



Please ask for Rachel Appleyard
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The Chair and Members of Cabinet

24 October 2022

Dear Councillor,

Please attend a meeting of the CABINET to be held on TUESDAY, 1 NOVEMBER 2022 at 10.30 am in Committee Room 1, Town Hall, Rose Hill, Chesterfield, the agenda for which is set out below.

AGENDA

Part 1(Public Information)

1. Declarations of Members' and Officers' Interests relating to items on the Agenda
2. Apologies for Absence
3. Minutes (Pages 3 - 6)

To approve as a correct record the Minutes of the Cabinet meeting held on 11 October, 2022.

4. Forward Plan

Please follow the link below to view the latest Forward Plan.

[Forward Plan](#)

5. Delegation Report (Pages 7 - 10)

Items Recommended to Cabinet via Cabinet Members

Cabinet Member for Business Transformation and Customers

6. Revision of the Corporate Complaints Procedures (Pages 11 - 26)

Cabinet Member for Health and Wellbeing and Cabinet Member for Housing

7. Approval to adopt the Anti-Social Behaviour Strategy 2022 - 2025 (Pages 27 - 64)
8. Exclusion of the Public

To move “That under Regulation 21(1)(b) of the Local Authorities (Executive Arrangements) (Access to Information) (England) Regulations 2000, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 1 of Part I of Schedule 12A to the Local Government Act 1972.”

Part 2 (Non Public Information)

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Cabinet Member for Governance

9. Absence of Member of the Council (Pages 65 - 66)

Yours sincerely,



Head of Regulatory Law and Monitoring Officer

CABINET

Tuesday, 11th October, 2022

Present:-

Councillor P Gilby (Chair)

Councillors Blank
D Collins
Holmes
J Innes

Councillors Ludlow
Sarvent
Serjeant

Non-voting Members P Innes

*Matters dealt with under the Delegation Scheme

38 **DECLARATIONS OF MEMBERS' AND OFFICERS' INTERESTS
RELATING TO ITEMS ON THE AGENDA**

No declarations of interest were received.

39 **APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillor Mannion-Brunt.

40 **MINUTES**

RESOLVED –

That the minutes of the meeting of Cabinet held on 13 September, 2022 be approved as a correct record and signed by the Chair.

41 **FORWARD PLAN**

The Forward Plan for the four month period November, 2022 to February, 2023 was reported for information.

***RESOLVED –**

That the Forward Plan be noted.

42 ANNUAL REPORT TO TENANTS

The Executive Director and the Service Director for Housing presented a report seeking to approve the Annual Report to Tenants, attached at Appendix A of the officer's report, and to authorise publication on the Council's website and a graphic designed version of the report to be included within "Your Chesterfield".

It was noted that since 2010, housing providers had been required to produce an annual report to tenants setting out performance against a range of standards.

The annual report provided an opportunity to explain how the services provided by the Council were performing and to celebrate achievements. It highlighted the priorities for the year ahead and the changes that were planned to ensure that the Council continued to provide high quality homes and great services for Council tenants and leaseholders.

The report included summary details on performance, service delivery and future improvements in relation to the Housing Regulator's Consumer Standards:

- Tenant involvement and empowerment standard
- Tenancy Standard
- Home Standard
- Neighbourhood and community
- Value for money standard

It was stated that in part, 2021/22 had been another challenging year, but there were many positives to take away. The Covid-19 pandemic had led to new ways of working ensuring that tenants and staff were kept as safe as possible and able to provide a range of additional support to those in need.

Key achievements during 2021/2022 included;

- Undertaking the Council's largest new build housing scheme for 40 years at Badger Croft
- Completing the £1.2m refurbishment of the 45 flats at Pullman Close, Lowgates

- Delivering over £21m of Capital Investment into properties and estates
- Approving additional investment to re-shape the Council's housing management service to better support the customer's needs

*** RESOLVED –**

1. That the Housing Service Annual Report to Tenants 2021/22, set out in Appendix A be approved.
2. That a copy of the Annual Report was authorised to be published on the Council's website and a graphic designed version be produced and distributed to all tenants and households in the Borough, in the 'Our Homes' section of the autumn edition of 'Your Chesterfield'.

REASONS FOR DECISIONS

1. The annual report to tenants is a key tool in strengthening the Council's relationship with tenants, through effective communications and engagement with our customers, and ensuring we seek to maintain and improve our service delivery standards.
2. Since 2010, housing providers have been required to produce an annual report to tenants setting out performance against a range of standards.
3. The annual report for each year ending 31 March, should be made available to tenants and should include details of performance against the regulatory standards, achievements during the year and planned service improvements for the following year.

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CABINET MEETING

01.11.22

DELEGATION REPORT

DECISIONS TAKEN BY LEAD MEMBERS

Cabinet Member for Economic Growth

Decision Record No.	Subject	Delegation Reference	Date of Decision
12/22/23	Regularisation of Covenant and Transfer area - Land to Rear of 10&12 Station Rd, Barrow Hill	G260L	11.10.22

Decision:

1. That the sale of land erroneously enclosed within an adjoining owner's property together with the repurchase of land registered to the adjoining owner on the previous sale which has not been enclosed be approved.
2. That the proposed transaction authorises the modification of a covenant on the land (benefiting the Borough Council) to permit the erection of a storage shed at an agreed price / premium set out in this report.
3. That, as a requirement of the proposed transaction, authorisation be granted to vary the licence plan for the Borough Council's adjoining playing field land, which is let out to Derbyshire County Council. This will simply involve reissuing the existing licence agreement with a revised plan to correspond with the enclosed (fenced) boundaries of the adjoining owner's land.
4. That the Property Procurement and Contracts Law Manager be granted delegated authority to agree any late amendments to the transaction.

Reasons for Decisions:

1. To remedy a long running dispute over the boundary position and proposed use of the adjoining owner's land.
2. To legitimise the proposed use of the adjoining owner's land in accordance with their submitted planning application to erect a storage building on it.
3. The proposed transaction will realise a capital receipt together with payment of the Council's professional fees. The receipt will be credited to the General Fund Account.

Cabinet Member for Town Centres and Visitor Economy

Decision Record No.	Subject	Delegation Reference	Date of Decision
13/22/23	Lease of two community rest rooms (G300L)	G300L	08.09.22

Decision:

1. That the lease of the New Haven Rest Room, 8 Station Road, Barrow Hill, Chesterfield, S43 2NL to Barrow Hill Community Trust for period of up to five years, on the terms set out in the officer's report, be approved.
2. That the lease of The Hollies, Sutton Crescent, Inkersall Green, Chesterfield, S43 3SS to the Inspiring Inkersall Community Group for a period of up to five years, on the terms set out in the officer's report, be approved.

Reason for Decisions:

To enable both rest rooms to re-open as soon as possible so that they can be used by local members of the community.

Leader (Joint Board with NEDDC and Bolsover DC)

Decision Record No.	Subject	Delegation Reference	Date of Decision
14/22/23	Internal Audit Consortium Progress Annual Report 2021/22	LC060L	12.10.22

Decision:

That the annual report of the Internal Audit Consortium be approved.

Reason for Decision:

To enable the Joint Board to consider and approve the 2021/22 Annual Report of the Internal Audit Consortium.

Decision Record No.	Subject	Delegation Reference	Date of Decision
15/22/23	Internal Audit Consortium Progress Report (Recruitment)	LC060L	12.10.22

Decision:

1. That the recruitment difficulties faced by the Consortium and the actions taken / being taken to try and fill the vacant Senior Auditor post was noted.
2. That the situation in respect of DDDC was noted.
3. That the Joint Board delegate the authority to the Service Director Finance, Section 151 Officers at BDC and NEDDC and the Head of the Internal Audit Consortium to continue to review the Internal Audit Consortium's staffing structure and salaries and to look at other alternatives including the use of market supplements for recruitment and retention.
4. That authority be delegated to the Service Director Finance, Section 151 Officers at BDC and NEDDC and the Head of the Internal Audit Consortium to increase the Consortium's budget if required to implement any agreed changes.
5. That the brought forward balance from 2021/22 as previously agreed be utilised to fund the Senior Auditor salary increase and any potential agency costs.

Reason for Decision:

1. The Internal Audit Consortium has to be appropriately resourced to be able to complete sufficient work to enable the Head of the Internal Audit Consortium to provide an annual audit opinion on the governance, risk and control arrangements that each council has in place.
2. If sufficient audit work is not completed to provide an annual opinion then a limited scope opinion must be given which has to be reflected in the Annual Governance Statement. This may also lead to non-compliance with the Public Sector Internal Audit Standards and negative comment from external audit.

Decision Record No.	Subject	Delegation Reference	Date of Decision
16/22/23	Update on the Derbyshire-Wide Building Control Partnership	LC060L	12.10.22

Decision:

That the update on the Derbyshire-Wide Building Control Partnership be noted.

Reason for Decision:

To enable the Joint Board to consider an update on the Derbyshire-Wide Building Control Partnership.

For publication

Revision of the Corporate Complaints Procedures (CB000)

Meeting:	Cabinet
Date:	1 November 2022
Cabinet portfolio:	Business Transformation and Customers
Directorate:	Digital, HR and Customer Services
For publication	

1.0 Purpose of the report

1.1 This report sets out a revised Corporate Complaints procedure which aims to modernise the council's approach to complaints handling and embed a 'learning from customers' culture which will underpin the delivery of excellent customer services across the Council.

2.0 Recommendations

2.1 That the revised two stage complaints procedure, as set out in Appendix 1 of this report is approved for implementation.

2.2 That the co-ordination and oversight of corporate complaints is integrated into the Customer Services function and that Customer Services Advisers take on responsibility for the 'complaint officer' role as set out in the revised complaints procedure.

3.0 Reason for recommendations

3.1 The changes in process will enable the Council to modernise and improve its complaints management system, streamline the data that is generated relating to complaints and comply with the legislative obligations required by the Local Government and Social Care Ombudsman and the Housing Ombudsman.

4.0 Report details

4.1 Residents can submit complaints, comments, or compliments to the council in several ways. Typically, this type of customer feedback is received online or by telephone, but other access channels are also available for customers to

make their views known, such as in person, via letter, email or via social media.

- 4.2 The customer feedback which is received is collated into a database known as the 3C's system. Any actions arising from this feedback are co-ordinated by the Council's Support Services team, which acts as a post room function, allocating the different types of feedback to service areas for response.
- 4.3 The existing 3C's database does not meet the Council's heightened information security standards and officers have been working to transfer the administration of complaints into the Council's digital platform and customer relationship management system. Making this transfer has provided officers with the opportunity to review and modernise the existing complaints procedures which have been in place since 2009.
- 4.4 Officers have undertaken research on complaints models which are in use within the public and private sectors and have sought guidance from the Local Government and Social Care Ombudsman and the Housing Ombudsman to determine best practice. This information has enabled a new framework to be developed for Chesterfield Borough Council which will drive positive outcomes for customers. The revised recommended complaints procedure is attached at Appendix 1.

Summary of proposed procedural changes

- 4.5 The number of stages in the complaint procedure have reduced from three to two. This will ensure that complaints are dealt with in a timely manner whilst also providing an opportunity for customers to escalate the complaint to an alternative, more senior person if they feel that the initial investigation was not completed fully. Benchmarking and research suggest that many Councils now already adopt a two-stage policy, and this works very effectively for them.
- 4.6 Target response times when dealing with a complaint at Stage 1 have reduced from fifteen to ten working days.
- 4.7 Target response times when dealing with a complaint at Stage 2 have been extended to twenty working days, in recognition that further investigation may be necessary to resolve the complaint.
- 4.8 It is recommended that the complaints procedure is managed within the Customer Services function instead of the Support Services team, with customer services officers taking on the role and responsibility of complaints officer for Chesterfield Borough Council.
- 4.9 Officers within the Customer Services function will review and allocate complaints at Stage 1 to the appropriate person, either within their own function if the service has already been consolidated into Customer Services, or alternatively to the relevant service area if a specialist officer is required to

investigate the complaint. Customer service advisors will use their experience to ensure that complaints which cannot be dealt with at source are allocated to the relevant area.

- 4.10 Responses to complaints will be resident focused and will clearly set out the customer's complaint and expected resolution, the Council's findings following investigation of the complaint and the actions which the complaint officer proposes to take to put things right if the complaint is upheld.
- 4.11 The new policy does not specify who will deal with each stage of the process. For example, stage one could be dealt with by a Team Leader, and stage two their manager. Complaints that are deemed complex may be reviewed by a manager at stage one and a Service Director at stage two. This gives the Council the flexibility to ensure that the appropriate person is allocated a complaint without unnecessary involvement from a director, or the Chief Executive in every case.
- 4.12 The new complaints procedure places focus on continuous improvement and learning from customer feedback, using data to improve service delivery. The Customer Services team will be responsible for identifying trends and compiling reports and dashboards which will be regularly shared with service managers and the Corporate Leadership Team, who will, in turn, be responsible for ensuring that actions are allocated within their own teams to ensure lessons are learnt and continuous improvement is achieved.

