



City of Westminster

CONSULTATION
OCTOBER – DECEMBER 2022

WESTMINSTER CITY COUNCIL ANTI- SOCIAL BEHAVIOUR STRATEGY

OUR 5-YEAR STRATEGY FOR A
COORDINATED COMMUNITY
RESPONSE TO ANTI-SOCIAL
BEHAVIOUR



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1. Introduction

Anti-social Behaviour (ASB) is not trivial. It is a damaging and unacceptable set of behaviours that can have detrimental and lifelong effects on those it affects.

Westminster City Council stands against any and every form of anti-social behaviour.

No one organisation can end ASB alone. Although the Safer Westminster Partnership will take a strategic overview of ASB, we will take a place-based approach, calling on all of our partners and our communities to address ASB and its root causes.

Addressing ASB requires a multi-agency approach in order to deal with it and the council works continually with the police, housing providers, commissioned services, and communities in order to prevent, reduce and enforce against ASB.

Westminster has some of the highest levels of ASB in London. This is why we have produced this strategy alongside partners, victims, businesses, and residents to: tackle the causes of ASB, intervene in any ASB, support the victims of ASB, bring those who commit ASB to justice and involving our communities in shaping the way we tackle ASB.

This strategy has been developed with the help of partners, residents, and businesses across Westminster through a series of workshops and surveys. The feedback that these stakeholders have provided has shaped our objectives so that they reflect the desires of partners, residents, and businesses to tackle anti-social behaviour, in all its forms in Westminster.

Anyone who lives and/or works in Westminster understands that the City's vibrancy, size and dynamism inevitably leads to a certain level of noise. Westminster is undeniably busy, and people's lives are unavoidably intertwined. But the hustle and bustle does not excuse ASB in any form. Westminster City Council will continue to do everything in its power to minimise ASB.

Supporting those that have been impacted by ASB is and will always be a priority for the council.

2. What is anti-social behaviour?

The legal definition of anti-social behaviour is:

Acting in a manner that caused, or likely to cause **harassment**, **alarm**, or **distress** to one or more persons not in the same households (as the defendant).

Crime and Disorder Act 1998.

- **Harassment** is aggressive pressure or intimidation of an individual. E.g., being verbally abused
- **Alarm** is anxious awareness of danger / makes (someone) feel frightened, disturbed or in danger
- **Distress** is extreme anxiety, sorrow, or pain / causing (someone) the feelings of anxiety, sorrow, or pain

Importantly, what constitutes ASB is extremely subjective. What one person may consider anti-social another may not, which is crucial in acknowledging the way in which ASB can make the those who experience it feel.

Below are a few examples of issues that our communities have experienced and reported as ASB. Although some of these can be defined as criminal offences which should be investigated by the police, we recognise that ASB can easily escalate into criminal behaviours. We will prioritise disruption of these behaviours, collaborating with our partners to use all available tools and powers in the collective to protect our communities.

Drug misuse and dealing	Discriminative behaviour/ hostile acts	Vandalism and damage to property	Setting off fireworks late at night
Alcohol Related nuisance	Misuse of communal/ public space	Litter, Rubbish and Fly-tipping	Rowdy and noisy behaviour
Vehicle Nuisance	Public Nuisance related to licensed premises	Garden Nuisance	Pets and Animal Nuisance

Under this Strategy, Westminster City Council **prioritises** the following high-risk behaviours for immediate response:

Definition

1. Behaviour that presents a risk of serious harm to individuals or the peace of the neighbourhood, which may include violence, serious threats of violence or other criminal activity.
2. Any complaint where there have been previous incidents and it appears to the case officer that a greater risk has developed or may be developing.

This definition includes:

- Hostility towards a person's race, sex or ethnicity, sexual orientation, disability, religion or belief, or transgender identity
- Physical violence and threats of harm, including to Council officers and contractors
- Child or adult safeguarding including modern slavery and cuckooing
- Serious harassment, intimidation, and threatening behaviour

Westminster City Council will also **prioritise** the following behaviours that may not require immediate action to be taken.

Definition:

1. Behaviour that presents a risk to public health or nuisance.

This definition includes:

- Untidy gardens that may harbour vermin or present a public health risk.
- Litter, incorrect refuse disposal from domestic and commercial properties, fly tipping and dog fouling
- Running a business that impacts on the neighbourhood such as holiday lettings or on-street car maintenance
- Nuisance from vehicles such as pedicabs, fast food and other deliveries
- Inconveniently or illegally parked vehicles including dock less bikes and unmotorised pedicabs.

Residents hearing noise from nearby properties is inevitable, whether it is a baby crying, lawn mowing, household DIY, loud talking, flushing toilets or the occasional argument. The Council **will not** investigate reasonable everyday behaviours under this strategy.

3. The Local Picture

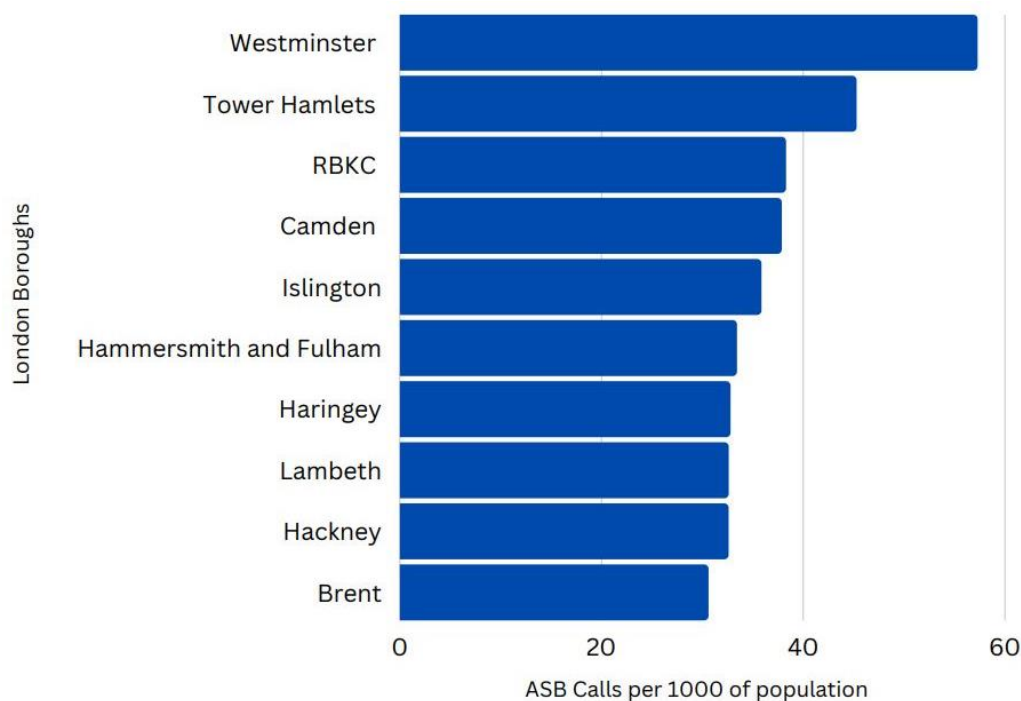
Summary

Recorded anti-social behaviour rose significantly during Covid-19 due to new legislation breaches. It is now returning to pre Covid levels.

It is extremely difficult to get a complete picture of ASB within the borough, due to the nature of ASB, the wide variety of issues and the mechanisms of raising and recording it.

Repeat victimisation and perpetrators are key to understanding both ASB incident volumes and in reducing the negative impact upon people's lives.

Westminster has some of the highest rates of Anti-Social Behaviour in London. This is based on data from the Mayor's Office for Crime and Policing (MOPAC) on ASB within London, which is the most consistent data set for comparison. This is demonstrated by the graph below.



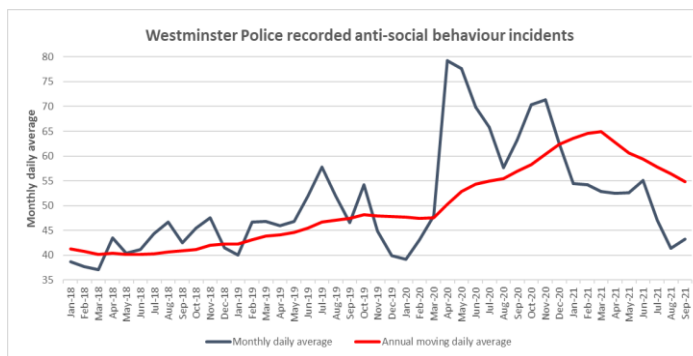
Graph A: Number of ASB calls made to the police broken down by Greater London boroughs

Data collection for ASB is recorded by different agencies and may reflect the roles and remit of the collecting organisation, ranging from incidents to ongoing case management. ASB data provided by, for example, social landlords will have differences from that derived from calls to the police in both source, capture and purpose.

Many issues raised as concerns by members of the public are not always either well reported or well captured by volume or case management ASB data systems. The picture of ASB will therefore remain questionable in relation to volumes and severity of issues across data sets and reporting mechanisms.

Police ASB

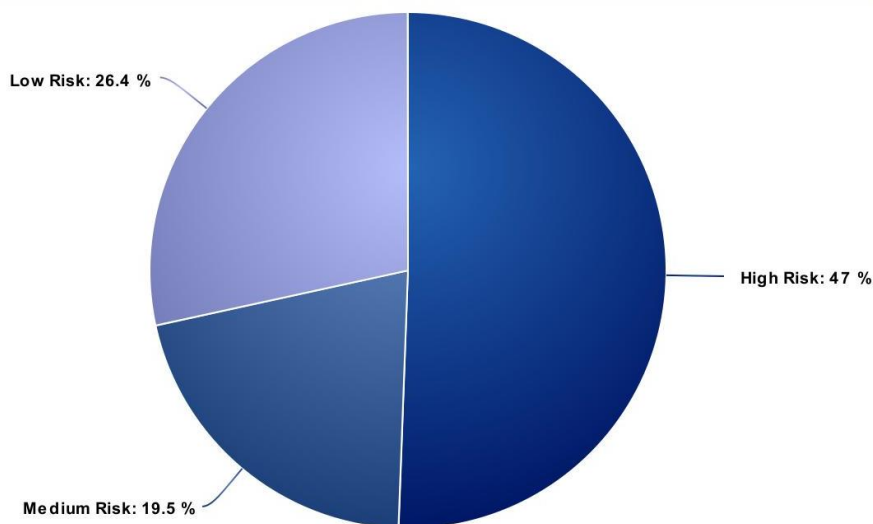
Police recorded ASB incidents increased significantly over Covid-19 mainly because of complaints related to Covid legislation. Since the easing of restrictions, ASB incidents have plummeted back towards previous levels. The 3 months post lockdown (July-Sep 21) were still lower than the same period in 2019.



