



**METROPOLITAN  
POLICE**

London Borough of  
**Redbridge** 

# Civic Pride Antisocial Behaviour Plan

July 2023

Working with  
our police partners  
to make our  
streets safe.

**SAFE & HEALTHY**

# FOREWORD



Cllr Khayer Chowdhury  
**Cabinet Member for Enforcement  
and Community Safety**

As a resident myself, I recognise the impact that antisocial behaviour (ASB) can have in our neighbourhoods. This is why tackling ASB is a top priority of this administration.

Working with our police partners, we have developed this new Antisocial Behaviour Plan which will set a benchmark to how we work over the next two years to respond to the needs of local residents and businesses.

We are absolutely determined to tackle quality of life issues, such as organised begging, street drinking, and the harassment of women and girls. Alongside the police, our officers will show total zero tolerance to such behaviours, and take a problem-solving approach to improving safety on our streets.

We will also work with our business community, local organisations, and residents so we can all play our part in making Redbridge safe. The establishment of the new Redbridge Community Protection Taskforce is just the latest in a series of measures we have taken as a council after listening to our communities.

This new team will be bolstered by the expanded CCTV and ANPR camera network, and new technologies in intelligence gathering and ASB mapping. We will work harder, smarter, and better for Redbridge to challenge those who cause trouble and we will serve our residents with pride.



Sarah Foster  
**Operational Director, Civic Pride**

We are committed to working in partnership with the Met Police to tackle antisocial behaviour in the borough, and ensure our residents feel safe. One of our key drivers is to ensure all residents have the confidence to report to us; we cannot do this alone and the challenges ahead can only be overcome if we all (Council, Police and the community) work together, tackle ASB and reduce the harm it causes.

In June 2023, we were proud to launch our new Community Protection Taskforce, which sends a strong message to our residents that we are serious and want to have an impact that will make our local communities safer and stronger.

In order to deliver the plan, we will focus on encouraging and enabling residents to report on our new enhanced systems so the work we do is intelligence based and focused on where it is best needed. This new plan will be supported by the work we are already delivering through the Our Streets Strategy and the work on the Redbridge Crime Commission. It will be able to inform residents, showcase our results and shape our plans for the future.



Chief Inspector Jasvinder Kaur  
**Metropolitan Police Service**

## Purpose

The Antisocial Behaviour Plan provides a detailed overview of our commitments and responsibilities for service delivery 2022/25. It incorporates the council's overall Corporate Vision towards tackling ASB and promoting community cohesion.

The Plan sets a local context and reflects our ambitions for the coming years. This gives us an opportunity to lay out our plans and showcase our practices to residents, businesses, and visitors.

It forms a delivery mechanism for elements of the Our Streets Strategy, which will undergo a review in 2023 to determine what more we can do to tackle ASB and Environmental Crime and improve the lives of our residents.



## Our Commitment

We understand that ASB can have a negative impact on people and communities and feedback from residents tell us it affects their satisfaction with their local area and how safe they feel.

This Plan sets out how we aim to respond to issues of ASB in a consistent, responsive, and proportionately way.

**The Redbridge Plan 2022-26** sets out four priority themes:

SAFE & HEALTHY

CLEAN & GREEN

JOBS & SKILLS

HOMES & NEIGHBOURHOODS

Building on our commitment to creating a Safer Redbridge for Women and Girls, means tackling issues in public spaces, at school, at work, online or at home.

By listening to the views and experiences of women and girls relating to their safety in the borough, we have learnt there is much more to be done to ensure everyone feels safe and welcome in all parts of our borough.

**We will achieve our vision for Redbridge to be a place where:**

- public spaces are safer and feel safer for all residents
- perpetrators are held to account for their actions to discourage and stop their behaviour
- residents feel confident to report issues of safety and sexual harassment and know the appropriate places to go
- men and boys understand the impact of sexual harassment and are part of the solution to change the culture
- there is a joined-up approach with partners and the community to increase women's and girls' safety





# What is ASB?

ASB, as defined in the Crime and Policing Act 2014, is:

- behaviour that is capable of causing harassment, alarm or distress, where it is occurring in a non-residential setting.
- behaviour that can cause a nuisance or annoyance, where it is occurring in a residential setting.

Antisocial behaviour can affect people in their homes, streets or public places. Below are some examples of ASB reports made to the council and the police.

