

Appendix 01 - Key Contacts and how to get a copy of this strategy

ORGANISATION	TELEPHONE	EMAIL / WEBSITE
Safe Newcastle		
Community Safety Unit	0191 277 7830	www.safenewcastle.org.uk
Drug Support Unit	0191 278 8125	www.safenewcastle.org.uk
General email		safenewcastle@newcastle.gov.uk
Responsible Authorities		
Newcastle City Council	0191 232 8520	www.newcastle.gov.uk
Newcastle Primary Care NHS Trust	0191 219 6000	www.newcastlepct.nhs.uk
Northumbria Police	0191 214 6555	www.northumbria.police.uk
Northumbria Police Authority	0191 433 3000	www.northumbria-police-authority.org
Tyne and Wear Fire and Rescue Service	0191 232 1224	www.twfire.gov.uk
Other partners		
Crown Prosecution Service	0191 260 4200	www.cps.gov.uk
National Probation Service, Northumbria	0191 281 5721	www.northumbria.probabtion.co.uk
Newcastle College	0191 200 4000	www.ncl-coll.ac.uk
Newcastle Community Empowerment Network	0191 232 3357	www.ncen.org.uk
Newcastle Hospitals NHS Trust	0191 233 6161	www.newcastle-hospitals.org.uk
Newcastle Magistrates Court Committee	0191 232 7326	

Newcastle User, Carer and Family Involvement Forum	0191 281 7778	nucf@btinternet.com
NEXUS	0191 203 3333	www.nexus.org.uk
North East Ambulance Service NHS Trust	0191 430 2000	www.neambulance.nhs.uk
North East Chamber of Commerce (Tyne & Wear Office)	0191 261 1142	www.necc.co.uk tyneside.office@necc.co.uk
Northumberland, Tyne and Wear Mental Health NHS Trust	0844 811 5522	www.nw.nhs.uk
Regen Forum	0191 232 7445	www.cvsnewcastle.org.uk
Newcastle University	0191 222 6000	www.ncl.ac.uk
University of Northumbria at Newcastle	0191 232 6002	www.northumbria.ac.uk
Your Homes Newcastle	0191 278 8600	www.yhn.org.uk
Youth Offending Team	0191 277 7377	www.youth-justice-board.gov.uk

Other Useful Contacts

ARCH reporting line	08000 32 32 88	www.archpartnership.org.uk
Childline	0800 1111	www.childline.org.uk
Crimestoppers	0800 555 111	www.crimestoppers-uk.org
D'n'A (Drug and Alcohol Services for Young People)	08000 730 470	www.dnanewcastle.com
Domestic Violence – Male Advice and Enquiry Line	0845 064 6800	
Envirocall	0191 274 4000	envirocall@newcastle.gov.uk
FRANK	0800 77 66 00	www.talktofrank.com
Neighbourhood Helpline	0300 100 101	
Newcastle PROPS (Positive Response to overcoming problems of Substance Misuse in the Family)	0191 226 3440	www.newcastleprops.org.uk

ORGANISATION

TELEPHONE

EMAIL / WEBSITE

REACH (Rape, Examination, Advice, Counselling and Help)

0191 21 21 551

Samaritans

08457 90 90 90

www.samaritans.org

The National Domestic Violence Helpline

0808 2000 247

Tyneside Rape Crisis Centre

0191 232 9858

www.rapecrisis.org.uk

Use Drugs, Use Us

08000 195 247

Victim Support

0191 274 4274

0845 30 30 90

contact@victimsupportnewcastle.co.uk

Women's Aid

0191 265 2148

www.womensaid.org.uk

How to get a copy of this strategy

If you would like this information in Arabic, Bengali, Chinese, Hindi, Punjabi or Urdu we would be pleased to arrange for an interpreter to assist you.

Please phone the Community Safety Unit on 0191 277 7833

Contact Us

Community Safety Unit
0191 277 7833
safenewcastle@newcastle.gov.uk

Drug Support Unit

0191 278 8125
safenewcastle.drugs@newcastle.gov.uk

Or visit our website at

www.safenewcastle.org.uk

اذا كنت ترغب في الحصول على هذه المعلومات باللغات العربية والبنغالية والصينية والهندية والبنجابية والاوردو فسنكون سعداء لترتيب مترجم لمساعدتك. يرجى الاتصال بوحدة امان المجتمع على الرقم: 0191 277 7833

अगर आप यह जानकारी अरबी, बंगाली, चाइनीज़, हिन्दी, पंजाबी या उर्दू में चाहते हैं, तो हम आपकी मदद के लिये दुभाषिये का प्रबंध कर सकते हैं। इसके लिये कृपया कम्युनिटी सेफ्टी यूनिट को 0191 277 7833 नम्बर पर फोन करें।

আপনি যদি এই তথ্য আরবী, বাংলা, চাইনীজ, হিন্দি, পাঞ্জাবী বা উর্দু ভাষায় চান তাহলে আপনাকে সহায়তা করতে একজন সোভাধীর ব্যবস্থা করতে আমরা আনন্দিত থাকব। দয়া করে কম্যুনিটি সেফটি ইউনিটে 0191 277 7833 এই নম্বরে ফোন করুন।

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਅਰਬੀ, ਬੰਗਾਲੀ, ਚਾਇਨੀਜ਼, ਹਿੰਦੀ, ਪੰਜਾਬੀ ਜਾਂ ਉਰਦੂ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਤੇ ਅਸੀਂ ਤੁਹਾਡੇ ਲਈ ਦੁਬਾਸ਼ਿਏ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ। ਇਸਦੇ ਲਈ ਫ਼ਿਊਲਾ ਕਰਕੇ 0191 277 7833 ਨੰਬਰ ਤੇ 'ਕਮਯੂਨਿਟੀ ਸੇਫਟੀ ਯੂਨਿਟ' ਨੂੰ ਫੋਨ ਕਰੋ।

如希望獲得此資訊的阿拉伯文、孟加拉文、中文、印地語、旁遮普語或烏爾都語版本，我們樂意安排傳譯員提供幫助，請聯絡社區安全組 (Community Safety Unit) 電話：0191 277 7833

اگر آپ کو یہ معلومات عربی، بنگالی، چینی، ہندی، پنجابی یا اردو میں چاہیے تو ہم آپ کے لئے ترجمان کا انتظام کر سکتے ہیں۔ مہربانی کر کے "کیونٹی سٹیٹی یونٹ" کو فون کیجیے: 0191 277 7833

This information is also available in large print and on audio

Appendix 02 - Glossary and Acronyms

ACRONYM	DESCRIPTION
ACANE.....	African Community Association North East
ACPO.....	Association of Chief Police Officers
A&E.....	Accident and Emergency
ABC.....	Action, Behaviour and Consequences project
ABG.....	Area Based Grant
ACE.....	Adults in Chronic Exclusion
ANPR.....	Automated Number Plate Recognition
APACS.....	Assessment of Policing and Community Safety
ARCH.....	Agencies Against Racist Crime and Harassment
ASB.....	Anti-Social Behaviour
BBN.....	Best Bar None
BME.....	Black, Minority and Ethnic
CAADA.....	Coordinated Action Against Domestic Abuse
CAF.....	Common Assessment Framework
CDRP.....	Crime and Disorder Reduction Partnership
CRASH.....	Conflict Resolution and Strategies for Harmony
CSOs.....	Community Support Officers
DAT.....	Drug Action Team
DDA.....	Disability Discrimination Act
DPPO.....	Designated Public Place Order

DVAP.....	Domestic Violence and Abuse Partnership
DVLOs.....	Domestic Violence Liaison Officers
DVPP	The Domestic Violence Protection Project
FIP.....	Family Intervention Programme
GAP	Girls Are Proud
GONE.....	Government Office North East
IDVAs	Independent Domestic Violence Advisors
LAA	Local Area Agreement
MAPPA.....	Multi-Agency Public Protection Arrangements
MARAC	Multi-Agency Risk Assessment Conference
NASS	National Asylum Support Service
NDC	New Deal for Communities
NRF.....	Neighbourhood Renewal Fund
NTA	National Treatment Agency
PCT.....	Primary Care Trust
PND	Penalty Notices for Disorder
PPU.....	Police Public Protection Unit
PSA.....	Public Service Agreement
RCCTV	Redeployable CCTV
RSL	Registered Social Landlord
SNAPS	Safe Neighbourhoods Action and Problem Solving Groups
SNIP	Safe Newcastle Improvement Plan

SSCF.....	Safer Stronger Communities Fund
TRCC	Tyneside Rape Crisis Centre
WNF	Working Neighbourhoods Fund
YISP	Youth Intervention and Support Project
YOT	Youth Offending Team



Glossary

TERM	DESCRIPTION
101 non-emergency line	A Home Office led initiative to enable local residents to report anti-social behaviour - the service ceased to exist at the end of March 2008
ABC Project	Works with school children to look at consequences of anti-social behaviour on their own life chances and the impact on others within their own community
Acceptable Behaviour Agreement (ABA)	Non-legally binding written contracts between one or more local agencies and an individual outlining what the perpetrator should or should not do
Acceptable Behaviour Contracts (ABCs)	See ABA
Accident and Emergency (A&E)	Hospital department
Adult Treatment Plan	A plan to improve the quality of drug treatment services for adults
Advocacy services	To support people who need assistance to express their views and to have their own stories heard and to safeguard people in situations where they are vulnerable
African Community Association North East (ACANE)	A local community association
Alcohol Exclusion Zones	The zones make it an offence for anyone to drink or carry alcohol on the street
Alcoholwatch	A scheme that tracks where underage youngsters buy alcohol by using irremovable stickers on the bottle unique to an off licence
Anti-Social Behaviour (ASB)	Actions by individuals or groups that cause persistent nuisance to local people
Anti-Social Behaviour Orders (ASBO)	Civil orders that protect the public from behaviour that is likely to cause harassment, alarm or distress - they can be served on anyone aged 10 who has displayed anti-social behaviour in the previous six months

