O.s only.

4.8 Community Trigger

This proposal would place a new duty on the statutory members of the Community Safety Partnership (CSP) to take action to deal with persistent anti-social behaviour suffered by victims or communities. The duty would be triggered by members of the public making a complaint that meets certain criteria.

Once the duty had been triggered, one or more of the partners within the CSP would be required to take steps to resolve the problem, and reply to the complainants explaining what it proposed to do. That reply would be copied to the elected Police and Crime Commissioner, who would have the power to call in the CSP where he or she did not think the proposed response was adequate.

The criteria for the trigger is

- That five individuals, from five different households in the same neighbourhood, had complained about the same issue, and no action had been taken; or
- That the behaviour in question had been reported to the authorities by an individual a minimum of three times (for example, at neighbourhood beat meetings), and no action had been taken.

The Home Secretary's speech on the 30 January announced that the Home Office are currently working with a number of local authorities to test the community trigger through pilot schemes over the summer.

West Lindsey District Council have been invited to take part in the pilot study and have asked the City Council to join them.

5. Financial Implications

- 5.1 Once the regulations come into force then training will be required for staff across the authority (ASB team, Tenancy Enforcement team, environmental enforcement staff).

Some other minor operational costs may be incurred (e.g. purchase of new FPN books).

However no financial costs have been specifically identified at the moment.

6. Legal Implications

6.1 The legal Implications are highlighted above.

7. Recommendations

7.1 Committee are asked to note the contents of the report.

7.2 During the discussions of the committee, recommendations may arise that require approval by other committees or actions by officers.

Does the report contain Appendices? No

If Yes, how many Appendices? No

List of Background Papers: Home Office consultation "More Effective Responses To Anti-Social Behaviour".

Lead Officer: Simon Colburn, Environmental Protection and Anti-Social Behaviour Manager
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West Lincolnshire Community Safety Partnership
Lincoln City Purple Flag Submission
January 2012



Lincoln City Purple Flag Submission

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Introduction

Area Snapshot

Although Lincoln is steeped in Roman and Medieval history, today it is a modern, vibrant city with an increasingly diverse population with differing demands and aspirations. The city centre area spans approximately 0.41 square miles in both uphill and downhill Lincoln, including areas alongside the River Witham and parts of the Brayford Wharf. It takes into account both small independent businesses and large national and multi-national companies.

Our Partnership

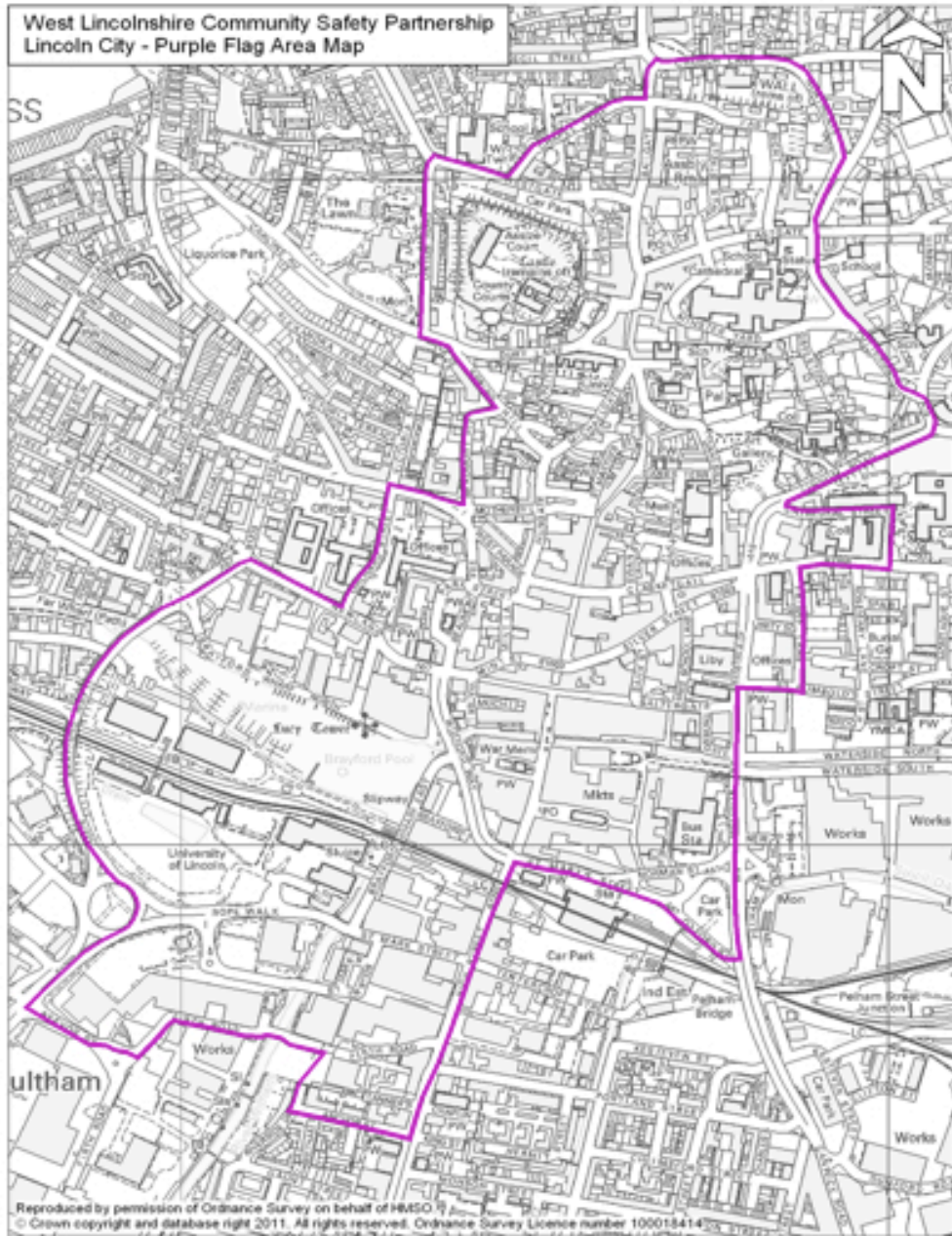
The West Lincolnshire Community Safety Partnership is the partnership with the statutory responsibility for the reduction of crime, disorder and anti social behaviour within the City of Lincoln.

The Purple Flag working group was established as a partnership sub group bringing together partners and local stakeholders to develop the purple flag application. Members of the Purple Flag working group are as follows:

- City of Lincoln Council
- Lincolnshire Police
- Lincoln Business Improvement Group
- Lincoln Street Pastors
- University of Lincoln
- Lincolnshire County Council
- Lincoln Uphill Pubwatch
- Lincoln City Centre Pubwatch



Purple Flag Area Map



Scale: 1:7200 at A4





Core Agenda: Wellbeing Welcoming, Clean & Safe

How is the Purple Flag minimum requirement met?

Lincoln's evening economy has been at the forefront of investment in terms of time and resources in ensuring the safety and wellbeing of those accessing the city centre.

Partnership activity has been co-ordinated through the community safety partnership and a number of initiatives have contributed to significant reductions in violent crime and alcohol related crime in the city over the past few years, including Operation Hornet, Evening Safety Wardens, Street Pastors and the Pubwatch schemes.

Since April 2007, violent crime has reduced by 18% in the city with year on year reductions. Incidents of violence against the person have also reduced by 21% with alcohol related crime reducing by 5% and alcohol related violent crime by 6%.

Current standard of the area



Operation Hornet

Operation Hornet is the city centre policing operation delivered on a Friday and Saturday nights and other designated evenings throughout the year. The operation runs from 8pm until around 4am with four phases including briefing, meet greet and engage, robust response and evening conclusion. The operation works closely with the Evening Warden's, Street Pastors, CCTV and evening economy trade through the radio link scheme. Since introducing the operation in 2004, violent crime has reduced significantly within the city.



Evening Safety Wardens

The evening safety wardens are run by Lincoln Big and they patrol the city centre on a Friday and Saturday nights working alongside the Police and Street Pastors.

The wardens patrol in pairs and are equipped with high visibility uniforms and specialist equipment, including first aid with radios to communicate with CCTV, Police and Premises within the city centre.

They are directed to provide highly visible uniformed reassurance; acting as a deterrent and breaking up anti-social behavior before it escalates into crime.

The wardens also try to identify disorder and deal with minor issues. Where incidents become more serious or where offences are committed, they will call police to attend so offenders can be arrested and dealt with.