Housing Ombudsman complaint handling code

- 4.13 The Housing Ombudsman has undertaken a review of its own complaints processes and from 1st October 2022 has strengthened its service provision, so that tenants can engage with the Ombudsman immediately after the final response letter has been issued by the landlord, if the tenant believes that they have not dealt effectively with the complaint.
- 4.14 In support of this change, the Housing Ombudsman has developed and launched a Complaint Handling Code which provides a framework for high quality complaint handling for landlords, ensuring greater consistency across landlord complaint procedures.
- 4.15 Landlords are obligated to comply with mandatory aspects of the code and failure to do so will result in sanctions being awarded, known as complaint handling failure orders. The remaining guidance in the code is deemed 'best practice', with Landlords being able to choose whether to implement it or not.
- 4.16 The key changes brought about by the Complaint Handling Code for landlords are:
 - i. The introduction of a universal definition of a complaint.

- ii. The requirement to provide easy access to the complaints procedure and ensure residents are aware of it, including their right to access the Housing Ombudsman Service.
- iii. Provision of a recommended 'best practice' structure for complaints procedures – only two stages are necessary, with clear timescales set out by the Housing Ombudsman for responding to complaints.
- iv. Ensuring fairness in complaint handling, with a resident-focused process to be included in customer response letters, which sets out the complaint, the outcome expected by the customer and the things which can be done to put things right.
- v. Setting an expectation that Landlords create a positive complaint handling culture, generated through continuous learning and improvement.
- vi. Demonstration of learning published in annual reports, including a requirement for landlords to self-assess against the code.

4.17 As well as setting out expectations for Boards, Elected Members, senior leaders and frontline staff, the Code will help residents in knowing what to expect from their landlord when they make a complaint and how to progress their complaint.

4.18 Chesterfield Borough Council's recommended revised complaints procedure, as set out in Appendix 1, meets all the all the requirements of the Housing Ombudsman's new complaints code.

5.0 Alternative options

5.1 Officers have considered retaining the existing three stage complaints procedures, but this is not recommended as this is no longer deemed to be an exemplar process and unnecessarily elongates the time in which complaints are dealt with.

6.0 Implications for consideration – Financial and value for money

6.1 The role of the complaints officer will be incorporated into the Customer Services function. It is not expected that additional resources will be required to complete this function.

6.2 There are no additional costs associated with ICT system development. The Council's digital platform will be utilised and licensing for this system is already factored into the wider ICT budget.

7.0 Implications for consideration – Legal

7.1 Utilising the Council's digital platform will enable the Council to demonstrate compliance with information security regulations.

7.2 The Council's revised complaints framework meets the mandatory regulations of the Housing Ombudsman and Local Government and Social Care Ombudsman.

8.0 Implications for consideration – Human resources

8.1 It is proposed that the Customer Services function takes on responsibility for the co-ordination of complaints, and the learning from customer activity which will be undertaken. Role profiles will be updated to accommodate this change.

8.2 The Customer Services function will work hand in hand with the Housing Strategy and Engagement function and Legal function to co-ordinate activity and ensure that compliance with the relevant Ombudsman requirements is achieved.

9.0 Implications for consideration – Council plan

9.1 Implementing a new complaints policy, and associated processes, further strengthens our pledge to 'Provide value for money services' by:

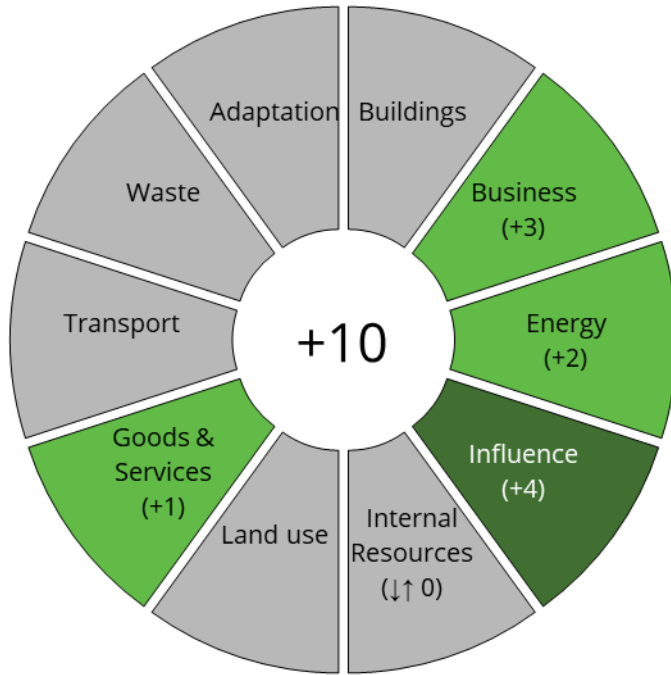
- Maintaining and improving, customer satisfaction ratings by using data to continuously improve services.
- Using technology, intelligence, and customer feedback to have better conversations and engagement with our customers.
- Designing services that are available online with an improved customer service offer, whilst also providing access channels for people who cannot access online services

10.0 Implications for consideration – Climate change

10.1 This project supports the CBC climate change agenda in the following ways:

- A reputable, global supplier is being used to deliver the digital platform. Salesforce is Net Zero, delivers a carbon neutral cloud, achieved 100% renewable energy for their operations, and is a founding partner of 1t.org which aims to conserve, restore and grow 1 trillion trees by 2030.
- The complaints reporting process enables residents to use online services, reducing the need to travel to Council buildings.
- The process which has been developed enables hybrid working of employees.

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Chesterfield Borough Council has committed to being a carbon neutral organisation by 2030 (7 years and 7 months)

11.0 Implications for consideration – Equality and diversity

11.1 There are no adverse impacts to equality and diversity by this change in procedure.

12.0 Implications for consideration – Risk management

12.1 The following table illustrates the main risks associated with this change.

Description of the Risk	Impact	Likelihood	Mitigating Action	Impact	Likelihood
Insufficient resource is allocated to managing the complaints handling process.	Medium	Medium	Complaints volumes have been monitored over a 12-month period, to determine the level of resources required. Creation of roles which capture the function of 'complaints officer' will ensure that appropriate capacity is created.	Medium	Low

<p>Robust procedures for 'lessons learned' and continuous improvement are not implemented successfully. This could lead to reputational damage and regulatory challenge.</p>	<p>Medium</p>	<p>Medium</p>	<p>Customer services officers will be responsible for producing regular trend reports and sharing with service directors to ensure 'lessons learnt exercises are undertaken.</p> <p>Using data to improve service delivery is reflected in the Service Director Job descriptions.</p> <p>Housing have added a Housing strategy and engagement team within their new structure to manage customer engagement and learning from customer activity to ensure that regulator requirements are supported and demonstrable.</p>	<p>Medium</p>	<p>Low</p>
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Decision information

Key decision number	1115
Wards affected	All wards

Document information

Report author	
<i>Karen Brown, Transformation Programme Manager Rachel O'Neil – Service Director – Digital, HR and Customer Services</i>	
Background documents	
These are unpublished works which have been relied on to a material extent when the report was prepared.	
<i>This must be made available to the public for up to 4 years.</i>	
Appendices to the report	
Appendix 1	Complaints Procedure



Complaints Procedure

Contents

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We want everyone to be able to understand us.

We want everyone to be able to access our materials and services.

We aim to provide what you need to enable you to be involved in our activities – by attending meetings, reading our leaflets, talking and writing to us.

On request we will provide free:

- Language interpreters, includes British sign language
- Translations of written materials into other languages
- Materials in Braille, large print, coloured paper, easy read and audio

Our aim

Chesterfield Borough Council puts customer needs at the very heart of the way we develop and deliver our services. We strive to keep our customers happy, but we realise that sometimes things don't go well.

Telling us when you are unhappy is important, as it means we have an opportunity to put things right for you and potentially improve the service we offer to others in future.

This document sets out how you can let us know you are unhappy and explains what we'll do once we hear from you.

When to make a complaint

It can often be confusing to know whether you should request a service from the Council or whether you should make a complaint, as many of our services are initiated when people are unhappy.

What is a service request

The Council will treat an initial request from a customer to put something right as a service request. Removing fly tipping, requesting a housing repair or arranging for collection of a missed bin are examples of service requests.

What is a complaint

If a customer becomes unhappy with how the Council has responded to the service request, and this requires further investigation, it will be treated as a complaint.

The formal definition of a complaint is guided by the Housing Ombudsman and is *'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents'*.

How to contact us to make a complaint



You can call us on 01246 345345.

You can also contact us using one of the ways shown below. Please ensure you give us your name and a daytime telephone number so we can talk to you if we need to.



You can complete a complaints form on our website @ www.chesterfield.gov.uk/my-chesterfield



You can write to us: Customer Feedback, Town Hall, Rose Hill, Chesterfield, S40 1LP



You can visit us in person at our Customer Service Centre. Opening times can be found on our website.



You can ask someone else to complain on your behalf. If you ask a third party to help you, we will need your permission to speak to them about your complaint. Any costs will need to be paid for by you unless we have agreed to make a reasonable adjustment under the Equality Act 2010.



You can use the council's social media channels such as Twitter or Facebook. Complaints should be submitted via private message and will be dealt with off-line to ensure your privacy.

Investigating your complaint.

We will do everything we can to resolve your concern promptly and fairly. If we can do this when you first contact us, we will do so. If this is not possible, we will ask one of our Complaints Officers to investigate your concerns. This is known as Stage 1 of our complaints process.

Stage one – investigation and resolution

1. We will acknowledge your complaint within five working days, either by telephone, or in writing. We will set out our understanding about your complaint and the outcomes you are seeking. If we are unsure what you want us to do to resolve your complaint we will ask you to confirm this. We will also let you know if we believe the outcomes you are expecting are unreasonable or unrealistic.
2. Our Complaints Officer will decide who should carry out the investigation of your complaint. Our Complaint Officer or the investigator may need to contact you for further information to help us complete the investigation.
3. We aim to resolve your complaint within ten working days of receiving it. If the complaint can't be completed within this time, then we will let you know and explain the reasons why. If it is likely to take longer than twenty working days to resolve your complaint, we will provide you with the Ombudsman's contact details so you can challenge our plan and the timescales for resolution if you wish.
4. You will receive a full written response from the person investigating your complaint, unless you tell us otherwise. The response we give will make it clear if the complaint is upheld or not and how we intend to put matters right.
5. If you are not happy with the outcome of the first stage investigation, you can request a review of this decision. This is known as Stage 2 of our complaints process. This review should be requested within twenty working days of the stage one response being issued.

Stage two – escalation

1. One of our Complaints Officers will contact you to understand why you feel your complaint has not been investigated fully at stage 1, why you remain dissatisfied and how you think we can put things right. We will identify any possible gaps in the investigation process at Stage 1 and will decide whether the complaint should be escalated to Stage 2. We will tell you what will happen next and explain our reasons. We will provide you with Ombudsman contact details if we decline to escalate the complaint.
2. If a review is undertaken, it will be completed by a Complaints Officer or manager within the Customer Services function. This person will have had no prior involvement in the complaint.
3. Your complaint will usually be dealt with within twenty working days from us receiving it. If it is not possible to complete the review within this timescale we will let you know, and explain the reasons why. If it is likely to take longer than twenty working days to complete the review, we will provide you with the Ombudsman's contact details so you can challenge our plan and timescales for resolution if you wish.
4. We will write to you to tell you the outcome of the review at Stage 2 of the complaints policy, including whether your complaint has been upheld and the reasons why. We will also tell you how we intend to put things right and whether there are any outstanding actions.

Referral to the Ombudsman

Our final letter will provide information on how to get in touch with the Ombudsman if you remain unhappy with the way we have dealt with your complaint.

If your complaint relates to the Council's actions as a housing landlord, you can call the Housing Ombudsman on 0300 111 3000 or visit www.housing-ombudsman.org.uk to find out more information on the service.

Please note the Housing Ombudsman only deals with enquiries relating to the council being a housing landlord. It does not review complaints around homelessness, the housing waiting list or Careline services. Complaints relating to these services are dealt with by the Local Government and Social Care Ombudsman.

For all other issues, you have the right to complain to the Local Government and Social Care Ombudsman. You can call 0300 061 0614 or visit www.lgo.org.uk for more information on this service.

Exclusions from the complaints procedure

We will not treat certain issues as complaints and where this is the case we will tell you. You have the right to refer this to the Ombudsman for review.