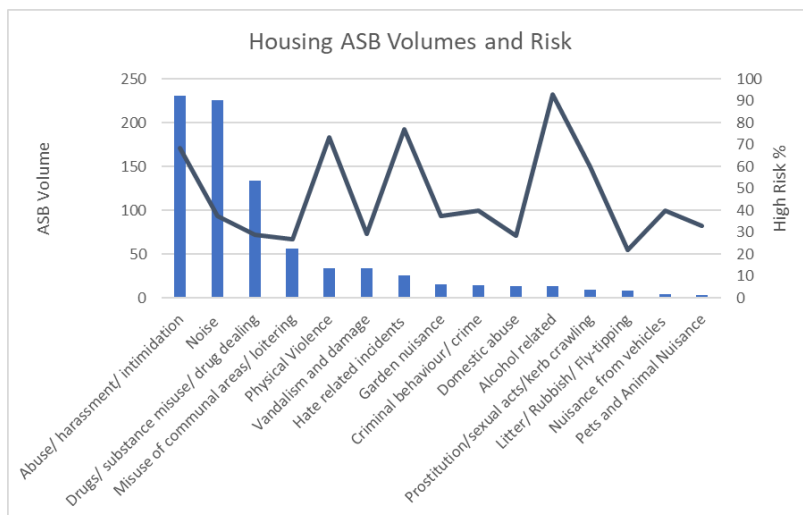
Housing ASB

Westminster Housing, who manage Westminster Council’s housing stock, recorded 828 ASB complaints between October 2020 and September 2021. This average of 68 complaints per month is lower than during the Covid-19 lockdown period which regularly topped 100 per month.

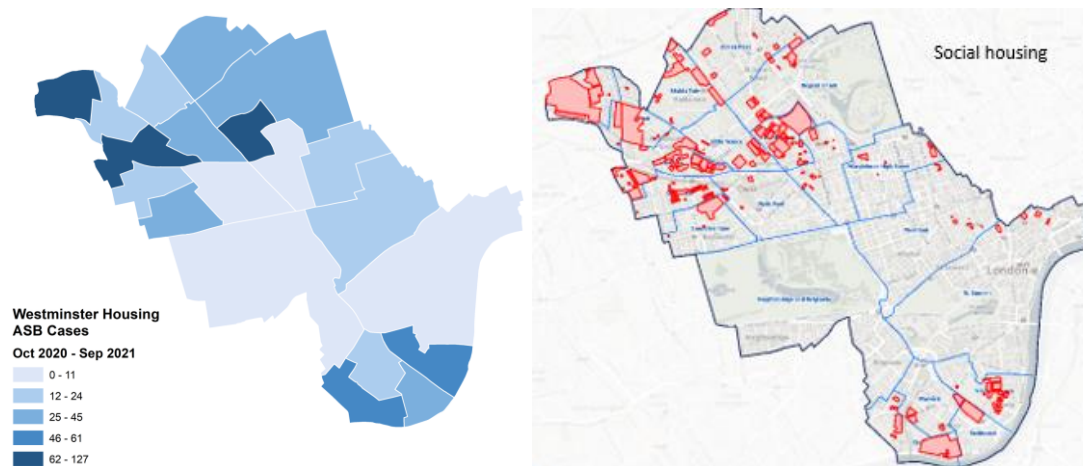
These complaints were assessed and categorised as: ‘High Risk’ (47%), ‘Medium Risk’ (19.5%), ‘Low Risk’ (26.4%) with the small remainder uncategoryed.



Abuse/harassment/intimidation and threatening behaviour were the most common complaint type, followed by noise and drug related problems.



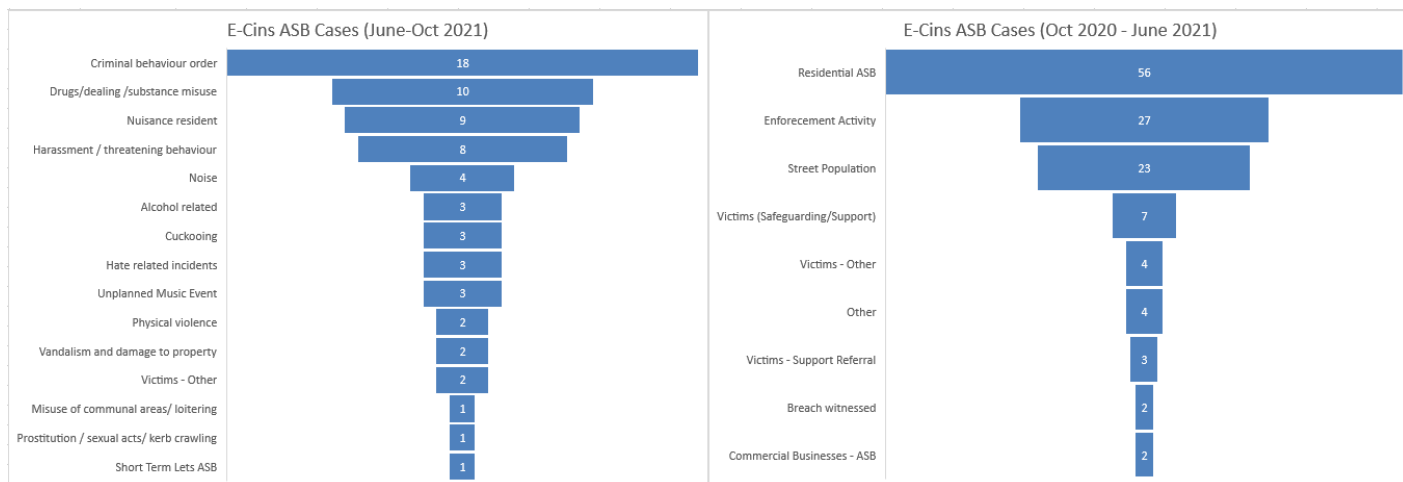
The locations of Westminster Housing ASB is clearly dependant on the location of housing stock, the wards of Westbourne, Queen’s Park and Church Street accounted for 38% of ASB complaints from Westminster Housing between October 2020 and September 2021. Geographical spread of ASB issues mirror the general volumes of wards/categories with noise and abuse/harassment/intimidation spread over the borough in similar proportions to all ASB.



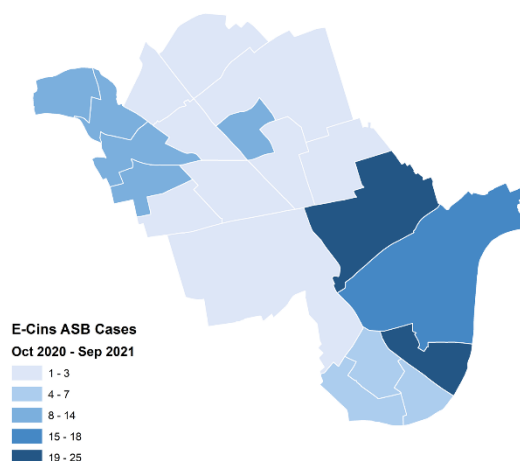
In addition to Westminster Housing there are 41 registered social landlords with 17,497 properties in Westminster. Data relating to enforcement from Peabody, Octavia, A2, Catalyst, Network Homes show generally a higher level of risk and severity such as relating to abuse, intimidation and domestic abuse as well as drugs, as it focuses on cases where enforcement has been undertaken.

Council recorded ASB

From June 2021 the Council updated its subject categorisation making analysis of ASB categories over time difficult.



Previous categorisation of ASB was predominantly residential ASB, particularly noise and nuisance neighbours, drug related ASB and 'cuckooing'. Additionally, enforcement activity such as injunctions and premises closures made up a significant proportion of the cases, as well as ASB related to Westminster's street population. The more recent cases (post June 2021) have continued to highlight the prevalence of enforcement activities in support of the police as well as drugs and drug dealing, nuisance and harassment.

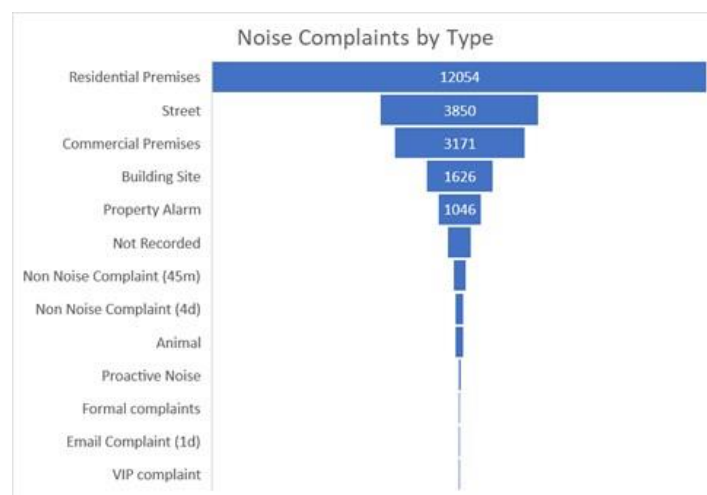


The map of Council recorded cases show that Vincent Square is the most active ward (25) with the southern areas of Tachbrook, Warwick, Churchill and Vincent Square accounting for 27% of all cases. The West End ward was the next highest (23), with St James and West End accounting for 26%. The north-west wards of Harrow Road, Westbourne and Queens Park account for another 23%. Bayswater (10) and Church Street (11) are the only wards outside these concentrations to have over 10 cases.

There are slight differences in the types of ASB recorded in these areas, with the Northern Wards (and Church Street) having more residential noise and harassment, as well as drug and gang related cases. Cases in the south, as well as housing related nuisance have more cases related to homelessness, hostels and street populations. The West End and St James's cases have a wide variety of cases from those related to the night-time economy, drugs, housing harassment and noise, sex work, through to homelessness.

