

## Minutes of the Anti Social Behaviour Focus Group

Held Tuesday 6<sup>th</sup> April 2010 at Tarnside Community Centre

### **Present**

Maurice Christian **MC**  
Elaine Christian **EC**  
Irene Bishop **IB**  
Paul Clarke **PC**  
Stella Clarke **SC**  
Viv Critchley **VC**  
John Raine **JR**  
Ray Masson **RM**  
David Heanaghan **DH**

### **In Attendance**

Richard Scholes **RS** – BCH  
Suzanne Tomlinson **ST** – BCH (Minutes)  
Yvonne Johnson **YJ** – BCH  
Russ Weaver **RW** – Blackpool Council  
Adam Greenwood – Observer from House Mark  
Karen- Observer from House Mark

### **1. Welcome/Introductions**

RS opened the meeting and thanked and welcomed all attendees. Introductions were carried out.

### **2. Purpose of the meeting**

RS explained the purpose of the meeting and advised that the ASB Focus Group was being formed into the Safer Communities Service Improvement Panel. He explained the panel was to enable customers to work with BCH in order to make decisions and improvements regarding the Anti-social Behaviour Service. RS explained that other panels were being set up for other service areas and there would eventually be an over arching structure above the individual service panels. As it was the first meeting, RS explained that the group would continue to develop.

ST passed round a handout that explained what aspects the panel would be responsible for overseeing. RS read through the handout and explained what the respect standard is.

### **3. Code of Conduct**

ST provided a handout regarding the code of conduct for meetings. This was handed to all attendees. ST advised the panel had been set up to look at the ASB service and asked that specific or individual complaints are kept until the end of the meeting when they can be discussed with a staff member on an individual basis. ST advised that the panel is open to all customers and panel members would not receive a preferential service over customers who were not on the panel.

### **4. Minutes of previous focus group meeting/matters arising**

From this point of the meeting, IB took over the position of Chairperson.

The previous minutes were agreed as a true record. IB noted that she had been missed of the attendee list. ST will amend.

## Viewpoint Articles

ST explained that due to the previous Viewpoint deadline, an article regarding Mereside Youth Group was unable to be featured. ST advised that an article is being put together for the forthcoming summer edition regarding this.

A discussion took place regarding other articles that could be featured on the ASB page and the group suggested putting some information under the 'Did you know' section regarding re-housing following an eviction for ASB and some information in about playing loud music. The group agreed the above articles.

VC is also working on a project with BCH regarding keeping the Mereside estate tidy. The group also agreed for an article regarding this to be included in the summer Viewpoint.

## Case Closures

YJ advised that further to the last meeting that due to reporting purposes, when a case is closed on ReAct and needs to be re-opened it is not possible to re-open the existing case, instead a new case is opened. YJ advised that all the history from the previous case is still available.

There were no other matters arising that were not on the agenda.

## **5. ASB Case Priorities**

Further to the discussion that took place at the last meeting regarding introducing case priorities, RS explained to the group why case priorities were being introduced. He provided a handout to the group with some ASB case categories and proposed priorities.

The case examples and priorities were read through by RS and discussed by the group. RS agreed to provide clarification on the following categories:

Criminal Damage Major  
Criminal Damage Minor  
Damage to the Environment Major  
Damage to the Environment Minor

The priorities proposed were agreed by the group. The group also agreed that if clarification was provided on the above points, they were happy for the case priorities to be introduced.

The group agreed to naming the priorities Priority 1 (Highest), Priority 2 and Priority 3. These priorities will be indicated on acknowledgement letters/correspondence so complainants are aware.

## **6. Feedback on ASB strategy**

RS advised that feedback will be provided at the next meeting. YJ advised a copy of the ASB strategy can be provided to any members who have not received one to look at before the next meeting. The members who had a copy of the strategy and had read through it advised that they had picked no issues up so far.

## **7. Action Plan**

ST read through the group's action plan and advised that the satisfaction survey and prize draw incentive is now in place. The introduction of ASB case priorities and the ASB strategy review were given a target of July 10 to coincide with the next meeting.

RS is still investigating the possibility of providing free return envelopes for diary log sheets and satisfaction surveys. Currently all return envelopes go to head office at Progress House. An update will be provided at the next meeting.

## **8. AOB**

Russ Weaver, the Neighbourhood Crime and Justice Co-ordinator at Blackpool Council explained to the group the purpose of his role and the aims of the Justice Seen Justice Done Campaign. In response to a query he explained that although areas have a designated Community Beat Manager (CBM) and a Police Community Support Officer (PCSO) who specifically work within communities, there is also a team of other officers who work with the CBM's & PCSO's and their resources can be channelled when necessary.

RW also explained that in addition to the Police, the Crown Prosecution Service (CPS) and Magistrates also have a role in putting into effect criminal charges and providing justice and he is currently working on lines of communication with them.

RW explained that currently Victim Support only works with victims of a crime and victims of anti-social behaviour (ASB) are not included. Work is being done to extend the service so that Victim Support is also available to victims of ASB.

During the meeting, the following issues/queries were raised:

Dog fouling was raised and identified as a key issue. It was suggested could BCH send letters to all customers who have registered their dogs regarding this issue. It was agreed this would be looked at a future meeting. VC advised if people witnessed owners allowing their dogs to foul, they should keep a record and pass it to the Dog Wardens/PCSO's. This way they can patrol the areas at the times in question in order to catch the offender.

A query was raised regarding loud music and why the Police did not react to this. RW advised that the Council have a Statutory Duty and powers to deal with noise nuisance so any issues reported would be referred to Environmental Protection (EP). In worst cases, EP Officers have powers to remove items from properties that cause noise nuisance.

An issue was raised regarding a caravan on one of the estates. It was agreed that an officer would take the details after the meeting and look into.

### **Dates of future meetings:**

Tuesday 6<sup>th</sup> July 2010 at 2pm  
Tuesday 12<sup>th</sup> October 2010 at 2pm

ST will write out to members prior to the meetings to advise the venue.