The wardens concentrate on patrolling specific areas, including secondary hotspots and routes out of the city centre. This provides reassurance to those walking home.



Lincoln Street Pastors

Street Pastors is an inter-denominational church initiative to urban problems, engaging with people on the streets to listen and to help. In Lincoln over 20 churches are involved in Street Pastors. Teams of Pastors go out into the city centre every Friday and Saturday night, from 10.30pm until 4.00am the next morning.

Lincoln Street Pastors started in October 2007 and are now very much regarded as an integral part of the Evening Economy.

A Street Pastor's role is to listen, to care and to help those who are vulnerable when out on the streets on a Friday and Saturday night.

- 448 volunteer hours given by the Street Pastors during 2010.
- 2,403 bottles collected during 2010.
- 518 pairs of flip-flops distributed during 2010.
- 120 space blankets distributed during 2010.
- 353 bottles of water distributed during 2010.
- Over 2,830 revellers supported during 2010.



Pubwatch Schemes

Lincoln City operates Pubwatch schemes in the city centre and uphill areas of the city.

Pubwatch is a proactive scheme between licensees working in partnership with the Police and the Local Authority to help combat crime, disorder, public nuisance and anti-social behaviour.

The key aims are to promote a safe, secure drinking environment in all licensed premises and to help reduce alcohol related crime.

Pubwatch also aims to improve the relationship between the licensed trade and the Police by better identifying problems relating to violence, criminal activity, anti-social behaviour or disorder in and around licensed premises and increasing communication between licensees and the Police.

Pubwatch aims to reduce offences in and around licensed premises by the use of Exclusion Orders or by banning offenders or customers who have not behaved in an acceptable manner.



Radio Link Scheme

A radio link scheme is run in the city by Lincoln BIG. The radio scheme connects the licensed premises with Police, CCTV, Evening Wardens and Street Pastors. The scheme has proved integral to the management of the Evening Economy and enables the staff to effectively respond to early signs of disorder and deal effectively with any emerging issues.



CCTV

The City of Lincoln Council CCTV Service provides a 24/7 staffed Control Room which receives images from 140 Council and third party owned cameras, and audio signals from 200 radios located around the city. Control room staff communicate directly with Lincolnshire Police to report incidents as they are occurring so that the Police response is directed to incidents and to suspects who have left the scene. CCTV can also be used to search for suspects, and to ensure that incidents are recorded in accordance with Police wishes.

In addition to involvement in monitoring anti-social behaviour and criminal activity, CCTV helps in other ways which are not necessarily crime-related, but are matters of public and environmental health and safety: for example helping to find missing persons and calling emergency services to accidents and incidents.



Public Toilets

There are nine public toilet facilities in the city centre area, and a further four outdoor urinals on the edges of the city centre. Three of our city centre toilets have been awarded the maximum 5 stars in the Loo of the Year awards: Tentercroft Street, Lucy Tower Street and Castle Square. In the most recent awards our attendants were also named as National Cleansing Team of the Year.

The Council has adopted a vision for the city centre which includes the creation of a new facility which would be fully accessible and available 'out of hours'. This plan is dependent on finding the right location and the necessary funding, or working with partners to provide a facility.



Street Cleansing Services

The Street Cleansing Service is operated by the City of Lincoln Council. The operations are delivered every day (apart from Christmas Day) and are based around two main zones. These zones are identified as high intensity use and medium intensity use.

Cleaning takes the forms of mechanical sweeping, blowing (in order to move debris from behind and beneath furniture, or from between cobble stones for example), litter picking and litter bin emptying. Once the daily cleanse has taken place, staff remain in the area to pick litter and empty litter and dog bins until around 6pm.

In the most recent Clean Britain Awards, Lincoln was again awarded the maximum 5 stars for cleansing (city wide, not just city centre) and also the bronze award in the City category.

In the most recent Citizens' Panel survey, 78.9% of respondents were very satisfied or fairly satisfied with the cleanliness of the Council's public land and highways (city wide).



Cumulative Impact Area

A Cumulative Impact Area (CIA) was created in 2005 by the Licensing Authority following a representation made by the Police and full consultation process. The CIA is an identified area where there is the potential for crime and disorder or public nuisance to impact on a town or city centre with a large concentration of licensed premises.

The policy is such that there will be a presumption that applications for licensees will normally be refused, if the applicant cannot demonstrate that there will not be an adverse impact on the people living in the CIA.



Meet & Greet Licensing Visits

Meet and Greet Licensing Visits have been established as joint visits between the Police and Licensing Authority to assist new licence holders and DPSs in running pubs and licensed premises in accordance with their licences and to integrate them within the larger licensed community. It is intended to introduce them to the facilities within the city such as the CCTV and radio link, the Evening Wardens, Street Pastors, Pubwatch and the licensing officers from both the Police and the Licensing Authority. To date the Licensing Authority has met with several high profile applicants/DPSs.



Evening Economy Manager

Lincoln BIG employs an Evening Economy Manager for the city whose role it is to co-ordinate the management of the Evening Economy. The co-ordinator brings together partners with an interest in the Evening Economy and co-ordinates a range of activities to ensure a safe, vibrant and accessible city at night. Key initiatives managed by the Evening Economy Manager include the Evening Safety Wardens



and Pubwatch schemes.

Key achievements in last three years

Evening Economy Codes of Practice

Evening Economy Codes of Practice were developed by the Community Safety Partnership in 2009 and are designed to encourage best practice across all sectors involved in the running of the Night Time Economy.

The Codes of Practice lay down common sense principles for each sector of the Night Time Economy with the aim of:

- encouraging all those involved in the Night Time Economy to engage in a more constructive manner in order to achieve a more co-ordinated approach
- reducing risks for all involved in the Night Time Economy, by equipping them to deal with problem situations in a more effective manner
- reducing opportunities for crime, disorder and violence, ensuring visitors to Lincoln and Gainsborough enjoy a trouble-free and safe evening
- protecting vulnerable members of the community, and helping to prevent them from becoming victims of crime
- reducing the fear factor surrounding the Night Time Economy by raising the standards of day to day practices across all sectors of the Night Time Economy
- reducing the fear factor of the Night Time Economy by reassuring the public of the measures put in place to prevent, deter and deal with problem individuals and to protect the public
- supporting the licensing objectives as defined under the Licensing Act 2003: prevention of crime and disorder, public safety, prevention of public nuisance and the protection of children from harm

The Codes of Practice have been adopted by the two Pubwatch schemes within the city and all partner agencies involved in the Evening Economy.

Codes of Practice Accreditation

The Community Safety Partnership is keen to develop the Codes of Practice further and implement an accreditation scheme to recognise those that adhere to the Codes of Practice and have embedded them into everyday businesses. The partnership is looking to develop an accreditation using the Best Bar None principles to accredit the bars, pubs and late night venues within the Codes of Practice. The restaurants and take-aways are already accredited through the City Council star scheme.

Freshers Week Engagement

During Freshers' Week, a multi-agency team is developed to engage with and provide new students with advice and information around safety and alcohol awareness. The team is made up of colleagues from the City Council, Police, Addaction, Lincoln BIG, Evening Wardens and the Street Pastors who provide the majority of the advice and information during Freshers' Week. The team also provides messages around anti-social behaviour, noise nuisance and how to integrate into the local community.

A survey of Evening Economy revellers during 2009 indicated that an increase of 18% of revellers stated that they used safer drinking techniques following advice given during Freshers' Week.

Future commitment

Designated Public Place Order (DPPO)

The City of Lincoln Council has recently undergone consultation with partner agencies and interested parties around the implementation of a Designated Public Place Order for the city centre. The DPPO has subsequently been approved by the City Council and will be put into place during 2012 covering the Purple Flag area.

A&E Data Collection

NHS Lincolnshire and the County Council have commenced the implementation of a model similar to the Cardiff Model, of data capture and sharing with Lincoln County Hospital A&E Department including information on alcohol related admissions. The model introduces the IPM patient administration system to collect data on the assault and alcohol data fields. This will enable greater data sharing between A & E, Police, Primary Care Trust and the Community Safety Partnership.



Core Agenda: Movement

A secure pattern of arrival, circulation and departure.

How is the Purple Flag minimum requirement met?

Lincoln City benefits from extensive transport provision during the evening including the bus station, train station and secure car parking provision. A comprehensive 24 hour taxi service is also delivered across the city by four main operators, with two of the operators employing evening taxi marshals.