Noise

Noise complaints pertain to a wide variety of noise related issues ranging from building sites and construction noise, deliveries and collections from commercial premises, traffic noise, domestic machinery to noisy neighbours and residential disputes. Noise complaints can and will contain complaints relating to reasonable noise and certainly not all noise reports should be considered as ASB. Over the period October 2020 to September 2021 there were approximately 23,000 noise complaints made to Westminster City Council, averaging 1,900 complaints per month and generating over 71,000 recorded actions and over 200 noise notices.



Just over half of all complaints related to residential property (52%), followed by street noise (17%) and noise from commercial premises (14%).

West End (13%) and St James's (9%) wards account for the greatest volume of noise reports, followed by Bayswater (8%) and Lancaster Gate (6%). Noise complaints of all types peak at 23:00 within a key late night range of 22:00 – 01:00. Residential noise has a more pronounced overnight profile.

Community Trigger

One of the approaches designed to deal with ongoing persistent ASB is the Community Trigger process. If someone has reported an incident three or more times within a six-month period, this could activate a Community Trigger via the Local Authority. This is a multi-agency case review, designed to ensure persistent ASB is resolved for the victim.

Over the past two years there have been 92 Community Trigger referrals in Westminster, substantially higher than other London boroughs. Two thirds of these referrals have met the threshold for the Community Trigger and all bar two of those were accepted or upheld as legitimate Community Triggers. Some referrals relate to the same identified case either through repeat referral from the same individual or multiple complainants, the 92 referrals relate to 42 unique cases.

Individuals involved in ASB

Where the gender of the alleged perpetrator was known, the large majority (79%) were male. The age range of alleged perpetrators were split equally between those within the 26-45 age range and those over 65. Differences between the category types is limited due to the low numbers but over 65s have higher number of begging, noisy and nuisance neighbours as well as being associated with premises closures.

4. Our Approach

4.1 Coordinated Community Response

Westminster takes a Coordinated Community Response (CCR) to tackling ASB, which asks everyone to play their part. It requires us not only to respond appropriately within our own agencies, but also to work together with other organisations. During a victim of ASB’s journey, the chances are high that they will encounter dozens of different agencies. Each one holds a piece of the puzzle and by responding appropriately and working together we can ensure the victim does not fall through the gaps.



Figure 1 – example showing some of the different agencies which can work together to provide support

4.2 – The Ecological Model

For the CCR to be successful, everyone needs to work together at an individual, community, professional and societal level. This is called the ecological model and the diagram below shows how these levels are connected and dependent on each other.

The societal level includes the wider regional, national, and international response; both to ASB itself and the laws, legislation and policies which play a part in addressing ASB. Whilst this strategy is designed for Westminster, we are aware of the influence society has on us and the influence we may be able to have on it.

For the Our Objectives section below, we've included an ecological model for each objective to show the actions individuals, communities, professionals and society can take to help reach the shared goal.



Short on time? Find out which parts are most relevant for you below!

 Individual? Resident Visitor General public	 Community? Faith Groups Community and voluntary organisations Education	 Professional? Business Law enforcement Healthcare Local authority Charities	 Society? Local, national and international law and policy makers																																																														
<table border="1"> <tr><td>What is anti-social behaviour?</td><td>2</td></tr> <tr><td>Our Approach</td><td>10</td></tr> <tr><td>Prevention</td><td>13</td></tr> <tr><td>Early Intervention</td><td>17</td></tr> <tr><td>Victim Support</td><td>21</td></tr> <tr><td>Perpetrators Brought to Justice</td><td>25</td></tr> <tr><td>Engaging the Community</td><td>30</td></tr> <tr><td>How to Report ASB</td><td>35</td></tr> </table>	What is anti-social behaviour?	2	Our Approach	10	Prevention	13	Early Intervention	17	Victim Support	21	Perpetrators Brought to Justice	25	Engaging the Community	30	How to Report ASB	35	<table border="1"> <tr><td>What is anti-social behaviour?</td><td>2</td></tr> <tr><td>Our Approach</td><td>10</td></tr> <tr><td>Prevention</td><td>13</td></tr> <tr><td>Early Intervention</td><td>17</td></tr> <tr><td>Victim Support</td><td>21</td></tr> <tr><td>Perpetrators Brought to Justice</td><td>25</td></tr> <tr><td>Engaging the Community</td><td>30</td></tr> </table>	What is anti-social behaviour?	2	Our Approach	10	Prevention	13	Early Intervention	17	Victim Support	21	Perpetrators Brought to Justice	25	Engaging the Community	30	<table border="1"> <tr><td>What is anti-social behaviour?</td><td>2</td></tr> <tr><td>Our Approach</td><td>10</td></tr> <tr><td>Prevention</td><td>13</td></tr> <tr><td>Early Intervention</td><td>17</td></tr> <tr><td>Victim Support</td><td>21</td></tr> <tr><td>Perpetrators Brought to Justice</td><td>25</td></tr> <tr><td>How to Report ASB</td><td>35</td></tr> <tr><td>Glossary</td><td>42</td></tr> <tr><td>Related Strategies</td><td>44</td></tr> </table>	What is anti-social behaviour?	2	Our Approach	10	Prevention	13	Early Intervention	17	Victim Support	21	Perpetrators Brought to Justice	25	How to Report ASB	35	Glossary	42	Related Strategies	44	<table border="1"> <tr><td>What is anti-social behaviour?</td><td>2</td></tr> <tr><td>Our Approach</td><td>10</td></tr> <tr><td>Prevention</td><td>13</td></tr> <tr><td>Early Intervention</td><td>17</td></tr> <tr><td>Victim Support</td><td>21</td></tr> <tr><td>Perpetrators Brought to Justice</td><td>25</td></tr> <tr><td>Engaging the Community</td><td>30</td></tr> </table>	What is anti-social behaviour?	2	Our Approach	10	Prevention	13	Early Intervention	17	Victim Support	21	Perpetrators Brought to Justice	25	Engaging the Community	30
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5. OUR OBJECTIVES

Our objectives have been designed with victims, residents and businesses through series of workshops and reflect desires of our key stakeholders to tackle anti-social behaviour, in all its forms in Westminster. This will ensure that residents, businesses, and visitors can live, work and visit feeling safe and free from the negative impacts of anti-social behaviour.



5.1 Objective 1: Prevention

Anti-social behaviour can affect everyone. ASB can have a devastating impact upon individuals and communities. Visible, engaged, and effective services working with empowered people and cohesive communities that promote healthy behaviours reduce opportunities for anti-social behaviour to occur.

Prevention is not solely for any one group to achieve; it is everyone's responsibility. By investing in the fabric of the community; through exercising inclusivity, inspiring communities, supporting families, and providing greater youth provision and diversionary activities through to increasing the visibility of our officers, we must all work together. Our Community Response is designed to do just that.

When discussing how we can prevent anti-social behaviour, residents felt that intergenerational integration within communities and positive role models fostered greater understanding and respect of different lifestyles. They stressed the need for agencies to take a whole-systems approach, whereby poverty, lack of activities and opportunities linked to disadvantage are tackled. Our victims of ASB also recommended increasing awareness of what anti-social behaviour is. They also recommended that there is a need to understand what services are available to them and that agencies should promote these widely as a deterrent. They also told us that it is important that communities and perpetrators need to understand the consequences of such behaviour.

Importantly, healthy communities require safe environments to flourish in. Effectively designed, considered, and managed environments will help prevent our open spaces and estates from becoming attractive places to commit anti-social behaviour.

By prioritising Prevention as a key objective, we are asking everyone to actively invest in their community to combat ASB. We need to focus on reinforcing positive behaviour and ensure that people are aware of the impact and potential consequences of being involved in anti-social behaviour. We need to work to strengthen our communities and improve the environment, creating safe places whilst also making people feel supported and empowered to deal with ASB affecting their area.

What does Prevention look like?	What difference will it make?
<p>Know the signs: Everyone knows what ASB is and what is not acceptable within their community, knowing how to respectfully challenge, where to report and what actions could be taken</p>	<p>Unacceptable behaviour will be stopped before it can escalate.</p> <p>Perpetrators will find it harder to offend and will be held to account.</p> <p>Communities will have the strength and knowledge to support our joint efforts to reduce ASB.</p>
<p>Community Cohesion: Everyone is treated equally with dignity and respect. Different lifestyles are respected and celebrated. Communities are invested in, and role models are championed so people feel supported throughout their lives.</p>	<p>Communities will be empowered, supporting each other and those more vulnerable than themselves.</p> <p>Role models will reinforce to communities what is and what is not acceptable behaviours.</p>
<p>Healthy environment: Agencies will seek to do everything possible to create safe environments without compromising public amenities.</p> <p>Agencies collaborate to address and reduce concentrations of problematic Licensed premises; Licence holders are aware of their legal responsibilities to prevent crime and disorder within and around their venues.</p>	<p>It will be harder for perpetrators to find vulnerable areas within our neighbourhoods to commit ASB without being identified.</p> <p>Neighbourhoods will be safe, healthier, attractive, and enjoyable places where our communities can live, work, and relax in harmony with each other.</p>

What our communities tell us:

- *"People being selfish and inconsiderate towards others is a real problem, plus they may be quite ignorant of what constitutes anti-social behaviour and its effects on others" (WCC resident)*

- *"People don't realise the effect they are causing on other people. Not all of this is mental health - some people just enjoy being a nuisance" (WCC resident)*
- *Awareness should begin in the family where they need to understand the needs and sensitivities to others. There may be some cultural differences and not all families are themselves functional so schools need to teach good behaviour and not tolerate bullying and bad behaviour..... Social pressure and encouraging attractive amusing signage helps discourage and encourage (Westbourne Neigh Assoc aka Notting Hill East Neigh Forum)*
- *"Dialogue between older generations and younger people. Integration, people who are in the local neighbourhood, they could reach out to residents to have dialogue, not blaming the youngsters all the time,." (Open Age workshop participant)*

How can we all play our part in the CCR?

<p>Individual Individuals change the dialogue of their neighbourhoods, promoting respect and dignity within their actions. Acceptable behaviour is reinforced.</p>	<ul style="list-style-type: none"> • Understand what anti-social behaviour is and where to get help • Being mindful of the impact of behaviour on others • Become a role model, personify the positive behaviours expected in your neighbourhood and openly demonstrate and promote these.
<p>Community Communities are interconnected, understanding, and celebrating differences. Neighbourhoods are safe and healthy places to live within</p>	<p>In addition to the Individual recommendations:</p> <ul style="list-style-type: none"> • Promote neighbourhood groups and events, making them inclusive to everyone • Take time to support vulnerable neighbours and friends, advocating on their behalf if required • Agencies will work with schools and other educational establishments to highlight the damage that ASB can cause.