Anti-Social Behaviour Tactical Group	A group that supports Safe Newcastle and the SNAPS groups develop and implement coordinated actions to tackle anti-social behaviour
ARCH	Facilitates a network of agencies to combat hate crime and reduce community tensions on behalf of Safe Newcastle
Arson	The deliberate setting fire to property including buildings and vehicles
ASB Fires	Secondary fires which are not directed at specific persons or property, e.g. rubbish fires and grassland fires
ASB-related eviction orders	Tenants of social landlords can be evicted where they have been involved in persistent anti-social behaviour
Assault	Attack by a person or persons on another person or group of people resulting in bodily harm and injury
Association of Chief Police Officers (ACPO)	Leads and coordinates the direction and development of the Police service in England, Wales and Northern Ireland
Automatic Number Plate Recognition (ANPR)	Mass surveillance method that uses optical character recognition on images to read the licence plates on vehicles
AVAIL scheme	A scheme operated by Tyne and Wear Rescue Service to speedily remove abandoned vehicles from the streets of Newcastle
Bar, Entertainment and Dance Association (BEDA)	Represent the interests of the late night entertainment sector in the UK
Basic Command Unit (BCU)	The largest unit into which territorial British Police forces are divided - Safe Newcastle works with Northumbria Police Force's Newcastle BCU
Best Bar None (BBN)	A scheme that aims to create a safer environment in pubs, bars and clubs by rewarding safely managed licensed premises

Better Days	A support group for people with learning disabilities
Blue Card Scheme	A scheme for individuals with learning disabilities to remind them and others of key personal information, including carers' details
British Crime Survey (BCS)	An annual survey that measures the amount of crime in England and Wales by asking people about crimes they have experienced in the last year including crimes which are not reported to the Police
Building Futures Through Sport	A sports participation and training project, delivered on the partnership's behalf by Depaul Trust and aimed at service users known to drug treatment and homelessness services
Bullying	Violence that may become long-standing, whether physical or psychological
Burglary	Where having entered as a trespasser a person steals or attempts to steal, inflicts or attempts to inflict grievous bodily harm; theft from dwelling or non-residential premises where the suspect is present as a trespasser
CAPE	A support scheme for vulnerable witnesses and victims
Carers Strategy Action Plan for families of drug or alcohol users	A plan produced by Safe Newcastle with Newcastle Carers Strategy Group which outlines the actions we will take to improve support for adults who are affected by the drug or alcohol use of a family member or friend
Challenge 21	Encourages retailers and licences to seek proof of age from anybody trying to buy alcohol who appears to be under the age of 21
Challenge and Support Programme	To ensure that a coordinated approach is taken to the delivery of support alongside the use of anti-social behaviour tools and powers on young people

Changing Trax	A short term crisis intervention service funded by the Neighbourhood Renewal Fund to create a positive change by working intensively with families where substance and/or alcohol misuse is an issue
Children and Young People’s Strategic Partnership (CYPSP)	The CYPSP in Newcastle is committed to working towards improving outcomes for all children and young people in the city
Children’s Services Workforce Reform Strategy	A strategy which has a vision ‘to ensure we have enough people with the right skills, knowledge and experience working together in flexible ways, that it is a workforce with shared values, language and purpose and that it puts the voice and needs of children, young people and families at the heart of their work leading to better services and better outcomes’
Citylife	Newcastle City Council’s publication distributed to all home and businesses in the city
Closure Notice	Legal notice to board up a property that is a focal point for ASB related to drug users or dealers of Class A drugs
Common Assessment Framework (CAF)	Identifying at-risk young people and coordinating interventions to prevent offending, drug or alcohol use
Community Cohesion Strategy	Produced by Newcastle City Council to promote community cohesion throughout the city
Community Cohesion Unit	A unit based within Northumbria Police’s Newcastle Area Command to promote relationships between communities
Community Safety	A general term meaning the protection of everyone’s right to live without fear for their own and other people’s safety

Community Safety Supplementary Planning Document	Set of criteria and processes to make sure all new developments are considered with a purpose of Designing Out Crime
Community Safety Unit (CSU)	A unit within Newcastle City Council - officers take the lead in implementing the themes and priorities outlined in the Safe Newcastle Strategy
Community Support Officers (CSOs)	Support the work of the local Police and provide a visible and reassuring presence on the streets
Community Team for Learning Disabilities (CTLTD)	A locally based multi-disciplinary team that provides holistic care for individuals with learning disabilities
Conflict Resolution and Strategies for Harmony (CRASH)	A training course for Key Stage 4 pupils at Westgate Community College
Continuous Professional Development Programme (CPD)	A continuous process of personal growth, to improve the capability and realise the full potential of professional people at work
Coordinated Action Against Domestic Abuse (CAADA)	A charity established to encourage the use of independent advocacy as a way to increase the safety of survivors of domestic violence
Corporate Community Safety Officers Working Group (CSOWG)	The corporate group of Newcastle City Council where cross cutting areas of community safety policy and practice are developed
Crime and Disorder Act 1998	Legislation that established CDRPs, recognising that crime reduction and the promotion of community safety is dependent on multi-agency working
Crime and Disorder Reduction Partnership (CDRP)	Partnerships at local authority or district level which aim to tackle a number of crime and disorder topics, such as anti-social behaviour, car crime, etc.
Criminal damage	The unlawful damage to property belonging to another

Criminal Justice Interventions Team (CJIT)	Helps individuals break the cycle of drug use and offending providing a comprehensive, holistic service to substance misusing clients who are involved with the Criminal Justice System
Criminal Justice System (CJS)	Agencies such as the Police, the Crown Prosecution Service, the courts and the National Offender Management Service who work together to deliver criminal justice
Demotion Orders	Allow landlords to apply to the courts to reduce the security of tenure for tenants and can be a precursor to possession
Designated Public Place Orders (DPPOs)	A tool that can be used by local authorities to deal with the problems of anti-social alcohol drinking in public places
Direction to leave notices	Police power to move on any individual aged 16 or over
Disorder	Disruptive behaviour that can be interpreted and recorded under Police incident classifications of drunkenness, breach of peace, demonstration, disturbance in licensed premises or other public place - incidents of disorder overlap to some degree with incidents of anti-social behaviour
Diversity Strategy Group	A group within Northumbria Police developing the strategy on diversity
Domestic violence (DV)	Refers to violence within the home, usually between partners with the majority of incidents involving attacks by men on women - it can include damage to property or other abuse (abuse can include sexual, financial, physical, emotional or psychological harm and need not be a recorded crime)
Domestic Violence and Abuse Reduction Partnership	This partnership brings together all key agencies who provide services and responses to victims and perpetrators of domestic violence in Newcastle

Don't Park on the Pavement	A campaign run by Newcastle City Council
Drug Rehabilitation Requirement (DRR)	One of the 12 requirements that can be part of a Community Order supervised by the Probation Service - the requirement is designed to engage and retain drug using offenders in treatment
Drug	Any chemical substance that a person takes to change the way that they feel, think or behave
Drug Interventions Programme (DIP)	A national programme, run by the Home Office, that targets Class A drug users and aims to break the cycle of drug use, crime and prison
Drug Strategy	Published in 2008, it builds on successes of the first strategy and outlines four main strategic areas of work
Drug Strategy Partnership Support Grant (DSPSG)	A former Home Office grant made to Drug Action Teams to fund the coordination of the delivery of the National Drugs Strategy at a local level
Drug Support Unit (DSU)	A team of staff that has been formed to facilitate and manage Safe Newcastle's drug-related work
Drug Treatment and Testing Order (DTTO)	One of a number of initiatives seeking to break the link between drug use and crime - the National Probation Directorate is responsible for overseeing the delivery of the Order in England in collaboration with the National Treatment Agency
Drug misuse	Use that is harmful, dependent use, or use of substances as part of a wider spectrum of problematic or harmful behaviour

Drugs and Alcohol National Occupational Standards (DANOS)	These specify the standards of performance/competencies that people in the drug and alcohol field must possess
Drugs and Alcohol Service (D'n'A)	The drug and alcohol service for young people in Newcastle - it is a multi-agency integrated team
Drugs in Our Communities Group	A group that works on behalf of Safe Newcastle to reduce the harm that drug use causes to families, communities and businesses
Equality and Human Rights Commission (EHRC)	Champions equality and human rights for all, working to eliminate discrimination, reduce inequality, protect human rights and to build good relations, ensuring that everyone has a fair chance to participate in society
Fathers First	A parenting programme
Fear of crime	Feeling of vulnerability or being at-risk of becoming a victim of crime - it may often be greater than the actual likelihood of being a victim
Fixes Penalty Notices	Generally deal with environmental offences such as litter, graffiti and dog fouling and can be issued by local authority officers and in a limited capacity by Police Community Support Officers and other accredited persons
Fly tipping	The illegal deposit of any waste onto land i.e. waste dumped or tipped on a site with no license
For My Girlfriend	A campaign aimed at young male drivers run by Newcastle City Council
Forced marriage	One or both spouses do not consent to the marriage, or consent is extracted under duress, including both physical and emotional pressure

Freedom Programme	A programme for women who are experiencing or who have experienced domestic violence - the aim of the programme is to provide an opportunity for women to develop ways of thinking and behaving to be better able to protect themselves, their children and others from harm and to provide them with the knowledge they need to do this
GAP Project	A voluntary sector project which engages sex workers within a safe, confidential and supportive service to help them access the mainstream services they require, including appropriate housing, treatment, healthcare and benefits
Government Office North East (GONE)	Representing central government across north east England
Harassment	Behaviour deliberately intended to intimidate, dominate or harm an individual or a group of individuals
Hidden Harm Outcome Improvement Plan	A plan developed by Safe Newcastle and the Children and Young People's Strategic Partnership that details what we will do to reduce the impact of parental drug or alcohol use on children
Hidden Harm Strategy Board	A Safe Newcastle sub group that strategically plans and coordinates work to reduce the impact of parental drug or alcohol use on children
Homes and People	A YHN publication distributed to all tenants
Homophobia	Homophobic-related crime/hate crime is defined as any incident that appears to the victim to be motivated by the offender's prejudice towards gay men or lesbians

