



**Broxtowe
Borough
COUNCIL**

Positive People - Positive Leadership - Positive Partnerships

Broxtowe Matters

Safer Communities SPECIAL - March 2010

Tackling Anti Social Behaviour



Ruth Hyde
Chief Executive



John Busuttil
Chief Superintendent

The South Notts Community Safety Partnership is working actively to address crime and disorder issues in Broxtowe Borough. One of the high priority issues is anti social behaviour. This special newsletter (funded through a Home Office grant) tells you more about the ways in which we are working to deal with the problem of anti social behaviour, the different approaches to tackling it and it gives you some useful contact details in case you need to report a problem.

Anti social behaviour is not exclusively caused by young people. Indeed the vast majority of residents, young and old are considerate and law abiding. We have tried to take a balanced approach – providing positive activities for young people, but taking a tough approach to persistent offenders who make other peoples' lives a misery. We aim to use all the legal powers we can to tackle the problem in order to make Broxtowe a good and safe place to live.

The agencies represented on South Notts Community Safety Partnership:

Broxtowe Borough Council
Gedling Borough Council
Rushcliffe Borough Council
Nottinghamshire Police
Nottinghamshire Police Authority
Nottinghamshire Probation Service
Nottingham City Crime and Drugs Partnership
Magistrates Court
Crown Prosecution Service
Government Office for the East Midlands
Nottinghamshire County Council
NHS Nottinghamshire County
Nottinghamshire County Drug and Alcohol Action Team
Nottinghamshire Fire and Rescue Service
Spirita Housing
Gedling Community Volunteer Service

Crime reduced in Broxtowe Borough

Its good news for Broxtowe Borough residents as overall Broxtowe Borough crime figures are down compared to the same period in 2008.

Crime figures for Broxtowe Borough

April 2009 - January 2010

All crime	-	down 10.4%
Burglary	-	down 10.7%
Robbery	-	down 6.7%
Auto Crime	-	down 23.5%

Since the 'Policing For You' with 20/20 Vision initiative was launched in November, there has been a steady drop in crime in the South Broxtowe policing area which includes Beeston, Chilwell, Stapleford and Toton.

January 2010 was a particularly successful month in comparison to last year, with a 66% reduction in burglaries and a 68% reduction in vehicle crime.

Reports of damage are down by 51% and the amount of thefts in the area dropped by 35%. Reports of anti-social behaviour are also down by 21%.

The Broxtowe South team has also seen an increase in the amount of detections in January, detecting 76% of all violent crime.

Please continue to call Crimestoppers on 0800 555 111, your help is crucial in our fight against crime.

Underage drinking – tougher rules

The Government are toughening up the rules for licensed premises and one of the mandatory conditions for all alcohol licensed premises will be to:

"Ensure all those who sell alcohol have an age verification policy in place requiring them to check the ID of anyone who looks under 18 to prevent underage drinking which can lead to anti-social behaviour and put young people at risk of harm."

This new rule will be introduced in October 2010.

To support this new condition, licensing officers together with trading standards and Police licensing officers in Broxtowe Borough have already been promoting the Challenge 21 and 25 schemes for some time – no proof of age - no sale!

These schemes help to raise awareness for retailers, staff and customers of the need to be vigilant in preventing underage sales. This is reinforced by test purchase operations run by the Police and Trading Standards Officers who measure compliance.

Contact on 0115 917 7777 for further information. Any member of the public who witnesses underage sales may report it by ringing Crimestoppers 0800 555 111.



Eastwood United

Young people in Eastwood are benefiting from money from the South Nottinghamshire Community Safety Partnership enabling the Eastwood Youth Team and partners to offer some excellent positive activities for young people.

Key to this is giving young people something to look forward to and a reason to stay out of trouble. A great example of this is the diversionary activities that have been developed from the on-going Friday Night Football Project that takes place at Eastwood Sports Centre and is free and open to youths aged 11-19.

The funding has enabled the project to form an 11-a-side football team called Eastwood United who play against teams from the inner city. These young people have also been to see their heroes, Nottingham Forest, in action.

For more information about the Eastwood youth project contact andrew.allsopp@nottsc.gov.uk or telephone 0115 938 4249.