<p>Professional Organisations invest in neighbourhoods. The built environment is considered and well designed.</p>	<ul style="list-style-type: none"> • Promote and implement community initiatives and diversionary activities within your organisation. Recognise the importance of mentorship and role models to ensure our future generations flourish with a positive outlook, wider life skills and opportunities. • Licensed premises conditions are managed effectively to reduce the likelihood of ASB by ensuring that licence holders are aware of their legal responsibilities to prevent crime and disorder.
<p>Society People are considered equal; needs are met, and vulnerabilities supported. The environment is considered and well managed.</p>	<ul style="list-style-type: none"> • Address long term socio-economic inequalities, ensuring a fairer distribution of opportunity. • Invest in social care resources, recognising the role of mental health & well-being, enabling individuals' stability and growth • Consideration for ASB prevention is mandatory during the Planning phase of any new builds and public space developments

Case Study: Autumn Nights

Over 150 teams within Westminster including the Council, Police, Landlords, NHS, Schools, Justice services and charities regularly share intelligence and resources to help support our residents and communities in tackling anti-social behaviour.

One of the biggest joint agency action plans across the year focusses on Autumn Nights, where firework related disorder and arson can have devastating consequences. The current approach was borne from such an event, which saw between 50-100 youths congregating in a cul de sac, firing rockets at police officers, police cars, members of the public and traffic on the public highway. A total of three police officers were injured, two police cars and two civilian cars put out of service and 25 arson attacks on Westminster Housing bin chambers.

Across the following year, residential engagement groups were held within the ward; support services provided action plans for 33 identified youths, combining behavioural parameters alongside family interventions; Parenting and young person workshops were delivered in the locality; diversionary activities and youth provision were increased; schools included firework safety within their curriculums and commercial suppliers of fireworks and knives within the City were reviewed and subjected to strict monitoring and enforcement measures where appropriate.

This joint activity resulted in:

- a quiet Autumn Nights period in the locality without any notable incidents to address
- a city-wide decrease of 56% of firework related calls to the Police across the same period as the previous year
- a city-wide decrease of 9% of calls to Police relating to rowdy or inconsiderate behaviour or noise
- a decrease of 34% of reports of criminal damage in the locality

5.2 Objective 2: Early Intervention

We understand the importance of addressing anti-social behaviour as early as possible. On many occasions successful resolutions occur before behaviours escalates, without the need for further involvement of other agencies. It is vital that people feel empowered and supported to address their differences amicably and respectfully in the first instance. If the behaviour does continue, our communities must feel confident that when reporting it, swift action will be taken to resolve the issues.

When discussing early intervention, victims expressed concern at the perceived lack of urgency, joined up working and bureaucracy they experienced once they had reported anti-social behaviour. They wanted a better response to their reports of ASB. Often, victims shared instances where they felt that the quick, firm action taken by authorities had delivered a positive outcome and reduced the issues that they had been suffering.

Agencies must be competent in their approach and their multi-agency working. How agencies intervene, ensuring swift and effective working across boundaries to identify, assess and tackle ASB, is key in responding to the difficulties that communities and individuals face.

Referral pathways must be developed in a way that makes the experience as seamless as possible for victims and other users. It is vital that the right services are engaged in these pathways. Issues such as mental health have a significant effect on likelihood and impact of ASB, these services must be built into the prevention of ASB.

It is essential that all agency data and intelligence about ASB is effectively managed, assessed and shared so that we can recognise patterns of behaviour and repeat perpetrators. Our early interventions need to be delivered in partnership to address the root causes of the behaviour. Ultimately, agencies and communities need to hold perpetrators to account with robust enforcement when all efforts to problem solve issues are exhausted.

What does Early Intervention look like?	What difference will it make?
<p>Organisational Competence:</p> <p>All agencies work collaboratively, ensuring a model of joint case-management, shared intelligence, and best practice to resolve the issue in a timely manner before the behaviour escalates.</p>	<p>Victims will know what to report and to who, reducing the trauma they experience through re-living events that have impacted them.</p> <p>All victims are guaranteed the same level of response and support regardless of tenure or type of anti-social behaviour experienced</p> <p>The root causes of ASB will be addressed, reducing opportunities for repeat incidents to occur</p>
<p>Mediation:</p> <p>People that have tried to resolve their own conflicts without success are helped to avoid formal proceedings. Mediation gives the power to individuals to take control and resolve a situation with the support of a neutral third-party mediator.</p>	<p>Mediation is a proven, cost-effective method to resolve disputes quickly and amicably. It's particularly powerful in resolving situations early, negating the need for any formal proceedings such as civil litigation.</p> <p>Mediation can save much time, money and grief whilst significantly improving the lives of those involved. The goal is always to guide both parties to a mutually beneficial resolution rather than recommend specific courses of action. It empowers people to resolve situations themselves and come to an agreement.</p>
<p>Lack of Opportunity to succeed.</p> <p>Individuals and families are supported from a whole-family approach, whereby lack of opportunity linked to disadvantage, are tackled to prevent escalating ASB and other issues.</p>	<p>Agencies will view ASB as the result of something rather than an isolated set of behaviours.</p> <p>Families and communities are able to access the services they need and are aware of what opportunities are available.</p> <p>Children are invested in from an early age, providing youths the opportunity to do things they are passionate about to stop the cycle of unacceptable behaviour escalating and risk of exposure from Gangs or other negative influences.</p>

<p>Victims feel safe and supported in challenging anti-social behaviours:</p> <p>Reporting routes to agencies are clear and accessible, supported with readily available guidance on how to address lower-level anti-social behaviour before it escalates e.g., through the use of respectful communication and mediation.</p> <p>Agencies adhere to legislative guidance and victim's wishes for anonymity if requested. Opportunities are also provided to allow advocates to represent victims were required.</p>	<p>Agencies will provide the safest possible environment for managing anti-social behaviour, where victims are supported. Victims will feel heard, respected, and protected.</p> <p>Everyone involved feels confident in tackling and challenging the behaviours impacting upon them.</p> <p>Victims will feel safe and have the confidence that their issues are being treated seriously and effectively by statutory agencies.</p>
<p>Disruption:</p> <p>All agencies work collaboratively, prioritising the swift disruption of anti-social and criminal behaviours, using all available tools and powers in the collective to protect our communities.</p>	<p>Agencies will deliver timely disruption activities to stop unacceptable behaviour escalating into criminal behaviour.</p> <p>Perpetrators will no longer be able to commit ASB unchallenged</p> <p>Communities will feel protected, and flourish in safe neighbourhoods where families can grow without the fear of crime</p>

What our communities have told us:

- *"ASB needs to be acted on immediately, so the person knows it's been noticed and that it is followed up with warnings. The council needs to get serious about this. . You've got to keep talking to them." (WCC resident, F 60-64, rents from council, lives alone)*
- *"Early intervention in the repeating cycles of the poverty trap is much easier said than done. However, investing in children from the early years up, ensuring, wherever possible, that no child goes hungry/ gets into gangs, drugs etc. because there's no hope at home and nothing to do outside school, (WCC resident, F 50-54, council rents, lives alone)*
- *On both occasions I called the police who responded immediately. Next day I contacted the ASB team at the councils, again quick firm action was taken against an offenders. Both were quick to respond and were supportive given I was living on my own and their concerns were noticeable. The quick action by both, I feel negated any further abuse towards me. (Resident)*

How can we all play our part in the CCR?

<p>Individual</p> <p>Individuals can exercise their rights and seek support to challenge anti-social behaviour before it escalates</p>	<ul style="list-style-type: none"> • Learn about your rights as a victim • Familiarise yourself with the tools available to tackle anti-social behaviour • Read the section on Reporting ASB • Call 999 in an emergency or 101 if it is not an emergency (other routes contact details can be found in Appendix 4.)
<p>Community</p> <p>Anti-social behaviour is everyone's business and all members of the community know what behaviour is unacceptable and can report effectively to the appropriate agencies for intervention</p>	<p>In addition to the Individual recommendations:</p> <ul style="list-style-type: none"> • Be mindful of the root causes of ASB and report welfare concerns if things do not appear right
<p>Professional</p> <p>Agencies are aware of the benefits of early intervention, working together to improve data collation and analysis to identify root causes and deliver swift interventions</p> <p>Officers ensure ASB case strategies are devised in partnership, drawing on the collective tools and powers available to disrupt the unacceptable behaviour</p>	<ul style="list-style-type: none"> • Arrange ASB and information sharing training • Review current practices and thresholds for support service access, ensuring people do not fall through the gaps • Understand the duties a Community Trigger places on agencies and how effective partnership working can deliver appropriate interventions and success • Develop referral pathways and work together with other agencies • Work alongside partners to disrupt ASB before it escalates.
<p>Society</p> <p>Consistent and long-term support is available for all individuals. The root causes of ASB are understood and addressed.</p>	<ul style="list-style-type: none"> • Remove stigma, fear, and barriers to accessing support services, ensuring everyone has access to help when they need it • Promote a shift in acceptance towards people with diverse backgrounds and identities, including ethnicity, gender, disability, religion and sexuality

Case Study: Covid Lockdown Youth Disorder

The Pandemic proved a challenging time for our communities, with residents forced to remain in their homes, schools closed, and our young people grew restless being isolated from their friends. Westminster City Council, our Housing colleagues, and Police worked tirelessly to reduce the negative impact of anti-social behaviour within the lockdown period.

A large group of young people started congregating on a private Estate, breaking doors to access communal areas for drug taking, damaging private property, and intimidating residents. Initial intelligence received from residents enabled Police and security teams to proactively target the area, identifying the individuals through a range of tools including ASB warnings, stop & searches and CCTV images that were shared with Police, Integrated Gangs & Exploitation officers, Schools officers and Housing staff. Security within the estate was improved with focus on weak access points, lighting, and signage.

The enhanced security measures and disruption patrols saw the group displaced to a further two Westminster Housing Estates and a Network Homes Estate across 3 neighbouring wards; the youths moving on as soon as an Estate became too 'hot' for them. Again, intelligence received from our residents through reports, street briefings and ASB questionnaires played a vital part in supporting the multi-agency response.