Current standard of the area

Car Parking

The City of Lincoln Council operates 20 Pay & Display car parks throughout the city, offering 2,500 car parking spaces. Parking is available within the historic uphill district of the city, known as the Cathedral Quarter, offering easy access to both Cathedral and Castle; and in the city centre for motorists visiting the shopping centres, market area, Brayford Waterfront and Lincoln Marina.

The City of Lincoln car parks are operated as Pay & Display, with CCTV coverage at some sites and are patrolled by City Council car parks patrol personnel. The City Council also operates a mobile security patrol that patrols City Council car parks with an evening car park charge.¹¹

Park Mark is an award given by the Police to twenty of the Council's car parks, which have achieved the standards under the Safer Parking Scheme. This scheme is designed to reduce crime and the fear of crime in car parks. Lincoln car parks now also operate a Pay by Cell Phone scheme. The Council was also awarded the Off-Street Team of the Year British Parking Award in 2010.

Taxis

There are four main operators that work 24-hours, two of which are located within the main area of the city centre (and have marshalls working or a tannoy system depending on demand) where the pubs/clubs/take-aways are located and the other two operate from the edge of the city centre with an office and waiting rooms. On a busy night, there would be up to 200 cars available for hire plus a few black cabs. The black cabs are the only ones that can rank up and they are located in front of the Railway Station, in St Mary's Street and a small one beside Ritzy/Pulse/JJs on Silver Street.

Lincoln City Bus Station

The Bus Station is situated in the city centre just off Broadgate, very close to the Railway Station. There are 17 stands at the Bus Station. Stagecoach is the main operator, both across the city and throughout the county. The buses operate during the early evening.

Central Railway Station

The Railway Station is located within the city centre on St Mary's Street and is well used by visitors travelling to the city in the evening. The station is located close to the Bus Station and the black cab rank. Services operate until 22:40 at night. Cycle storage is also available at the station.

City Centre Information Points

City Maps are sold from a number of dispensers and information points across the city. The maps provide hand-drawn 3D illustrations of the city's streets and tourist attractions. The maps are designed to be useful not only for visitors but also to shoppers, residents and local businesses.

Key achievements in last three years

Cycling City

Alternative transport has developed significantly within the city over the last few years and the city now incorporates cycle lanes within the major routes including down High Street and Tritton Road. Lincoln BIG is also keen to ensure the security of cycles within the city and has cycle lockers at Lucy Tower Car Park and under Pelham Bridge.

Footfall Counters

Footfall counters were introduced to the city by Lincoln BIG in 2005 and have since developed significantly with six cameras covering the Purple Flag area. The cameras are located in the Cornhill, Brayford Waterfront, Cathedral Quarter, High Street, St Mark's and the Upper High Street.



Future Commitment

City Centre Masterplan - Movement Strategy

The Movement Strategy of the City Centre Masterplan was implemented in 2007 and aimed to provide better connections between neighbourhoods; increase the east-west permeability across the city centre to the north and south of the Railway Station; and improve the legibility of the links between the Railway Station and the Cathedral. The creation of a new public transport terminus combined with major public realm improvements has significantly uplifted the face of the city.

Signage and Visitor Management Strategy

The Signage and Visitor Management Strategy was developed with the aim of improving the visitor movement around the city and enjoyment of the city, using simple co-ordinated signage and interpretation that reflects the corporate identity and character of the different city areas. The strategy is not purely based on signs, it is also concerned with understanding the city, in terms of landmarks, art, streetscape, views, etc which make it more readily navigable.



Core Agenda: Appeal

A vibrant choice and a rich mix of entertainment and activity

How is the Purple Flag minimum requirement met?

The city has a vibrant choice of entertainment attractions that cater for a wide range of ages, lifestyles and interests reflecting the diverse make up of the city. There is a rich mix of entertainment on offer ranging from the Castle and Cathedral within the Cathedral Quarter to the state of the art multiplex cinema and Engine Shed live music facility. There is an extensive range of restaurants and eateries and a wide range of brand name bars and clubs.

Current standard of the area

Restaurants & Dining

Lincoln offers a wide variety of restaurants and dining options from award-winning, intimate local eateries to national chain restaurants. These include French, Italian, Indian, Chinese, Thai, Brazilian, Mexican, fast food, fine dining, eat-in or take-away. The Brayford Waterfront area includes the city's only floating restaurant in the 'Barge on the Brayford' and the historic Bailgate area provides a perfect setting for fine dining restaurants.

Lincoln Drill Hall

The Lincoln Drill Hall opened in March 2004 and is a new multi-purpose arts & community venue for the city. The Drill Hall provides a full programme of music, theatre, dance, comedy, literature events, dramas and workshops.

The Engine Shed

The Engine Shed, opened in 2006, is the largest live music and entertainment facility within the city. The Engine Shed has played host to some of the biggest artists and comedians over recent years.

Theatre Royal

The Theatre Royal is Lincoln's oldest theatre. This intimate 481 seater venue plays host to a wide spectrum of performing arts including ballet, opera, drama, comedy, tribute bands, pantomime and more. The theatre is located on Clasketgate within the city centre and is open until 10pm in the evening.

The Collection

Visitors to historic Lincoln can enjoy a fabulous, free-to-enter, museum, embracing the region's premier art gallery, the Usher. The buildings sit side by side in the centre of the city close to Steep Hill and enjoy spectacular views of Lincoln Cathedral.

University of Lincoln & Lincoln College

Both the University of Lincoln and Lincoln College Campus fall within the Purple Flag boundary. Both institutions offer evening classes which attract a diverse group of people into the city centre.

Lincoln Christmas Market

Lincoln brought the first traditional German Christmas market to the UK as part of its friendship and twinning with the town of Neustadt. The market grows annually, constantly adding new attractions to excite the senses of visitors from near and far. From its beginnings in 1982 with just 11 stalls in Castle Square, the market now takes over most of the Cultural Quarter of the city, with well over 250 stalls.

For some, the Christmas Market is the most important event in the city's calendar as it brings over 160,000 visitors to Lincoln. These visitors often return at other times in the year when they realise what Lincoln has to offer.

Accommodation

The City of Lincoln provides a wide range of accommodation for visitors including a number of guest houses and hotels within the Bailgate and City Centre including the new Double Tree Hilton Hotel on the Brayford.

Best Bar None Awards

The Best Bar None Awards Scheme was introduced to the city in 2008 and is aimed at promoting responsible management and operation of alcohol licensed premises with the ultimate intention of offering and maintaining a safer, more welcoming, attractive and lively social experience.

Best Bar None rewards licensees who: provide good management; provide a safe and enjoyable environment for customers; discourage binge drinking and prevent alcohol related crime. It encourages licensees to act responsibly and take pride in their premises and surroundings and, in doing so, put something back into the city and their local community.

Events

Lincoln BIG offers a wide-ranging programme of city centre events and activities with the purpose of raising the awareness of Lincoln as a major regional centre for retail and tourism. These events include farmers' markets, craft fairs, continental breakfasts, street events, road shows and exhibitions. Over 100 events are held every year to bring vitality, vibrancy, colour and excitement to the city centre.



Key achievements in last three years

Food Business Star Awards

The City of Lincoln Council has developed a five star award scheme for food businesses within the city. All businesses receive a rating between zero and five stars, following inspections carried out by the Food, Health and Safety Team. The scheme enables the public to make informed decisions about where they choose to eat, as well as encouraging poorly performing businesses to make improvements.

Lincolnshire - Britain's Favourite Food Spot

Lincolnshire has recently won the title of Britain's Favourite Food Spot.

The poll was held by Love British Food, and people could select their favourite food spots around the UK by county.

Lincolnshire won the poll with 39.6% of the vote, with Cornwall following closely in second place (35.4%) and Hampshire in third with 6.8%. A total of 22,677 votes were cast

Future commitment

Early Evening Shopping

Lincoln launched Thursday late night shopping during July 2011. The city has joined seven other UK destinations in sending out a message that they are 'alive after 5'. Over 100 stores, both national and independent, including all the retailers in St Mark's Shopping Centre have recognised the changing trends, by staying open until 8pm on Thursdays. Parking and late night transport deals have also been negotiated to support the scheme and free parking is available at St Mark's Shopping Centre. Lincoln BIG is seeking to develop longer term arrangements with retailers for early evening shopping within the city centre.

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Core Agenda: Place

A stimulating destination and a vital place.