Honour based violence	Occurs when perpetrators believe a relative has shamed the family and they believe that the only way to redeem the family's honour is to punish or kill the relative
Housing Anti-Social Behaviour and Enforcement Team (HASBET)	Part of YHN providing support to estate based staff dealing with cases of anti-social behaviour
Housing injunctions	Local authorities, housing trusts or other housing organisations or companies who are landlords can apply for an injunction against the tenant or anyone else living in the area to stop them behaving in a way which causes nuisance or annoyance to other people living in or visiting the rented property or the area itself
Housing Strategy	Newcastle City Council's Strategy produced in 2006 sets out a clear vision of what the Council want to achieve between now and 2021 and providing a robust framework for housing activity in the city
In it Together	A training course for Key Stage 3 pupils at Westgate Community College
Incredible Years	Parenting support course which forms part of the Respect Parenting Programme
Independent Domestic Violence Advocates (IDVAs)	Trained specialists whose goal is the safety of domestic violence victims
iQuanta	Policing Performance Analysis Tool
It's Your Neighbourhood	A partnership between Newcastle and Sunderland city councils which will offer a 24 hour and seven-day-a-week telephone service dealing with problems of anti-social behaviour - it has replaced the 101 service

Juvenile Fire Setter Education Programme	Part of the Fire Service's education strategy - it is a two-day training course on addressing fire setting behaviour
Kickz	A football programme that targets some of the most disadvantaged areas in the country
Let's Talk Parenting	A parenting programme
Local Area Agreements (LAA)	A government initiative through which local agencies will have greater flexibility to use their combined resources to achieve shared outcomes
Local Neighbourhood Renewal Strategy (LNRS)	Provide the strategic aims and targets for tackling deprivation and other key areas identified by the Local Strategic Partnership whilst contributing to national targets for tackling deprivation
Local Strategic Partnership (LSP)	Local authority wide non-statutory partnerships that work together to identify common objectives for the local community - includes representatives from the public, private, business, voluntary and community sectors
Mediation	Aims to assist two (or more) disputants in reaching an agreement
MESMAC	A gay/bisexual men's health project, offering HIV tests, advice and information on many different health issues - also provides services such as a helpline and drop-in service
Most Similar Crime and Disorder Reduction Partnerships	A group of CDRPs that shares similar characteristics to Newcastle and that is used to measure comparative performance
Multi-Agency Risk Assessment Conferences (MARAC)	Conferences for high risk victims

National Alcohol Strategy	Published 2007, Safe, Sensible, Social: The next steps in the National Alcohol Strategy, reviews progress since the publication of the Alcohol Harm Reduction Strategy for England (2004) and outlines further national and local action to achieve long term reductions in alcohol-related ill health and crime
National Asylum Support Service (NASS)	Government body responsible for providing support and accommodation for asylum seekers who would otherwise be destitute, whilst their claim is being considered
National Crime Recording Standard (NCRS)	Adopted by all Police forces in England and Wales in April 2002 in an effort to improve the consistency of Police recording and to better reflect the demands made on the Police by victims of crime
National Crime Strategy	Published 2007, it sets out lessons learnt over last 10 years and how these will be built on to address new crime challenges
National Drug Treatment Monitoring System (NDTMS)	The process of collecting, collating and analysing information from and for those involved in the drug treatment sector
National Drugs Strategy (NDS)	Aims to reduce the harm that drugs cause to society, to communities, individuals and their families
National Intelligence Model (NIM)	Business model for law enforcement
National Standard for Incident Recording (NSIR)	To ensure that all incidents, whether crime or non-crime, are recorded by Police in a consistent and accurate manner
National Treatment Agency (NTA)	A special health authority, created by the Government in 2001 to improve the availability, capacity and effectiveness of treatment for drug misuse in England

National Violent Crime Action Plan	Government plan published in 2008, relating to the detection and deterrence of knife crime, in particular involving young people and actions relating to gun crime
Neighbourhood Beat Managers (NBM)	Police officers who police certain neighbourhoods
Neighbourhood Renewal Fund (NRF)	A special non-ring fenced grant which has been made available to England's most deprived wards to improve services, narrowing the gap between these wards and the rest of the country (it has now been replaced by the Working Neighbourhoods Fund)
Neighbourhood Watch	A partnership where people come together to make their communities safer
New Deal for Communities (NDC)	A key programme in the Government's strategy to tackle multiple deprivation, giving some of the poorest communities the resources to tackle their problems in a intensive and coordinated way - in Newcastle this covers Arthur's Hill, Cruddas Park, Rye Hill and Elswick
Newcastle Area Command Anti-Social Behaviour Plan	Plan outlining how Newcastle Area Command (Northumbria Police) will tackle anti-social behaviour
Newcastle Carers Strategy Group	A partnership group that exists in Newcastle to improve the services and support available to people who are caring for, or concerned about, a family member or friend who has a disability or illness; is frail due to old age; has mental health problems; or has drug or alcohol problems
Newcastle Command Youth Strategy	A Northumbria Police strategy
Newcastle Conflict Resolution Network	A Quaker-run project to support those people in the city working towards non-violent conflict resolution

Newcastle Family Intervention Project (FIP)	Working to challenge the behaviour of 10 of the most problematic households perpetrating anti-social behaviour in Newcastle
Newcastle Parenting Strategy	Draws on intelligence gathered from a very wide range of stakeholders; mothers, fathers, carers, children and young people and practitioners, and outlines what Newcastle will deliver in relation to parenting
Newcastle Partnership (NP)	Newcastle's Local Strategic Partnership (LSP)
Newcastle Respect Network (NRN)	Central information hub and partnership case management facility to provide analysis and reporting functions to integrate different data sets to support the problem solving process
Newcastle Schools ASB Strategy	Newcastle City Council strategy outlining how anti-social behaviour will be tackled in the city's schools
Newcastle's Women's Aid	A Newcastle based charity working to end domestic violence against women and children
Nomad/E5	A housing association
North East Strategic Migration Partnership (NESMP)	Made up of a number of statutory bodies, including local authorities and the Police, and the voluntary sector in the region
Not in My Neighbourhood	A week of ward-based activities held in October 2007 as part of the Home Office's Changing Lives Making Communities Safer campaign
Notices Seeking Possession (NOSP)	The first stage in taking back possession of a property for the breach of the conditions of a tenancy, such as causing anti-social behaviour or nuisance

Notifiable Offences	The reported offences the Home Office require to be reported for statistical purposes
Nuisance or annoyance	Behaviour that unreasonably interferes with other people's right to use and enjoy their home environment and considered as such by a 'reasonable person'
PANAH	A Newcastle based black women's refuge and outreach service providing safe and secure temporary accommodation for women of all ages who consider themselves to be black with or without children, fleeing or threatened with domestic violence
Parenting Orders	Given to the parents/carers of young people who offend, truant or who have received a Child Safety Order, Anti-Social Behaviour Order or Sexual Offences Prevention Order - it does not result in the parent/carer getting a criminal record
Parenting Support Strategy	Adopted by the Children and Young People's Strategic Partnership in December 2007, the strategy provides information, advice and support to parents and carers to help them be confident parents with confident children
Penalty Notices for Disorder (PND)	Issued for more serious offences, like throwing fireworks or being drunk and disorderly
Perpetrator programme	Specialist programmes developed to help perpetrators of domestic violence who want to change their violent and abusive behaviour
Phoenix Project	A joint project with the YOT and Fire Service aimed at young people known to be offending or at-risk of offending

Places for People	Focuses on creating places where people choose to live and provide a range of housing solutions, specialist care and support services, employment and training opportunities, financial services and other community services
Police Area	A group of Police sectors under the command of a Divisional Commander (Superintendent)
Police Beat	A geographical area that is defined (normally using parish boundaries) for the policing of an area
Police Intelligence Unit	A unit of Northumbria Police
Police Reform Act 2002 (PRA)	An Act to make new provision about the supervision, administration, functions and conduct of Police forces
Police Sector	A group of Police beats under the command of a Sector Commander (Inspector)
Positive Activities for Young People (PAYP)	A targeted programme run by Connexions providing diversionary activities since April 2003
Positive Futures	A scheme for 10-19 year olds who are at-risk of becoming involved in crime and substance misuse - provides access to sports activities and workshops that are lacking in the area
PROPS	A local charity that provides support for parents and partners of alcohol and drug misusers
Primary Care Trust (PCT)	Part of the National Health Service responsible for health care and health improvements in the local area
Prince's Trust	A scheme run for 16-25 year olds that focuses on communication, motivation and teamwork

Probation	A person convicted of an offence and sentenced by a Court can be placed under the supervision of the Probation Service as an alternative to being sent to prison
Prolific and Priority Offenders (PPO)	Aims to reduce re-offending by the 10% of offenders who commit half of all crime
Public Health and Environment Protection Service (PHEPS)	A division of Newcastle City Council, now known as Regulatory Services and Public Protection Division
Public Protection Unit, Northumbria Police (PPU)	The department safeguards the welfare of children and supports children and families in need of protection from abuse and neglect, in conjunction with partner agencies
Public Service Agreement (PSA)	An agreement between local authorities and Central Government covering the topics identified by Government as the key issues for the public sector to tackle, such as teenage pregnancy, school achievement, etc.
Pubwatch	National Pubwatch is a voluntary organisation set up to support existing pubwatches and encourage the creation of new pubwatch schemes with the aim of achieving a safer social drinking environment in all licensed premises throughout the UK
Racial harassment	Any incident in which it is considered that the complaint involves an element of racial motivation or any incident which involves an allegation of racial motivation made by any person
Racist incident	Threat towards, or attack on, individuals or groups, on an individual, family or group which involves racist abuse or a racist motive