<b>ASB in the street and public places</b>	<p>Unlawful street activity – begging, street drinking and prostitution.</p> <p>There could be ASB activity around licensed premises and misuse of parks and open spaces.</p> <p>Environmental offences such as fly-tipping and littering.</p>
<b>ASB in the Home</b>	<p>Noise nuisance, hate crime, intimidation, and harassment. This can also include misuse of residential property for drug-related activity, brothels and overcrowding and poorly managed properties.</p>

There are, however, other types of behaviour that would not constitute antisocial behaviour. The following examples of behaviour the Council would not investigate:

- everyday activities or household noise, including children playing
- children playing ball games with no associated antisocial behaviour
- civil matters
- people being unreasonable or unpleasant without significant harm
- vehicles that are parked legally

**Our Community Crime Commission**, launched in December 2021 and made up of Commissioners, who were residents and organisations, identified that antisocial behaviour is one of the most common complaints about life in Redbridge. Constantly having to deal with other people's litter and noise destroys the pleasure and pride we should be able to feel in our own homes and on our streets.

They concluded that a coordinated and responsive service to tackle ASB issues was required. It resulted in the development of a comprehensive plan, including the rollout of enforcement hubs and a police hub on the Orchard Estate in Woodford. We now have a larger police team for Ilford town centre. We also committed to more CCTV, noise service improvements and new teams to keep our parks safe.

## Local context

Residents feel less safe after dark and want streets to be kept cleaner. We will use the following key principles to respond to issues;

### Key principles:

- **prevention** - plan activities to help address issues at an early stage
- **intelligence** - use data to inform and shape services and our response
- **collaboration** – work in collaboration with residents, businesses, public bodies, and our voluntary sector
- **responsibility** - be clear about responsibilities of the Council and others
- **one brilliant team** – ensure our services work together in an effective customer-friendly way



## METROPOLITAN POLICE OFFICER

### Who deal with:

- preventing crime
- catching offenders
- preserving public order
- protecting life and property

## PARK GUARD OFFICERS

### Enforcement officers that work in parks and open spaces who deal with:

- engagement and reassurance for park users
- reducing ASB
- promoting safety and working with partners

## COMMUNITY PROTECTION TASKFORCE OFFICER

### Redbridge Council Enforcement Officers who deal with:

- street begging
- prostitution
- street drinking
- noise nuisance
- enforcement of public place protection orders
- response to unlawful encampments

## CIVIL ENFORCEMENT OFFICERS

### Who deal with:

- ensuring parking regulations are upheld
- patrolling a set beat which will or can include multiple on and off street locations and schools to ensure no vehicles are parked unlawfully, issuing Penalty Charge Notices (PCNs) when necessary
- supporting the public with queries about parking regulations and available facilities within the borough



## METROPOLITAN POLICE COMMUNITY SUPPORT OFFICER

### Who deal with:

- building community relations,
- preventing crime and providing a visible reassures to the public.
- detaining and issuing suspected offenders and issuing fixed penalty notices

## LAS KINGDOM ENVIRONMENTAL OFFICER

### Service providers who deal with:

- LAS litter enforcement
- littering
- street drinking
- public urination
- spitting
- distribution of unauthorised advertising material
- dog fouling

## NEIGHBOURHOOD STREET SCENE ENFORCEMENT OFFICER

### Redbridge Council Enforcement Officers who deal with:

- environmental crime
- fly-tipping
- untidy land
- untidy front gardens & land
- abandoned vehicles
- graffiti/fly posting
- commercial and residential waste management
- highway offences

## ILFORD TOWN CENTRE BID SECURITY EMBASSADORS

### Officers work in Ilford Town Centre who deal with:

- shoplifting
- theft
- begging
- event management
- providing Town Centre information

The top priorities that we plan to deliver in partnership with the Police and agencies in the borough.