How is the Purple Flag minimum requirement met?

Lincoln is blessed with a variety of stimulating destinations from the historic Cathedral Quarter and Bailgate area to the Cultural Quarter, city centre area and the Brayford Waterfront. Each area provides varied and diverse attractions for visitors and residents to enjoy within both the day time and evening economy. The historic Cultural Quarter also includes the Castle, Cathedral and award winning Steep Hill.

Current standard of the area

Cathedral Quarter

Lincoln Cathedral Quarter contains one of the greatest concentrations of independent retailers in the East Midlands and is home to an abundance of specialist retail, art, craft and gift shops and a range of elegant restaurants and bars. All these are clustered within a truly magical setting: some enjoy the benefits of the magnificent backdrop of Lincoln Castle or Lincoln Cathedral, others are a stone's throw away from Roman remains, and many are fronted by ancient cobbled street.

Steep Hill

Steep Hill has been named the best street in Britain by the Academy of Urbanism. The accolade was bestowed upon Lincoln's most famous two thousand year-old street at an awards ceremony in 2011, seeing off competition from Cockburn Street, Edinburgh and Byres Road, Glasgow.

Steep Hill forms part of the Roman route from the River Witham to Bailgate and is home to two Norman houses – the Jew's House and Norman House.

Lincoln Castle

Originally built by William the Conqueror, Lincoln Castle is one of the finest remaining Norman Castles in the country. It houses one of only four remaining original copies of Magna Carta and has been used as a castle, a prison and a court for over 900 years. The still operational Crown Court, along with the only Victorian prison chapel of its kind, provide a haunting reminder of its past. During the summer months, the Castle holds numerous events including medieval jousting, historical re-enactments, children's fun days, open-air theatre and concerts.

Lincoln Cathedral

As you approach the City of Lincoln, from any direction, you are drawn to the magnificent silhouette of the Cathedral stretching to the sky. As one of the finest Gothic buildings in Europe, Lincoln Cathedral towers above the city as a prominent landmark visible up to 25 miles away. With its awe-inspiring Romanesque West Front the Cathedral has been a place of worship for almost 1,000 years and it provides an area of peace and contemplation for all. The Cathedral has a rich and varied history, with two very different love stories commemorated there and visitors are encouraged to try and spy the famous Lincoln Imp while visiting.

Cultural Quarter

Lincoln's Cultural Quarter is located near the Cathedral Quarter and the city centre and is an area of multi-million pound investment over recent years with the construction of The Collection, and the new creative industries workspace building, The Terrace. The Cultural Quarter has also undergone a Public Realm Improvement Scheme which has improved the pedestrian links around the area and provides a vibrant feel to the streets, reflecting the cultural activity carried on there and encourages better interaction to the commercial centre of Lincoln. The area has a contemporary design that complements the historic setting.

Brayford Waterfront

The Lincoln Townscape Heritage Initiative was a "by-invitation" grant programme for work on historic buildings and the public realm. The programme worked with other initiatives to regenerate the Heritage Area and its aim was to help create a vibrant, economically sustainable and attractive mixed-use Cultural Quarter in Lincoln. The programme secured the repair and enhancement of key historic buildings and a high quality, pedestrian friendly public realm. The programme physically covered Lincoln's emerging Cultural Quarter and complemented other developments e.g. The Collection, The Creative Industries Managed Workspace –The Terrace- and a comprehensive public realm programme. Its development has also been in line with the City Centre Masterplan.

Key achievements in last three years

Lincoln Townscape Heritage Initiative

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Lincoln Gateway Project - Tackling vacant shops in Lincoln

The Gateway Project was formulated in April 2010 as a measure to counter the number of vacant retail premises in Lincoln City Centre. Funding was secured via a £53k Government Grant together with matched funding from the European Regional Development Fund. The priorities of the project board were to support the needs of those businesses which continued to trade and attract new businesses to vacant units. Since the project began, all of the businesses which were trading when the project commenced continue to trade and an additional seven businesses have started-up in premises which were formally vacant.

Future commitment

City Centre Masterplan

The City Centre Masterplan was commissioned by the City of Lincoln Council and its partners (Lincolnshire County Council, Lincolnshire Enterprise and Emda) in 2005 to provide a vision to guide development of the city over the next 30 years.

The plan lays out the principles which should be applied to any proposed future development and regeneration of Lincoln City Centre; and gives examples, but not blueprints, of how that development could be achieved.

Vision of the Masterplan

- A strong and vibrant City Centre
- A well connected City Centre
- A well managed City Centre
- A mixed use City Centre

Principles of the Masterplan

- Movement Strategy and Street Hierarchy – “Restitching” the City Centre to its wider context
- The City Centre Built Structure – Urban Blocks consolidated
- The City Centre Uses – Achieving a good mixed use
- The City Centre Retail Strategy – A Strategic Merchandising Plan
- Cultural Strategy – Enhancing Lincoln’s Character Areas



Core Agenda: Policy Envelope

A clear aim and a common purpose.

How is the Purple Flag minimum requirement met?

The West Lincolnshire Community Safety Partnership is the statutory partnership that has the responsibility for crime, disorder and anti-social behaviour within Lincoln City. The partnership is structured in a way that provides clarity, structure and accountability through its Strategic Group, Performance Group and Thematic delivery groups. The partnership combines expertise of both statutory and non-statutory partners in addressing issues within the community.

Current standard of the area

West Lincs CSP - Partnership Plan

The Partnership Plan of the Community Safety Partnership sets out the partnerships priorities in tackling crime, disorder and anti social behaviour within Lincoln City. The plan is delivered following a comprehensive assessment of community safety within the City. The partnerships priorities for 2011-12 are as follows:

- Anti Social Behaviour
- Violent Crime
- Domestic Burglary
- Offender Management

The priorities and indicators within the plan are continually monitored through the partnerships performance management systems.

Alcohol Communications Strategy

The West Lincolnshire Community Safety Partnership has developed an Alcohol Communications Strategy to improve the way in which the partnership communicates how it addresses alcohol related²⁰ issues within Lincoln. This strategy was developed with the support of the Home Office.

Lincoln BIG Evening Economy Strategy

The Lincoln BIG Evening Economy Strategy sets out the proposals for the improvement of peoples' experience of the evening economy in Lincoln City Centre over the next two years. The aims of the strategy are as follows:

- *To work in partnership in order to reduce alcohol related crime, alcohol abuse and promote Lincoln as a safer city centre*
- *To alter the public perception of the city centre environment during the evening, with a view to extending the number and age profile of visitors to the city centre at night*
- *To work in partnership with leisure businesses, pubs and nightclubs to provide a professional approach to the management of the evening economy*

The strategy is co-ordinated and set by the businesses within the city.

Our City Our Future

Our City, Our future was launched in 2002 and is a partnership between the City of Lincoln Council and the Local Strategic Partnership. The partnership is working towards a shared vision for the future of Lincoln, through the Sustainable Community Strategy, Local Development Framework, and the strategies of the partner organisations.

Key achievements in last three years

The West Lincolnshire Community Safety Partnership has achieved key reductions in violent crime and alcohol related violent crime over the last three years as follows:

- ABH offences reduced by 28% from 2009-10 and by 49% from 2006-07.
- Common Assault offences reduced by 17% from 2009-10 and by 27% from 2006-07.
- Public Order (violent crime) reduced by 41% from 2009-10 and by 50% from 2006-07.
- Alcohol related violent crime offences reduced by 6% since 2007-08.

Future commitment

Visit Lincoln Partnership

The Visit Lincoln Partnership (VLP) is a private public sector collaboration established to deliver coordinated destination management and marketing for the city of Lincoln. A partnership within the Tourism and Hospitality Chamber, the VLP is a Lincolnshire Chamber of Commerce initiative and supported by Lincoln Business Improvement Group, Lincoln University and the City of Lincoln Council alongside a range of other key city centre stakeholders.

VLP was launched in July 2011 and aims to create a flourishing and sustainable visitor economy, maximising the contribution of the sector to economic prosperity, employment and quality of life in Lincoln. Through a coordinated marketing effort around themes of Tourism, Talent and Trade, we aim to put Lincoln firmly on the map, raising the profile of the destination as a place in which to live, work, visit and invest. Working with partners to ensure effective destination management of the city to maintain, enhance and develop product and the public realm that are pivotal to the visitor experience.