Re:Solution	A company that deals with workplace and community mediation
REACH (Rape examination, advice, counselling and help)	A free, confidential counselling, support and advice service which helps women and men who have been raped or sexually assaulted
Redeployable CCTV (RCCTV)	Mobile CCTV cameras used by Safe Newcastle to reduce levels of crime and anti-social behaviour in local neighbourhoods
Reducing Re-offending Group	A sub-committee of the Safe Newcastle Board whose aim is 'to reduce the volume and severity of re-offending behaviour by ensuring a comprehensive set of seamless services that address adult offenders' needs
Reducing re-offending pathways	There are seven key pathways to reducing re-offending recognised by the Home Office: accommodation; skills and employment; health inequalities; drugs and alcohol; children and families; finance, benefit and debt; attitudes, thinking and behaviour
Regeneration Strategy	This strategy sets out how over the next 15 years the City Council, working closely with partners, will drive forward regeneration across all areas and communities to help deliver the Council's vision of a vibrant, inclusive, safe, sustainable and modern European City
Registered Social Landlords (RSLs)	Independent housing organisations registered with the Housing Corporation under the Housing Act 1996
Repeat victimisation	Occurs when the same person or place suffers from more than one incident over a specific period of time

Residents Survey	An annual survey conducted by Newcastle City Council seeking information from Newcastle residents on their perceptions of Council services and the way they are provided
Respect	The Government's agenda to continue its drive to tackle anti-social behaviour - it is a broad and deep approach to intervene early and tackle underlying causes of anti-social behaviour
Respect Coordination Group	To coordinate and steer Newcastle's Respect Action Area status and associated projects
Respect Housing Standard	Outlines the core components essential to delivering an effective response to anti-social behaviour and building stronger communities
Response	A team based within the Children's Services Directorate of Newcastle City Council to help schools combat bullying
Responsible Authorities (RAs)	There are five statutory Responsible Authorities who are responsible for the management of Safe Newcastle and its work - these are the Council, the Fire and Rescue Service, the Police Authority, the Police and the Primary Care Trust
Restorative Justice Service	Encouraging offenders to take active responsibility for repairing the harm caused by their offending
Retail crime	General term usually referring to shoplifting, but also includes thefts from shops by employees and fraud cases
Reward schemes	Scheme run by local bus operator Stagecoach
Robbery	Commonly known as 'mugging', this is the use of force in order to steal from a person or persons

Routine and Selective enquiries	Routine enquiry involves asking all women about their experiences of domestic violence regardless of whether there are concerns, suspicions or visible signs/symptoms
Safe Neighbourhoods Action and Problem Solving (SNAPS)	Problem solving groups set up for every ward in Newcastle as part of Safe Neighbourhoods - members work together to help deal with particular crime and ASB issues in that area
Safe Newcastle	The partnership in Newcastle upon Tyne that tackles crime, anti-social behaviour, drugs and alcohol and the harm they cause to individuals, families and communities
Safe Newcastle Improvement Plan (SNIP)	The plan to address areas of improvement identified through the partnership self assessments as well as national standards
Safe Places Schemes	A scheme developed by Safe Newcastle, ARCH and Better Days to encourage people to ask for help if they feel threatened or if a hate crime has occurred
Safeguarding Adults	Multi-agency partnership work to prevent mistreatment, exploitation and abuse of adults with a physical or mental disability
Safer Stronger Communities Fund (SSCF)	A fund aimed at tackling crime, anti-social behaviour and drugs, empowering communities and improving the condition of streets and green spaces
Safety Works	An interactive safety centre serving the people of Tyne and Wear
Sanction detection	Those offences which result in an offender being; charged or summonsed, cautioned, having offences taken into consideration, being dealt with through a Penalty Notice for disorder, being issued with a street caution for possession of cannabis

Sanctuary Scheme	Victim centred initiatives, which aim via home security and personal safety advice and support to enable victims of domestic violence to remain safely in their own homes
SCARPA project	A voluntary sector project delivered by The Children's Society in partnership with Barnardo's, with input from Save The Children - it seeks to identify and make contact with young people who are either at-risk from, or actually involved in, running away, sexual exploitation, or trafficking
Section 17	A section of the Crime and Disorder Act (1998) outlining an obligation to consider crime and disorder implications in all work undertaken
Secure by Design	Supporting the principles of Designing Out Crime by use of effective crime prevention and security standards for a range of applications
Securities Industry Authority (SIA)	Manages the licensing of the private security industry as set out in the Private Security Industry Act 2001
Sexual offences	A crime group that includes indecent assault, rape, unlawful sexual intercourse with girls under 16, incest, buggery, abduction and bigamy
Sexual violence exploitation	Any non-consensual sexual activity, including rape, sexual assault, coercive sexual activity or refusing safe sex
SHAPE bus	A mobile outreach service used to engage with young people who are at-risk of crime and disorder
Smartwater	A property marking system that utilises an individual DNA coding system to uniquely identify each item that has been marked

Social inclusion	Reducing inequalities between the least advantaged groups and communities and the rest of society by closing the opportunity gap and ensuring that support reaches those who need it most
Statutory Nuisance	Nuisances arising from premises, smoke, fumes, gases, dust, steam, odour, accumulations, animals, noise and other matters which are prejudicial to health or nuisance
Stonham Housing Association	England's largest provider of housing and support for vulnerable people which aims to restore people's confidence and helps them live independently
Strategic Housing	Division of Newcastle City Council
Street crime	This is a collective term referring to robbery of personal property and theft from the person
Street Pastors scheme	A scheme operated by the Street Pastors Network (Salvation Army)
Streetwise	A young people's project based in Newcastle city centre offering a free counselling service and advice and information about any issue affecting young people
Strengthening Families	Parenting support course which forms part of the Respect Parenting Programme
Supporting People	Commissioning structure to provide housing-related support to vulnerable individuals
Sustainable Community Strategy and Local Area Agreement	The Local Area Agreement is the 'delivery arm' of the Sustainable Communities Strategy, setting out what Newcastle City Council will do between 2007 and 2010 to deliver actions to improve the quality of life for everyone in the city

System K	Database for monitoring project performance
Taggers	Individuals who cause criminal damage through graffiti 'signatures'
Target hardening	Strengthening of the security of an individual premises or a group of premises in close proximity, with a view to reducing or minimising the risk of attack
Tasking and Coordinating Group (TCG)	A fortnightly meeting of Northumbria Police and invited partners that drives activity across the area command and sets the current key policing priorities in each sector
Taxi Marshall Scheme	A Safe Newcastle scheme whereby the busiest taxi ranks are staffed by Police Officers on the busiest nights to reduce levels of crime and disorder
Test purchase	Using individuals working undercover to test whether shops are illegally selling products to those under the age of 18
Theft from shops	Commonly known as shoplifting - it does not include theft by employees from shops
Theft other	Includes theft and handling stolen goods and comprises one of the largest proportion of crime types which occurs in Newcastle
Theft from the person	Theft from a person not involving violence (e.g. pick-pocketing, handbag snatches)
Therapeutic intervention	Using counselling or similar supportive techniques to help an individual reach their full potential or deal with problems such as addiction, mental or emotional health issues
Thomas Gaughan Centre	A community centre in Walker, Newcastle

Tier 4	One of the four tiers of services described in Models of Care (published by the National Treatment Agency)
Total crime	The total number of all crimes recorded
Tyne and Wear Research and Information (TWRI)	Supports the five Tyne and Wear district councils through the assembly and analysis of statistical information
Tyneside Cyrenians	A homeless charity which provides a variety of services to homeless and other vulnerable individuals
Tyneside Rape Crisis Centre	Provides information, support and counselling for women aged 16 and over who have been raped or sexually abused
Vehicle crime	A crime group that includes theft of a motor vehicle and theft from a motor vehicle and taking a motor vehicle without the owner's consent
Victim and witness support	NRF ASB Programme offering victims confidential help and information
Victim Support	Independent charity which helps people cope with the effects of crime
Violence against the person	A type of violent crime
Violent crime	A collective term encompassing 41 offence categories falling into three broad groups; violence against the person, sexual offences and robbery
Volume crime	Acquisitive crime
Work Safe Scheme	A voluntary sector project which offers sex workers confidential support if they are the victim of a crime and the opportunity for women to report crimes committed against them anonymously, without their identity being revealed to the Police
YOT Capability and Capacity Assessment	Annual assessment that the Youth Justice Board require YOTs to complete

Young offender	Person under 18 who has committed a criminal offence (the age of criminal responsibility is 10)
Young People's Specialist Treatment Plan	A plan written by Safe Newcastle and the Children and Young People's Strategic Partnership that details the work that will take place to improve work with children and young people who use drugs or alcohol
Young People's Providers Group	A group working on behalf of Safe Newcastle to improve the quality and coordination of drug and alcohol services for young people
Your Homes Newcastle (YHN)	Newcastle City Council's Arms Length Management Organisation (ALMO) which manages and maintains its 32,000 homes and associated services
Youth Inclusion and Support Programme (YISP)	Seeks to reduce offending, truancy and exclusion in disadvantaged neighbourhoods by providing targeted assistance and support to the 13-16 year olds most at-risk of offending, truancy or exclusion
Youth Justice Plan (YJP)	Annual report outlining the work of the YOT
Youth Offending Teams (YOTs)	Local multi-agency partnerships consist of representatives from the Probation Service, Police, Social Services, Health and Education - their principal aim is to prevent children and young persons offending
Youth Task Action Force	Published in 2008, it sets out how an effective local response will be provided to the minority of young people who get involved in anti-social behaviour and those at-risk of getting involved
Youth inc	A programme run by the YOT

Appendix 03

Anti-Social Behaviour Strategy 2008-2011

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About Safe Newcastle

Safe Newcastle was formed in April 2005. We integrated the former Newcastle Community Safety Partnership and Newcastle Drug Action Team.

Our vision is 'to create a safe Newcastle by tackling crime, alcohol, drugs, anti-social behaviour and their impact. By working together we will develop effective, sustainable solutions to local concerns, improve confidence and build stronger communities'.

Safe Newcastle includes a wide range of partner organisations from the statutory, voluntary, community and private sectors. We are the statutory Crime and Disorder Reduction Partnership (CDRP) and Drug Action Team for Newcastle upon Tyne. We are also a delivery partnership of the Newcastle Partnership (Newcastle's Local Strategic Partnership).