The following are examples of exclusions from our complaints procedure and from escalation to stage 2

- A request for service
- Any issue where legal procedures have already started
- Any issue which has previously been fully investigated at Stage 1 and Stage 2 of the complaints procedure
- Criminal activity will be referred to the police
- Complaints that a Councillor has broken their Code of Conduct has a separate procedure - <https://www.chesterfield.gov.uk/your-council/the-council/your-councillors/members-code-of-conduct.aspx>
- Any complaints arising out of actions or omissions which occurred more than 12 months previously

Learning from complaints

We will use complaints data to identify the root cause of complaints, identify trends and take action to reduce the risk of recurrence of errors, so we can provide better services for our customers.

We will monitor our performance when dealing with complaints and will publish this annually on our website at www.chesterfield.gov.uk/complaints.

Management of unreasonable complaints or customers

The council aims to deal with complaints and customers in a way which is fair and impartial. On occasion customers may behave unreasonably or make unreasonable complaints.

Our policy on the management of unreasonable complaints sets out how we deal with this. It can be found at www.chesterfield.gov.uk/complaints

The Regulators' Code

The Regulators' Code is a framework which sets out how regulatory bodies (such as the council) should engage with those who they regulate.

This policy has been developed in accordance with the principles set out in the Regulators' Code. For more information see www.gov.uk/government/publications/regulators-code

For publication

Approval to adopt the Anti-Social Behaviour Strategy 2022 - 2025

Meeting:	Cabinet Council
Date:	01 November 2022
Cabinet portfolio:	Cabinet member Health and Wellbeing Cabinet member for Housing
Directorate:	Leisure, Culture and Community Wellbeing
For publication	

1.0 Purpose of the report

- 1.1 To seek Council approval of the Chesterfield Anti-Social Behaviour Strategy, 2022 – 2025.

2.0 Recommendations

That Cabinet recommends to full Council:

- 2.1 That the new Chesterfield Anti-Social Behaviour Strategy be approved and adopted for the period 2022 through to 2025.

3.0 Reason for recommendations

- 3.1 It is essential for the Council to have a modern and relevant Anti-social behaviour strategy that reflects recent developments in anti-social behaviour (ASB) characteristics, legislation and national and local priorities. This will enable the Council to strategically plan and prioritise resources across the Borough and to work appropriately with stakeholders to maximise effectiveness.
- 3.2 The effective management of ASB related issues will support the Councils wider ambitions regarding making Chesterfield a thriving borough and improving quality of life for local people by actively contributing to making Chesterfield A great place to live, work and visit.

4.0 Report details

- 4.1 The proposed Corporate Anti-Social Behaviour Strategy (Appendix A) provides the framework for all Chesterfield Borough Council services involved in responding to ASB, including the legal service, the housing service,

environmental protection, private sector housing, planning and the community safety team. It seeks to ensure consistency of approach including the use of the various powers and responsibilities each service area has.

- 4.2 The existing Corporate Anti-Social Behaviour Policy and the Housing Service Anti-Social Behaviour Policy both date from the 5th of February 2019. These policies set out a more reactive and prescriptive approach and given the date of publication do not fully take account of current national and local developments. These developments include enhanced opportunities relating to working in partnership, victim focused, preventative and utilising a problem-solving approach to anti-social behaviour.
- 4.3 The new single strategy for the whole authority provides a clear structured approach from the strategic to operational levels. It outlines how the council will work with other key stakeholders to manage and reduce anti-social behaviour whilst aligning to key legislative requirements of engagement with local communities, taking a preventative early intervention approach, being victim focused and using proportionate enforcement. The strategy is designed to ensure corporate consistency and creates integrated partnerships that will ensure the council can identify emerging anti-social behaviour issues quickly and intervene early and effectively. The key principles of the new ASB strategy are outlined below:

Early Intervention and Prevention

- 4.4 Chesterfield Borough Council and our partners will consistently and effectively collate and analyse information and intelligence to understand the root causes of anti-social behaviour issues and those involved or vulnerable to becoming involved in ASB. Together with our partners, we will put in place positive, joined-up problem-solving activity to bring long term solutions to anti-social behaviour by seeking to prevent incidents arising in the first instance. This activity will centre on evidence-based practice, in which we will proactively work alongside community organisations, educational establishments and statutory partners to tackle issues early, looking for local solutions and developing community resilience. We will therefore utilise a multi-agency problem solving approach as a means of delivering early intervention and prevention at a neighbourhood level.

Enforcement

- 4.5 The Council will work in partnership to tackle anti-social behaviour in Chesterfield by delivering a positive, proportionate, robust and effective response to emerging issues. The approach will involve the proportionate use of current legislative tools and powers, targeted towards protecting vulnerable victims and or addressing the more serious incidents of anti-social behaviour, thereby achieving long-term solutions.

Diversion

- 4,6 Together with our partners, Chesterfield Borough Council will develop services to change the behaviour of those involved and susceptible to becoming involved in anti-social behaviour. This will be a partnership approach, working alongside our local community and voluntary organisations to create structured diversionary activity and citizen focused programmes. These will provide our local young people with opportunities to undertake constructive activity and also understand the value of being a positive member of their local community.

Communication

- 4.7 Chesterfield Borough Council will seek to develop effective communication channels with the communities of Chesterfield and across our Partner agencies. This will include proactively ensuring regular information on our activities to address anti-social behaviour, is available and promoted within the communities of the borough, particularly by highlighting successful resolutions to problems. It is envisaged that by actively promoting the work of Chesterfield Borough Council and our partners, to address anti-social behaviour, we will collectively increase confidence and trust within our local communities.

Consultation on the Draft Anti-Social Behaviour Strategy 2022 – 2025

- 4.8 The consultation programme for the draft Anti-Social Behaviour Strategy took place between February and August 2022. This programme, in addition to ongoing internal officer engagement, included:
- An online survey for members of the public to respond.
 - A presentation and discussion with the Chesterfield Community Safety Partnership.
 - Workshops with external partners including Derbyshire Constabulary, Derbyshire Fire Service and Chesterfield Spire Trust

- 4.9 Comments from partnership agencies include the following:

Superintendent Richard Lambert, North Division Operational Policing Commander said:

“Derbyshire Police recognises the blight of antisocial behaviour and its negative impacts on both the communities and the individuals it affects. We also recognise our role as a key partner to Chesterfield Borough Council and share the vision set out in this document, as well as the commitment to tackle this kind of behaviour. Working with the partnership, we will help turn this strategy into real-world improvements in the quality of life for the people of Chesterfield.”

Christine Flinton, Head of Community Safety for Derbyshire County Council said:

“Derbyshire County Council supports the work of Chesterfield Borough Council to address anti-social behaviour in Chesterfield. This strategy contributes to the aims of the Derby and Derbyshire Neighbourhood Crime and ASB Board and the countywide multi-agency work that is ongoing to ensure that victims of ASB are the heart of everything we do, through the ASB policies and procedures, risk assessment tools, multi-agency case management system, restorative approaches delivered by Remedi and provision of support from Derbyshire Victim Services.”

Matthew Thompson Derbyshire Fire and Rescue Community Safety Officer said:

“The Chesterfield ASB strategy is a good approach to dealing with ASB in the Chesterfield area. This summer has seen a massive increase in the amount of deliberate fire incidents reported to DFRS, and I think the most effective way to counter this problem is with a multi-agency approach to use the right people and resources in the most effective places. This strategy will help tackle the problem of ASB and divert young people away from criminal behaviour and will strengthen communications with partners. I support the approaches, which are displayed in the strategy.”

Jayne Bacon, Community Manager for Chesterfield Football Community Trust said:

“I support the strategy and its core principals of multi-agency working, engagement, early intervention, and diversion. These principals have guided us in the work we have done with partners Using Chesterfield FC and the power of the badge with non-judgements engagement and a desire to implement change for our future generations.”

- 4.10 The online consultation was held over a period of four weeks with eight responses being received. It is recognised that there were a low number of responses to this consultation, but significant consultation had already taken place with key partners and their feedback had already been incorporated into the draft consultation document. The comments and responses are set out in Appendix D.
- 4.11 Feedback from the consultation was extremely positive and supportive of the strategy including its key themes, approach and direction of travel.
- 4.12 Comments from partners within the Chesterfield Community Safety Partnership suggested more specific reference to the strategy being victim focused and secondly, how the strategy integrates with the wider anti-social behaviour governance structures within the county.

- 4.13 Following feedback, a Victim Focus approach is now embedded as an important thread throughout strategy and the wider Derbyshire ASB structures and processes are referenced in the strategy's governance structures.
- 4.14 It is pleasing to note that only two revisions as referenced above were needed within the strategy following the public consultation.

Legislation

- 4.15 The Anti-Social Behaviour Crime and Policing Act 2014 gave powers to local authorities, social housing providers and the police to tackle anti-social behaviour (e.g., injunctions, Closure Orders, Community Protection Orders, Public Space Protection Orders and absolute grounds for possession). The proposed Anti-Social Behaviour Strategy outlines how council services will use these powers in a consistent and proportionate way to seek to reduce and help to prevent antisocial behaviour.
- 4.16 The proposed Anti-Social Behaviour Strategy reflects current national and local priorities (e.g. placing victims at the centre of services and improving the quality of life for local people.)
- 4.17 The type of anti-social behaviour and the profile of those involved has evolved since the publication of the Councils current ASB policies. Many more ASB cases involve the use and / or supply of illegal drugs. Many of those involved face personal challenges including; substance dependency, mental ill-health, behavioural disorders, social isolation and physical ill-health. The targeting of vulnerable people by organised crime gangs (e.g. "County Lines") is also far more prevalent.
- 4.18 The proposed strategy therefore reflects the need to work in harmony with external partners such as the Police, to work collaboratively to understand emerging issues, create integrated problem-solving approaches and proportionately but consistently use enforcement powers where they are required.

5.0 Alternative options

- 5.1 There is an option to retain the current policies, however these are now dated, reactive and process driven and therefore do not incorporate the national approach of taking a victim focused, preventive and multi-agency problem solving methodology. Additionally, the current polices encourage a siloed approach to anti-social behaviour and do not promote the one team / unified and customer focused approach that is very much part of how the authority seeks to work. The proposed ASB Strategy seeks to embed the national approach and organisational values into its structures and

methodology, which will be applied consistently across all council departments.

5.2 The preferred option (recommendation,) as covered in this report, supports both the strategic need and operational delivery requirements to maintain high standards in the authority's approach with partners towards tackling ASB.

5.3 The preferred option (recommendation) will support the Council to target resources effectively and efficiently through using the clear framework

6.0 Implications for consideration – Financial and value for money

6.1 No specific financial implications have been identified from the consultation on the strategy.

6.2 To maintain the quality and the desired levels of positive community experience through the proposed ASB strategy the Council, in addition to its general fund resource will continue its highly successful approach to securing external funding (as evidenced through the recent awards of Safer Streets funding) to enable the progressive development of the strategy.

7.0 Implications for consideration – Legal

7.1 The proposed ASB strategy embraces and incorporates current national legislation relating to anti-social behaviour including the overarching principles of being victim focused, prevention, early intervention, and proportional enforcement and as a result there are no additional legal implications associated with the request to consult on the draft ASB strategy.

7.2 The Anti-Social Behaviour Crime and Policing Act 2014 gave powers to local authorities, social housing providers and the police to tackle anti-social behaviour (e.g., injunctions, Closure Orders, Community Protection Orders, Public Space Protection Orders and absolute grounds for possession). The proposed Anti-Social Behaviour Strategy outlines how council services will use these powers in a consistent and proportionate way to seek to reduce and help to prevent antisocial behaviour.

7.3 The proposed strategy therefore reflects the need to work in harmony with external partners such as the Police, to work collaboratively to understand emerging issues, create integrated problem-solving approaches and proportionately but consistently use enforcement powers where they are required.

8.0 Implications for consideration – Human resources

8.1 No specific human resources implications have been identified from the consultation on the strategy. Going forward, it is anticipated that resource

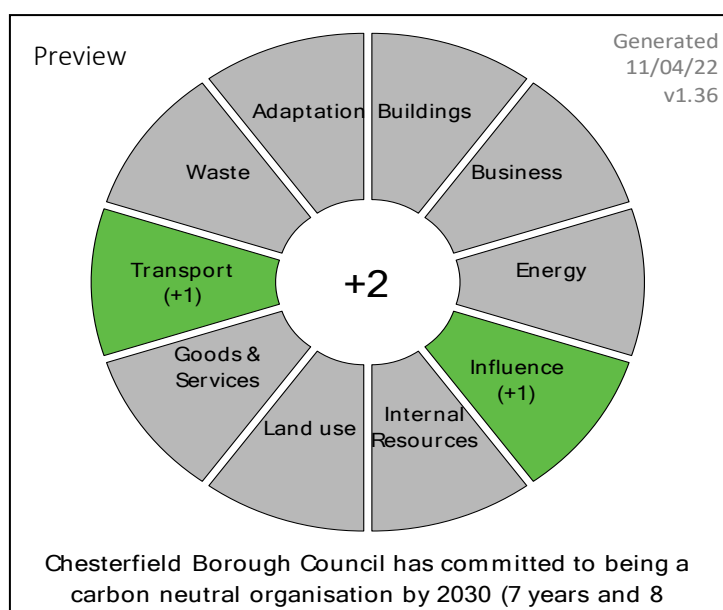
levels will remain as they are currently, subject to the securing of additional external grant funding.