## Tackling ASB and promoting Women's Safety -

1. **enforcement** - improving our enforcement response for those who harass and abuse residents in our public spaces
2. **environment** - making physical changes to our public spaces to increase safety and design out crime
3. **engagement** - working together with our communities, businesses and other institutions to build capacity to meet the needs of women and girls
4. **education** - educating men and boys about violence against women and girls and training public service colleagues to respond appropriately to sexual harassment

### This will involve us:

- increasing enforcement and fines for harassment so perpetrators are held accountable for their actions and are made aware of the impact their behaviours are having
- dispersing groups of people (including young people) who are intimidating members of the public
- improving the ease of reporting as well as feeding back to residents on the outcomes of their reports to build public confidence



## Dealing with individuals with complex needs

We will use a coordinated approach to managing individuals who have complex mental health, addiction, and housing needs that are repeatedly coming to the attention of enforcement teams for involvement in ASB-related issues.

Working with partners, we aim to identify the cohort of individuals whose activities are causing ASB in public places, for example, by aggressive begging, street drinking and street-based prostitution. We will develop a pathway using all our powers and wrap round services such as Housing, Drug, Alcohol and Mental Health services to manage behaviour and deter persistent offenders.

The Redbridge Community Multi Agency Risk Assessment Conference (MARAC) (formally the Redbridge Victims' Panel) brings together different organisations, including the Council, Police and Victim Support, to tackle difficult and protracted cases where victims are at risk of harm, will be used to co-ordinate the relevant partners to find workable solutions.

### By:

- producing bespoke action plans for cohort individuals using ASB legislation to manage and deter problematic behaviour
- coordinating activity across enforcement and support agencies
- Identifying high-risk individuals and ensuring enforcement activity is balanced and proportionate
- monitoring cohort pathways used by enforcement officers



## Intelligence Based Problem Solving

Our current Tasking model (the process we use to direct Council and Police enforcement resources to where they are most needed), is being enhanced with problem-solving templates being utilised to resolve complex local issues requiring different intervention and enforcement strands. This will bring together the activity of different teams where partners will play to their strengths, and the action will be focused and targeted.

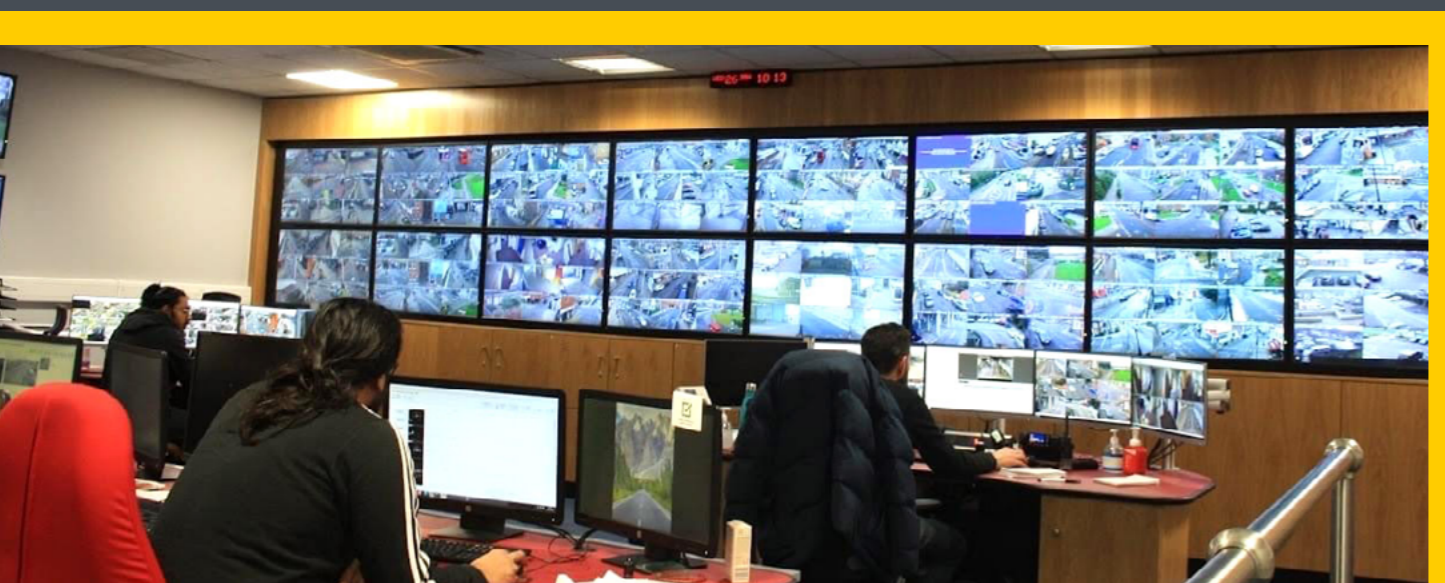
Operation Moon Twist is a coordinated response to brothels, will remain a focus for the Community Protection Taskforce. This approach utilises the powers of Housing Management, Planning Enforcement, and the Police to identify, inspect and close properties used for unlawful activity. This work complements the street-based enforcement activity conducted by the Taskforce across the borough.