Since the partnership was formed, we have worked hard to make sure that Safe Newcastle is a high quality, effective and accountable partnership. We embrace a wide variety of organisations and communities in developing and delivering the work.

For more information about Safe Newcastle, see the Safe Newcastle Community Safety Strategy 2008-2011.



About this strategy

Over the past few years a series of national and local policies have required changes to the way in which Safe Newcastle does its business. The Crime and Disorder Act 1998 introduced the legislation which created Crime and Disorder Reduction Partnerships and was instrumental in changing the way in which community safety issues were tackled.

In 2006, the Government reviewed the effectiveness of the original Act. This resulted in new legislation passed in 2007 to support improved effectiveness and local delivery by CDRPs. This Strategy has been developed in accordance with the requirements of this new legislation. The new requirements include:

- The need to produce a Strategic Assessment at least annually (as distinct to a crime and disorder audit every three years).
- A widened scope of issues including:
 - Crime
 - Anti-social behaviour
 - Behaviour adversely affecting the environment

- Use of drugs and other substances
- Use of alcohol
- Road safety
- Community tensions
- Counter terrorism
- Fear of crime
- The harm and impact that these all cause.
- The sharing of data by Safe Newcastle partners for the purpose of reducing crime and disorder
- New duties regarding how we work set out in the form of National Standards. These are based on six 'hallmarks' of an effective partnership and includes:
 - Empowered and effective leadership
 - Intelligence-led business processes
 - Effective and responsive delivery structures
 - Community engagement
 - Visible and constructive accountability
 - Appropriate skills and knowledge.

This Strategy covers the period 2008 to 2011. It sets out our short, medium and long term priorities and is aligned to other planning cycles including that of the Local Area Agreement. We will review the delivery plans every year. This is because our priorities may not always stay the same and by revising the plan regularly we will ensure that any new priorities emerging from the regular strategic assessments are addressed.

Ensuring safe communities is the outcome that binds Safe Newcastle together. We will continue to engage with our communities, ensure that their views are taken seriously and work with them to address issues.

This Strategy takes forward the priorities identified through the Strategic Assessment and gives information about the role of partners in supporting delivery and how this will be resourced. In this way, Safe Newcastle will ensure that its resources are used as effectively as possible.

Safe Newcastle has a robust performance management framework which is essential for successful and sustainable delivery. This Strategy says how we will measure and manage our performance.

Linked strategies and plans

The Safe Newcastle Community Safety Strategy 2008-2011 is the principal document setting out how Safe Newcastle will increase community safety. It is supported by a range of other linked plans and strategies which contribute to specific areas of our work. In some cases, such as anti-social behaviour, it is a legal requirement to have a separate strategy or plan and in other cases Safe Newcastle has decided that a separate plan is warranted because of the high priority of the issue.

Linked strategies and action plans include :

- Newcastle Domestic Violence and Abuse Strategy*
- Adult Drug Treatment Plan*
- Young People's Specialist Substance Misuse Treatment Plan*
- Hidden Harm Outcome Improvement Plan*
- Reducing Supply and Communities Issues Delivery Plan*
- Newcastle Alcohol Harm Reduction Strategy
- Hate Crime Strategy and Action Plan
- Reducing Re-offending Plan.

These strategies provide a greater depth of information on what the issues are, explain what action will be taken, how we will do it and how we know what we are doing is working.

Those that are required by law or government guidance are marked *.

National strategies

The following section outlines the main national strategies and plans which link to this Strategy.

Respect

The Government's Respect Action Plan, published in January 2006, sets out an ambitious programme to deter bad behaviour and nurture good and to give control of communities back to those who live in them. It builds on the Government's anti-social behaviour work, but it goes further to get to the root causes of the anti-social behaviour. It focused on:

- Tackling the key causes of anti-social behaviour, such as poor parenting
- Getting more agencies involved in tackling anti-social behaviour
- Developing new ways of challenging and changing behaviour, for example through new family intervention projects
- Mainstreaming changes across services, so that promoting Respect is everyone's business.

Youth Task Force Action Plan

Published in 2008 and building upon the work of the Respect agenda, this Plan sets out how an effective local response will be provided for the minority of young people who get involved in anti-social behaviour and those at-risk of becoming involved. The response will combine the three elements of:

- Tough enforcement where behaviour is unacceptable or illegal
- Non-negotiable support to address the underlying causes of poor behaviour or serious difficulties
- Better prevention to tackle problems before they become serious and entrenched and to prevent problems arising in the first place.

National Crime Strategy

This Strategy was published in July 2007 and sets out lessons learned about reducing crime and disorder over the past ten years and how these will be built on to address new crime challenges. Key elements for the period 2008 to 2011 are:

- Stronger focus on serious violence
- Continued pressure on anti-social behaviour
- Renewed focus on young people
- Designing Out Crime
- Continuing to reduce re-offending
- Greater sense of national partnership
- Freeing up local partners, building public confidence.

Drug Strategy

The second national 10 year drug strategy was published in February 2008. It builds on the success of the first Strategy and outlines four main strategic areas to the work:

- Preventing harm to children, young people and families affected by drug use
- Delivering new approaches to drug treatment and social integration
- Public information campaigns, communications and community engagement
- Protecting communities through robust enforcement to tackle drug supply, drug-related crime and anti-social behaviour.

National Violent Crime Action Plan

Published in February 2008, this Plan has commitments to:

- Reduce gun crime and gang-related violence
- Reduce knife crime, especially involving young people
- Work to reduce sexual violence
- Roll out good practice in tackling domestic violence
- Reduce street prostitution, human trafficking and forms of sexual exploitation
- Ensure victims of violence have access to better care and support.

National Alcohol Strategy

This Strategy was published in June 2007 and has commitments to:

- Increase the use of criminal justice for drunken behaviour
- Undertake a review of NHS alcohol spend
- Give more help for people who want to drink less
- Introduce toughened enforcement of underage sales
- Ensure guidance is available for parents and young people
- Improve public information campaigns to promote a sensible drinking culture
- Undertake public consultation on alcohol pricing and promotion
- Introduce local alcohol strategies.

Sustainable Community Strategy/Local Area Agreement (LAA)

Newcastle's Sustainable Community Strategy outlines key challenges facing Newcastle and sets out the vision, aims, objectives and priority objectives that partners will deliver together in the coming years. It requires strategically joining up more services across sectors on both city wide projects and at a neighbourhood level. This includes more effective targeting of services and resources towards strategic priorities and genuine partnership working so that partners and stakeholders work to common and shared agendas.

The long term vision for ensuring safe, inclusive, cohesive and empowered communities is that:

'Newcastle becomes a place where everyone has an equal opportunity to participate fully and freely in the opportunities and services available in the city; and lives in communities in which people of all kinds live together safely, happily and with a shared sense of belonging. By working together partners will develop effective, sustainable solutions to local concerns, improve confidence and build stronger communities'.

Strategic Assessment

What is a Strategic Assessment?

Safe Newcastle must now carry out an annual Strategic Assessment. The Strategic Assessment is a report that gathers together all the information from a wide range of sources and partners such as national plans, crime and anti-social behaviour statistics and local community perspectives. Its purpose is to:

- Drive the business of the partnership
- Support strategic business planning and resource allocation
- Inform the partnership of the issues likely to affect it in the coming year and recommend which should be a priority.

We carried out our first Strategic Assessment in 2007 and it has been instrumental as the evidence base to inform the development of this Strategy.

Four strategic themes have come out of the Strategic Assessment. They have been identified from analysing partnership data and through consultation with the public and residents in Newcastle. Many of the issues across all four themes are interrelated. They do not fit neatly into one or another and also impact on the work of other partnerships such as the Newcastle Partnership and a range of delivery partnerships such as Children and Young People's Partnership, Health Improvement Board and Housing and Environment Partnership.

The strategic themes are:

Reduce acquisitive and opportunistic crime

This includes crimes such as criminal damage, burglary, business and vehicle crimes as well as opportunistic crime. A significant proportion of crime is opportunistic which means it is more difficult to reduce.

Prevent offending and reduce re-offending

This covers areas relating to risk factors and addresses some of the motivations behind offending behaviour, such as drug use, homelessness and unemployment, through the improved management of offenders.

Promote safe, cohesive and healthy communities

This theme relates to the fear of crime and issues associated with people's quality of life, such as violent crime, anti-social behaviour, arson, road safety, drug and alcohol issues. Other issues such as public confidence and community tensions also feature in this theme.

Support vulnerable people and communities

There are particular crimes which disproportionately affect certain communities or groups of people such as hate crime and domestic violence. Some people are more vulnerable to certain crimes and repeat victimisation such as students, young people, older people, people with disabilities, BME groups, prostitutes/sex workers and the unemployed. A number of hotspot locations in the city suffer repeatedly from crimes as certain places are disproportionately affected by crime.

Consultation

Throughout the life of the 2005-2008 Strategy we have undertaken a continuous process of consultation to make sure that the partnership is delivering in a way that increases community safety and community confidence. In February 2008, the Anti-Social Behaviour Tactical Group (ASBTG) was consulted regarding how best to improve the way we work to tackle ASB.

This new Strategy has therefore been developed through a rigorous and inclusive process which ensures that the new requirements have been met. Consultation has included:

- Questionnaire in Citylife
- 'Not in my neighbourhood' week
- Street work consultation
- Drug treatment plan consultation
- Involvement of all partners of Safe Newcastle
- Consultation with all SNAPS groups
- Specific consultation with various groups such as people with disabilities, older people, students, businesses, elected members.

This Strategy sets out Safe Newcastle's aims and objectives for strategic change in tackling and preventing anti-social behaviour. There are no simple 'stand alone' solutions to anti-social behaviour. This Strategy will therefore promote community based, multi-agency problem solving action to tackle anti-social behaviour. Thematic targets for tackling anti-social behaviour between April 2008 and March 2009 are contained in the current Safe Newcastle Strategy.

The strategic planning cycle is linked to the new Local Area Agreement (LAA). This is a three year agreement between the Government and the Local Authority that sets out the priorities in the local area. The Respect agenda (see page 175) is a key priority for Government, as it is for local communities who regularly identify respect issues as the most important issue affecting their area.