9.0 Implications for consideration – Council plan

- 9.1 The proposed ASB Strategy will positively contribute to the council plan, particularly in regard to ensuring Chesterfield is a great place to live, work and visit. The strategy will ensure that all stakeholders, both internal and external partners, work together to share information, identify emerging issues, and work together to prevent issues escalating but also intervene early and positively.
- 9.2 It is believed that this multi-agency approach will positively contribute to reducing levels anti-social behaviour and positively contribute to the environment and wellbeing of our communities across Chesterfield. In addition, the approach set out in the proposed ASB Strategy will support enhancing community safety as an integrated, coordinated, multi-agency approach to further develop trust and confidence within our communities to enable a consistent problem-solving approach to addressing community concerns.

10.0 Implications for consideration – Climate change

10.1



- 10.2 A Climate Change Impact Assessment has been completed in consultation with the Chesterfield Borough Council Climate Change officer and a copy of the impact assessment can be viewed at Appendix B.

11.0 Implications for consideration – Equality and diversity

- 11.1 A preliminary equalities impact assessment is attached at Appendix C.

12.0 Implications for consideration – Risk management

12.1 The main risks associated with the consultation on the draft ASB Strategy are shown below:

Description of the Risk	Impact	Likelihood	Mitigating Action	Impact	Likelihood
Strategy not adopted	Medium	Low	The strategy has been developed to fully reflect national legislation and best practice. It has been informed by a varied evidence base and as such it supports the Council vision and council plan objectives. A full consultation programme has been undertaken to ensure local input and engagement to reflect local need.	Medium	Low
Insufficient resources available to deliver the Chesterfield Anti-Social Behaviour Strategy 2022 – 2025.	Medium	Low	The Council will continue to maximise its use of internal resource and will compliment this by continuing its successful approach of attracting external funding, in parallel with council funding sources, where appropriate, to support the delivery of the strategy. Additionally, the strategy, outlines how the Council will work with partners to coordinate and target resources to address emerging issues.	Low	Low

Decision information

Key decision number	1137
Wards affected	All

Document information

Report author	
<i>Shaun Morley – Head of Community Safety and Regulatory Services Ian Waller – Service Director - Leisure, Culture and Community Wellbeing</i>	
Background documents	
These are unpublished works which have been relied on to a material extent when the report was prepared.	
<i>Not applicable</i>	
Appendices to the report	
Appendix A	Draft Corporate Anti-Social Behaviour Strategy
Appendix B	Climate Change Impact Assessment
Appendix C	Preliminary Equality Impact Assessment
Appendix D	Consultation responses

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Chesterfield Borough Council

Anti-Social Behaviour Strategy 2022 - 2025

Introduction

Chesterfield Borough Council, working together with our partners, recognises that anti-social behaviour damages individuals and communities, and that tackling anti-social behaviour is a key activity in regenerating and sustaining our communities.

Chesterfield Borough Council is therefore committed to making Chesterfield a safe place to live, where people's daily life is not blighted by crime or anti-social behaviour.

Community cohesion lies at the heart of what makes a safe and strong community. It must be delivered locally through creating strong community networks, based on principles of trust and respect for local diversity, and nurturing a sense of belonging and confidence in local people.

For many years, Chesterfield has identified anti-social behaviour as being an issue that impacts on the lives of local people and for this reason, this document will outline how Chesterfield Borough Council and our partners, will work in a coordinated and integrated way to proactively address anti-social behaviour by taking a preventative approach and intervening early. However, where anti-social behaviour has been a consistent issue, Chesterfield Borough Council and our partners will take a proportionate but proactive approach to enforcement.

Our Strategic Vision

Our **vision** for this **strategy** is to inform and drive activity to prevent and resolve **anti-social behaviour** as early as possible, using proportionate enforcement measures where preventative interventions have failed. Through promoting positive citizenship, we **aim** is to prevent, tackle and reduce **anti-social behaviour**.

This strategy outlines Chesterfield Borough Council's strategic intent with regard to preventing and tackling anti-social behaviour in Chesterfield and sets out how the council, in conjunction with other partnership agencies, will deliver anti-social behaviour services across the Borough of Chesterfield

At the centre of our Anti-social behaviour strategy are the priorities and values of Chesterfield Borough Council, specifically

The Priorities

- **Making Chesterfield a thriving borough**
- **Improving quality of life for local people**
- **Providing value for money services**

The Values

- **We are customer focused**
- **We take a 'can do' approach**
- **We act as one council, one team**
- **We believe in honesty and respect**

The strategy will therefore seek to create a community focused approach, where Chesterfield Borough Council and partners will work in a flexible and integrated way, to provide a proactive and high-quality service that effectively tackles anti-social behaviour.

Additionally, in line with the guidance given in the Anti-social Behaviour Act 2014, the anti-social behaviour strategy will also focus on prevention and evidence-based interventions that are efficacious and sustainable with a truly joined up partnership approach.

Chesterfield Borough Council is committed to working in partnership with all agencies and communities to devise and develop policies, which minimise the causal factors of anti-social behaviour and thereby prevent its occurrence. The focus being on early intervention and prevention working across multi-agency teams to achieve more resilient and cohesive communities.

The National Context

In 2014, the Anti-Social Behaviour, Crime and Policing Act was revised and simplified the tools and powers that local authorities, registered providers and the police had to tackle anti-social behaviour. These powers and approaches introduced by the 2014 Act are intentionally local in nature as central government acknowledged that those who work within and for local communities are best placed to understand what is driving the behaviour, the impact it has and to establish the most appropriate response. The Act builds upon previous national level-studies and trials between 2012 to 2014 moving from an incident-based approach to a harm-impact case management ethos, detailed within "Putting Victims First. More Effective Responses to Anti-Social Behaviour" (Home Office 2012) and "Empowering Communities, Empowering Victims" (Home Office 2013). This approach puts the victim at the heart of any response to anti-social behaviour and continues to be the Government's guidance on how to tackle anti-social behaviour. Nationally commissioned research has confirmed that unchecked, anti-social behaviour has an overwhelming impact on its victims and in some cases, the wider community.

Definition of Anti-Social Behaviour

For the purpose of this strategy, **Anti-Social Behaviour** is **defined** as 'behaviour by a person which causes, or is likely to cause, harassment, alarm or distress to persons not of the same household as the person' (**Anti-Social Behaviour** Act 2003 and Police Reform and **Social** Responsibility Act 2011).

Within the Crime and Disorder Act 1998 until April 2011, anti-social behaviour was categorised under 14 headings, however from this date the National Standard for Incident Recording (NSIR) introduced three new codes:

Personal - designed to identify anti-social behaviour incidents that are perceived as deliberately targeted at an individual or group rather than the wider community. Incidents such as these can impact on individuals in different ways, ranging from minor annoyance to a serious deterioration of health, mental or emotional wellbeing. Examples of this include an individual or family repeatedly having their windows smashed or having their car vandalised by the same person or group of people and on a regular basis.

Nuisance - focuses on an act, person, condition or 'thing' that causes annoyance, inconvenience, offence or suffering in a local community rather than an individual. Tolerance levels within the community affect how these anti-social behaviour issues are perceived i.e. what is deemed acceptable in one community may cause significant distress in another. Examples of this include neighbours causing distress by being noisy, rowdy, loud and inconsiderate or inconsiderate use of off-road bikes and quad bikes or groups of young people hanging around shops.

Environmental - the interface between people and places. These are incidents whereby individuals and groups have an impact on their natural, built and social surroundings. This category seeks to encourage acceptable and reasonable behaviour so people can enjoy their private and public spaces. Examples of these issues include littering, dog fouling and graffiti.

Legal Framework

The term "anti-social behaviour" describes the everyday nuisance, disorder and crime that has a huge impact on victims' quality of life. Figures published by the Office for National Statistics show the police recorded 1.8 million incidents of anti-social behaviour in the year ending June 2021, an increase of 7% on the same period last year.

The national Crime Survey for England and Wales also showed that 28% of adults personally witnessed or experienced anti-social behaviour in their area in the last 12 months.

However, many incidents are not reported at all, or are reported to other agencies such as local councils or social landlords. Much of what is described as anti-social behaviour is criminal (for example, vandalism, graffiti, aggressive begging and people being drunk or rowdy in public), but current legislation (the Anti-Social Behaviour, Crime and Policing Act 2014) also provides a range of civil powers, such as Civil Injunctions, community protection notices and criminal behaviour orders. These offer an alternative to criminal prosecution and give the local authority, police and other agencies the ability to deal with the cumulative impact of an individual's behaviour, rather than focus on a specific offence.

In addition, informal interventions and out-of-court disposals are an important part of professionals' toolkit for dealing with anti-social behaviour, offering a proportionate response to first time or low-level incidents and a chance to intervene early and prevent behaviour from escalating. For example, tools such as warning letters and acceptable behaviour agreements are often used to deal with low-level anti-social behaviour, with one intervention frequently enough to stop the behaviour.

Victim Support

In Chesterfield, we will work closely with our partners to provide a consistent approach to the identification of vulnerable and repeat victims and to assess the risk of harm, or potential harm, they are suffering because of the ASB. Chesterfield Borough Council will take reported cases of ASB seriously; recording, investigating, and keeping victims informed of action taken. The council will also effectively support victims of ASB by working closely with Derbyshire Victim Service and other local support organisations.

Governance

Strategic

The Chesterfield Community Safety Partnership has a statutory responsibility to identify the key issues which impact on the safety and security of our local communities and also to establish clear objectives for local partners to achieve in addressing those key issues. As anti-social behaviour is a key concern for the communities of Chesterfield then the objectives, provided by the Community Safety Partnership, will include direction on how anti-social behaviour should be tackled and reduced.

The partners that form the Community Safety partnership are Chesterfield Borough Council, Derbyshire County Council, Derbyshire Constabulary, Probation Service, Derbyshire Fire and Rescue Service and Chesterfield Royal Hospital NHS Foundation Trust.

Chesterfield Borough Council will also work closely with the Derbyshire ASB Sub-Group and the Derbyshire Neighbourhood Crime and ASB Board to ensure we are cognisant of and integrate with the activities and interventions being undertaken across the wider Derbyshire Partnership.

Tactical

An Anti-social Behaviour working group, including appropriate representatives from Chesterfield Borough Council, Derbyshire Constabulary, Derbyshire County Council and Derbyshire Fire and Rescue Service, will develop and implement an annual plan to achieve the objectives set out by Chesterfield Community Safety Partnership. The plan will provide a multi-agency response to anti-social behaviour based on the principles of prevention, early intervention, problem solving and where necessary, proportionate enforcement.

Operational

Chesterfield Borough Council will host a Anti-Social Behaviour Multi agency tasking meeting to proactively prevent and manage emerging and engrained anti-social behaviour issues.

The ASB Multi Agency Tasking Group will report to Chesterfield Community Safety Partnership and is charged with reducing;

- **Anti-Social Behaviour**

'People live in communities where anti-social behaviour is reducing and it does not affect their quality of life'

- **Criminal_Damage**

'People in Chesterfield live in communities where criminal damage is reducing and it does not affect their quality of life'

- **Arson (primary and secondary)**

'People in Chesterfield are free from arson and threat of arson (focus on primary and secondary arson'

- **Hate Crime**

'In Chesterfield people are no longer affected by Hate Crime or Hate Incidents'

The Anti-social Behaviour Tasking Group is also charged with monitoring community cohesion:

- **Community Cohesion**

'Chesterfield is a society in which people from different ethnic, cultural and religious backgrounds can live and work together in an atmosphere of mutual respect and understanding'

Membership of the Tasking Group is drawn from representatives of Chesterfield Borough Council Departments and partner agencies. The members should be of sufficient seniority to be able to make decisions on behalf of their departments and organisations, which will support the agreed actions of the Tasking Group. Partner agencies invited to attend include relevant services within Chesterfield Borough Council, Derbyshire Constabulary, Derbyshire Fire and Rescue and Derbyshire County Council Adult Social Care and Children's Services.