Designated Public Place Order (DPPO)

The City of Lincoln Council has recently approved a Designated Public Place Order (DPPO) covering the purple flag area which will be put into place during 2012.



West Lincolnshire Community Safety Partnership

Purple Flag Working Group

Overnight Assessment – Saturday 17^h September 2011

Meet and Briefing: 5.00pm at Lincoln BIG Offices, St Swithin's Square, Lincoln.

Schedule: Time Observations Area

5 - 8pm	Late night shopping, patterns of arrival, early or pre-theatre dining, street events, entertainment, condition of the public realm. Train Station / Bus Station, Lower High Street area, Brayford.
8 - 11pm	Arrival of the late crowd, opening of late night venues, departure of diners and theatre-goers, behaviour on the streets, inebriation, CCTV coverage, policing and customer care. Brayford, High Street, City Centre, Up Hill.
11-2am	People leaving venues, crowd behaviour, their journey homewards, public transport, policing, surveillance, overnight cleansing. Up Hill, High Street, City Centre.
2-5am	Venues still open, movement between venues, takeaways, cleansing, transport, policing and customer care. High Street, City Centre, Lower High Street

Assessment Team: Ben Barley, Dave Jones, Marion Cooney, Joy Liddle, Fay Smith.

Core Theme: Wellbeing

Welcoming, Clean & Safe

Safety, Care, Regulation, Services, Partnership & Perceptions

<p>Potential key issues</p> <p><i>Early Evening</i></p> <ul style="list-style-type: none"> - Cleanliness & efficient clearance of trade waste - Underage drinking and early evening inebriation - Customer care / welcome for evening clientele <p><i>Late Evening</i></p> <ul style="list-style-type: none"> - Public lighting - Queue management at venues - CCTV, Policing, radio links & customer care - Cleaning and trade waste <p><i>Night / late night:</i></p> <ul style="list-style-type: none"> - Last hour/terminal hour management - Visible policing - Lighting, litter, cleansing, etc 	<p><u>Early evening</u></p> <ul style="list-style-type: none"> - Streets clean and litter free. Bins emptied. - Street drinkers at St Swithins Square, Bus Station and St Mary Le Wigford. - Male night toilet open at Lucy Tower Car Park. - Bus station toilets poor. - City centre signage and maps well used. - Debris and rubbish visible in the corner of Brayford pool. <p><u>Late evening</u></p> <ul style="list-style-type: none"> - Westgate toilets closed due to vandalism. - The Lawn toilets poor. - No light above information board at Castle Car park. - Arrival of Police, Evening Wardens and Street Pastors. - Additional lighting required on Prymark building on Water Lane. - Additional lighting required at the Glory Hole. - Queues well managed by Door staff. - Radio link between CCTV, door staff, police, wardens and pastors. - Attractive lighting around the Castle and Cathedral. <p><u>Night / late night</u></p> <ul style="list-style-type: none"> - Positive presence provided by Police, Evening Wardens and Street Pastors. - Numerous flyers discarded within the city centre. - Large groups of people congregating outside venues within the upper High Street area. - Street urination witnessed within the city centre. - Taxi Marshall's in operation at Handsome and Direct cabs. - Trade waste (confidential shredding) left outside The Money Shop on Silver Street. - Potential safety issues with people leaving Tokyo's. Possibility of additional railings. - Street cleansing due to start around 6am.
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Core Agenda: Movement

A secure pattern of arrival, circulation and departure.

Public Transport, Car Parking, Pedestrian Routes, Crowd Management & Partnership

Potential key issues	
<p><u>Early evening:</u></p> <ul style="list-style-type: none"> • Convenient and secure car parking • Well-managed bus hub or station • Safe, signed pedestrian routes to city centre 	<p><u>Early evening</u></p> <ul style="list-style-type: none"> • Bus station clean, well lit and secure. Well used. No sign to city centre. • Taxi's waiting at Train Station. • Train station well used with visitor information. No sign to city centre. • Steady flow of shoppers and people leaving work. • Visitor maps on the Brayford, town centre, and Bailgate. • Cars parked within pedestrian area on Brayford. • Brayford – pedestrian-vehicular conflict. • Secure car parking at Lucy Tower, Broadgate, Flaxengate, City Hall, St Marks, Westgate and The Castle. • Cycle lockers at Waterside South and Lucy Tower.
<p><u>Late evening:</u></p> <ul style="list-style-type: none"> • Convenient public transport hubs • Secure car parking • Clear pedestrian links & visible signs • Management of congestion 	<p><u>Late evening</u></p> <ul style="list-style-type: none"> • Broadgate car park well lit. • Hungate to Mint Lane – pedestrian-vehicular conflict. • Potential pedestrian-vehicular conflict outside Handsome Cabs – addressed by Taxi Marshall. • Taxi Marshall's in operation at Handsome and Direct cabs. • Pedestrian areas of Braford and the Bailgate.
<p><u>Night / late night:</u></p> <ul style="list-style-type: none"> • Behaviour & congestion outside venues • Taxi management and marshalling • Late night buses • Pedestrian-vehicular conflict on street 	<p><u>Night / late night</u></p> <ul style="list-style-type: none"> • Taxi Marshall's in operation at Handsome and Direct cabs. • Police and Wardens manage congestion outside venues. • Pedestrian-vehicular conflict on Silver Street.

Core Agenda: Appeal

A vibrant choice and a rich mix of entertainment and activity.

Food and dining, Pubs and bars, Late night venues, Early evening shopping, Public buildings, Arts & culture

<p>Potential key issues</p> <p><u>Early evening:</u></p> <ul style="list-style-type: none"> • Later opening shops • After work socialising & early dining • Active public buildings <p><u>Late evening:</u></p> <ul style="list-style-type: none"> • Mix of ages and family types in venues and on the streets • Choice of entertainment, including non-alcohol based <p><u>Night / late night:</u></p> <ul style="list-style-type: none"> • Late dining • Music and entertainment • Takeaways 	<p><u>Early evening</u></p> <ul style="list-style-type: none"> • Brayford very busy with a good mix of families and ages. • Restaurants busy on Brayford, City centre and Bailgate. • Late night shopping sporadic. (Thursdays – late night shopping). • Various hotels and guest houses within the city. <p><u>Late evening</u></p> <ul style="list-style-type: none"> • Castle lights on and signage promoting castle events. • Activity around the Cathedral. • Mix of restaurants within Bailgate, City Centre, Brayford and St Marks. • Cinema, Drill Hall, Theatre Royal. • Mix of pubs and late night venues. • Brayford and Bailgate busy and vibrant. • Public buildings attractive but not all used (i.e. The Collection/Usher Gallery). <p><u>Night / late night</u></p> <ul style="list-style-type: none"> • Late evening café's. • Mix of late drinking venues and entertainment. • Predominantly younger age range using city centre. • Fast food and take-aways throughout the city.
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Core Agenda: Place

A stimulating destination and a vital place.

**Location, Diversity, Clarity, Animation, Good design
& Identity**

<p>Potential key issues</p> <p><u>Early evening:</u></p> <ul style="list-style-type: none"> • Active public spaces • Empty, bleak shopping streets <p><u>Late evening:</u></p> <ul style="list-style-type: none"> • Attractive outdoor spaces • Active edges to key streets and spaces • Use of light, floodlighting and colour <p><u>Night / late night:</u></p> <ul style="list-style-type: none"> • Outdoor smoking areas • Pavement/cafe culture 	<p><u>Early evening</u></p> <ul style="list-style-type: none"> - Attractive University buildings, Engine Shed, and Great Library House on Brayford Wharf East. - Young people playing within the Cornhill area. - Pavement café's on the Brayford. - Attractive floral displays. - Plenty of outdoor public spaces but under-used. - Relaxed feel within the city. <p><u>Late evening</u></p> <ul style="list-style-type: none"> - Creative hoardings promoting the city at the bottom of the Strait. - Activity around the Cathedral. - Use of light at Engine Shed, New Life building, Ritz and St Marks. - Brayford sculpture – turbine blades. - Brayford clock. - Attractive beer gardens within the Bailgate. - Unique and distinctive feel within the Bailgate area. - Lighting out on 'wording' on the bridge at Brayford Wharf East over the Brayford pool. <p><u>Night / late night</u></p> <ul style="list-style-type: none"> - Outdoor smoking areas well managed by door staff. - Pavement café's not open during late night.
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Purple Flag Self Assessment Chart