Context

Anti-social behaviour can range from dropping litter to serious harassment. Therefore, most people have been affected by anti-social behaviour to some degree. People's experience of anti-social behaviour ranges from infrequent and mildly irritating, whilst for others it has a serious adverse effect on their health, peace of mind and quality of life.

How people feel about the local area in which they live and the city as a whole is affected by how safe they feel and how confident they are that they can go about their daily lives without being harassed or threatened. This may be because of the perceived or actual response of services to any problems they might experience.

Safe Newcastle aims to ensure that the Anti-Social Behaviour Strategy is in keeping with the principles of the Sustainable Community Strategy commitment to support communities, strengthen and develop the social and community networks and facilities that help build strong communities which enable people from different backgrounds to develop strong and positive relationships with each other.

The aim of this Strategy is:

'To provide an action focused framework for the reduction and prevention of anti-social behaviour across the city of Newcastle'.

Definition and forms of anti-social behaviour

An agreed operational definition of anti-social behaviour is vital to ensure a collective vision and a structured response from partners. Safe Newcastle and the consultation for this Strategy have provided an agreed definition, as follows:

‘Anti-social behaviour can be described as when a person has acted in a manner that causes or is likely to cause harassment, alarm and distress to one or more individuals not of the same household or themselves’.

This definition has to be understood in the context of an individual’s perception and tolerance (what is seen as anti-social behaviour by one person may be tolerated and accepted by another person). It is therefore useful to lay out definitions for specific types of behaviour that are widely recognised as anti-social. These include:

- Nuisance or annoyance: behaviour that unreasonably interferes with other people’s right to use and enjoy their home environment, as considered by a ‘reasonable person’. For example, neighbour disputes, excessive noise and fly tipping. This term has legal standing in relation to nuisance grounds for possession and statutory nuisance (see following).
- Anti-social behaviour: defined in the Crime and Disorder Act (1998) as ‘actions carried out by an individual in a manner which caused, or was likely to cause, alarm, distress or harassment to one or more people not in the same household’.
- Harassment: behaviour deliberately intended to intimidate, dominate or harm an individual or a group of individuals such as a specific minority group.
- Statutory Nuisance: as defined by Section 79 of the Environment Protection Act (1990) includes nuisances arising from premises, smoke, fumes, gases, dust, steam, odour, accumulations, animals, noise and other matters which are prejudicial to health or a nuisance.
- Prejudicial to health: defined as likely to cause injury or harm to the health of a person or persons.

A balanced approach

There are many approaches to reduce anti-social behaviour ranging from enforcement tactics which respond to current behaviour, through to preventative work to stop it happening in the first place.

Safe Newcastle recognises that this Strategy will need to strike the proportionate balance between enforcement, diversion and prevention.

Effective, balanced solutions, using a graded response system can bring a range of benefits, including:

- Reduce concerns about crime and disorder
- Disrupt the activities of persistent criminals
- Support victims and encourage witnesses
- Divert young people from potential involvement in more serious crime
- Improve confidence in making journeys for social, leisure and work
- Improve community confidence in the Police and other agencies
- Release scarce resources that are currently used to repair damage for other much needed investment

- Empower and strengthen local communities of interest, identity and location
- Achieve sustainable regeneration.

The approach in Newcastle will combine a 'triple track' of responses:

1. Tough enforcement where behaviour is unacceptable or illegal

Enforcement has to be seen as a real and effective option. It may only be necessary in relation to a minority of people but taking timely, effective action that is proportionate to the anti-social behaviour being perpetrated, can stop the behaviour, act as a deterrent to others and empower the community, especially the victims and witnesses involved. Anti-social behaviour must be addressed through effective use of the tools we have put in place, including warnings and dispersal notices and by communicating that action to the public.

2. Non-negotiable support to address the underlying causes of poor behaviour or serious difficulties

We will take a strategic and joined up approach to the design and the delivery of parenting support services ensuring such support is effectively addressed. Parenting support can help tackle anti-social behaviour as well as other problems. Our approach to tackling anti-social behaviour through parenting and family support is based on:

- Setting clear boundaries of acceptable behaviour with young people and families
- Intensive, assertive working with the most anti-social families through the Newcastle Family Intervention Programme (FIP)
- Support to parents of young people involved in or at-risk of anti-social behaviour - including parenting contracts and orders requiring them to take part in programmes
- Intervening early to support parents of eight to 13 year olds at-risk of poor behaviour or other difficulties.

3. Better prevention to tackle problems before they become serious and entrenched and to prevent problems arising in the first place

Preventative measures need to be in place for a significant minority of people who are at-risk of being involved in anti-social behaviour through targeted intervention and diversion. Early intervention has resource implications but can have a significant impact in reducing the personal cost to individuals and the effect on the community. In the longer term it can reduce financial costs and this needs to be acknowledged. Preventative measures might mean support for individuals/families, changing the environment or working with common interest groups. Encouraging community ownership of an area and its facilities are key to changing the behaviour and enabling people to take responsibility for the success of their own neighbourhood.



What we have done

Through our previous work we have learned that anti-social behaviour has many causes and can manifest itself in various forms. The causes are often difficult to identify but can include, for example:

- Community factors - where anti-social behaviour is tolerated and where there is peer involvement
- Individual factors - such as drug and/or alcohol abuse, domestic violence and mental health issues.

Anti-social behaviour is a key concern for local residents and it can take many forms including noise nuisance, fly tipping, verbal abuse and harassment. At its most serious and persistent it can ruin the quality of lives for individuals, families and communities. We have learned through experience that the best way to tackle anti-social behaviour is through working with partners and the communities that are affected by this problem to deliver community based interventions. In the following section, a selection of the interventions and projects that Safe Newcastle has implemented are presented, which illustrate our approach.

Respect

In January 2006, the Government published the Respect Action Plan. In August 2006, the Home Office invited Newcastle to become one of the 50 Respect Action Areas nationally. The Chief Executive of the Council responded positively and Action Area Status was awarded in January 2007.

Respect Action Area Status provides the opportunity to increase action to reduce anti-social behaviour by tackling its causes and symptoms. In order to attain such status, Newcastle has committed to the following five mandatory elements.

1. Family Intervention Project (FIP).

The FIP is now established and working to challenge and change the behaviour of 10 of the most problematic households perpetrating anti-social behaviour. FIP families automatically have access to the appropriate Respect Parenting Programme (see following) and all have engaged well. Results so far include:

- School attendance significantly improved for a number of children

- One father completed Strengthening Families parenting programme
- One young person has improved his behaviour to such an extent that the application for an ASBO will be reviewed
- Six parents acknowledging issues within their families and taking responsibility and engaging with FIP services.

2. Establishing parenting programmes.

The parenting programme has been established for families at-risk of/or behaving anti-socially. The Respect Senior Parenting Practitioner is coordinating a catalogue of programmes across the city. The programme has completed three Strengthening Families courses across the city and one Incredible Years course.

3. Establishing 'Face the People' sessions.

These are intended to promote openness and accountability in supporting communities to tackle anti-social behaviour. It is important that people are given the opportunity to raise issues. However, 'Face the People' sessions are not just about consultation, they are about reflecting a

responsive service and managing public perceptions. Therefore, we will use these opportunities to tell people about action that we have taken in their area. For example, the five 'Not in My Neighbourhood' public events in October 2007 enabled a number of partners, including Play and Youth and Ward Coordinators to engage with residents, capture their concerns and reflect them in the Strategic Assessment which informed this Strategy.

ASBO	2
Demotion Orders	2
Housing Injunctions	14
Parenting Orders	2
YHN - Notices Seeking Possession	38
YHN - ASB-related eviction orders	4

4. Demonstrating the use of enforcement action.

Newcastle has renewed its commitment to the proportionate use of the full range of available tools and powers to tackle both causes and symptoms of anti-social behaviour. The Respect Coordination Group has completed an initial baseline exercise on current tools and powers and produced the 'Respect Tools and Powers Guide' which will be reviewed to identify changes in policy and practice. The tools and powers that have been used between April and September 2007 are shown in the following table.

Newcastle's Graded Response escalation process in 2007 is also shown in the following table.

First Warning	Second Warning	Acceptable Behaviour	ABA's Signed
Letter	Letter	Agreements (ABA) Invites	
1244	273	228	76

October 2007 saw the first Closure Notice being issued in Newcastle to board up a property that was the focal point for anti-social behaviour related to drug users or dealers of Class A drugs.

5. Adoption of the Respect Housing Standard.

The Respect Housing Management Standard is built around six commitments:

- Accountability, leadership and commitment
- Empowering and reassuring residents
- Prevention and early intervention
- Tailored services for residents and provision of support for victims and witnesses
- Protecting communities through swift enforcement
- Support to tackle the causes of anti-social behaviour.

All the major registered Social Landlords in Newcastle and Your Homes Newcastle have now signed up to the Standard. Their practice has been reviewed against the requirements and housing management improvement plans will be developed to ensure compliance. These actions will be reported via Safe Newcastle's Quarterly Monitoring System.

Alcoholwatch

Alcoholwatch is an approach to tackle alcohol-related disorder by focussing on local suppliers of alcohol (off-licences). It consists of numbered stickers applied to cheap alcoholic drinks sold by off licences. When these bottles are found or seized they can be traced back to the shop which sold them. The number of finds and seizures are collated and analysed and by doing so, particular off licences can be identified which are associated with disorder, allowing appropriate action to be taken.

Best Bar None

Best Bar None is a scheme that aims to create a safer environment in the pubs, bars and clubs of Newcastle by rewarding safely managed licensed premises, whilst clamping down on alcohol-related crime and curbing irresponsible drinking habits.

Safe Newcastle leads the scheme in conjunction with Northumbria Police with support from Metro Radio. Other partners include the Council's Regulatory Services and Public Protection Division, Bar Entertainment and Dance Association, the Securities Industry Authority and Pubwatch.