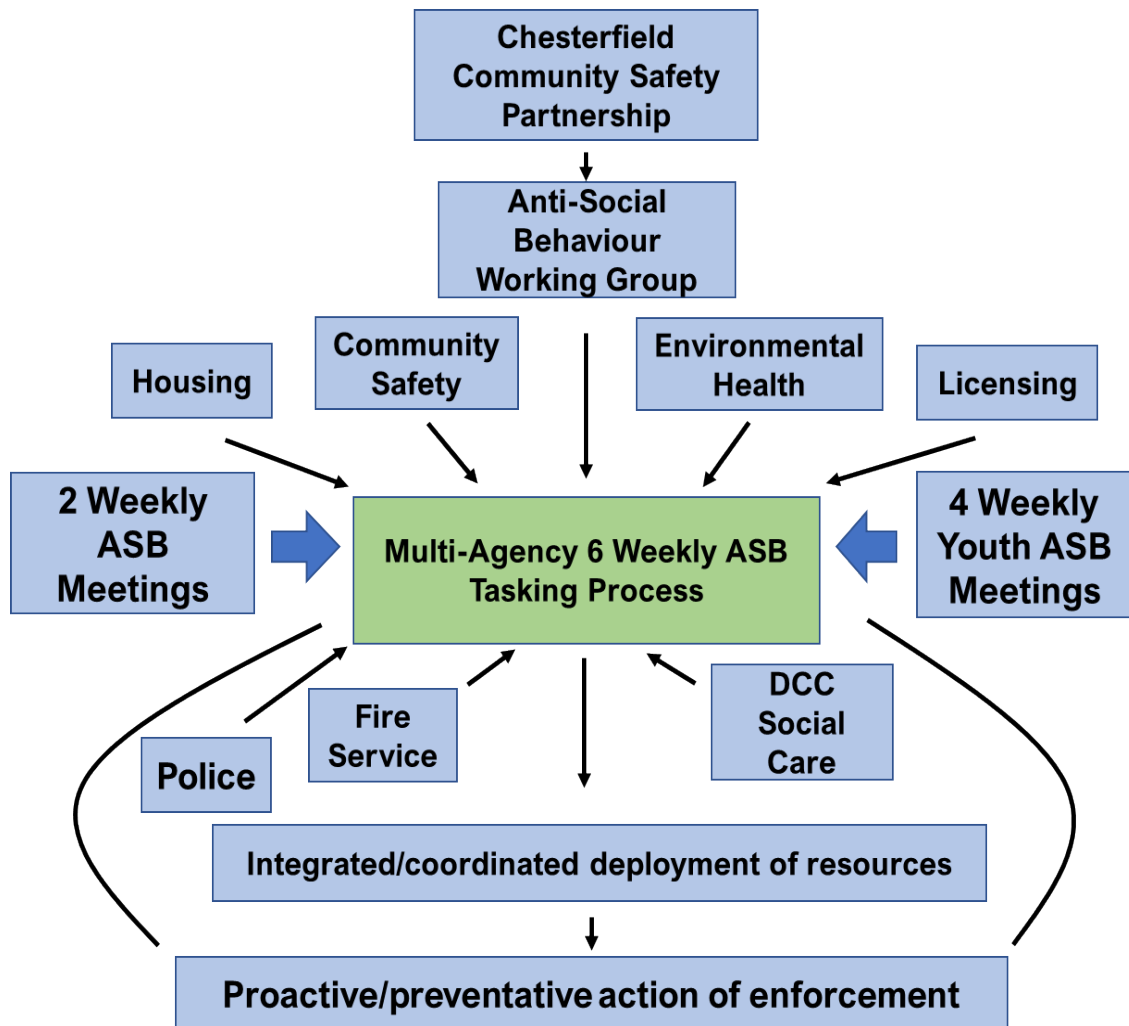
The Anti-Social Behaviour Tasking Group will seek to proactively prevent and address anti-social behaviour at the earliest opportunity. Therefore, there is a need to be able to track and monitor local trends and 'hot spots'. This will be achieved by effectively collating information and intelligence from relevant stakeholders to understand local problems, emerging issues and their root causes. The data will then be used to inform activity and interventions, ensuring staff and resources are used efficiently, flexibly and proactively.

Early intervention, prevention, and engagement are key components of our approach to reducing and preventing anti-social behaviour escalating into more complex and serious issues. Additionally, Chesterfield Borough Council will also seek to instil these principles in their Anti-social behaviour structures and policies, and will take a multi-agency problem solving approach in tackling engrained or more serious issues

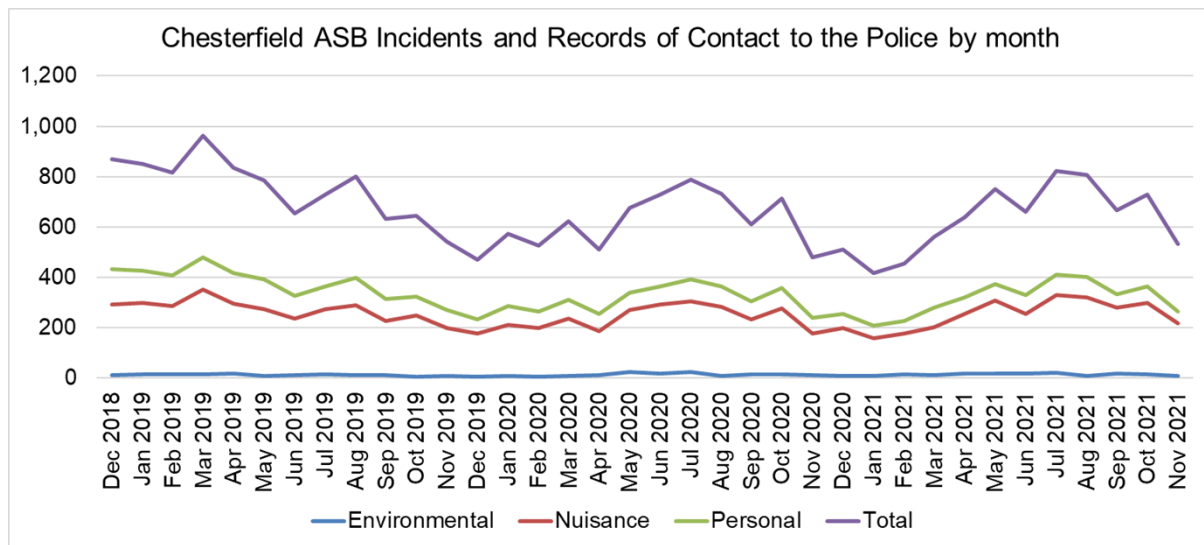
Community cohesion is critical to the quality of life of local people and, as community leaders, local authorities have an essential role to play in facilitating this. Through working with local partners, through influencing local services and through making things happen, Chesterfield Borough Council can embed community cohesion principles throughout local

life and bring about real change to the lives of the people living in their areas. Building cohesive communities brings huge benefits by creating a society in which people from different ethnic, cultural and religious backgrounds can live and work together in an atmosphere of mutual respect and understanding. Cohesive communities are communities, which are better able to tackle common problems, to provide mutual support and to work together for a positive future.

Chesterfield Borough Council ASB Governance Structure



Current ASB situation in Chesterfield



The above chart shows the volume of ASB incidents and records of contact in Chesterfield (excluding those related to COVID breaches), for the last three years.

During the past twelve months, both personal and environmental ASB have reduced with a 6.5% reduction for environmental ASB and an 8.1% reduction for personal ASB. However, there has been a **6.8% increase** in nuisance ASB, which includes neighbourhood disputes and youth nuisance within local communities.

Additionally, analysis has also shown that diversionary activities has reduced during the COVID lockdown periods, and some other activities are being delivered differently – such as virtually rather than face to face.

Strategic Objectives:

There are four Strategic Objectives to the Anti-Social Behaviour strategy:

Early Intervention and Prevention

Chesterfield Borough Council and our partners will consistently and effectively collate and analyse information and intelligence to understand the root causes of anti-social behaviour issues and those involved or vulnerable to becoming involved in ASB.

Together with our partners, we will put in place positive, joined-up problem-solving activity to bring long term solutions to anti-social behaviour by seeking to prevent incidents arising in the first instance. This activity will centre on evidence-based practice, in which we will proactively work alongside community organisations, educational establishments and statutory partners to tackle issues as soon as they arise, looking for local solutions and developing community resilience. We will therefore utilise a multi-agency problem solving approach as a means of delivering early intervention and prevention at a neighbourhood level.

Enforcement

The Council will work in partnership to tackle anti-social behaviour in Chesterfield by delivering a positive, proportionate, robust and effective response to emerging issues. The approach will involve the proportionate use of current legislative tools and powers, targeted towards protecting vulnerable victims and or the more serious incidents of anti-social behaviour, thereby achieving long-term solutions.

Diversion

Together with our partners, Chesterfield Borough Council will develop services to change the behaviour of those involved and susceptible to becoming involved in anti-social behaviour. This will be a partnership approach, working alongside our local community and voluntary organisations to create structured diversionary activity and citizen focused programmes, which will provide our local young people with opportunities to undertake constructive activity and also understand the value of being a positive member of their local community.

Communication

Chesterfield Borough Council will develop effective communication channels with both the communities of Chesterfield and across our Partner agencies. This will include proactively ensuring regular information on our activities to address anti-social behaviour is available and promoted within the communities of the borough, particularly by highlighting successful resolutions to problems. It is envisaged that by actively promoting the work of Chesterfield Borough Council and our partners, to address anti-social behaviour, we will collectively increase confidence and trust within our local communities.

Set out below under each strategic objectives are a number of more specific objectives and associated outcomes.

EARLY INTERVENTION AND PREVENTION

1.1 To prevent the involvement of children and young people in anti-social behaviour.

At the earliest opportunity, work to support and address the needs of young people who are at risk or involved in anti-social behaviour.

This strategy will focus on young people at risk of becoming involved in ASB but recognises that considerable work is occurring throughout Chesterfield with children and young people prior to them reaching this level.

Additionally, the strategy will seek to promote integrated partnership structures, co-ordinating local delivery and sustainable solutions through an integrated case management approach and using community strengths and assets to support the community and individuals.

Outcomes:

- Improved provision for children and young people at risk of becoming involved in anti-social behaviour.
- Closer co-ordination and development across partner agencies of preventative work, carried out in schools and within other community organisations, such as work undertaken by Spire Trust.
- Development of a multiagency structure, involving educational establishments, relevant statutory partners and key community organisations that share intelligence and information relating to young people involved in anti-social behaviour or vulnerable to becoming involved. The structure will develop an integrated problem-solving approach to the issues or vulnerabilities presented by the young people and therefore provide coordinated support to the individuals concerned.

1.2 To maintain/increase a visible uniformed presence in Chesterfield.

It is vital that Chesterfield Borough Council and our partners maintain a visible and reassuring presence within our local communities. The strategy will seek to ensure we take an intelligence led and coordinated approach that will maximise visibility within locations of concern.

Outcomes:

- Use data profiling and partnership information to identify emerging issues and tensions to inform effective and targeted interventions.
- Identify areas of concern early and work in a multi-agency way to find local solutions. The council will utilise the multi-agency tasking structures to task and coordinate enforcement resources and therefore create a visible presence in key locations of concern.
- Conduct joint proactive patrols with the Police and other agencies to increase reassurance and public perception
- Effective and integrated use of council enforcement officers ensuring they target the highest problem areas.

- Effectively utilise and integrate capable guardians in preventative activity to address anti-social behaviour, Capable guardians will include DFRS, security from other organisations and 3rd section groups and volunteers.
- Effective use of Police Community Support Officers in coordinated and integrated patrol and problem-solving activity.
- Co-ordination of partner assets to ensure complimentary use and operational effectiveness.
- Develop joint training opportunities/plans between partners via the Community Safety Partnership structures including the ASB working group

1.3 To co-ordinate and improve the physical environment.

Improving the physical environment by introducing crime prevention measures through a holistic problem-solving approach will both reduce the occurrence of anti-social behaviour and increase public reassurance in those areas i.e. designing out crime and anti-social behaviour.

Outcomes:

- Environmental improvements are promptly undertaken to reduce ASB in the form of alley gating, street lighting, and street cleansing together with play areas, parks and open plan areas.
- Effectively ensure that of all new developments within Chesterfield are assessed by a 'design out crime officer' to give structured advice to reduce opportunities for ASB and crime within those developments.
- Maintain and increase CCTV capacity and capability in high problem areas
- Ensure multi-agency planning in 'high problem areas' which addresses the needs of young people in an inclusive and joined up way and thereby reducing the risk of anti-social behaviour.
- Appropriately and effectively use relevant tools and powers i.e. Community Triggers, CPN's, PSPO's and Closure Orders for example.

1.4 To maximise the use of a mediation service across all tenures.

Mediation services and Restorative Justice can effectively prevent anti-social behaviour reoccurring in appropriate circumstances, which can include minor neighbour disputes.