<h2 style="text-align: center;">Purple Flag Self Assessment Chart</h2>		
<p>Guidance to entrants:</p> <ul style="list-style-type: none"> · This chart should contain your partnership's <i>conclusions</i> on the standards reached by your area · The boxes in the <i>Conclusions</i> column provide space for a main claim or conclusion, plus brief supporting text or bullets · Your conclusions should be based principally on your first-hand experience of the area in the evening and at night, gained from the Overnight Self-Assessment · The conclusions should be agreed and endorsed by your Purple Flag Working Group · The chart will be used by Assessors in comparing your standards with their own assessment and by the Accreditation Panel in coming to a final decision · Please note, areas will not normally be considered for a Purple Flag if any of the Themes or Threshold Standards are below Standard Met and if the standard of any of the 30 Attributes falls within the shaded areas in the chart. 	<p>Location: Lincoln City</p> <p>Date of Overnight Self-Assessment:</p> <p>Initial assessment – 25th June 2011</p> <p>Formal assessment – 17th September 2011</p> <p>Night of the Week Chosen (This should normally be one of the busiest nights):</p> <p style="text-align: center;">Saturday</p>	
<p>Members of Purple Flag Working Group:</p> <p>Ben Barley – West Lincs CSP</p> <p>Sam Barstow – City of Lincoln Council (ASB Team)</p> <p>Simon Colburn - City of Lincoln Council (ASB Team)</p> <p>Kev Barron - City of Lincoln Council (Licensing)</p> <p>Nigel Denham – City of Lincoln Council (CCTV)</p> <p>Cllr Fay Smith – City of Lincoln Council</p> <p>Mark Garthwaite – Lincolnshire Police</p> <p>Matt Corrigan – Lincoln Big</p> <p>Marion Cooney – Lincoln Big (Eve Economy Manager)</p> <p>Joy Liddle – Lincoln Street Pastors</p> <p>Jeanne Gibson – Lincs County Council (Highways)</p> <p>Michael Kheng – Lincoln Uphill Pubwatch</p> <p>Paul Oloo – Lincoln City Centre Pubwatch</p> <p>David Jones – West Lincs CS</p>	<p>Members of Overnight Assessment Team:</p> <p>25th June:</p> <p>Ben Barley</p> <p>Sam Barstow</p> <p>Kev Barron</p> <p>Simon Colburn</p> <p>Joy Liddle</p> <p>Matt Corrigan</p> <p>Marion Cooney</p> <p>Tom Charlesworth</p> <p>17th September:</p> <p>Ben Barley</p> <p>Marion Cooney</p> <p>Joy Liddle</p> <p>Fay Smith</p> <p>David Jones</p>	<p>Times Covered (Please tick)</p> <p>✓ Early evening: 5-8pm</p> <p>✓ Late evening: 8-11pm</p> <p>✓ Night: 11pm-2am</p> <p>✓ Late night: 2-5am</p>

Over Night Assessment

Key: Please use the colour key to determine the standards.

Core Agenda WELLBEING (Welcoming, Clean and Safe) Threshold Standard. Per capita crime and anti social behaviour rates that are at least average and show an improving trend – taking both residents and visitors into account (See KPIs).		Your Conclusions	Significantly Below Standard	Below Standard	Standard Met	Above Standard	Excellent / Outstanding
1	Safety. Visible, effective policing and active surveillance	<ul style="list-style-type: none"> ■ Operation Hornet Policing Patrols ■ Evening Wardens ■ Street Pastors ■ Door Supervisors ■ Taxi Marshall's ■ Radio Scheme ■ CCTV 					
2	Care. Responsible guardianship, customer care and concern for community health	<ul style="list-style-type: none"> ■ Evening Wardens (First Aid Trained) ■ Street Pastors (First Aid Trained) ■ Door Staff ■ Ambulance located within Brayford area ■ Evening Economy Codes of Practice 					
3	Regulation. Positive and proactive licensing and regulation	<ul style="list-style-type: none"> ■ Compliance with licensing conditions ■ Visible Best Bar None plaques at venues ■ Visible Pubwatch plaques and stickers at venues ■ Evening Economy Codes of Practice ■ Multi agency visits (pro-active licensing activity) 					
4	Services. Appropriate levels of public utilities	<ul style="list-style-type: none"> ■ Sufficient public toilets at Lucy Tower and Castle Square ■ Poor public toilets at other locations within the city ■ Sufficient lighting within the city ■ Sufficient litter bins ■ Excellent street cleansing service 					
5	Partnership. The active involvement of business in driving up standards	<ul style="list-style-type: none"> ■ Business Improvement District area (Lincoln Big) ■ Evening Economy Manager ■ Business led Pubwatch schemes ■ Radio Scheme ■ City Centre strategy set by the businesses 					
6	Perceptions. A valid and positive presentation of the area to customers	<ul style="list-style-type: none"> ■ Restoration of the Cultural Quarter, Danesgate and High Street ■ Positive ambiance and perception amongst customers ■ Partnership communications strategy in place 					

<p style="text-align: center;">Core Agenda MOVEMENT (A Secure Pattern of Arrival, Circulation and Departure)</p> <p style="text-align: center;">Threshold standard: Some form of appropriate late- night public transport provision (See KPIs).</p>		Your Conclusions	Significantly Below Standard	Below Standard	Standard Met	Above Standard	Excellent / Outstanding
1	<p>Public Transport. Safe, affordable, well-managed late night public transport</p>	<ul style="list-style-type: none"> ■ Effective and regulated private hire provision ■ Taxi Marshall's employed by the two main private hire companies ■ Train station and Bus station active early evening ■ Cycle paths and cycle lockers 					
2	<p>Car Parking. An appropriate provision of secure late night car parking</p>	<ul style="list-style-type: none"> ■ Extensive parking available at a range of car parks within the city ■ 24 hour secure parking including CCTV at various car parks ■ Park mark standard awarded to the majority of car parks 					
3	<p>Pedestrian Routes. Clear, safe and convenient links within the centre and homewards</p>	<ul style="list-style-type: none"> ■ Pedestrian routes well lit and covered by CCTV ■ Pedestrian routes patrolled by the Evening Wardens ■ Clear routes between the Bailgate, High Street and Brayford area's ■ Pedestrianised areas including Bailgate, High Street and the Brayford 					
4	<p>Crowd Management. Measures to deal with overcrowding, congestion and conflict between those on foot and moving vehicles</p>	<ul style="list-style-type: none"> ■ Taxi Marshall's ■ Door Supervisors ■ Evening Wardens ■ Pedestrianised areas ■ Concerns over crowd management on Silver Street 					
5	<p>Information. Provision of practical information and guidance to town centre users</p>	<ul style="list-style-type: none"> ■ Information points – Castle Square, Brayford, High Street & Bailgate ■ Visitor map points ■ Evening Wardens 					
6	<p>Partnership. Business and operator commitment and participation</p>	<ul style="list-style-type: none"> ■ Taxi Marshall's ■ Radio link system ■ City Centre Masterplan ■ Signage and visitor management strategy 					

Over Night Assessment

Key: Please use the colour key to determine the standards.

Core Agenda APPEAL (A Vibrant Choice and a Rich Mix of Entertainment and Activity) Threshold standard: An evening and late night offer that is broader than youth-oriented and alcohol-based activity (See KPIs).		Your Conclusions	Significantly Below Standard	Below Standard	Standard Met	Above Standard	Excellent / Outstanding
1	Food and Dining. A choice of eating venues and a commitment to good food	<ul style="list-style-type: none"> ■ Variety of restaurants including Italian, Indian, Chinese, Thai, Brazilian & Mexican. ■ National chain restaurants ■ Fine dining eateries ■ Fast food restaurants and take-aways ■ Food business star awards scheme ■ National best food award given to Lincolnshire 					
2	Pubs and Bars. Well-managed venues, to meet varied tastes, and offering more than just alcoholic beverages	<ul style="list-style-type: none"> ■ Evening Economy Codes of practice ■ Best Bar None Plaques ■ Mix of venues including music, real ale, comedy and dining. 					
3	Late Night Venues. A late-night offer that complements the diverse appeal of the centre as a whole	<ul style="list-style-type: none"> ■ Odeon Cinema ■ Theatre Royal ■ Drill Hall ■ Late opening coffee shops 					
4	Early Evening Activity. An active early evening period, including late-opening shops	<ul style="list-style-type: none"> ■ Early evening shopping on Thursday evenings ■ Restaurants ■ Coffee Shops ■ Odeon Cinema ■ Early evening productions at the Theatre Royal and Drill Hall ■ L-Pac 					
5	Public Buildings. Creative and imaginative use of public/civic buildings in the evening and at night	<ul style="list-style-type: none"> ■ Drill Hall & Engine Shed events ■ Occasional events and concerts at the Castle ■ Attractive and well lit Cathedral 					
6	Arts and Culture. A vibrant, inclusive arts and cultural scene	<ul style="list-style-type: none"> ■ Bailgate Cultural Quarter including the Castle & Cathedral ■ Steep Hill – Street of the Year ■ Theatre Royal, Drill Hall, Engine Shed & Odeon Cinema ■ Brayford pool ■ Brayford Clock and Turbine Blades ■ Bailgate Ghost Walks 					

