





## Impact of Anti-Social Behaviour on Council Facilities

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<b>Risk Code</b>	CR65	<b>Risk Title</b>	Impact of Anti-Social Behaviour on Council Facilities
<b>Risk Owner</b>	Ian Couper	<b>Updated By</b>	Ian Couper
<b>Year Identified</b>	2019	<b>Council Objective</b>	Build thriving and resilient communities
<b>Risk Description</b>	<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"> <li>- Council facilities suffer from criminal damage</li> <li>- Customer use of facilities reduces, e.g. multi-storey car parks, toilets at Howard Park</li> <li>- Users of facilities experience verbal abuse and intimidation</li> <li>- Members of the public suffer personal injury</li> <li>- Staff, service users and local residents suffer distress</li> </ul> <p>This could lead to:</p> <ul style="list-style-type: none"> <li>- Loss of income</li> <li>- Additional expense to rectify resulting damage</li> <li>- An increase in the number of insurance claims</li> <li>- An increased number of complaints</li> <li>- Damage to the Council's reputation</li> </ul>		
<b>Opportunities</b>	<ul style="list-style-type: none"> <li>- The Council optimises the use of its facilities</li> <li>- Council facilities provide an attractive and safe environment for service users</li> <li>- Achievement of relevant budgeted income</li> </ul>		
<b>Consequences</b>	<ul style="list-style-type: none"> <li>- Loss of income</li> <li>- Additional costs</li> <li>- Poor publicity</li> <li>- Detrimental effect on staff, service users and local residents</li> </ul>		
<b>Work Completed</b>	<p>A summary of the work completed is as follows:</p> <ul style="list-style-type: none"> <li>- Increased awareness of issues, and engagement with the Police and Schools.</li> <li>- Physical changes at the Lairage car park (e.g., changes to the fire exit doors to limit entry).</li> <li>- Changes to opening hours of multi-storey car parks.</li> <li>- Taken on the CCTV camera covering Howard Park pending a wider CCTV review.</li> <li>- Physical changes at Burns Road in Royston.</li> </ul>		
<b>Ongoing Work</b>	<p>This is mainly a continuation of the work described above, and therefore developed into business as usual.</p> <p>A wider CCTV review is being carried out and that may have an impact. It will certainly consider the issues that have been experienced.</p> <p>Further physical changes to the multi-storey car parks and Burns Road will be kept under consideration, but that will be on a cost-benefit basis.</p>		
<b>Current Overall Risk Score</b>	3		
<b>Current Impact Score</b>	2	<b>Current Likelihood Score</b>	1

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<p><b>Current Risk Matrix</b></p>	 <p>Likelihood</p> <p>Impact</p>	<p><b>Target Risk Matrix</b></p>	 <p>Likelihood</p> <p>Impact</p>
<p><b>Date Reviewed</b></p>	<p>03-Nov-2021</p>	<p><b>Next Review Date</b></p>	
<p><b>Residual Risk</b></p>	<p>There is an ongoing risk of anti-social behaviour which will be monitored and acted upon (as relevant) by the Community Safety Team and the Police. The specific impact on Council property seems to be being substantially managed. There are ongoing minor issues (e.g., litter at the Lairage) and occasional incidents, but not of the scale that was being experienced. It would be impossible for the risk to be completely managed away.</p>		
<p><b>Latest Note</b></p>	<p>04-Nov-2021 Recent feedback is that there has continued to be a significant reduction in the number of incidents, and this reduction does not appear to be related to Covid-19. There are still specific issues in relation to litter at the Lairage which increases the amount of cleaning costs, but that is being dealt with at service level. There are also reports of people gathering at the multi-storey car park in Letchworth. But, whilst these may result in occasional more significant incidents, the general impact has been reduced to low. Suggest that this risk is either archived or moved to a service level risk.</p>		