A process has been introduced to ensure that problem premises are managed and monitored and that problems that cross over into different service areas are dealt with effectively. This will allow enforcement teams to support roles and use their different powers to get the best results for residents.

## Mapping and Hotspots

Working with partners such as the Ilford Town Centre Police, CCTV, British Transport Police and Transport for London, we are heat mapping key crime and ASB locations across the borough.

Data from a number of sources can be overlaid around licensed premises, hotels, empty buildings, and open areas to reflect offence locations and types, etc. This process allows us to use officer capacity effectively and support the work of other partners. Crime and ASB reports from residents made to us and the police will help inform our mapping exercises. This is why it is so important that residents report all issues to us via our website, or via a phone call to customer services for residents who do not have access to the web.



## ASB and public nuisance in and around licensed premises

There will be a focus on ASB and public nuisance from inside and around licenced premises across the borough. The information and evidence gathered will be used for:

- linking ASB activity, such as street drinking, to the sale of alcohol
- using evidence from complaints and active patrols to make representations to Temporary Event Notices and License Variations
- use evidence to review Public Space Protection Orders



## Tackling ASB in the Private Rented Sector

The Private Sector Housing team, including the property licensing and enforcement functions, operate alongside the Community Protection Taskforce, discharging the Council's statutory functions under the Crime and Antisocial Behaviour Act 2014. Both teams collaborate to investigate the wide range of antisocial and neighbour dispute issues relating to a private rented property:

- antisocial behaviour
- untidy front and rear gardens
- neighbour disputes
- pest control
- property licensing enforcement
- noise nuisance
- fly-tipping and littering offences
- health & safety
- public health



## Developing a triage approach to Noise Nuisance and ASB

Reports of noise nuisance and ASB will be assessed to determine the risk, frequency, and impact to formulate the most appropriate response. For example:

**Noise Nuisance** - we will use the triage to determine responses and interventions. Some calls will not need immediate attention and site visits. For example, normal household noise, such as washing machines, footsteps, and noise from road traffic.

**Unlawful street activity such as begging and street drinking** - we will use complaints and intelligence from residents to map hotspot areas that need enforcement presence and interventions. Enforcement resources will be focused on safety and persistent issues.

## Delivering Redbridge Action Days and other partnership operations

We aim to run the multiagency action days throughout the year in various locations around the borough aimed at cracking down on lawbreakers, ASB and engaging with local communities to provide safety advice and information.

We are committed to continuing wider partnership operations, focusing on engagement and reassurance. Redbridge Action Days showcase enforcement, engagement and reassurance activity.

## Supporting victims

Victims of ASB can have a range of needs, and our approach needs to be wide-ranging and led by a person's immediate and long-term needs.

### What difference will it make?

- victims will be engaged in their cases and understand how they can support agencies in delivering the required results. They will feel that they are part of the solution
- victims will have the confidence that their concerns are being taken seriously and that they have the best response from agencies that is available

## How we will respond to your reports

We are committed to improving and promoting the easy-to-use reporting mechanisms for residents to ensure issues are directed to the most appropriate teams.

Collecting and utilising this information will allow us to task intelligence and resources in the most effective way and provide feedback.

## Delivering excellence and Continuous Improvement

We are committed to having and developing a competent workforce able to work collaboratively and use a full range of powers and skills.

### We will ensure:

- officers receive the necessary training to understand how the fundamental ASB enforcement tools available can be used to support individuals and communities
- officers recognise what antisocial behaviour is and the impact that the various forms have on the lives of people affected by it
- officers are equipped with the knowledge and information to identify and support vulnerable victims and understand the importance of accurate record keeping and appropriate referrals to properly investigate reported cases of antisocial behaviour
- best practice is shared, and feedback is used to determine what worked well and whether officers felt anything could have been improved upon