Applicants are judged against categories, including door, drink and drugs policy, crime prevention and emergency procedures. All licensed premises within the Newcastle city centre area were invited to apply by completing an application form. Premises that meet the minimum criteria are awarded 'accredited status' and presented with a Best Bar None plaque. This shows customers that they are in a venue that is committed to their care and safety. The objectives of the scheme are to:

- Reduce the risk of alcohol-related harm, disorder and crime
- Establish a benchmark of good practice in off and on trade licensed premises
- Identify and reward responsible operators and share their good practice with others
- Raise public awareness of the benefits of choosing well run licensed premises.

101 non-emergency line

The non-emergency phone number was introduced in July 2006 and recorded more than 100,000 callers in its first year. It enables people to report issues such as drunken and rowdy behaviour, abandoned vehicles, litter and fly tipping, noisy neighbours and loud parties, threatening and abusive behaviour, vandalism and graffiti and broken street lighting.

SHAPE bus

This is a mobile outreach service delivered in a single decker bus. The name is linked to the Government's five key outcomes for young people; staying safe, being healthy, enjoying and achieving, making a positive contribution and economic well being. The bus is used to engage with young people who are at-risk of crime and disorder. Young people can access free advice, support and information and most importantly, have fun in a safe way.

Community cleanups

Neighbourhoods blighted by graffiti, litter and fly tipping make people feel unsafe and increases anti-social behaviour. Having a community cleanup is an ideal way to increase community safety and reduce anti-social behaviour. This scheme involves getting school children involved as Junior Wardens in a particular neighbourhood. The children also place stickers on wheelie bins to raise awareness of arson, burglary and fly tipping.

Noisy neighbours

Living with noisy neighbours can make life a misery for many, resulting in stress, ill health and reduced quality of life. A team of workers now offer an anti-social behaviour service to residents whether they own their own home, live in rented private accommodation or in a YHN property. They are there to reduce anti-social behaviour through supporting victims and taking action against those who cause problems for their neighbours.

ABC Project

The ABC Project is a ground breaking project with works with school children to look at the consequences of anti-social behaviour on their own life chances and the impact on others within their own community.

Victim and witness support

This support service provides a dedicated victim and witness support case worker. The case worker offers victims:

- Someone to talk to in confidence
- Information on Police and court procedures
- Help in dealing with other organisations
- Information about compensation and insurance.

Anti-Social Behaviour Arts Forum (ASBAF)

ASBAF was coordinated by Newcastle Council's Arts Development Team and consisted of a group of non-statutory agencies including CoMusica (part of The Sage Gateshead), GEM Arts (providing arts for BME groups), the Live Theatre, Dance City and YMCA (who provided youth support). Their remit was to provide arts-based activities to young people in the NRF areas, thereby diverting them away from ASB. Activities included dance, music, spray and paint based art, theatre and writing delivered across a wide range of venues and in many different ways. The projects of ASBAF have been delivered across ethnic group, from the ages of ten to 50 and have worked with in excess of 500 people. The majority of ASBAF projects have been highly successful and have succeeded in engaging the most hard to reach and those most likely to be perpetrators of ASB.

Mini motos

There has been a sustained campaign of enforcement and removal of illegal mini motos, public awareness events and materials to inform adults on the legal and safety issues so they can make informed decisions to buy one. 2007 also saw an event where young people were able to get free riding lessons in a safe and legal site.

What we will do in 2008-2011 to address anti-social behaviour

We will continue to build on the good work already carried out and we will explore other effective interventions to further reduce and prevent anti-social behaviour across the city. The Anti-Social Behaviour Tactical Group will look at ways of improving delivery and providing an improved coordinated response to issues. This will include sharing best practice and information so that new and innovative responses can be developed. Some examples of the work that will be carried out in 2008-2011 include:

- Improve the delivery of the Respect Agenda by implementing the 'Respect Network' which enables partners to share information on anti-social behaviour more quickly and efficiently for the purpose of multi-agency problem solving
- The Respect Family Intervention Project will continue to work with families to challenge their anti-social behaviour and provide support to enable positive changes
- Further explore ways of reducing anti-social behaviour caused by on street drinking by working with supermarkets and larger retailers regarding alcohol sales
- Continue to improve methods of challenging anti-social behaviour and supporting victims and other at-risk groups.

Priorities and action plans

The priorities contained in the following Delivery Plan were identified from the Strategic Assessment and were subsequently agreed by partners within Safe Newcastle. The Delivery Plan illustrates what actions will be delivered to address the identified priorities. The activity contained in the Delivery Plan for this Strategy will be monitored by the Safe Newcastle Performance Management Framework.

Performance management

Safe Newcastle is further developing its Performance Management Framework to ensure that actions and services are having the right impact, on the right problems, in the right places at the right time. The actions outlined in this Anti-Social Behaviour Strategy will be subject to this Performance Management Framework. It will draw together the following elements:

- National targets and performance indicators (including mandatory indicators)
- Local Area Agreement targets
- Key performance targets aligned to those of partner agencies
- Performance compared to our 'Most Similar' peer group and national comparators
- Targets and milestones of projects, interventions and commissioned services
- Service objectives in Service Level Agreements with provider agencies
- Strategic and operational assessments to ensure effective and responsive delivery

- Deprivation data
- Place Survey data
- Ward and neighbourhood level information where available
- Safe Newcastle Improvement Plan
- Community engagement.

The performance management framework enables targets and measures to be set for each priority including:

- High level measures that directly link to the outcome to show we are making progress
- Contributing projects and services, including monitoring actions of projects and services to ensure that outcomes and milestones are being achieved
- Practice/service improvements to ensure continuous improvement to multi-agency working arrangements
- Community engagement to ensure that local people are involved in the design, delivery and monitoring of services and interventions.

Appendix 03

Anti-Social Behaviour Delivery Plan 2008-2009

Theme - Promote safe, cohesive and healthy communities

Delivery Plan 2008/9

Reduce anti-social behaviour

Key performance indicator

NI21 - Residents satisfaction with the way that the Council and Police deal with local concerns about crime and anti-social behaviour - establish baseline 2008/09, plus 2% in 2009/10, plus 2% in 2010/11

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
8.1.1	Protect the public from alcohol-related anti-social behaviour through law and policy enforcement	Raise public awareness of Designated Public Place Orders (DPPOs)	Branded awareness materials Monthly data analysis report	Safe Newcastle / Newcastle City Council	No
8.1.2		Enforce Designated Public Places Orders (enforcement)	Branded campaign for each new DPPO Number of DPPOs	Northumbria Police	Part
8.1.3		Work with off license trade including supermarkets to promote the responsible sale of alcohol and reduce sales to those underage through the delivery of the Alcoholwatch campaign	Number of Penalty Notices for Disorder (PND) and Fixed Penalty Notices issued Number of seizures of alcohol by Police and Community Support Officers Reduction in calls to It's Your Neighbourhood on alcohol-related ASB	Safe Newcastle	Part
8.1.4		Production of the Alcoholwatch evaluation report to inform decisions about possible roll out of the campaign	Report produced by June 2008	Safe Newcastle	Yes

Delivery Plan 2008/9

Reduce anti-social behaviour

Key performance indicator

NI21 - Residents satisfaction with the way that the Council and Police deal with local concerns about crime and anti-social behaviour - establish baseline 2008/09, plus 2% in 2009/10, plus 2% in 2010/11

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
8.1.5	Protect the public from alcohol-related anti-social behaviour through law and policy enforcement	Carry out age-related sales operations in licensed premises	<ul style="list-style-type: none"> Number of operations Numbers of positive sales in the operations Number of prosecutions served Number and level of convictions 	Newcastle City Council/ Northumbria Police	Yes
8.2.1	Reduce the number of deliberate ASB fires	Report and arrange removal of abandoned vehicles and fly tipping	Number of uplifts arranged by all partners	TWFRS	Yes
8.2.2		Ensure empty premises are secured before they become a fire statistic	Number of void properties secured	Your Homes Newcastle	Yes
8.2.3		In partnership with Youth Offending Team (YOT) deliver the Phoenix Project for young people who are known to be offending. The Project will also be delivered to those at-risk of offending through a referral process.	Number of courses/ students per annum	TWFRS / YOT	Part

Delivery Plan 2008/9

Reduce anti-social behaviour

Key performance indicator

NI21 - Residents satisfaction with the way that the Council and Police deal with local concerns about crime and anti-social behaviour - establish baseline 2008/09, plus 2% in 2009/10, plus 2% in 2010/11

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
8.2.4	Reduce the number of deliberate ASB fires	Ensure the intelligence led delivery of resources to ensure the greatest reduction of ASB fires	Reduction in deliberate ASB fires	Safe Newcastle	Yes
8.2.5		Continue to support Tyne & Wear Fire & Rescue Services (TWFRS) Bonfire Campaign.	Reduction in deliberate ASB fires	TWFRS/ Safe Newcastle	Yes
8.2.6		In partnership with the Prince's Trust, implement a scheme run for 16-25 year olds that focuses on communication, motivation and teamwork	Number of courses/ students	TWFRS	Yes
8.2.7		Utilise Safety Works for Newcastle citizens of all ages, backgrounds and abilities	Number of attendees	TWFRS	Yes
8.2.8		Continue Juvenile Fire Setter Education Programme	Number of students Reduction of fires set by young people on course	TWFRS	Yes

Delivery Plan 2008/9

Reduce anti-social behaviour

Key performance indicator

NI21 - Residents satisfaction with the way that the Council and Police deal with local concerns about crime and anti-social behaviour - establish baseline 2008/09, plus 2% in 2009/10, plus 2% in 2010/11