In this Issue:

- School based projects
- Victim Support
- Keep it safe with Smartwater
- Who to contact
- Crimestoppers

And more

South Nottinghamshire Community Safety Partnership

Working together to make Broxtowe, Gedling and Rushcliffe safer



Alderman White Pupils meet the Challenge

Approximately 600 pupils from years 7, 8 and 9 at the Alderman White School took part in a Three 9's Challenge as part of a Week of Action which took place in Chilwell in November 2009.

A Police-led multi-agency project, the Three 9's Challenge at the school involved Nottinghamshire Police, Notts Fire & Rescue Service and the East Midlands Ambulance Service, as well as partners from Broxtowe Borough Council, Trading Standards, Nottingham City Transport, the Nottinghamshire County Council Road Safety Team and Nottinghamshire Primary Care Trust, who are offering alcohol and drug guidance through the 'What About Me?' and 'Let's Build' projects.

The young people talked to every service provider at the event as part of the challenge. They also participated in interactive workshops about safety and crime prevention advice, life skills, education and the support the many different services made available to young people.

For more information about the Three 9's Challenge contact PC Chris Edwards, the Youth Issues Officer 0300 300 9999.

Closure Order to Stop Anti-Social Behaviour

A Closure Order was obtained by Broxtowe Borough Council in 2009 to stop anti-social behaviour at a private rented property in Stapleford. The Order, the first of its kind granted at Nottingham Magistrates' Court allows the property to be closed for three months as the premises was a constant focus of severe anti-social behaviour that made the lives of those living nearby a misery.

The problems at the property in Stapleford had escalated over several months and on two separate occasions Broxtowe Borough Council obtained warrants to enter the property and seize noise making equipment because of a breach of a noise abatement notice.

Efforts to tackle the ASB started in March 2009 and despite the hard work of the officers involved, the problems continued and the Council took the unusual step of applying for the order. The Closure Order has meant that the tenant has now moved away and the landlord has been able to relet the property.

These powers are designed to allow local authorities and police forces, working in consultation with each other to take rapid and effective action where premises are a constant focus for severe ASB making the lives of those living nearby unbearable.

Tackling Bullying in Broxtowe Schools

Over 1,000 pupils in Broxtowe Borough will receive an information pack about bullying and about the local services they can contact if bullying is an issue for them. In partnership the Borough Council is working with 7 secondary schools and Foxwood Foundation School to offer anti-bullying and under age drinking workshops to all year 7 pupils.

Bullying and fear of bullying was an issue raised by young people in a borough wide consultation with children and young people in 2008 and is also often raised by front line workers who come into contact with young people as an issue that really worries them.

The workshops enable young people to explore feelings and attitudes to bullying as well as practice skills and gain knowledge about how to tackle bullying.

Each workshop is being funded by the South Notts Community Safety Partnership and is accompanied by a follow-up lesson plan. For further information about the workshops please contact Broxtowe Borough Council on 0115 917 3657 or 0115 917 3744.



Support for Victims of Crime

Victim Support is the national charity for victims and witnesses of crime in England and Wales. They give free confidential help to victims of crime, their family, friends and anyone else affected. You don't have to report a crime to the police to get their help and can get support at any time, whenever the crime happens. That's because Victim Support is an independent charity - not part of the Police, courts or any other criminal justice agency.

Victim Support helps victims of crime in their homes using volunteers who are trained to give emotional support, information and practical help to people who have been affected by all kinds of crime. The service offers everything from information on police and court procedures to liaison with other organisations on behalf of victims, information on compensation and insurance matters and contact with other sources of help.

The local team of Victim Support covers the South Notts area (Broxtowe, Rushcliffe and Gedling) and can be contacted on 0845 45 03 899 or visit the website at www.victimsupport.org.uk

Wheelbase Project

Young men in Stapleford are benefiting from a new Friday scheme at the Wheelbase Project which involves learning the basics of mechanics, tyre fitting, welding and much more. The scheme is part of an on-going diversionary project to provide stimulating Friday night activities for young people and in some cases this can even lead to a career in vehicle maintenance.

As part of the Stapleford Young People's Centre provision the 24 week scheme is funded through South Nottinghamshire Community Safety Partnership. The young people will have the opportunity to:

- learn the basics of mechanics
- engage in something new each week
- learn about tyre fitting, MOTs and welding
- take part in visits and trips to such places as car museums and race days.