Disruption patrols and security improvements continued within the affected Estates, alongside weapon sweeps, warning letters and Community Protection Notice warnings to those identified. The evidential base justified the implementation of 2 civil injunctions against persons unknown, with the power of arrest attached, to protect the two Westminster Housing Estates.

Alongside the disruption work, partners created action plans for each of the individuals identified, seeing early interventions for those just coming to notice, including joint agency meetings with the youths and their families, Acceptable Behaviour Contracts agreed to improve behaviours and enhanced support to divert them away from gang influences. Stronger sanctions were applied to known individuals with named civil injunctions for 8 of the group banning them from the Network Homes / Westminster Housing Estate, and referral orders for restorative justice contracts to be agreed at a Youth offending Panel.

5.3 Objective 3: Victim Support

Victims of ASB can have a range of needs. Some will be because of the impact of the actual ASB but they may also have other needs as well. Mental health, substance misuse, housing, poverty, and other needs can seriously heighten the impact of ASB on victims. Support and therapy are often found to be vital in reducing the long-term impacts on victims especially during their recovery from incidents of ASB. Our approach needs to be wide-ranging and led both by a person's immediate and long-term needs.

Some victims told us that they also needed more individual support whilst their cases were being investigated and dealt with. They said that they needed to be listened to and wanted to receive regular updates on their case. They wanted to understand what actions could and would be taken by agencies. They also wanted to have the opportunity to give opinions and feedback on case handling. They said that this would make them feel that their concerns were being taken seriously, listened to, and engaged in their own case. They said that this would give them confidence in the agencies involved and that those that were responsible for the ASB would be held to account for it.

It is essential that victims are provided with access to better advocacy within case management and be given the opportunity to choose restorative justice measures to tackle ASB if they wish. Offers of trauma-informed help and support to support the investigation and ultimately recover from their experience will assist victims in finding emotional and physical well-being and reduce the possibility of repeat victimisation. It is important that professionals act without judgement or prejudice, are mindful of the effects of secondary trauma and seek to support and validate survivors of ASB from their first contact. Professionals must work with our victims in order to give them the outcomes that they deserve.

What does Victim Support look like?	What difference will it make?
<p>Organisations follow duties and best practice: Agencies are aware of their duties in relation to ASB and respond swiftly and appropriately, often going beyond the minimum requirement to give victims the maximum support. Best practice examples are shared and adopted.</p>	<p>Victims will receive the support they deserve before the anti-social behaviour harms their emotional, mental, and physical wellbeing.</p> <p>Advocates will be able to help victims navigate and access services they may need to improve their general wellbeing and represent their best interests.</p> <p>Victims will be engaged in their case and will understand how they can support agencies in delivering the required results. They will feel that they are part of the solution.</p> <p>Victims will have the confidence that their concerns are being taken seriously and that they have the best response from agencies that is available.</p>
<p>Community Triggers: Everyone will be aware of their legal rights as a victim and their right to activate a Community Trigger case review if the local threshold is met. <i>(3 reports of ASB within 6 months to Police, Housing or Council)</i></p>	<p>Victims will be able to have their cases reviewed swiftly and efficiently so that they no longer have to endure on-going ASB and the impacts upon them.</p>

<p>Continuous improvements: Agencies will continuously improve their practices, actively seeking feedback from victims on what worked well and whether they felt anything could have been improved upon. Best practice will be shared amongst agencies</p>	<p>Services will be delivered to meet the needs of the victim.</p> <p>Agencies will learn from and develop their own practice to ensure that they are meeting the needs of their victims.</p> <p>Diverse needs will be identified and responded to effectively.</p> <p>Westminster will deliver the best ASB service to its ASB victims</p>
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What some of our victims told us:

- *"Having the ASB team updating me was so helpful. ." (Resident)*
- *I did not feel believed, I felt marginalised actually. The response felt institutionalised with no empathy in that I think Leaseholders are characterised as complainers. It was only after some months passed that I was contacted by an experienced ASB officer who listened to me. Then I felt like a proper response was being taken. (Resident)*
- *My experience of dealing with different agencies was difficult. When I reported ASB that was shared between agencies it was obvious that the information provided was not consistent.. (ASB Help)*

How can we all play our part in the CCR?

<p>Individual: Victims will have access to agencies that will provide a professional and empathic service in dealing with ASB.</p> <p>Victims will need to support the agencies in providing information and support to the case.</p> <p>Victims can seek and access support in order to address the impact upon their emotional, mental and physical well-being.</p>	<ul style="list-style-type: none"> • If you notice unacceptable behaviour, report it to the relevant agencies (use the guide in this strategy on p.30 <i>Reporting anti-social behaviour</i>) • In an emergency, call 999 • Show empathy towards individuals you believe are ASB victims, offer support and signpost them to the Community Trigger and other services outlined in the resource guide in this strategy (page 33)
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<p>Community: Communities will have confidence that agencies are providing an effective and professional victim-focused service and will be able to support victims of ASB in their neighbourhoods.</p> <p>Communities will have the knowledge to be able to encourage victims to report ASB to agencies.</p>	<ul style="list-style-type: none"> • Agencies will promote our victim services to communities (see the Resource guide within this strategy on page 33) • Communities will be able to use self-referral pathways into services to report ASB, considering specialist organisations which can provide support • Communities will be able to collectively support the victims within their neighbourhoods that are suffering ASB
<p>Professional: Agencies work together to ensure victims can access holistic wrap-around support that is trauma informed</p>	<ul style="list-style-type: none"> • Agencies will approach every case by putting the victim at the centre of their case management. Victims matter and are our priority. • Services will provide a professional, effective, and empathic services to victims. • Agencies will involve and work with our victims closely to ensure successful outcomes. • Agencies will understand and carry out their duties in response to ASB and the Community Trigger, advising victims of their rights. They will signpost victims to resources that are available to them, e.g. Online resources such as the WCC Community Trigger Film: https://www.westminster.gov.uk/leisure-libraries-and-community/crime-and-community-safety/community-trigger • Services will address victim's immediate needs and allow time to discuss long-term support • We will develop processes and work together with other agencies to achieve outcomes that deliver for our victims. • Agencies will ensure that our communication with victims about their cases is regular, informative, and collaborative. • Agencies will ensure that services provided are fair, equitable and consider diverse and inclusivity needs. • Agencies will always seek feedback from victims to ensure that services are improved and evolved in order to meet need.

<p>Society: Being a victim of ASB is not acceptable to our society. No-one should have to suffer from ASB and everyone has a right to live in, work in or visit Westminster in peace and harmony. It will not be tolerated.</p> <p>Consistent and sustained support both short and long term is available for all victims.</p>	<ul style="list-style-type: none"> • ASB amongst communities needs to be condemned and 'called-out' in order to support victims and reduce the incidents of victimisation. • Ensure language, ethnicity and status are not barriers to accessing long-term support.
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Case Study: Sarah Newton

Sarah Newton – Westminster Housing Resident Case Study.

Sarah has lived in Westminster her whole life and lives in a flat on her own on an estate. She has experienced three separate cases of Anti-social Behaviour whilst living in her flat. Sarah felt that as a woman living alone, she was being targeted by others living on her estate. On one occasion, three people who were in a property nearby verbally abused Sarah, repeatedly asking her for her mobile phone and accused Sarah of calling the police, something she did not do. This left her feeling nervous about leaving her flat.

After this incident, Sarah called the Safer Neighbourhood team police and the Anti-social Behaviour Team in Westminster housing who assisted her with her situation. They advised what they could do to help her and provided advice on who to contact and how to keep safe. The case manager also suggested arranging for the local safer neighbourhood team to visit her. The ASB Case manager was proactive in quickly linking in with the police; expressing the seriousness of the situation and on the same day, two officers carefully visited Sarah at her flat after her agreement for this to happen with the case manager. Sarah was happy for her case manager to manage this further with the perpetrator and so alongside housing officers, he informed the perpetrator of the reports they had received and that if there was evidence to show that they or any visitors/ members of their household were causing nuisance, harassment, alarm, or distress to another resident, they could face tenancy enforcement action which could in the most serious circumstances be eviction. The behaviours stopped after this strong action was taken. The council dealt with it quickly and Sarah has felt more secure and reassured that partners work to keep people feeling safe in their homes.

5.4 Objective 4: Bringing Perpetrators to Justice

The impact of anti-social behaviour left unchecked can damage and even destroy lives. Our communities in Westminster want to see perpetrators brought to justice for the harm that they have caused to prevent both their behaviours from escalating and to also discourage others from doing the same.

The police are not the only service responsible for this objective - everyone has a role to play. Communities, victims, and witnesses need to speedily report ASB to services and support ongoing cases, especially when enforcement is identified as the potential solution to their problems. Wider services, such as mental health teams, housing management teams, ASB caseworkers, need to work together with victims and perpetrators to address ASB. Agencies need to deliver enforcement outcomes that not only hold those responsible for ASB to account, but also meet the needs of victims and communities and to eradicate the ASB totally. We must work together in this very important area.

Holding those responsible for their actions can have a positive impact upon perpetrators themselves by becoming real 'teachable moments' in their lives and providing them with an opportunity to turn their lives around.

Victims of ASB have told us that robust enforcement and stronger consequences are required to deter perpetrators committing ASB and provide them with satisfaction that someone has been held to account for the suffering that they have experienced. However, prosecution is only one form of justice. The opportunity for survivors to choose restorative approaches to tackling ASB is also important as it means their experiences are believed and they are being given a chance to decide how the perpetrator is made accountable for their actions. Agencies have a wide range of enforcement routes that they can take and each case must be assessed on its own merits to determine the most successful and impactful route to dealing with the ASB and perpetrator.

It is imperative that we swiftly bring perpetrators to justice, so victims do not have to suffer any longer than is absolutely necessary. Delays in delivering outcomes for victims can further traumatise them and the sooner we can engage and deter those responsible for it the better for them, and for communities as a whole.

In the case of a neighbour dispute, on occasion victims of ASB can become perpetrators if certain actions are taken in retaliation to a behaviour. We do not encourage retaliation, as this could mean action being taken against the individual. That is why if you feel you cannot resolve the situation amicably using resources such as 'dear neighbour cards,' you are able to take the appropriate actions as listed in Section 7.