- Develop the use of mediation services such as Remedi, as an effective tool in reducing calls for services to CBC and our partner agencies.

2. Enforcement

2.1 To effectively, proportionately and proactively use anti-social behaviour legislation to prevent and tackle anti-social behaviour.

Outcomes:

- Raise awareness within partner agencies of the procedures for tackling anti-social behaviour and ensure the cooperation of relevant agencies in the prevention and enforcement of measures taken.
- Development of the councils Community Safety department's working practices to become specialists in tackling anti-social behaviour e.g., acting as tactical advisors.
- Devising/coordinating prevention measures.
- Applying for Court orders/Closure notices in appropriate cases.
- In all anti-social behaviour cases, swift and appropriate action will be taken in line with the council ASB procedures.
- Extend the training of partner agencies in the use of ABCs.
- Create an effective monitoring service of ABCs issued.
- Inform appropriate agencies when ABC's/CBO/Closure orders are issued to ensure effective monitoring takes place and effective services are provided to ensure compliance.

2.2 Utilise all enforcement measures where appropriate.

The Anti-Social Behaviour Act 2003 gives local agencies the tools to take action against anti-social behaviour. It also helps the Police and Local Authority to work together with local people. Provisions of the Act have to be used to protect victims of anti-social behaviour and the communities most affected by the problem.

The Anti-Social Behaviour, Crime and Policing Act 2014 aimed to provide additional powers to those provided by the Anti-Social Behaviour Act 2003. It consolidates provisions in a number of other Acts including the Dangerous Dogs Act 1991, the Police Act 1997, and The Terrorism Act 2000.

Outcomes:

- Develop a case management procedure to ensure that those accessing the service get a consistent and fair approach, a dedicated case officer, proportionate action plan and regular reviews
- Enforcement measures to include injunctions, anti-social behaviour legislation, harassment legislation, hate crime legislation and Police Reform Act powers
- Ensure that enforcement measures are used proportionately as part of a multi-agency approach to tackling anti-social behaviour.

3. Diversion

3.1 In partnership, ensure that support, diversionary and citizenship programmes are developed to prevent and reduce anti-social behaviour.

There is a distinct overlap between prevention work and diversion in effectively tackling anti-social behaviour.

Outcomes:

- Work with partners under the Community Safety Partnership to develop and support community-led preventative and diversionary activities.
- Focus on the harm and impact and not just the seriousness that an incident of ASB or crime has upon the victim.
- Develop a risk assessment to be completed in the early stages of reporting of ASB to assess the vulnerability and identify any needs of the victim and, where possible, the perpetrator.
- Improved provision for children and young people at risk of becoming involved in anti-social behaviour.
- Ensure a multi-agency, problem solving approach to tackling the causes of anti-social behaviour
- Establish a multi-agency framework to focus on a supportive and outreach approach to engage with and improve outcomes for young people involved in ASB
- To work with appropriate agencies to give support on orders that are a result of criminal conviction relating to anti-social behaviour

4. Communication**4.1 Effectively share information and intelligence across partnership agencies to inform effective and positive action that will prevent, reduce and mitigate the harm caused by anti-social behaviour.**

Partnership communication includes the sharing of information or intelligence in regard to locations or individuals with relevant Partner Agencies. The intention is to reduce harm, repeat victimisation or share information to ensure appropriate compliance or enforcement is the undertaken.

Outcomes:

- Ensure that appropriate information exchange protocols are in place between Partner agencies.
- A continuous awareness-training programme in place for partner agencies including training for staff and Elected Members around tackling anti-social behaviour and the Courts service on the effective use of powers including preventative powers such as the PSPO legislation.
- A continuous process of advice and update for relevant Partner agencies in respect of changes to legislation and development of anti-social behaviour services across the Borough.
- Ensure that information relating to the anti-social behaviour strategy is disseminated to all relevant front-line staff in relevant agencies.
- Ensure effective information sharing in relation to anti-social behaviour between Partner agencies.

4.2 Effectively communicate with and listen to our local communities

External communication is the sharing of information with the public who live and work in Chesterfield (taking into account MOSAIC data on our communities to ensure that the type of communication targets the demographic range of each diverse communities e.g. print, newsletters, social media, surveys).

Outcomes:

- It is important that the public are aware of the mechanisms for reporting anti-social behaviour problems as well as being made aware of the current work that is taking place to address anti-social behaviour.
- It is important to tackle the public's fear of anti-social behaviour and its perception of the size and nature of the problem through positive messages and images about Chesterfield.
- It is also important that positive messages be reported to the public in relation to anti-social behaviour, which has been effectively resolved.
- There is also a need for improvement of anti-social behaviour reporting mechanisms for the public.
- CBC will effectively promote all procedures and policies around ASB and seek to raise awareness of reporting mechanisms for anti-social behaviour to our local communities
- All witnesses and complainants will be kept fully informed on action being taken to resolve their anti-social behaviour problems.
- That both anti-social behaviour and positive social behaviour services/work are highlighted at all relevant events.
- Where reporting restrictions do not apply any CBO and other injunctions gained will be publicised.
- Positive messages in relation to the resolution of anti-social behaviour will be publicised.

4.3 Effectively engagement and consultation with our local communities

It is important that communication is not just one way but that mechanisms are in place for people's issues around anti-social behaviour to be heard and to influence any action taken.

Outcomes:

- We will consult fully in respect of anti-social behaviour and encourage involvement in issues and developments. This will include consultation with partner agencies, elected members, community groups and tenants and residents of Chesterfield.
- Through local ASB tasking and problem-solving partnerships, anti-social behaviour issues raised by the public and partner agencies will be dealt with appropriately and proactively.

Housing Services

The Council's Housing Service provides a wide range of housing management services to the tenants of its 9,000 properties. The housing management service includes 'Housing Officers – generic' and 'Housing Officers - Anti-Social behaviour' who provide a highly skilled frontline resource to tackle and reduce anti-social behaviour involving Chesterfield Borough Council tenants as victims or perpetrators so that local communities remain safe, stable and enjoyable places to live.

The work of the Housing Management team encompasses the objectives of the ASB Strategy with particular emphasis the following objectives:

Early Intervention

- Consistently support vulnerable tenants through referrals to external support providers where this is appropriate, and they are best placed to provide specialist support
- Work in partnership with other agencies and the Community Safety Partnership to investigate and prevent ASB through enforcement measures, and supporting people to change their behaviour

Enforcement

- Effective use of the powers, legal remedies, and mechanisms available for us to deal with anti-social behaviour
- When ASB involves families or vulnerable adults, problems and potential remedies will be discussed with appropriate statutory and third sector agencies. If we need to take legal action, we will take reasonable measures to ensure that an assessment takes place prior to taking legal action against a person who has, or who we suspect may have a disability that may cause them to act anti-socially
- We may disqualify applicants from the housing register if we have evidence that they or members of their household have behaved in an unacceptable manner that makes them unsuitable for a tenancy with the council.

Communication:

- Provide support to victims and witnesses throughout their complaint by reducing risk of harm and keeping victims updated.
- Recognising our role in protecting victims of ASB and vulnerable members of our community. We will make referrals to safeguarding, social services and support services for victims of crime and ASB, and mental health services as required.

The Housing Service has a detailed Anti-Social Behaviour Policy that sets out the response tenants can expect from the Housing Service. This policy also expands on how the service will meet the objectives of the ASB Strategy in more detail.

Delivering the Objectives

To deliver the strategic objectives of early intervention and prevention, enforcement, diversionary and communication, the Anti-Social Behaviour Theme Group will seek to tackle anti-social behaviour using an evidence-based problem-solving approach:

Our Plans will have clear measurable actions, linked to our CBC priorities of making Chesterfield a thriving borough and improving the quality of life for local people.

Our activity will be based on a shared understanding of the current themes and trends captured in our problem-solving plans with clear outcomes and in the development of our problem-solving activity, we will ensure we place our communities and customers at the heart of everything we do:

Customer Focus

In areas where anti-social behaviour has been reported, CBC and our partners will:

- Seek to understand the assets and strengths of individuals and communities to ensure we support them to develop local solutions and naturally build confident and community resilience.
- Take swift action to support victims and witnesses.
- Act against the perpetrators.
- Offer positive interventions to prevent further anti-social behaviour
- Deliver solutions that are proportionately effective and take into account the circumstances of each case.
- Seek to effectively gather information, intelligence and evidence to inform the action and interventions taken to address anti-social behaviour
- Keep local communities informed of action taken to address anti-social behaviour within their local area.

Engage, Listen and Respond to Local Communities

All agencies will work with individuals and communities:

- To identify causes and perpetrators of anti-social behaviour in their communities
- To develop local solutions to problems of anti-social behaviour
- To encourage individuals and local community groups to feed in local intelligence and issues, identify issues early, engage with local communities and give them a voice.
- To identify and support victims of anti-social behaviour.

Performance

A key aspect of the Chesterfield Community Safety Partnership Anti-Social Behaviour Theme Group is to include Performance Monitoring information in its reports to the Community Safety Partnership to oversee and monitor local impact to ensure we understand how successful our partnership interventions are.

Performance monitoring measures will include:

- Establishing the most appropriate whole population Indicators and maintaining the collection of the required data, which will show how well outcomes are being achieved.
- Explaining the factors determining the current position of the Indicator(s) and the trend(s) i.e. understanding the baseline or 'the story behind the curve'.
- Identify gaps in data in order to establish data development requirements.
- Agreeing and monitoring the Performance Measures (ordinarily within the control or influence of a single partner agency) which are best placed to impact upon the chosen Indicator(s)

- Agreeing and monitoring any Partnership actions required to improve performance and thereby work towards improved outcomes.

Responsibilities and Accountability

As referenced in the strategy, the responsibility and accountability for this work sits within the Chesterfield Community Safety Partnership structure.

Performance Excellence

CBC and the Chesterfield Community Safety Partnership will deliver performance excellence by:

- Ensuring that incidents of anti-social behaviour are recorded monitored and data interpreted to ensure effective deployment of resources.
- Training staff in processes and procedures on a continuous basis and update staff on Best Practice and new initiatives.
- Continuing to benchmark our performance, policies and practice against other similar service providers.
- Monitor performance and create performance indicators where appropriate.

How the Partnership will meet its aims and objectives

- The Chesterfield Community Safety Partnership Anti-Social Behaviour Theme Group will pursue and implement key improvements to meet the objectives set out to tackle anti-social behaviour.
- The key improvements required will be detailed in an accompanying action plan, with specific SMART target, key actions, timescales, lead officers and resources required. The action plan will include regular updates on work towards the key actions and objectives.
- In addition, resources will be sought from external funding.

How will the strategy be monitored and reviewed?

- The Chesterfield Community Safety Partnership, through the Anti-Social Behaviour Theme Group, chaired jointly by CBC and Derbyshire Constabulary, will monitor this strategy.

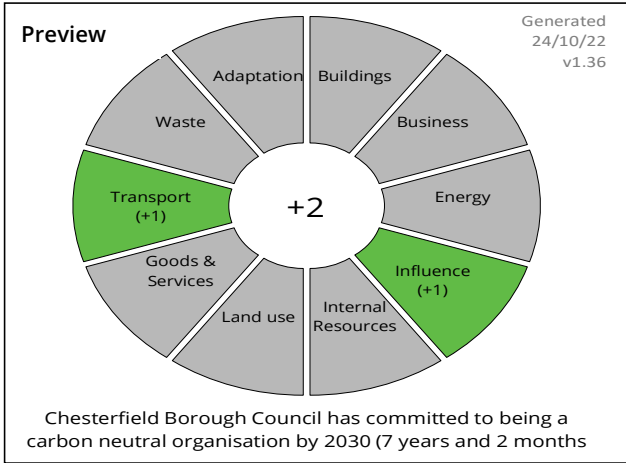
When will the strategy be reviewed?

- This Strategy will be reviewed on an annual basis by the Chesterfield Community Safety Partnership. A report will be prepared to inform the review as part of the Anti-Social Behaviour Task Group annual report in April of each year.
- The Action Plan will be reviewed on a Bi-monthly basis through the Anti-Social Behaviour Task Group Chaired by CBC and Derbyshire Constabulary.