Towards the end of the project the group will be taken for a day out go-karting.

The sessions run on Fridays 5.30pm – 9.00pm and those involved are taking up the opportunity to use their leisure time productively and are gaining skills and knowledge at the same time.

For more information contact Paul Bailey, Stapleford Young People's Centre on 0115 939 2771 or visit the website at www.wheelbase.org.uk

Broxtowe Celebrates Ten Years of CCTV

This year the Council will be celebrating 10 years of CCTV in the borough and it now has 64 on street closed circuit television (CCTV) cameras. The majority of these cameras cover the 4 main town centres. CCTV is helping to tackle anti social behaviour (ASB), criminal damage and to assist the Police in identifying offenders carrying out criminal acts.

The CCTV Control Room in Beeston is manned 24/7 and in the past year the operators have monitored the following:

- various ASB, criminal acts, damage and other incidents – 737 occasions
- on street detentions made by the police – 116 occasions

The introduction of CCTV has been one of the best weapons against crime in the borough and the cameras form part of a wider crime reduction strategy. Pictures are continuously monitored and the Police are informed of suspicious incidents as they arise. In 2009 the police visited the control room and viewed 208 incidents and have retained footage for use in court.

For security reasons the CCTV Control Room is not contactable by the public.

If you have any questions or want to find out more visit the website at www.broxtowe.gov.uk/index.aspx?articleid=1048 or contact Broxtowe Borough Council on 0115 917 7777.

Keep it Safe – Keep it Smartwater

Having your home burgled is a distressing experience, but there is something you can do. Smartwater is available for purchase by residents of Broxtowe Borough at savings of over 70% and by applying Smartwater, a property marking system, to your possessions you are less likely to become a victim of burglary.

Smartwater works by coding property which can help to identify it if stolen and increases the chance of you having your property returned. It can be used on a wide variety of goods including:

- Audio/visual equipment
- Bikes
- Cameras
- Garden tools
- Jewellery
- Mobile phones
- Power tools
- Golf clubs
- Fishing tackle
- Sat navs

Smartwater is easy to apply and each kit comes with full application guidelines. Broxtowe Borough residents can purchase Smartwater at a reduced rate of £18.00 (a saving of around 70% on current RRP) from:

Action Alarms, Eastwood
Tel 01773 531442

Fox Electrical, Beeston
Tel 0115 9221005

The reduced Smartwater offer is available as part of Nottinghamshire Police and the South Nottinghamshire Community Safety Partnership initiatives to reduce burglary in the area.

Remember . . . KEEP IT SAFE, KEEP IT HIDDEN, KEEP IT LOCKED.

Noise a Nuisance?

Anti Social Behaviour (ASB) can take many forms and anyone experiencing problems with noise, loud music, regular dog barking, alarms regularly sounding etc can contact Broxtowe Borough Council's Environmental Health Team who can investigate. (NB Council house tenants should contact Tenancy and Estates Management if they are experiencing noise problems on 0115 917 3548).

The Council will contact the person causing the disturbance and also ask the complainant to keep a record of the disturbance experienced. If the problem continues the Council may carry out further monitoring and action will be taken if a statutory nuisance exists.

Whatever the case, the complainant will be advised of any further action they can take – including Mediation or action for private nuisance.

You can be a good neighbour by joining the House Alarm Key Holder registration scheme. Simply complete a registration form and in the event of house alarms not being switched off, we will try and contact the designated key holders to quickly resolve the matter.

In the event of a complaint where no key holders' details are available (or the key holder cannot be easily contacted) the Council may serve statutory notice to silence the alarm.

For further advice or information please contact Environmental Health on 0115 917 3485/3351 or email health@broxtowe.gov.uk.

How are we doing?

Since 1st April 2009 the Council has:

- received 300 noise complaints,
- served 12 statutory notices
- carried out 3 seizures of noise equipment (TVs, stereos & computers).
- Issue a Closure Order for a premises for three 3 months.

Area Housing Officers

Area Housing Officers are part of Housing Management Services. Along with Area Housing Assistants and Area Caretakers, they work to tackle problems affecting Council Tenants. They will investigate ASB involving council tenants. When dealing with issues raised, their focus is on prevention and early intervention to encourage residents to change their behaviour and become part of the community in which they live.

