

Managing the application process

to find the grass roots issues leading to these problems. The addition of environmental and security improvements have enhanced the appearance of the area and have made it a safer and more secure place to live. These improvements have included improved street lighting, removal of graffiti, removal of fly-tipping, removal of abandoned and unlicensed cars and improvements to play areas.

A survey was carried out before the start of the CSA2 which found that 22% of residents in Slade Green who responded felt safe at night in their area. After the CSAZ had been set up, 93% of residents surveyed in Slade Green felt safe at night in their area.

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Taking ownership

It is vital that a specified individual within the lead agency takes on a lead role with responsibility for the ownership, direction and management of the case. This will help ensure that there is no confusion about who is expected to make sure that the necessary actions are taken on the right timescale.

The lead individual should manage and co-ordinate the involvement of other agencies so that they add value by contributing their own specialist knowledge and expertise.

A multi-agency approach should be adopted so that all agencies that could hold information on the individual in question are involved in the process at an early stage.

Such agencies include the Probation Service, social services, health services, the youth offending team (YOT) and voluntary organisations, all of which may have come into contact with the individual or members of their family.

CDRPs should consider adopting the antisocial behaviour action group (ASBAG) approach developed by Watford Borough Council.

Watford's partnership approach involves all relevant statutory and voluntary agencies and engages the local community in taking a stand against the perpetrators of anti-social behaviour.

They have developed a problem-solving approach to issues and apply the SARA model:

- Scan for all available intelligence in relation to the anti-social behaviour issue.
- ⁹ Analyse the intelligence, looking for the root cause of the problem.
- Respond with a clear action plan designed to address the behaviour.
- Assess the progress/success of the action plan on a monthly basis.

Delivery is through the monthly multi-agency ASBAG, which includes cross-boundary working as required.

Watford's anti-social behaviour strategy allows for a range of diversionary activities and intervention as alternatives to enforcement, if the ASBAG agrees they are appropriate to effectively tackle an individual and their anti-social behaviour, such as:

- ® verbal warnings;
- written warnings;
- acceptable behaviour contracts (ABCs);
- mentoring programmes;
- intervention programmes;
- educational programmes;
- ^ supporting youths and their parents; and
- restorative justice (when and where appropriate for victims and localities).

Information is exchanged between stakeholders and members of the CDRP at each monthly ASBAG meeting.

This strategy works in parallel with the prolific and priority offender strategy and a representative from the prolific offender unit is represented on the ASBAG to avoid duplication of work.

If the level of anti-social behaviour is such that the risk of further behaviour or escalation of behaviour is imminent, the Watford anti-social behaviour co-ordinator may convene an immediate action plan meeting with the police anti-social behaviour officer and a legal representative from Watford Borough Council acting on the ASBO's