



Impact of Anti-Social Behaviour on Council Facilities



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Risk Code	CR65	Risk Title	Impact of Anti-Social Behaviour on Council Facilities
Risk Owner	Ian Couper	Updated By	Ian Couper
Year Identified	2019	Council Objective	Build thriving and resilient communities
Risk Description	<p>As a result of anti-social behaviour in or around Council facilities, there is a risk that:</p> <ul style="list-style-type: none"> - Council facilities suffer from criminal damage - Customer use of facilities reduces, e.g. multi-storey car parks, toilets at Howard Park - Users of facilities experience verbal abuse and intimidation - Members of the public suffer personal injury - Staff, service users and local residents suffer distress <p>This could lead to:</p> <ul style="list-style-type: none"> - Loss of income - Additional expense to rectify resulting damage - An increase in the number of insurance claims - An increased number of complaints - Damage to the Council's reputation 		
Opportunities	<ul style="list-style-type: none"> - The Council optimises the use of its facilities - Council facilities provide an attractive and safe environment for service users - Achievement of relevant budgeted income 		
Consequences	<ul style="list-style-type: none"> - Loss of income - Additional costs - Poor publicity - Detrimental effect on staff, service users and local residents 		
Work Completed	<ul style="list-style-type: none"> - Multi-storey car parks and Howard Park added to Police patrol plans. - Community Protection Manager sent a letter to all head teachers of secondary schools in Baldock, Hitchin and Letchworth regarding anti-social behaviour in multi-storey car parks (February 2019). - Decided to implement a temporary measure to close both multi-storey car parks early each day, with effect from 25 March 2019. - Updated plan for Careline staff who need to park out of hours. - Introduced additional patrols by Arena Security at multi-storey car parks. - 2019 North Hertfordshire Community Safety Partnership Survey highlighted that in general, people were satisfied that the district was a safe place to live. - NHDC officers (Grounds Maintenance and Community Safety) attended Howard Park key stakeholders meetings, which included the Police, to discuss issues and links with other incidents in Letchworth and to agree related actions. - Ensured that all current lighting at Howard Park is operating effectively. - Use of mobile camera at Howard Park to ensure effective coverage of area. - On 17 September 2019, the Service Director- Resources sent a global email providing guidance on dealing with incidents at the Letchworth Multi-Storey Car Park. - Police operation (as part of a multi-agency approach) resulted in 8 youths being charged with 28 offences in Letchworth. Dispersal orders and other initiatives are being used to ensure that this also avoids issues on an ongoing basis. - Arranged for the Park Ranger to be linked into the Letchworth town centre radio system to enable communication with shop owners and the Police if there are issues in the town (the system is also linked to the CCTV control room). - Pupils from Hitchin Boy's School observed being involved in ASB at Lairage. Visit to Hitchin Boy's School by the Community Safety Team to talk to the Assistant Head with responsibility for 		

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	<p>Safeguarding. Said that they will take action, including staff patrols of the car parks (when possible).</p> <ul style="list-style-type: none"> - Community Safety Team visit to Hitchin Police Station. Requested that Lairage Case kept open and PCSO has been assigned. - To deter anti-social behaviour around the BMX track, replaced wooden fencing with metal bow top fencing and reduced the height of shrubs and crown raised trees to improve visibility through the adjacent area. Damaged bins replaced/repaired, in view of the need for these for dog walkers. - CCTV cameras on the DCO covering the top floors of the multi-storey car park are now live and signs in place - Central logging of incidents to track the scale of any issues. - Encouraging any criminal incidents to be reported to the Police. - Community Safety Team: A meeting with Police ASB Officer, Crime Prevention and other officers took place to look into how to tackle the rough sleeping/drug using issues. - Considered use of CCTV at Lairage. Looked at cost, effectiveness and the behaviour that it might prevent. Considered that should implement other measures first. 		
Ongoing Work	<ul style="list-style-type: none"> - Officer working group investigating longer term options for both multi-storey car parks. - Officer working group implementing agreed actions to help address identified issues. - Monitoring the impact of the temporary measure to close both multi-storey car parks early. - Review permanent cameras (with Heritage Foundation) and lighting at Howard Park to balance effectiveness and cost. - Will be installing an exit only door on the fire escape exits at Lairage. Relatively low cost solution that may deter the stair wells being used for rough sleeping and drug use. - To investigate use of speed bumps at both multi-storey car parks. To make the car parks less enticing for skateboarding. Will also reduce the speed of cars. Solutions found to date are not practical. - Police and the Community Safety Team are aware of issues with ASB and vandalism in the Burns Road area of Royston (BMX Track, Coombes Community Centre and Serby Avenue Play Area). This is leading to damage to the Community Centre (leased), BMX track (leased), bins and benches. The positive impact of recently implemented changes (replaced wooden fencing, reduced the height of shrubs and crown raised trees) will be monitored. If required, further replacement and repair of bins and benches will be carefully considered, in view of the likelihood of them being damaged again. 		
Current Overall Risk Score	5		
Current Impact Score	2	Current Likelihood Score	2
Current Risk Matrix		Target Risk Matrix	
Date Reviewed	08-Jun-2020	Next Review Date	08-Oct-2020
Latest Note	<p>19-Jun-2020 Risk reviewed by Ian Couper. The current Covid situation means that the current number of incidents has effectively been eliminated, but there is still a risk of incidents as lock-down is eased. In the areas identified for focus, the work that had been carried out was already having an effect in reducing incidents. Whilst the short-term risk is low likelihood and medium impact, the medium-term risk (as lock-down eases) is probably medium likelihood and medium impact. The target risk score is low likelihood and medium impact. There is unfortunately going to be a high likelihood of ongoing anti-social behaviours with a low impact, but reducing the risk of the behaviour that has a medium impact is considered to be more important. There will be a need to maintain a cross-District view to manage incidents in new locations or incidents that increase in impact in a certain location.</p>		