Broxtowe Borough Councils Area Housing Officer's (AHO) supports Council house tenants in their homes. Their work includes:

- carrying out accompanied viewings
- tenancy sign ups
- new tenant visits
- rent welfare visits
- estate inspections
- ensuring tenants comply with the conditions of their tenancy.

AHOs will investigate ASB involving council tenants. The focus is on prevention and early intervention to encourage tenants to change their behaviour and become part of the community in which they live.

All parties receive support throughout the case from the Area Housing Officer. If problems do not improve, the AHO can use a variety of measures ranging from support to enforcement.

If you want more information or are experiencing a problem with anti-social behaviour, please contact the Housing Management Team on 0115 917 3562 or housing@broxtowe.gov.uk

Anti-Social Behaviour Officer

Broxtowe Borough Council takes the issue of anti social behaviour (ASB) very seriously indeed and has a dedicated officer dealing with ASB for the whole borough. In cases where Council property residents commit ASB this is dealt with by the Area Housing Officer.

Complaints received are entered onto a database and diary sheets are sent to the complainants so that they can record the problems they are experiencing. Based on information received, a decision is made on what action if any, is to be taken. There are a range of options available to tackle ASB from voluntary Acceptable Behaviour Contracts (ABCs) through to Anti Social Behaviour Orders (ASBOs) for the most serious cases.

The ASB Officer works closely with the Police and other agencies and works from Beeston Police Station for part of the week.

Further information is available on our website at www.broxtowe.gov.uk or by contacting the Communities Team on 0115 917 3340 or spc@broxtowe.gov.uk

How are we doing?

Anti Social Behaviour Orders and Anti Social Behaviour Contracts

Year	ASBOs	ABCs
2007	4	6
2008	2	2
2009	1	2

An Anti Social Behaviour Order can ban a person from:

- threatening, intimidating or disruptive actions
- spending time with a particular group of friends
- visiting certain areas

ASBOs are in effect for a minimum of two years but can be longer. They are designed to protect specific victims, neighbours, or even whole communities from behaviour that has frightened or intimidated them or damaged their quality of life.

Acceptable Behaviour Contracts are a formal written agreement made between an individual or often their parent or guardian (in the cases of children/young people) and the Council or the Police. When signed, individuals are agreeing that they will not act in an anti social manner in future circumstances.



12 years of Mediation

Over the last 12 years Broxtowe Borough Mediation Service has received over 1,000 enquiries which means it has most likely helped over 4,000 residents manage neighbourhood issues. From the first year initial enquiries of 26 the service now deals with over 100 per annum.

Broxtowe Mediation is completely free, confidential and independent and is open to all residents of Broxtowe Borough. This enables residents to have a choice in how they handle conflict in their neighbourhood.

Mediation works in all sorts of situations, residents who don't know their neighbours very well or are uncertain about approaching them, have nothing to lose by trying mediation. It doesn't matter what the issue is. It could be noise, loud music, car parking, or verbal abuse, mediation can help.

Contact the Mediation Service on **0115 917 3736** or visit the website at www.broxtowe.gov.uk or alternatively call in at one of the drop in sessions at:

Stapleford Care Centre, Church Street -
First Wednesday in the month, 10.00am - 11.00am.

Beeston CAB, Broxtowe Borough Council Offices,
Foster Avenue -
First Friday in the month, 10.00am - 11.00am.

Eastwood CAB, Wellington Place -
Last Tuesday in the month 12.30pm - 1.30pm.

0800 555 111
PLEASE KEEP CALLING



On average, four people a day in the county call 0800 555 111 to provide information to the Police about criminal activity and the number of calls to Nottinghamshire Crimestoppers remains higher than neighbouring forces.

Every single detail of information given to the Police can help secure an arrest or conviction against a criminal.

Crimestoppers is a UK-wide registered charity, which helps the Police to solve crimes by allowing the public to pass on information free and confidentially. Callers do not have to provide a statement to the police, be interviewed or appear in court.

Since 2001 there have been 16 times more drugs recovered from criminals in Nottinghamshire following Crimestoppers information and 35 times more money and property than previous years.

Please continue to call Crimestoppers on 0800 555 111, your help is crucial in our fight against crime.