<p style="text-align: center;">Core Agenda PLACE (A Stimulating Destination and a Vital Place)</p> <p style="text-align: center;">Threshold standard: A diversity of land uses. A convenient and attractive destination at night (See KPIs).</p>		<p style="text-align: center;">Your Conclusions</p>		Significantly Below Standard	Below Standard	Standard Met	Above Standard	Excellent / Outstanding
1	<p>Location. Appropriate location, clustering and capacity of venue types</p>	<ul style="list-style-type: none"> ■ Bailgate cluster – Restaurants / bars / café’s ■ High Street / Silver Street cluster– Bars / night clubs ■ Brayford cluster – Restaurants / bars / cinema 						
2	<p>Diversity. A successful balance of uses and brands</p>	<ul style="list-style-type: none"> ■ A good mix of national and independent brands ■ Use of city centre for Festivals, etc 						
3	<p>Clarity. Well-designed links and visible signs</p>	<ul style="list-style-type: none"> ■ Visitor management strategy ■ Visitor management signs and maps ■ Cultural quarter information and signage 						
4	<p>Animation. Attractive, well-used public places, active streets and building frontages</p>	<ul style="list-style-type: none"> ■ Creative use of vacant buildings i.e. creative hoardings at the bottom of Steep hill / The Strait ■ Good use of lighting in the Bailgate surrounding the Cathedral ■ Public realm improvements ■ Use of shop frontages for adverts 						
5	<p>Design. Thoughtful and imaginative design for the night</p>	<ul style="list-style-type: none"> ■ Imaginative use of lighting at venues i.e. Engine Shed, Ritz, Cathedral ■ Cultural quarter ■ Brayford Wharf East – Great Library building & new student buildings 						
6	<p>Identity. The appropriate use of natural and built features to reinforce appeal</p>	<ul style="list-style-type: none"> ■ Historical artefacts ■ Stonebow ■ Bailgate area – Castle & Cathedral ■ Steephill ■ Brayford pool 						

Over Night Assessment

Key: Please use the colour key to determine the standards.

Core Agenda THE POLICY ENVELOPE (A Clear Aim and a Common Purpose) Threshold Standard. A momentum of collaboration between sectors, agencies, service providers and policy-makers (See KPIs).		Your Conclusions	Significantly Below Standard	Below Standard	Standard Met	Above Standard	Excellent / Outstanding
1	Data. A sound statistical base for policy-making and action	<ul style="list-style-type: none"> ■ Community Safety Partnership Strategic Assessments & Performance Reports ■ Police and Council data analysts ■ Evening economy perception surveys 					
2	Strategy. Positive strategic objectives and targets	<ul style="list-style-type: none"> ■ Strategic objectives and performance indicators set within CSP Partnership Plan ■ Lincoln BIG Evening Economy Strategy ■ City Centre Masterplan ■ City Council Strategic plan 					
3	Coordination. Public policy coordination and focus	<ul style="list-style-type: none"> ■ Evening Economy Manager Post ■ Pubwatch Schemes ■ Substance Misuse & Violent Crime Theme Group ■ Licensing Policy 					
4	Leadership. Clear responsibilities for policy and action	<ul style="list-style-type: none"> ■ West Lincs CSP Strategic Group and Performance Groups ■ Lincoln Big evening economy plan 					
5	Partnership. Multi-sector endorsement and commitment	<ul style="list-style-type: none"> ■ West Lincs CSP & Substance Misuse and Violent Crime Theme Group ■ Pubwatch / Shopwatch involvement in partnership meetings ■ Pubwatch schemes 					
6	Community. A dialogue with consumers and residents	<ul style="list-style-type: none"> ■ Engagement through Neighbourhood Panels ■ Evening Economy surveys ■ Pubwatch / Shopwatch engagement ■ Brayford Business Forum ■ Steep Hill residents association ■ CSP elected member involvement 					

PURPLE FLAG SUMMARY CHART – SELF ASSESSMENT

Ref	Purple Flag Core Agenda	Significantly Below Standard	Below Standard	Standard Met	Above Standard	Excellent / Outstanding
1	<p>Wellbeing Welcoming, Clean and Safe</p>					
2	<p>Movement A Secure Pattern of Arrival, Circulation and Departure</p>					
3	<p>A Broad Appeal A Vibrant Choice and a Rich Mix</p>					
4	<p>Place A Stimulating Destination and a vital Place</p>					
P	<p>Policy Envelope. A Clear Aim and a Common Purpose</p>					

Over Night Assessment

Key: Please use the colour key to determine the standards.

Key Performance Indicators

Heading	Purple Flag Aim	KPI	How Stated	Sources of Data	Detail																								
1. Crime & Anti-Social Behaviour	A reducing incidence of NTE-related crime and disorder	Recorded crimes in the town centre at peak times for NTE	<ul style="list-style-type: none"> Recorded crimes on Friday and Saturday nights between 8pm and 5am Similar figures for 12 months earlier Positive/negative change over 12 months 	Police statistics	See Purple Flag KPI Toolkit																								
<p>Crime and anti social behavior has reduced significantly in Lincoln over recent years with key reductions seen in evening economy related crime such as ABH, common assault and public order offences as seen in the table below:</p> <p style="text-align: center;">Crime Statistics Lincoln Business Improvement District (Purple Flag area) Category 2006-07 2007-08 2008-09 2009-10 2010-11</p> <table style="margin-left: auto; margin-right: auto;"> <tr> <td>ABH</td> <td>351</td> <td>275</td> <td>210</td> <td>250</td> <td>179</td> </tr> <tr> <td>Common Assault</td> <td>162</td> <td>159</td> <td>140</td> <td>142</td> <td>118</td> </tr> <tr> <td>Public Order (Violent Crime)</td> <td>339</td> <td>362</td> <td>328</td> <td>292</td> <td>171</td> </tr> <tr> <td>Total</td> <td>852</td> <td>796</td> <td>678</td> <td>684</td> <td>468</td> </tr> </table> <ul style="list-style-type: none"> ABH offences reduced by 28% from 2009-10 and by 49% from 2006-07. Common Assault offences reduced by 17% from 2009-10 and by 27% from 2006-07. Public Order (violent crime) reduced by 41% from 2009-10 and by 50% from 2006-07. <p>Alcohol related violent crime offences for the whole City have also reduced by 6% since 2007-08. Alcohol related crime data has started to be collated for the Purple Flag area from April 2011.</p>						ABH	351	275	210	250	179	Common Assault	162	159	140	142	118	Public Order (Violent Crime)	339	362	328	292	171	Total	852	796	678	684	468
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1. Alcohol & Health	Reducing levels of alcohol abuse and harm	Alcohol-attributable hospital admissions at peak NTE times	<ul style="list-style-type: none"> Alcohol-attributable hospital admissions on Friday and Saturday nights between 8pm and 5am Similar figures for 12 months earlier Positive/negative change over 12 months 	Local hospital statistics	See Purple Flag KPI Toolkit																								

Currently in the process of installing an IPM patient management system within the A&E Department of Lincoln County Hospital to record alcohol related A&E admissions.

Current hospital admissions data includes all alcohol related hospital admissions, of which the majority would be for long term alcohol issues rather than direct evening economy related alcohol issues. Please see table below:

Lincoln City - Number of alcohol-related hospital admissions (all alcohol related hospital admissions)

Year	Number	% Change
2008-09	1,817	
2009-10	1,958	8%
2001-11	2,241	14%

The increases in all alcohol related admissions are similar to that seen at a national level.