It is also important that the root causes as to why a perpetrator engages in ASB are addressed. We know that lack of opportunity, boredom, peer pressure and a lack of insight into the impacts upon others can be key factors in why some people engage in behaviour that damages people and communities. Whilst holding people to account for their behaviour is vital, we also need to ensure that where appropriate we provide support to perpetrators to allow them to change their behaviour and become a positive member of society, rather than damaging it. Agencies must address any underlying issues that contribute to the offending in the first place, otherwise behaviours will continue and ASB will perpetuate.

What does Bringing Perpetrators to Justice look like?	What difference will it make?
<p>ASB Perpetrators identified and investigated in a swift and timely manner:</p> <p>All agencies are involved in sharing information to build the intelligence picture and reports are thoroughly investigated to ensure perpetrators are held to account.</p>	<p>Victims feel listened to and believed.</p> <p>Victims' confidence in and satisfaction with agencies will improve</p> <p>Perpetrators will no longer be able to commit ASB unchallenged</p>
<p>Victims supported to give evidence:</p> <p>Victims are supported throughout the criminal justice process and beyond, with their mental health at the forefront of considerations.</p>	<p>Victims will be more likely to testify, leading to more convictions of anti-social behaviour perpetrators.</p> <p>Perpetrators will know that they will be held to account.</p>
<p>Community Resolution / Restorative Justice:</p> <p>Victims are provided the opportunity to consider restorative justice approaches and decide how they want their issues to be addressed</p>	<p>Victims feel confident and in control of their case, trusting agencies to act in their best interests</p> <p>Adults and children who exhibit ASB have the opportunity to take responsibility for their behaviour and repair the harm caused by it.</p>
<p>Appropriate intervention is taken:</p> <p>Victims are placed at the heart of any action and agencies collaborate to deliver robust interventions, which may include criminal justice options incorporating behavioural restrictions and rehabilitative requirements, based on the seriousness, risks and vulnerabilities in the case.</p>	<p>Victim/ survivors will feel safe and vindicated</p> <p>ASB perpetrators will be unable to commit further anti-social behaviour</p>

What our communities have told us:

- *"A change of people's attitude is needed.. Quick, swift action to enforce any laws broken needs to be taken.. People need to seriously be made aware that their behaviour will not be tolerated. Victims do not want potential outcomes dragged out over a long period of time." (WCC resident)*
- *No intervention of ASB at any stage only allows the problem to grow and is enabling the perpetrators. A better understanding is needed from agencies about how this is not 'low level crime' and how it does destroy lives. It does not go away - it only escalates to further criminalities with no intervention, and victims' lives suffering or are even ending. There are many serious case reviews that support this. (ASB Help)*
- *"Take swift action against prolific offenders and publicise what action has been taken." (Business Crime Reduction Partnership)*

How can we all play our part in the CCR?

<p>Individual</p> <p>ASB is seen to damage and destroy lives, victims are treated as such and supported through any intervention</p>	<ul style="list-style-type: none"> • Call 999 in an emergency or 101 if it is not an emergency (other routes contact details can be found in Appendix 4.) • If you witness ASB and can safely challenge it, do so; report it to the relevant authorities to intervene • Show empathy towards individuals you believe are ASB victims, offer support and signpost them to the services that are available to them including Community Trigger. Services are outlined in the resource guide in this strategy (page 33)
<p>Community</p> <p>ASB is consistently reported by communities</p>	<ul style="list-style-type: none"> • Share information with agencies (anonymously if preferred, using the reporting routes outlined in the Reporting ASB guide on page 30) to ensure agencies can work from the most comprehensive intelligence picture • Do not tolerate ASB within your neighbourhood, by safely challenging and reporting all incidents of ASB you witness, even if the perpetrator is known to you

<p>Professional</p> <p>Agencies work in partnership, utilising all available powers to bring perpetrators to justice</p>	<ul style="list-style-type: none"> • Agencies will utilise all applicable disclosure channels to access a comprehensive intelligence picture, identifying appropriate agencies to address root causes of the perpetrator's behaviour • Develop case strategies utilising all available powers, incorporating rehabilitative and behavioural control measures within court orders • Ensure victims have continued support throughout the duration of the case
<p>Society</p> <p>ASB is not tolerated, and perpetrators are held to account</p>	<ul style="list-style-type: none"> • Victims are given the opportunity to decide on restorative justice disposals • Courts consider robust sanctions against those responsible for committing and/or enabling ASB

Case Study: Criminal Behaviour Order & Community Orders

Westminster City Council received multiple reports from Westminster businesses and residents regarding a 60-year-old male's abusive behaviour towards people on the street. A multi-agency ASB case conference was held for a holistic review of the case and devise an action plan to address the ASB and its root causes. It was found that in addition to the abusive behaviour the male had a history of theft and had recently caused injury to a shop keeper when challenged. Support Services present at the case conference acknowledged that he had suffered complex trauma, significant health issues and used Class A drugs; it was also determined that he had previously suffered a serious brain injury and consistently refused to engage with specialist support services.

Partners decided a Criminal Behaviour Order with an exclusion zone, would be an appropriate preventative tool. When discussing this enforcement approach, partners held his complex needs in mind to ensure the appropriate action could be taken. Relevant assessments of his welfare, brain injury and communication needs were completed, alongside a review of a suitable neuro-rehab programme for future consideration. The case leads followed recommendations in the clinical report from the speech and language therapist on how best to communicate with him to ensure he understood the ramifications of his behaviour, what the Police were saying to him, and any documentation served.

The Court received a pre-sentencing report detailing the findings of the clinical report and other assessments. Recognising his complex needs, the Court granted the 4-year Criminal Behaviour Order and sanctioned a community order designed to ensure he accessed the Drug and Rehabilitation support services he requires to make a positive change.

5.5 Objective 5: Engaging the Community

The way in which we engage our communities is fundamental to the approach we take in resolving ASB. Communicating the successes, activities and actions of the Council and agencies, as well as involving our residents as partners in addressing local problems brings positive outcomes, especially in terms of community confidence in the Council and other agencies to act.

Residents often understand the local issues that affect their neighbourhoods and are best placed partners to help develop and deliver community focussed solutions.

When discussing community engagement, residents highlighted how their knowledge of what action was being taken to address the ASB in their neighbourhood contributed greatly to their feelings of safety both in their home and locality. It also increased their trust in authorities to ensure that they can safely report incidents that had impacted them without fear of reprisal.

It is vital that we guarantee a two-way flow of information and intelligence between the Council and our communities; to ensure that our residents trust the Council and agencies act in the best interests of their communities and neighbourhoods. They want to be able to contribute to locally devised strategies addressing the key concerns and see the positive differences that successful actions have achieved.

What does Engaging the Community look like?	What difference will it make?
<p>Promoting successes and advertising action:</p> <p>Communities are aware of the issues and agency responses within their neighbourhoods, clear on how they can help contribute to resolving the ASB.</p> <p>Where appropriate, and where the law allows, the council will identify individuals that have had a court sanction made against them as a result of their anti-social behaviour.</p>	<p>Community confidence in the Council and agency ability to tackle ASB will improve, seeing the positive differences of successful actions</p> <p>Communities do not tolerate ASB in any form and report through incidents and intelligence to help agencies tackle the behaviour</p> <p>ASB perpetrators will know they will be held to account</p>
<p>Community Solutions:</p> <p>Communities are engaged in ASB focus areas to ensure that key concerns are identified, and solutions are co-designed, specific to the needs of the locality</p>	<p>Communities are empowered, able to ensure the needs and issues within their neighbourhoods are addressed and victims are supported.</p>

<p>Visible Presence:</p> <p>Officers have visible presence within our neighbourhoods, ensuring a fluid flow of information between our communities and agencies</p>	<p>Agency responses are fully informed ensuring swift multi-agency early interventions</p> <p>Communities feel safe and connected, confident in their ability to help protect their neighbourhoods from ASB</p> <p>Confidence in statutory agencies will improve.</p> <p>Communities will be better informed about the ASB issues that are affecting their area.</p>
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What our communities tell us:

- *Business forums providing sector-specific support and advice and offering clarity on what work is being done by the Council to support businesses in relation to anti-social behaviour." (Theatre)*
- *"Stress reduction generally so social / community activities, social care support and engagement." (Resident)*
- *"More education whether at school, or advertisements on television, mobile units especially on estates, more noticeable police presence." (Resident)*
- *"I don't know where to report it, and what if any action the Council would take. I don't think is worth reporting as I don't think you would do anything about it." (Business association, West End Business Network)*
- *"Westminster council in particular do not care (in some areas) and complaining just seem to fall on 'deaf ears.'" (Resident)*
- *"Early notification to neighbours and block that an investigation was going on" (Resident)*

How can we all play our part in the CCR?

<p>Individual</p> <p>Individuals understand the local issues within their neighbourhoods and are provided the opportunity to collaborate with agencies to resolve the ASB.</p>	<ul style="list-style-type: none"> • If you witness ASB and can safely challenge it, do so; report it to the relevant authorities to intervene (use the “How to Report ASB” guide on page 30 in this strategy) • Familiarise yourself with the local engagement platforms, contributing information and ideas on how to resolve issues. • Engage with ASB questionnaires, attend local ASB forums and assist with requests for information, helping agencies evidence ASB and coordinate co-designed solutions
<p>Community</p> <p>Communities are aware of the issues affecting their wider neighbourhoods and work together with agencies to address ASB.</p>	<ul style="list-style-type: none"> • Share information with agencies (anonymously if preferred, using the reporting routes outlined in the Reporting ASB guide on page 30) to ensure agencies can work from the most comprehensive intelligence picture • Join or establish community, residential and business forums to represent the local neighbourhood in consultation and engagement by agencies
<p>Professional</p> <p>Agencies engage local neighbourhoods in ASB focus areas to ensure that key concerns are identified, and solutions are co-designed, specific to the needs of the locality.</p> <p>Actions and successes are promoted; when appropriate and where the law allows, successful court sanctions are advertised.</p>	<ul style="list-style-type: none"> • Utilise all methods of engagement inviting communities to co-design solutions when resolving issues, such as ASB questionnaires, door knocks and wider consultation with residential and amenity societies • Promote local action plans in ASB focus areas, clarifying reporting routes and how the community can assist • Advertise successful court sanctions where the law allows

<p>Society</p> <p>ASB is not accepted in any form within our society. Everyone is informed, working together to design and implement local solutions before they escalate.</p>	<ul style="list-style-type: none"> • Established community platforms provide everyone with the opportunity to understand local issues and contribute to solutions • Transparent and trusted information flows exist between agencies and local neighbourhoods; perpetrators understand they will be identified and held to account
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Case Study: Community Thursday's

Community Thursdays is a Westminster Housing initiative designed to provide an opportunity for teams across the housing department, at all levels, to have a local and visible presence on our estates and talk to residents about issues that matter to them, including ASB.