State-of-the-art 999 fire calls for East Midlands



State-of-the-art communication equipment is being installed at a new regional centre that will start handling 999 calls for the fire and rescue service in less than 18 months' time.

A giant 7m x 4m screen, capable of displaying maps and live pictures from an incident, is the focal point of the Control Room where staff will receive and manage 84,000 emergency calls every year. Behind the screen lies a wealth of technology that will give Control Room Operators instant access to the information and knowledge they need to call the right experts and equipment to the incident, no matter where it is.

Nine Regional Control Centres (RCCs) are being built across England, and the East Midlands centre in Castle Donington, Leicestershire will be one of the first to 'go live' under this new Government initiative. The first county to transfer its calls to the East Midlands RCC will be Derbyshire in May 2011. This will be followed by Leicestershire and Rutland (July 2011), Nottinghamshire (November 2011) and Lincolnshire and Northamptonshire (transferring together in January 2012).

The centres have been designed to streamline and synchronise the 999 control room functions of all fire and rescue services across England, providing a co-ordinated response to national disasters such as terrorist incidents, widespread flooding or a major fire.

For further information please contact Liz Reeson, Communications Advisor, East Midlands Regional Control Centre, on 0115 967 5889, or email elisabeth.reeson@notts-fire.gov.uk

TYPETALK - TEXT DIRECT

Typetalk's purpose is to bring the benefits of the telephone network to deaf, deafblind, deafened, hard of hearing and speech-impaired people.

Managed from a state-of-the-art centre, Typetalk's highly trained operators understand the special requirements of its customers and provide a warm, friendly service in complete confidentiality.

For Broxtowe Borough Council telephone: **18001 0115 917 7777.**

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如果你需要此傳單用其他的形式或文字寫成，請撥電話 0115 917 7777 與我們聯絡。

آگے آپ چاہتے ہیں کہ یہ لیف لیٹ آپ کو اردو زبان میں بھیجا گیا جائے تو براہ مہربانی فون نمبر: 0115 9177777 پر رابطہ کریں۔

If you need this leaflet in other formats or languages contact us on 0115 917 7777

What is Anti Social Behaviour? Who can you contact?

Anti Social Behaviour (**ASB**) is anything that has caused or is likely to cause harassment, alarm or distress to another person. If you need to report ASB the following contacts may be of assistance:

POLICE - to contact the beat manager for your area, please ring the new police number: **0300 300 9999.**

In the case of an emergency please ring 999

To report information confidentially, please ring Crimestoppers on: 0800 555 111.

BROXTOWE BOROUGH COUNCIL NEIGHBOURHOOD WARDENS -
Tel: 0115 917 7777.

They deal with:

Dog issues - including fouling

Fly tipping

Fly posting

Graffiti

BROXTOWE BOROUGH COUNCIL HOUSING -
Tel: 0115 917 3548.

If your complaint is regarding a Council tenant please contact the Housing Department who can be contacted on the above number.

BROXTOWE BOROUGH COUNCIL SAFER COMMUNITIES - Tel: 0115 917 3340.

If your complaint is against a non-Council tenant, please contact:

BROXTOWE BOROUGH COUNCIL ENVIRONMENTAL HEALTH -
Tel: 0115 917 7777.

If your complaint is regarding noise nuisance and is not regarding a Council tenant, please contact an Environmental Health Officer.

BROXTOWE BOROUGH MEDIATION SERVICE - 0115 917 3736.

Mediation helps by providing an informal way of dealing with a problem as well as an alternative to costly and potentially stressful formal action, legal/court action.

COUNCIL SERVICES

Council Offices & Town Hall
Foster Avenue, Beeston, NG9 1AB.

Stapleford Office Carnegie Civic & Community Centre
Warren Avenue Stapleford, NG9 8EY.

Eastwood Office
15 Nottingham Road, Eastwood NG16 3AP.

Kimberley Depot
Eastwood Road, Kimberley, NG16 2HX.

ALL ABOVE OFFICES **Tel: 0115 917 7777.**

COUNCIL HOUSING REPAIRS

Daytime and out of hours **Tel: 0115 917 3838.**

HANDITILL FACILITIES

Kimberley Post Office
28 Main Street, Kimberley.

Contact your local Councillor – all details available on the website at www.broxtowe.gov.uk

