

Partnership Practice

Some good practice ideas from Chelmer Housing Partnership.



Estate Rangers patrol 'hot-spots'.

Putting a stop to antisocial behaviour

CHP introduced its Antisocial Behaviour Strategy after extensive consultation with staff, residents, local partners and stakeholders. The strategy follows good practice guidance, ASB legislation, and national crime and disorder reduction priorities.

CHP's ASB objectives are delivered primarily through the Quality of Life team. The team has access to a range of informal and formal measures including: warnings, cautions, acceptable behaviour contracts, possession actions, injunctions and antisocial behaviour orders.

CHP has also developed a range of other initiatives to help prevent and deal with ASB. These include:

- Starter tenancies for new tenants
- Recruiting street representatives to be the 'eyes and ears' at local neighbourhood level
- Safer Estates Agreement to allow information sharing amongst key agencies
- Match-funding two Police Community Safety Officers (PCSOs)

Easy as ABCs

ABCs are a written agreement between a person involved in nuisance or ASB and the agencies responsible for tackling such behaviour (for example police, education and social service departments and youth offending teams).

They specify a list of "do's and don'ts" the young person agrees to abide by for a fixed time and aim to encourage them to take responsibility for their actions. Both the young person and their parents must agree with the ABC. While not legally enforceable, if a young person breaches an ABC legal action such as possession action or proceedings for an antisocial behaviour order may start.

CHP became the first social housing landlord in Essex to use ABCs agreeing the first in February 2003. Since then the Quality of Life team have issued nine ABCs with no further action necessary.

Cautions

Cautions are official warnings issued following a breach of a tenant's tenancy conditions. Like ABCs cautions are not legally enforceable but are a final step before legal action starts.

Cautions can only be served on a tenant but they can refer to ASB caused by visitors or family members and courts will use them as evidence.

Safer Estates Agreement

Launched by CHP, the Safer Estates Agreement marks a formal arrangement between various statutory agencies and housing providers to coordinate resources and share information on troublesome tenants and problem areas. By signing the agreement agencies are committing to respond to requests for information within 10 working days.

Information and intelligence sharing allows organisations to act in a more strategic, joined-up way and formal and informal solutions such as ABCs, antisocial behaviour orders (ASBOs), injunctions, dispersal orders, and possession actions can be used more effectively.

While acting principally as a protocol for Chelmsford the document is a model that other areas can adopt.

Estate Rangers

The Quality of Life team's four Estate Rangers work in close contact with residents to help reduce crime and fear of crime, develop community spirit and provide a rapid response to complaints of ASB.

Under the Community Safety Accreditation Scheme (CSAS) Rangers will be given extra powers to tackle crime and ASB. As part of an extended police family, Rangers work with PCSOs and CHP's pool of street representatives to target identified hot spots.

Flexible hours enable a rapid response while referring longer standing issues onto the ASB division of the team. Immediate response to complaints of ASB including abandoned vehicles, litter, and graffiti removal directly address the issues most important to residents.

By working closely with a variety of agencies on community projects the team encourages and develops community spirit. They compliment wider environmental, community safety, and ASB priorities such as the Clean Neighbourhoods and Environment Act 2005 which seeks to create greener, safer, cleaner communities.

More Information

For more information about any of the tools CHP uses to put a stop to ASB, contact Andrea O'Callaghan, Quality of Life team manager, on 01245 613008.