This initiative was instigated following the recent housing departments restructure, where there are now more officers in our teams who manage smaller patches, therefore they are able to provide greater focus on issues that affect residents. Local councillors are invited to join us on Community Thursdays, so that we can collectively work together to address wider issues, as well as provide advice and assistance on issues specific to the resident's home. Each Thursday afternoon, staff across the department visit a different housing estate to knock on the doors of our residents' homes.

Community Thursdays has provided an opportunity for officers to engage with residents, in particular those who are vulnerable, and have a face-to-face discussion about ASB or other housing related queries. Residents can report new incidents of ASB or following up on current cases with new information which act as an integral part of gathering evidence for enforcement and provides them an opportunity to collaborate with agencies to resolve the ASB. Staff can log information reported to them which is triaged to the ASB teams to add to insights on cases and provide more effective outcomes,

Westminster City Council recognises that people have personal preferences in the way they report issues to the Council. Community Thursday's provide vital face to face contact to all Westminster Housing tenants and leaseholders, which compliments the existing ASB reporting routes into Westminster Housing via the telephone or ASB reporting form.

Section 6 – Conclusion

ASB destroys lives. We have the power to prevent victimisation, bring perpetrators to justice and ensure victims are identified and can access meaningful support. Only by working together can this be achieved.

Thank you for taking the time to read this strategy. This may be the conclusion, but it is the beginning of the next five years and reaching our objectives. We look forward to working with you to deliver an approach which is collaborative, coordinated, trauma-informed, Intersectional, gender-informed, and above all puts victims' voices and specialist services as its heart.

So, take another look at the diagrams on how we can all play our part and let us work together to end anti-social behaviour.

Section 7 – Appendix 1: How to report anti-social behaviour

We know that having to continuously report anti-social behaviour can be exhausting for people trying to survive the ordeal. Here we have listed the main reporting routes for anti-social behaviour, to ensure that the correct teams are aware of the issue from the beginning.

Please note that the Council is not an emergency response service. Incidents where there is an immediate risk of harm to person or property must be reported to the police or other appropriate emergency service at 999.

Housing Association tenants:

If you are a Housing Association tenant, it is vital that you report any anti-social behaviour you have experienced in and around your property to your Housing Provider in the first instance. This enables the first steps of tenancy enforcement action to commence, if applicable.

Please refer to your Housing Provider's website for details of their ASB policy and ASB reporting instructions.

Westminster Housing tenants

If you are a **Westminster Housing tenant**, please visit our webpage:

<https://www.westminster.gov.uk/housing/tenants/report-anti-social-behaviour-or-tenancy-fraud-westminster-housing-residents>

Westminster Housing also has a **Residents' Portal** for their tenants – those registered can log their own ASB case and update it.

<https://www.westminster.gov.uk/news/housing-portal-makes-managing-your-home-breeze>

Reporting to Police:

The Police have enhanced the way ASB can be reported; there is an ASB on-line form, which can be accessed at the following link:

<https://www.met.police.uk/ro/report/asb/antisocial-behaviour/>

You can still continue to report via current channels such as **101** or to your local Neighbourhood Policing Team if you prefer, as there will be no change to the current ASB process. In the case of emergency dial **999**.

Reporting to Noise:

You can report any future incidents involving noise with Westminster City Council Noise reporting number or on-line reporting tool at the link below:

<https://www.westminster.gov.uk/report-it>

Calls to the Noise reporting number can be made 24/7 and will enable our officers to attend and witness the noise levels. They act on statutory noise nuisances. Please call: **0207 641 2000**

Reporting anonymously:

You can report anonymously to the police via their online anti-social behaviour reporting form:

<https://www.met.police.uk/ro/report/asb/asb/report-antisocial-behaviour/>

To report crime anonymously, you can also contact Crimestoppers on:

- **0800 555 111** - this number is free to call
- visit the Crimestoppers website: <https://crimestoppers-uk.org/>

Community Trigger:

If you've reported 3 incidents of anti-social behaviour in the last 6 months to the police, your Housing Association or Westminster City Council, and you feel that no action has been taken, you can request a formal case review by starting a community trigger. A film on what to expect if you apply for a Community Trigger and the application form can be found here:

<https://www.westminster.gov.uk/leisure-libraries-and-community/crime-and-community-safety/community-trigger>

Section 7 – Appendix 2: Our Commitment

Victim first

We take a victim centred approach. We will support the individual/s being affected by anti-social behaviour in the way they wish to be supported and look to achieve a balanced outcome for both the victim and community, understanding that may not always be enforcement; Where possible, victims will be given the opportunity to choose restorative approaches to tackling ASB. We will build an environment where victims and witnesses feel confident and safe in coming forward to report anti-social behaviour. We will actively try to understand the victim's experience and improve our services accordingly.

Act in partnership

We will draw on the resources of the wider partnership and work collaboratively to share knowledge, resources, and expertise to prevent and address ASB. Where appropriate and in line with data protection legislation, we will share information with our partners, including the police and social landlords to help us work out how best to respond.

Address the causes of the anti-social behaviour

There are many factors that could influence someone's behaviour in a way that others might consider anti-social. Where issues such as drug or alcohol addiction, domestic violence or mental illness are identified we will provide support to the victim and to the perpetrator by referring to appropriate support services.

Legal and enforcement action where necessary

We will take a robust approach to resolve ASB, and this will include legal action where necessary to protect victims. We will ensure that any action is a proportionate response to protect the victim or community in line with the Enforcement Concordat. We will continue to use our legal tools and powers innovatively and assess their effectiveness to inform future decision making.

Prevent anti-social behaviour where possible

By using appropriate and timely interventions we aim to resolve most complaints at the earliest opportunity for example by sending warning letters, offering mediation or positive diversionary interventions, making use of Acceptable Behaviour Contracts (ABCs) and making appropriate referrals for support. We will champion the use of Community Standards to promote neighbourly behaviour and advertise the Community Trigger so everyone understands their rights as a victim of ASB.

Section 7 – Appendix 3: Victim’s Charter

This charter does not replace any statutory rights that victims have under the Victims Code or any other codes of practice. This is Westminster City Council’s commitment towards our residents and community to deliver a victim centred response to anti-social behaviour.

We will allocate a lead ASB caseworker to be single point of contact (SPoC) through the duration of the case who will:

- Help victims understand what the options are in the case progression even if we are limited in what information we can legally disclose
- Discuss and agree the victim’s level of involvement within the case
- Advocate on behalf of the victim within any professional meetings relating to their case
- Keep victims informed about the progress of their case including any court hearings
- Discuss the court process with the victim when securing victim impact statements, discussing the special measures available to protect victims when testifying, and apply for extra help when giving evidence in court if appropriate

<https://www.victimsupport.org.uk/going-court/extra-help-court/>

- Discuss all available support services open to the victim and provide referrals to victims’ support services / other relevant support services where appropriate

Section 7 - Appendix 4: Resources

Experiencing anti-social behaviour can be stressful and upsetting. Westminster Housing has produced a series of ASB fact sheets and FAQ to help support our tenants which can be found here: <https://www.westminster.gov.uk/housing/anti-social-behaviour>

There are national and local organisations which may be able to offer you additional support and advice. Some of them are listed here:

General Support:

Victim Support

Victim Support is the independent charity for people affected by crime and traumatic events in England and Wales. They provide individual, independent, emotional, and practical help to enable people to cope and recover from the effects of crime.

Get support locally

- Contact your nearest Victim Support team: <https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/>

Call the Victims' national phone line

- Call the Support line for free on [08 08 16 89 111](tel:08081689111), 24/7

Get support online

- Start a live chat, available across England and Wales, 24/7:
<https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/live-chat/>
- Request support online:
<https://www.victimsupport.org.uk/help-and-support/get-help/request-support/>
- Access My Support Space – a free online resource containing interactive guides and videos
<https://www.mysupportspace.org.uk/moj>

Alternatively, you can call the Victims' Information Service for free on [08 08 16 89 293](tel:08081689293)

Citizens Advice Witness Service

A network of independent charities offering confidential advice online, over the phone and in person. CAB are independent, impartial and the service is free. CAB also support witnesses in every criminal court in England and Wales. Practical information about the process, as well as emotional support to help witnesses feel more confident when giving evidence.

- Address: 200 Aldersgate St, London EC1A 4HD (Main Office)
- Email: westminster.mc@citizensadvice.org.uk
- Witness service website:

<https://www.citizensadvice.org.uk/about-us/about-us1/citizens-advice-witness-service/>

Westminster Advice Services Partnership (WASP)

Advice on a range of issues, including Benefits, Debt, Housing, Employment, Consumer, Legal, Tax, Family law, Energy suppliers and Immigration & Nationality. Service available to Westminster residents (including those who are temporarily resident, or those placed temporarily by the City Council outside of the borough), or homeless with no local connection to anywhere outside of Westminster.

- WASP can be found across Westminster, at the following locations and times:
 - Beethoven Community Centre, Third Avenue, London W10 4JL, Mondays 1:30pm to 4pm
 - WECH Community Centre, Athens Gardens, entrance via Chantry Close off Elgin Avenue, W9 3RS, Tuesdays, 3pm to 5pm
 - Citizens Advice Westminster, 21a Conduit Place, London, W2 1HS, Tuesdays 5:30pm to 7pm (for employed only) and Fridays 2pm to 4pm, every 4th Friday women only
 - Church Street Library, 67 Church Street, NW8 8EU, Wednesdays 10:30am to 12:30pm
 - South Westminster Legal Advice Centre, 246 Vauxhall Bridge Road, London SW1V 1AU, Fridays, 9:30am to midday

Telephone: 0300 330 1191

Westminster Advice Services Partnership website: <https://www.westminsteradvice.org.uk/>

Mental health support

SPA - Single Point of Access

The Single Point of Access provides one number and one email address for referrals to secondary mental health services and support in a mental health crisis in the Borough of Westminster.

