


New Risks - RMG

Risk Code	RR564	Risk Title	Impact of Anti-Social Behaviour on Council Facilities
Risk Owner	Ian Couper	Updated By	Ian Couper
Year Identified	2019	Corporate Priority	Attractive and Thriving
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 		
Ongoing Work	<ul style="list-style-type: none"> - Central logging of incidents to track the scale of any issues - Encouraging any criminal incidents to be reported to the police - 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 - Arranging to link the Park Ranger into the Letchworth town centre radio system to enable communication with shop owners and others if there are issues in the town (the system is also linked to the CCTV control room) - Review permanent cameras (with Heritage Foundation) and lighting at Howard Park to balance effectiveness and cost 		
Current Impact Score	2	Current Likelihood Score	3

New Risks - RMG

Overall Risk Score	7	Current Risk Matrix	
Date Reviewed	13-Mar-2019	Next Review Date	13-Sep-2019
Notes	<p>15-May-2019 Since the creation of the Risk Register entry and the implementation of various mitigating measures, anti-social behaviour issues have reduced at both Howard Park and the multi-storey car parks.</p> <p>16-Apr-2019 Since Christmas 2018, the toilets in Howard Park have been closed on and off for a period of over six weeks. Currently, they are open.</p> <p>12-Apr-2019 Following further comments from Becky, Ian and Andrew Mills, the risk entry was updated and subsequently published on the Risk Register.</p> <p>18-Mar-2019 Draft new risk entry created following a recommendation by the Risk Management Group on 20 February 2019 and subsequent discussions with Becky Coates, Community Safety Manager and Ian Couper. Draft risk entry circulated to Becky and Ian for further comment.</p>		