1. Composition	Increasing choice and balance of provision for consumers	Progress away from an <i>over-dependence</i> on alcohol-based venues targeting the under 25s and takeaways	<ul style="list-style-type: none"> Representation of activities regularly open during Purple Flag hours Proportion of alcohol-based venues targeting the under 25s and takeaways Positive/negative change over 12 months 	Composition survey and analysis, using the 4 Purple Flag categories and 12 sub-categories	See Purple Flag KPI Toolkit
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The purple flag area has a good variety of provision for customers including cafe & tea rooms, restaurants, fine dining, fast food & takeaways, pubs & night clubs, cinema and theatres.

The composition of the provision is broken down as follows:

Property Category: Leisure	
Sub Category Count %	
Café & Tea Rooms	29 17%
Entertainment (Cinema / Theatres & Membership Clubs)	9 5%
Restaurants & Dining	41 25%
Fast Food / Takeaways	22 13%
Pubs & Night Clubs	65 40%
Total 166	

The Purple Flag working group also identified that a number of pubs and bars also offer food and dining during the evening economy hours.

Over Night Assessment

Key: Please use the colour key to determine the standards.

1. Footfall	Increasing the use of the town centre between 5pm and 11pm	Increase in footfall in the town centre at peak NTE times	<ul style="list-style-type: none"> • Footfall counts 5pm to 11pm on Friday and Saturday nights • Similar figures for 12 months earlier • Positive/negative change over 12 months 	Commercial surveys	See Purple Flag KPI Toolkit																				
<p>Footfall data is gathered by the Lincoln Business Improvement Group through five footfall counters located within the Purple Flag area. The table below provides overall footfall data for the city:</p> <p>Lincoln City Centre – Footfall data & national trends:</p> <table border="1" data-bbox="293 817 1141 985"> <thead> <tr> <th>Year</th> <th>Yearly Footfall</th> <th>Yearly % Change</th> <th>National average % change</th> </tr> </thead> <tbody> <tr> <td>2007-08</td> <td>19,593,833</td> <td>-5.8%</td> <td></td> </tr> <tr> <td>2008-09</td> <td>20,281,208</td> <td>4%</td> <td>-6.3%</td> </tr> <tr> <td>2009-10</td> <td>19,097,409</td> <td>-6%</td> <td>-3.5%</td> </tr> <tr> <td>2010-11</td> <td>17,547,010</td> <td>-8%</td> <td></td> </tr> </tbody> </table> <p>The increase in footfall during 2008-09 was significantly above the national average but reductions in footfall since 2008-09 fall into line with the national trends.</p> <p>The Purple Flag working group also identified that a change in demographics within the city may mean that the footfall counters may not reflect the true footfall within the city. This could account for the reduction during 2010-11.</p>						Year	Yearly Footfall	Yearly % Change	National average % change	2007-08	19,593,833	-5.8%		2008-09	20,281,208	4%	-6.3%	2009-10	19,097,409	-6%	-3.5%	2010-11	17,547,010	-8%	
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1. Perceptions	More positive perceptions of the town centre by users	Increase in those who feel safe in the town centre in the evening and at night	<ul style="list-style-type: none"> • Proportion of consumers who say they feel safe in the town centre between 5pm and 8pm and between 8pm and 11pm • Similar figures for 12 months earlier • Positive/negative change over 12 months 	Consumer surveys	See Purple Flag KPI Toolkit																				

Perception Surveys were carried out by the Community Safety Partnership as part of their evening economy operations during December 2008, August 2009 and September 2009. Over 1,540 people were surveyed during the three operations.

The main findings from the surveys were as follows:

December 2008

- 49% of respondents would be using safer drinking techniques.
- 14% had recently been injured or got into trouble due to their alcohol consumption
- 18% had been a victim of assault while out in Lincoln city centre
- 51% knew where to get help in Lincoln if they or a friend had an alcohol or drug problem

August 2009

- 38% of respondents would be using safer drinking techniques.
- 20% had been injured due to alcohol consumption in the last year
- 17% had been a victim of assault while out in Lincoln city centre
- 51% knew where to get help in Lincoln if they or a friend had an alcohol or drug problem

September 2009

- 46% of respondents would be using safer drinking techniques.
- 19% had been injured due to alcohol consumption in the last year
- 16% had been a victim of assault while out in Lincoln city centre
- 64% knew where to get help in Lincoln if they or a friend had an alcohol or drug problem

What factors affect feeling of safety when out at night in Lincoln?

1. Other agencies support
2. Personal experience
3. Police presence
4. pub/club management
5. Personal attitude

How the respondents rated what actually occurs within the evening economy:

- Police presence – Good / average
- Pub / club management – Good / average
- Other agency support – Good / average

1. Volume & Value	An increase in business prosperity and local benefit	Rising levels of economic activity & value in NTE businesses	<ul style="list-style-type: none"> • Volume of NTE business GDP • Employment in sector • Ranking against other centres • Change over 12 months 	<ul style="list-style-type: none"> • Local estimates • NightMix Index 	See Purple Flag KPI Toolkit
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Over Night Assessment

Key: Please use the colour key to determine the standards.

Vacant premises data has been gathered since June 2011 as part of the Lincoln Gateway project to tackle vacant premises within the city.

Vacant Premises data – June-November 2011 (Lincoln City Centre)

	Month	Number of premises	Number of vacant premises	Percentage of vacant premises
June 11	947	68	7.2%	
July 11	947	66	7.0%	
August 11	949	70	7.4%	
September 11	943	77	8.2%	
October 11	943	73	7.7%	
November 11	943	62	6.6%	

The table above demonstrates a reduction in vacant premises within the city centre over the past six months since the project began.

1. Patronage	Widening consumer representation	Increase in use of centre during peak NTE times by families with children & by those over 25 yrs.	<ul style="list-style-type: none"> Representation of these categories in the town centre on Friday and Saturday nights between 5pm and 11pm Similar figures for 12 months earlier Positive/negative change over 12 months 	Consumer survey, potentially as part of No 5 above	See Purple Flag KPI Toolkit
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The Purple Flag overnight assessment's held on the 25th June and 17th September 2011 identified a fair representation of consumers within the evening economy. This was supported by the age demographics of those completing the perception surveys in 2008 and 2009 as follows:

Age Demographics – CSP Perception Surveys:

December 2008

Age	%
16-25	48%
26-35	25%
36-45	17%
46+	9%

August / September 2009

Age	%
16-25	44%
26-35	29%
36-45	15%
46+	12%

The surveys undertaken during 2009 saw an increase in the percentage of 16-25 and 46+ age ranges, providing a more equal representation of consumers within the city centre.

Purple Flag Entry Form

Please return this completed form to:
 Purple Flag, c/o Association of Town Centre Management
 1 Queen Anne's Gate, Westminster, London SW1H 9BT
 T: +44 (0)20 7222 0120 T: +44 (0)300 330 0980
office@atcm.org

1. please supply us with your contact information:		
Title: MR	Initials: BR	Position: Partnership Co-ordinator
Forename: Ben	Surname: Barley	
Organisation: West Lincolnshire Community Safety Partnership		
Address: City Hall, Beaumont Fee		
City: Lincoln	County: Lincolnshire	Postcode: LN1 1DF
Direct Tel: 01522 873454	Switchboard:	Fax:
Email: ben.barley@lincoln.gov.uk	Website: www.westlindseycdrp.net	
2. please tell us the type of organisation you are (tick more than one if needed):		
<input type="checkbox"/> Town/city centre management initiative <input type="checkbox"/> Retail/Business Crime Initiative <input type="checkbox"/> BID/prospective BID <input type="checkbox"/> County Council		<input type="checkbox"/> Unitary/Borough/District Council <input type="checkbox"/> Town/Parish Council <input checked="" type="checkbox"/> Other - Community Safety Partnership
3. Please indicate the type of AWARD you are applying for:		
Population of Local Authority Catchment Fee to accompany entr Under 50,000 £1,500 +vat 50,001 – 200,000 £2,250 + vat ✓ Over 200,001 £3,000 + vat		
4. NAME OF AREA TO BE ASSESSED: Lincoln City		
5. INVOICE ADDRESS DETAILS (IF DIFFERENT FROM ABOVE)		
Address: Claire Seabourne, Safer Communities Team, Lincolnshire County Council, Witham Park House, Waterside South, Lincoln, LN5 7JN.		
Purchase Order Number: West Lincs CSP 1		
<input type="checkbox"/> If you would like to receive an ATCM Membership enquiry pack please tick here		How did you hear about the Purple Flag Programme? ATCM
Signature:		Date: 05/12/11
Ben Barley		