Climate Change Impact Assessment Tool (v1.36)

Developed by Chesterfield Borough Council 2021

Report Name	ASB Strategy Climate Change Impact Assessment
Report date	11th April 2022
Report author	Shaun Morley
Project Notes	The Chesterfield Borough Council ASB Strategy will create a corporate approach to anti-social behaviour across all council departments. The strategy will be aligned with national best practice, ensuring the council
Export filename	ASB Strategy Climate Change Impact Assessment CClA 11th April 2022 .png



- Clipboard
- Desktop
- Alt-text

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Category	Impact	Notes / justification for score / existing work (see guidance sheet or attached notes for more information)	Score (-5 to +5)
Buildings	Building construction		
Buildings	Building use		
Buildings	Green / blue infrastructure		
Buildings			
Business	Developing green businesses		
Business	Marketable skills & training		
Business	Sustainability in business		
Business			
Energy	Local renewable generation capacity		
Energy	Reducing energy demand		
Energy	Switching away from fossil fuels		
Energy			
Influence	Communication & engagement		
Influence	Wider influence		
Influence	Working with communities	Indirect improvement in relationships with local communities - building trust and confidence with those communities	+1
Influence	Working with partners		
Influence			
Internal Resources	Material / infrastructure requirement		

Internal	Staff time requirement		
Internal	Staff travel requirement		
Internal	External funding		
Internal			
Land use	Carbon storage		
Land use	Improving biodiversity adaptation		
Land use	Natural flood management		
Land use			
Goods & Services	Food & Drink		
Goods & Services	Products		
Goods & Services	Single-use plastic		
Goods & Services	Services		
Goods & Services			
Transport	Decarbonising vehicles		
Transport	Improving infrastructure		
Transport	Supporting people to use active travel	Encouraging active travel if ASB is reduced / crime rates	+1
Transport			
Waste	End of life disposal / recycling		
Waste	Waste volume		
Waste			
Adaptation	Drought vulnerability		
Adaptation	Flooding vulnerability		
Adaptation	Heatwave vulnerability		
Adaptation			
Other	Other 1		
Other	Other 2		
Other	Other 3		
Other	Other 4		

Chesterfield Borough Council Equality Impact Assessment – Preliminary Assessment Form

<i>Title of the policy, project, service, function or strategy:</i>		Anti-Social Behaviour Strategy 2022 - 2025
<i>Service Area:</i>	Health and Wellbeing	
<i>Section:</i>	Community Safety and Regulatory Services	
<i>Lead Officer:</i>	Shaun Morley	
<i>Date of assessment:</i>	03/22	
<i>Is the policy, project, service, function or strategy:</i>		
<i>Existing</i>	<input type="checkbox"/>	
<i>Changed</i>	<input type="checkbox"/>	
<i>New / Proposed</i>	<input checked="" type="checkbox"/>	

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Section 1 – Clear aims and objectives

1. What is the aim of the policy, project, service, function or strategy?

The Anti-Social Behaviour (ASB) Strategy outlines how Chesterfield Borough Council and partners, will work in a coordinated and integrated way to proactively address ASB by taking a preventative approach and intervening early.

The vision for the strategy is to inform and drive activity to prevent and resolve ASB as early as possible, using proportionate enforcement measures where preventative interventions have failed. Through promoting positive citizenship, the aim is to prevent, tackle and reduce ASB.

The strategy will seek to create a community focused approach, where Chesterfield Borough Council and partners will work in a flexible and integrated way, to provide a proactive and high-quality service that effectively tackles ASB.

2. Who is intended to benefit from the policy and how?

The Community – through early intervention the causal factors of anti-social behaviour will be minimised and therefore its occurrence in the community will be reduced. Chesterfield is a society in which people from different ethnic, cultural and religious backgrounds can live and work together in an atmosphere of mutual respect and understanding.

Partners including CBC staff – The Strategy will provide a multi-agency response to anti-social behaviour based on the principles of prevention, early intervention, problem solving and where necessary, proportionate enforcement. Staff and resources will be used efficiently, flexibly and proactively.

3. What outcomes do you want to achieve?

Anti-social behaviour will be addressed at the earliest opportunity. Trends and 'hot spots' will be monitored. This will be achieved by effectively collating information and intelligence from relevant stakeholders to understand local problems, emerging issues and their root causes. The data will then be used to inform activity and interventions. Chesterfield Borough Council will seek to instil the principles of early intervention, prevention and engagement in the Anti-social behaviour structures and policies, and will take a multi-agency problem solving approach in tackling engrained or more serious issues.

Cohesive communities will be built bringing benefits by creating a society in which people from different ethnic, cultural and religious backgrounds can live and work together in an atmosphere of mutual respect and understanding.

Section 2 – What is the impact?

4. Summary of anticipated impacts. *Please tick at least one option per protected characteristic. Think about barriers people may experience in accessing services, how the policy is likely to affect the promotion of equality, knowledge of customer experiences to date. You may need to think about sub-groups within categories eg. older people, younger people, people with hearing impairment etc.*

	Potentially positive impact	Potentially negative impact	No disproportionate impact
Age	√	<input type="checkbox"/>	<input type="checkbox"/>
Disability and long term conditions	√	<input type="checkbox"/>	<input type="checkbox"/>
Gender and gender reassignment	√	<input type="checkbox"/>	<input type="checkbox"/>
Marriage and civil partnership	√	<input type="checkbox"/>	<input type="checkbox"/>
Pregnant women and people on parental leave	√	<input type="checkbox"/>	<input type="checkbox"/>
Sexual orientation	√	<input type="checkbox"/>	<input type="checkbox"/>
Ethnicity	√	<input type="checkbox"/>	<input type="checkbox"/>
Religion and belief	√	<input type="checkbox"/>	<input type="checkbox"/>

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Section 3 – Recommendations and monitoring

If you have answered that the policy, project, service, function or strategy could potentially have a negative impact on any of the above characteristics then a full EIA will be required.

5. Should a full EIA be completed for this policy, project, service, function or strategy?

Yes No

Please explain the reasons for this decision:

The Strategy outlines how CBC and partners will work in a coordinated and integrated way to proactively address ASB which will positively impact those people with protected characteristics.

Section 6 – Knowledge management and publication

Please note the draft EIA should be reviewed by the appropriate Service Manager and the Policy Service **before** WBR, Lead Member, Cabinet, Council reports are produced.

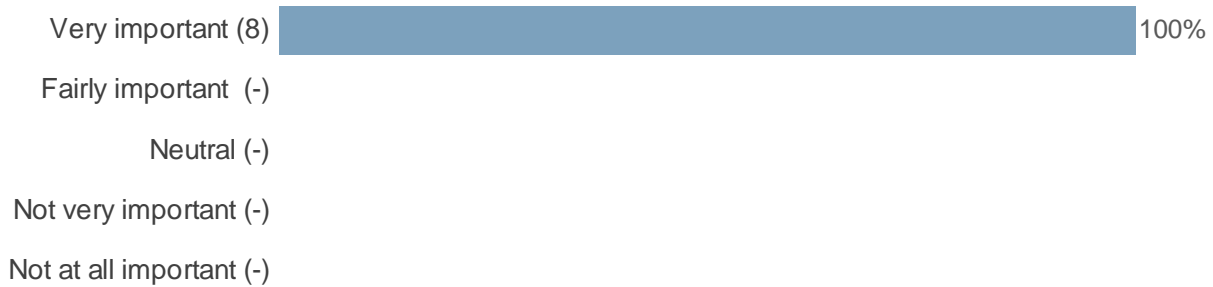
Reviewed by Head of Service/Service Manager	Name:	
	Date:	DD/MM/YY
Reviewed by Policy Service	Name:	Allison Potter
	Date:	02/03/2022
Final version of the EIA sent to Policy Service	<input type="checkbox"/>	
Decision information sent to Policy Service	<input type="checkbox"/>	

ASB Strategy consultation 2022

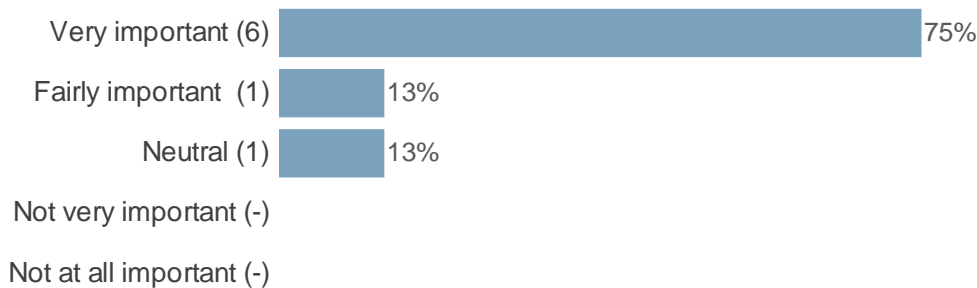
This report was generated on 15/08/22. Overall 8 respondents completed this questionnaire. The report has been filtered to show the responses for 'All Respondents'. A total of 8 cases fall into this category.

The following charts are restricted to the top 12 codes. Lists are restricted to the most recent 100 rows.

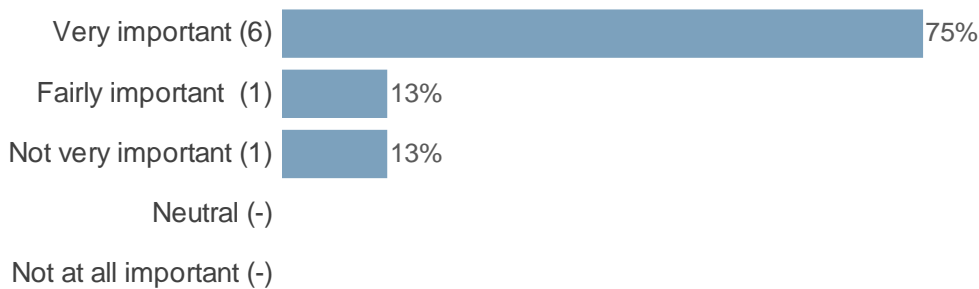
Objective 1: Early intervention and prevention (To prevent the involvement of children and young people in anti-social behaviour.)



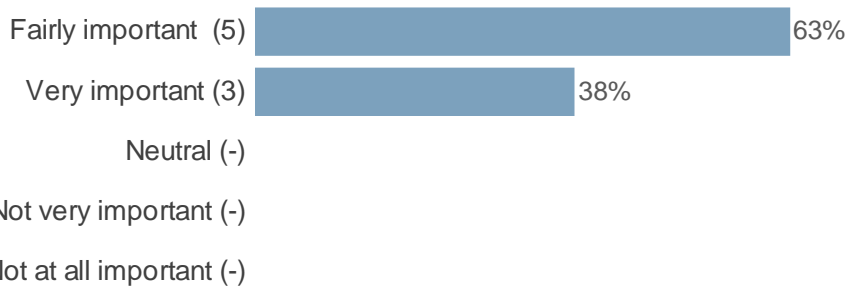
Objective 1: Early intervention and prevention (To maintain / increase a visible uniformed presence in Chesterfield.)



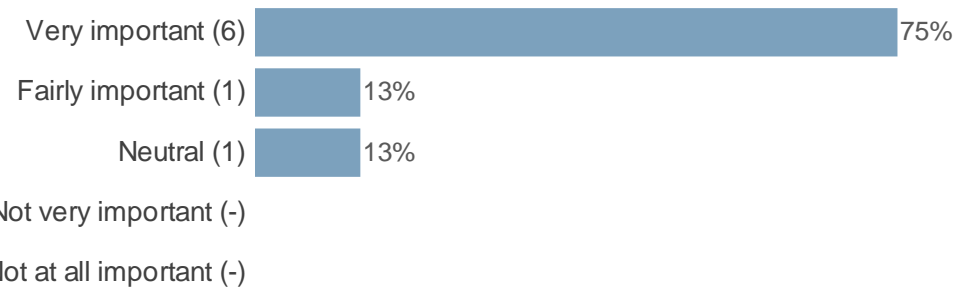
Objective 1: Early intervention and prevention (To co-ordinate and improve the physical environment; i.e. designing out crime and anti-social behaviour.)



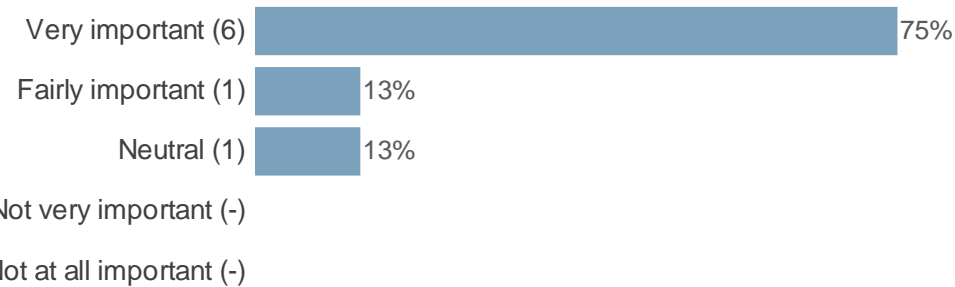
Objective 1: Early intervention and prevention (To develop a mediation service across all tenures.)