The Single Point of Access is open 24 hours a day, seven days a week, 365 days a year.

<https://www.cnwl.nhs.uk/services/mental-health-services/adult-and-older-adult/single-point-access>

You can call us on [0800 0234 650](tel:0800 0234 650) or email cnw-tr.spa@nhs.net

The Samaritans

The Samaritans are there for anyone who's struggling to cope, who need someone to listen without judgement or pressure. Free support on the phone, via email, letter and in person.

- Website: <https://www.samaritans.org/branches/central-london/>
- Telephone: 116 123
- Email: jo@samaritans.org
- Write to: Freepost RSRB-KKBY-CYJK, Chris, PO Box 9090, STIRLING FK8 2SA

For older people

Age UK advice line

Free national advice line for older people and those seeking advice for older friends or relatives. Open 8am to 7pm, 365 days a year.

- Telephone: 0800 678 1174
- Website: <https://www.ageuk.org.uk/westminster/>

For leaseholders

The Leasehold Advisory Service

Government funded independent advice for Residential Leaseholders

The Leasehold Advisory Service website can be found here: <https://www.lease-advice.org/>

Support for families in Westminster

Westminster Family Information Service

- Westminster FIS website: <https://fisd.westminster.gov.uk/kb5/westminster/fis/home.page>

To report a concern about a child, contact the Westminster Access and Assessment Team at [0207 641 4000](tel:0207 641 4000) or e-mail AccessToChildrensServices@westminster.gov.uk

Section 7 - Appendix 5: Glossary

Term	Explanation
Safer Westminster Partnership	The Safer Westminster Partnership is our statutory Community Safety Partnership where the council works with the police, fire, health, probation and other agencies to develop strategies and policies to make Westminster safer.
Modern Slavery	Modern slavery refers to situations where an individual is deceived, coerced or forced into exploitation. Modern slavery is an umbrella term which encompasses human trafficking, servitude and forced or compulsory labour. It is outlined in the Modern Slavery Act 2015.
Cuckooing	Cuckooing is a form of crime, termed by the police, in which drug dealers take over the home of a vulnerable person in order to use it as a base for drug dealing. It is named after the cuckoo's practice of taking over other birds' nests.
Community Trigger	The ASB Case Review, often referred to as the 'Community Trigger' is an important statutory safety net for victims of anti-social behaviour who believe they have not had a satisfactory response to their complaints about anti-social behaviour. Where a locally determined threshold is met, victims can require the relevant bodies in the local area to undertake a review of the case, and those bodies have a statutory duty to undertake that review.
Enforcement Concordat	The Enforcement Concordat: Good Practice Guide for England and Wales is a Code of Practice between Government and local councils. It sets out a range of options drawn from current good practice, which enforcers can use to help them apply the Principles of Good Enforcement.
Mediation	Mediation is a way to mend relationships when there is a disagreement . Mediation is held by a neutral person (a 'mediator'). The mediator is impartial. This means they do not take sides. They are there to help everyone involved find a solution they can all agree to.

Community Resolution	When dealing with anti-social behaviour or less serious offences through a community resolution, the police officer may use the Community Remedy document to engage the victim in having a say in the punishment of the perpetrator. The Community Remedy gives victims a say in the out-of-court punishment of perpetrators of less serious crime and anti-social behaviour, including allowing them to consider a restorative justice approach. The Community Remedy document is a list of actions which may be chosen by the victim for the perpetrator to undertake in consequence of their behaviour or offending.
Restorative Justice	A Restorative Justice approach is a way of working with conflict that puts the focus on repairing the harm that has been done. It is an approach to conflict resolution that includes all of the parties involved.
Registered Social Landlord	A Registered Social Landlord (RSL) is a Housing Association or other organisation registered with the Housing Corporation as a Social Landlord (Section 1 – Housing Act 1996) having a Local Management Presence.

Section 7 - Appendix 6: Related WCC Strategies

Strategy	Prevention	Early Intervention	Supporting Victims	Bringing Perpetrators to Justice	Engaging Communities
Safer Westminster Partnership Strategy (2020 - 2023)	Making the West End a safer place for visitors, residents, and businesses		Protecting the most vulnerable in Westminster from becoming victims of violence or exploitation	Working with the most problematic offenders to reduce their re-offending	Focusing on what matters most to residents, businesses, and visitors
Fairer Westminster Strategy (2022 - onwards)	Build a City where residents, workers and visitors from all backgrounds will feel welcome and safe.	Our council services will be transparent, easily accessible and effective, ensuring people can get the support they need	Our council services will be transparent, easily accessible and effective, ensuring people are safeguarded		Communities are at the heart of decision making to build a more inclusive city that celebrates its diverse communities
Westminster City Plan (2019 - 2040)	Delivers a well-designed, safe and managed public realm to support community growth; ensures the evening and night-time economy is not dominated by the consumption of alcohol, which can lead to issues of anti-social behaviour.	Development and or public realm improvement proposals will be required to incorporate appropriate security measures advised by the Metropolitan Police and / or the council			Neighbourly Development principle applies to all proposals to avoid negative impacts associated with further growth of the City.

<p>Private Rented Sector Housing Strategy (2021 - 2025)</p>	<p>Effective management of private residential properties against the Council's standards</p>	<p>Licensing of Houses in Multiple occupation to ensure Council's standards for safe and well managed homes</p>	<p>Ensure referral mechanisms to 'Safer Renting' charity and Justice for Tenants as well as Tenancy Relation Officers</p>	<p>Enforce Housing standards which may include civil or criminal action against non-compliant landlords</p>	<p>Promoting awareness around Housing issues via Landlords forums and PRS Strategy group</p>
<p>Mental Health Strategy (emerging) 2023 - onwards</p>	<p>Ensuring relevant support to address key behavioural drivers that may put tenancies at risk</p>	<p>Ensuring support is available at the earliest opportunity to address mental ill health as root causes of unacceptable behaviour</p>	<p>People are supported to look after their mental wellbeing</p>	<p>Provides intervention and support for perpetrators to change their behaviour</p>	
<p>CYP and Families: Drugs Strategy (emerging): Preventing and Reducing harm caused by illegal drugs on children, young people, and families (2023-2026)</p>	<p>Ensuring we best to support:</p> <ul style="list-style-type: none"> • Children and young people (CYP) who are using illegal drugs • Parental Substance misuse and "hidden harm" • CYP who are involved (and/or exploited to be) with the supply and dealing of drugs 	<p>Draft recommendations relate to Education and Awareness, Stigma and Shame, Safe Spaces for Children and Young People, Support for Families and Strategic Collaboration</p>	<p>Key focus is to prevent and support CYP who are involved (and exploited to be) in the dealing and supply of drugs: this includes raising awareness amongst recreational drugs users on the impact on local CYP and communities and challenging the perceptions around involvement in drugs.</p>	<p>Combating Drugs Partnership: To ensure delivery of the 10-year National Drugs strategy in line with the National Combating Drugs Outcomes Framework: this is a national ask</p>	<p>An important overarching enabler to the recommendations is strengthening the voices of local people, especially children and young people and those with lived experiences. Addressing drugs and related issues are consistently a top priority named by residents.</p>

Violence against Women & Girls (VAWG) Strategy (2021 - 2026)	Children and young people (CYP) who are using illegal drugs		Ensures survivors are provided the right support at the right time	Holds abusers to account and provides intervention and support for them to change their behaviour	Work preventatively with children and young people in schools and other settings to promote healthy relationships, gender equality and respect.
Health and Wellbeing Strategy (emerging) (2023 - onwards)	Parental Substance misuse and “hidden harm”		People are supported to look after their mental wellbeing		People and Communities work together for a fairer society
Rough Sleeping Strategy (emerging) (2023 - onwards)	CYP who are involved (and/or exploited to be) with the supply and dealing of drugs	Advise rough sleepers on the support that is available to them and the consequences of not engaging or behaving anti-socially	Identify where rough sleepers have been victims of crimes such as trafficking and respond appropriately	Ensure rough sleepers who refuse to engage and pose a danger to themselves, or others are subject to enforcement action with a view to changing their behaviour.	
Homelessness Strategy (2019 - 2024)		Ensuring relevant support and interventions to address key behavioural drivers that may put tenancies at risk	Protecting victims from non-compliant landlords	Holding non-compliant landlords to account	
Statement of Gambling Policy (2022)	Prevents gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime	Protecting children and other vulnerable persons from being harmed or exploited by gambling.			

Statement of Licensing Policy (2022)	The Licensing Authority will not grant applications that do not promote the Prevention of Crime and Disorder, and Public Nuisance licensing objectives.	Implementation of Licensing conditions to control crime & disorder where appropriate		Holds Licence holders of problematic premises accountable for controlling crime & disorder issues within their venue	Encourages membership of an appropriate scheme (e.g. Pub Watch etc) where this would promote the licensing objective to control crime & disorder
Busking & Street Entertainment Policy (2021)	Licensing scheme to control activities that may cause a nuisance in the City Centre	Code of Conduct to improve control & address the adverse impacts experienced by pedestrians, businesses, and residents		Holds buskers accountable with a self-regulating approach and licensing conditions	
Early Help Strategy (2019 - 2022)	Prevention of children and young people committing offences	Strengthening parents' and young people's resilience in managing their behaviour when Parenting capacity manifests itself in significant behavioural issues			
Modern Day Slavery and exploitation strategy (2021 - 2026)	Builds Community understanding, empathy, and resilience, where adults & children know about and can exercise their rights	Ensures communities know the signs and how to report suspicions	Protecting the most vulnerable in Westminster from becoming victims of violence or exploitation	All agencies are involved in sharing information to build the intelligence picture and allegations are investigated thoroughly	

Need to report Anti-social Behaviour?

Find out how to report anti-social behaviour, and the best way to do it depending on your circumstances on **Page 30**

The Council is not an emergency response service. Incidents where there is an immediate risk of harm to person or property must be reported to the police or other appropriate emergency service at 999.

References

The Mayor's Office for Crime and Policing (MOPAC) <https://www.london.gov.uk/what-we-do/mayors-office-policing-and-crime-mopac/data-and-statistics/crime-dashboard>