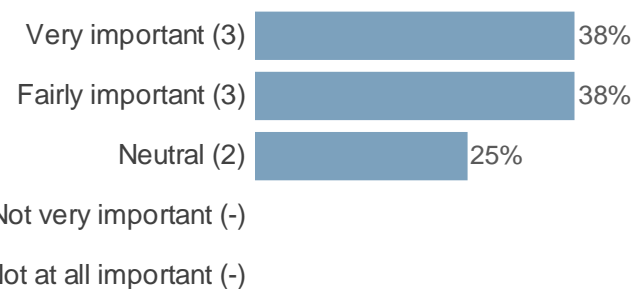
Objective 2: Enforcement (To effectively, proportionately and proactively use anti-social behaviour legislation to prevent and tackle anti-social behaviour.)



Objective 2: Enforcement (Utilise all enforcement measures where appropriate.)



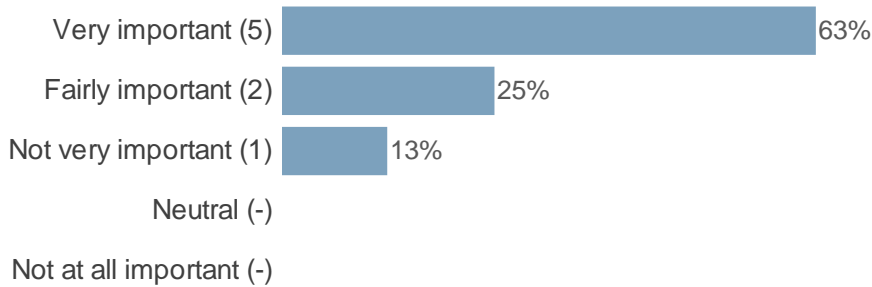
Objective 2: Enforcement (Work in line with the Anti-Social Behaviour Act 2003.)



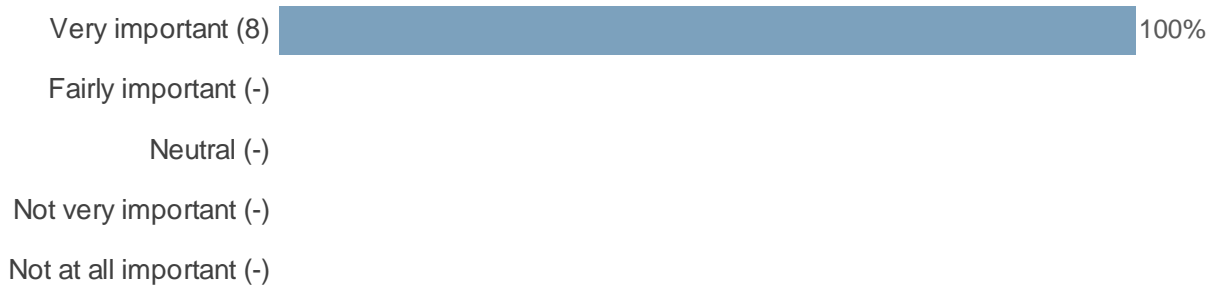
Any other comments or suggestions about Objective 2:

The enforcement side of tackling asb has been abysmal and is putting off people using the town centre and other public spaces. I regularly see people begging underneath the signs in the towns car parks and harassing people using the payment machines, often lone females. Nothing has been done to effectively deal with this. The other issue is the time taken for Police to attend incidents. It can be a couple of hours and the parties involved will have left the area, so the incident is closed without any action taken. This is commonplace. I remain unconvinced that we will actually see any change in how this manifests itself on the street.

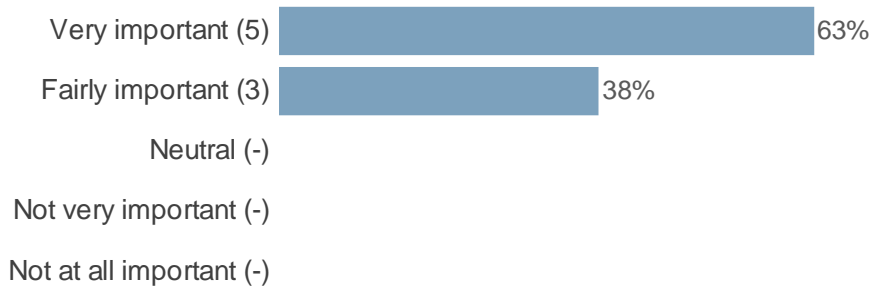
Objective 3: Diversion (Ensure that support, diversionary and citizenship programmes are developed to prevent and reduce anti-social behaviour.)



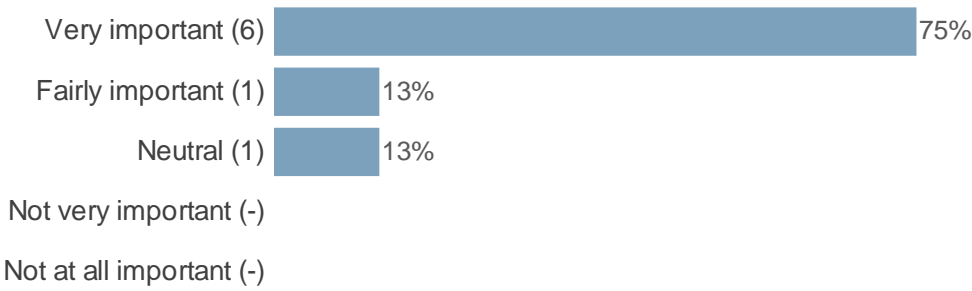
Objective 4: Communication (Internal communication; i.e. the sharing of information or intelligence in regard to locations or individuals with relevant Partner Agencies.)



Objective 4: Communication (External communication; i.e. the sharing of information with the public who live and work in Chesterfield.)



Objective 4: Communication (Consultation; i.e. mechanisms are in place for people’s issues around anti-social behaviour to be heard and to influence any action taken.)



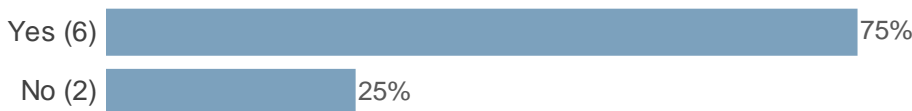
Do you have any other suggestions or comments to make about the proposed strategy?

The town centre has become a haven for beggars and drop outs. It is an intimidating place to visit when you approach the town from West Bars direction. I rarely see an actual Police officer on foot patrol here or around the local area I live. We have a younger generation growing up believing the Police are weak and useless. Unless this plan is backed by solid enforcement it will be a waste of time. I wish you all luck and hope I will be proven wrong.

Involve the children and parents that are causing the issues to be involved in the problem solving

As a strategy it is sound. As with all strategies the proof of the pudding will be in the eating. Will the local authorities , police and other agencies have the necessary human and financial resources to achieve the strategic aims given the extreme pressure on human and financial resources? External communications (these need to be two way) with local communities will be critical for success but it needs to go further than just effective communications. Efforts need to be made to proactively engage with and involve local communities and community groups in tackling ASB issues.

Are you happy to answer equalities monitoring questions?



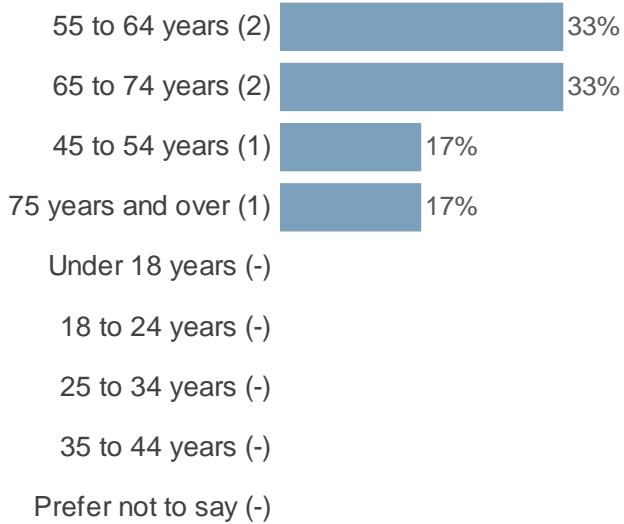
What is your gender?



Is your gender identity the same gender you were assigned at birth?



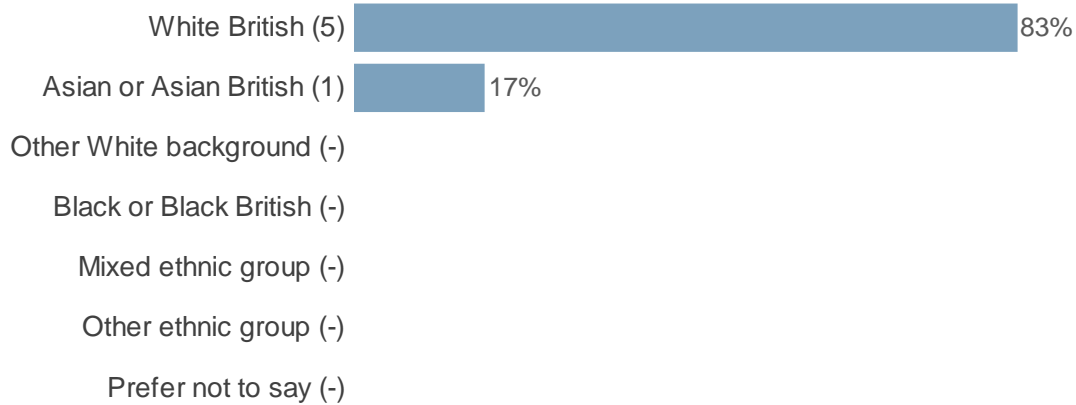
How old are you?



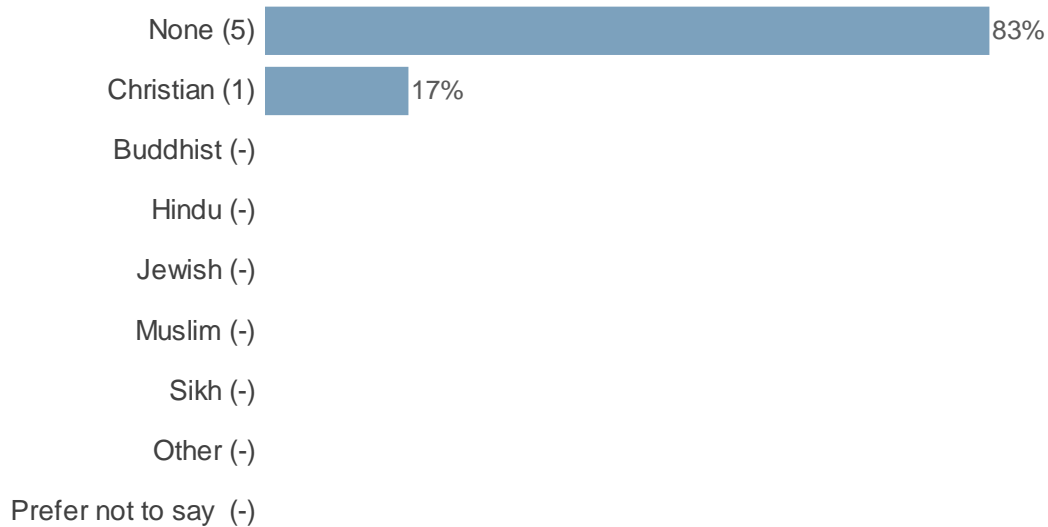
Do you consider yourself to have a disability?



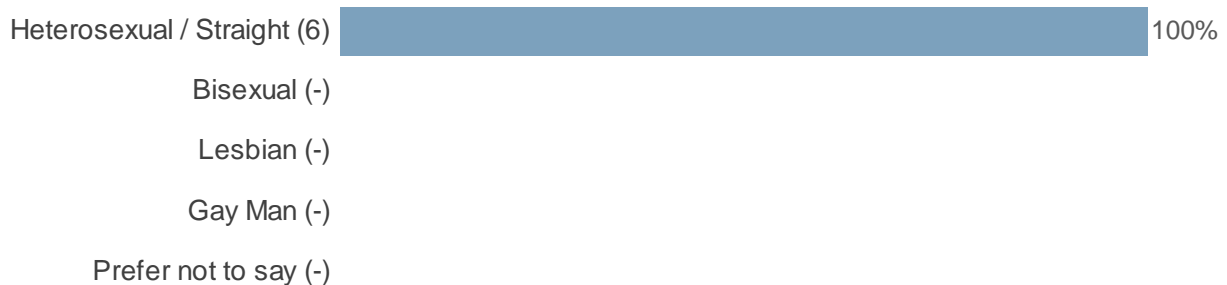
What is your ethnicity?



Which of the following best describes your religion?



Which of the following best describes your sexual orientation?



Agenda Item 9

By virtue of
Regulation 21(1)(A) of the Local Authorities (Executive
Arrangements) (Access to Information) (England)
Regulations 2000.

Document is Restricted

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