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed																				
8.2.9	Reduce the number of deliberate ASB fires	Schools Education - targeted Year 8 Fire Safety Education.	Reduction in arson, hoax call and ASB fires set by Year 8 students	TWFRS	Yes																				
8.3.1	Environmental ASB - street cleanliness	Delivery of a range of services including: Deployment of Wardens to carry out enforcement action against perpetrators of illegal graffiti Deployment of cleanup teams to remove illegal graffiti Management of green spaces including dog fouling	Number of students NI195 - improved street and environmental cleanliness Reduce audited transects failing satisfactory grading: <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th>08/09</th> <th>09/10</th> <th>10/11</th> </tr> </thead> <tbody> <tr> <td>Litter</td> <td>14%</td> <td>13%</td> <td>12%</td> </tr> <tr> <td>Detritus</td> <td>25%</td> <td>23%</td> <td>21%</td> </tr> <tr> <td>Graffiti</td> <td>11%</td> <td>9%</td> <td>5%</td> </tr> <tr> <td>Flypos</td> <td>14%</td> <td>3%</td> <td>2%</td> </tr> </tbody> </table>		08/09	09/10	10/11	Litter	14%	13%	12%	Detritus	25%	23%	21%	Graffiti	11%	9%	5%	Flypos	14%	3%	2%	Newcastle City Council	
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Delivery Plan 2008/9

Reduce anti-social behaviour

Key performance indicator

NI21 - Residents satisfaction with the way that the Council and Police deal with local concerns about crime and anti-social behaviour - establish baseline 2008/09, plus 2% in 2009/10, plus 2% in 2010/11

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed								
8.3.2	Environmental ASB Industrial and domestic fly tipping	Increase the number of vehicle stop exercises leading to legal action resulting in fines and seizure of vehicles	NI196 - based on a combination of year-on-year reduction in total incidents of fly tipping dealt with and a year-on-year increase in actions taken against fly tipping.	Newcastle City Council									
8.3.3		Deployment of Neighbourhood Wardens											
8.3.4		Public awareness campaign	N121 - reduce the number of requests to deal with fly tipping from the public from the 2007 levels:	Newcastle City Council									
8.3.5		Enforcement action on repeat offenders		Newcastle City Council									
8.3.6		Bulky item removal service											
8.3.7		Deployment of Wardens and specific actions targeted in the known ward hotspots for fly tipping, including Byker, Elswick, Ouseburn, South Heaton, Denton	<table border="1"> <thead> <tr> <th>07/08</th> <th>08/09</th> <th>09/10</th> <th>10/11</th> </tr> </thead> <tbody> <tr> <td>8000</td> <td>7200</td> <td>6480</td> <td>5832</td> </tr> </tbody> </table>	07/08	08/09	09/10	10/11	8000	7200	6480	5832		
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8000	7200	6480	5832										

Delivery Plan 2008/9

Reduce anti-social behaviour

Key performance indicator

N121 - Residents satisfaction with the way that the Council and Police deal with local concerns about crime and anti-social behaviour - establish baseline 2008/09, plus 2% in 2009/10, plus 2% in 2010/11

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
8.4.1	Noise nuisance	Deliver the Night Noise service seven days a week to carry out awareness and enforcement action	N121 - Residents Survey 2008/09 Number of calls to service Number of visits Number of actions taken	Newcastle City Council	No
8.5.1	Promote public confidence by raising awareness of action taken to tackle ASB	Implement public education and prevention campaigns to address the 'perception gap' by providing information on actions taken on seven key ASB issues identified in consultation surveys Criminal damage Noise Action Week in summer 2008 Challenge and Support Project working with young people	N121 - Residents Survey 2008/09 Each issue is to have one dedicated campaign every year of the Strategy	Safe Newcastle	
8.5.2		Use of Tools and Powers		Safe Newcastle	
8.5.3		Family Intervention Project		Safe Newcastle	
8.5.4		Fireworks safety in October and November	Production of campaign	Safe Newcastle	

Delivery Plan 2008/9

Reduce anti-social behaviour

Key performance indicator

NI21 - Residents satisfaction with the way that the Council and Police deal with local concerns about crime and anti-social behaviour - establish baseline 2008/09, plus 2% in 2009/10, plus 2% in 2010/11

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
8.5.5	Promote public confidence by raising awareness of action taken to tackle ASB	Alcoholwatch		Safe Newcastle	
8.5.6		Ensure that partners signpost victims of ASB to services provided by Victim Support	Number of ASB-related referrals	Victim Support	
8.5.7		Explore the opportunities for the delivery of mediation services in Newcastle	Referral route identified	Safe Newcastle	
8.5.8		Deliver campaigns to reduce student-related ASB	Number of campaigns	Safe Newcastle	
8.5.9		High visibility patrols in hotspot areas at peak times	Number of patrols	Northumbria Police	
8.5.10		Increase calls to the It's your Neighbourhood service	Number of calls Number of services delivered Caller satisfaction survey		

Delivery Plan 2008/9

Reduce anti-social behaviour

Key performance indicator

NI21 - Residents satisfaction with the way that the Council and Police deal with local concerns about crime and anti-social behaviour - establish baseline 2008/09, plus 2% in 2009/10, plus 2% in 2010/11

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
8.6.1	Newcastle - Respect Action Area	Provide public information materials on the range of Tools and Powers available	Public information materials within the public access Safe Newcastle website	Safe Newcastle/ Children and Young People's Strategic Partnership	
8.6.2		Family Intervention Project - working to challenge and change the behaviour of at least nine of the most problematic households perpetrating anti-social behaviour at any one time	Number of families engaged with the FIP Respect FIP parent contracts Compliance indicators i.e. school attendance		
8.6.3		Deliver the Respect Parenting Programme which has been established for families at-risk of/or behaving anti-socially. The Programme will be delivered across Newcastle and include Strengthening Families, Triple P and Incredible Years courses	Number of courses delivered Number of parents and children attending courses DCSF monitoring of the Programme		

Delivery Plan 2008/9

Reduce anti-social behaviour

Key performance indicator

NI21 - Residents satisfaction with the way that the Council and Police deal with local concerns about crime and anti-social behaviour - establish baseline 2008/09, plus 2% in 2009/10, plus 2% in 2010/11

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
8.6.4	Newcastle - Respect Action Area	Deliver at least six Face the People sessions every year. These sessions will promote openness and accountability in supporting communities to tackle anti-social behaviour. The sessions will support responsive service and influence public perceptions	Number of sessions Number of people attending Residents Survey 2008/09	Safe Newcastle/ Children and Young People's Strategic Partnership	
8.6.5		Promote and record use of the range of Tools and Powers to tackle both causes and symptoms of anti-social behaviour. This will include private rented sector tenancy enforcement, NCC Regulatory Services and the outcomes of the dedicated legal support	Tools and Powers document		
8.6.6		Promote and support the Respect Housing Management Standard by developing standard compliance improvement action plans with participating housing providers	Non compliance of Standard will be reported by tenants and partners Compliance Improvement Plans Registered Social Landlord engagement with the Newcastle Graded Response		

Delivery Plan 2008/9

Reduce anti-social behaviour

Key performance indicator

NI21 - Residents satisfaction with the way that the Council and Police deal with local concerns about crime and anti-social behaviour - establish baseline 2008/09, plus 2% in 2009/10, plus 2% in 2010/11

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
8.7.1	Reduce youth-related ASB (diversion)	Deliver the Challenge and Support Programme which will increase the capacity and the capability of Youth inc by allowing the city wide Youth Inclusion Support Programme (YISP) to engage with the 14-17 age range	Number of young people engaged in the Challenge and Support Project Support Plans for individuals Compliance indicators for individuals on the Project	Newcastle City Council	No
8.7.2		Deliver mini moto education campaigns and a Safe and Legal event in June 2008 Number of young people at Safe and Legal event 2008	Number of young people at Safe and Legal event 2008	Safe Newcastle	
8.7.3		To deliver a coordinated programme of arts and music activities	Number of young people engaged in arts and music diversion events and programmes Number of events and programmes delivered	Newcastle City Council	
8.7.4		Deliver intelligence led deployment of detached youth services	Number of SHAPE Bus deployments Number of young people engaged	Newcastle City Council	

Delivery Plan 2008/9

Reduce anti-social behaviour

Key performance indicator

NI21 - Residents satisfaction with the way that the Council and Police deal with local concerns about crime and anti-social behaviour - establish baseline 2008/09, plus 2% in 2009/10, plus 2% in 2010/11

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
8.7.5	Reduce youth-related ASB (diversion)	Deliver the primary school based ABC programme to raise awareness of ASB, positive citizenship and consequences of behaviour	Number of schools engaged in the ABC programme Number of students taking part in the ABC programme	Newcastle City Council	
8.7.6		Deliver the Newcastle Schools ASB Strategy	See details in Schools ASB Strategy	Newcastle City Council	
8.7.7		Implement the Newcastle Command Youth Strategy	See details in Command Youth Strategy	Northumbria Police	
8.7.8	Youth-related ASB (enforcement)	Newcastle Command will carry out intelligence led operations and patrols including the deployment of the CSO Disorder Team to target hotspots and individuals	Residents Survey 2008/09 Arrest figures Direction to leave notices Alcohol seizures Encounters Summonses Number of reported incidents of disorder compared to 2007	Northumbria Police / Newcastle City Council	

Delivery Plan 2008/9

Reduce anti-social behaviour

Key performance indicator

NI21 - Residents satisfaction with the way that the Council and Police deal with local concerns about crime and anti-social behaviour - establish baseline 2008/09, plus 2% in 2009/10, plus 2% in 2010/11

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
8.8.1	Reduce criminal damage	Identify and target repeat offenders by intelligence based patrols by Police and Street Wardens	Reduction in criminal damage to private and public property Reduce number of offences in hotspot areas Increase detection rate Number of campaigns Reduce criminal damage to businesses		
8.8.2		Increase calls to the 'Its Your Neighbourhood' service	Number of calls Caller satisfaction survey		
8.8.3		Reduce damage done to wheelie and recycle bins Public awareness campaign with stickers and City Life Deployment of Wardens to known hotspots	Baseline of damage to be set in 2008/09 2009/10 = 10% reduction and then in 2010/11 = a 10% reduction on the 2009/10 figure		

Delivery Plan 2008/9

Reduce anti-social behaviour

Key performance indicator

NI21 - Residents satisfaction with the way that the Council and Police deal with local concerns about crime and anti-social behaviour - establish baseline 2008/09, plus 2% in 2009/10, plus 2% in 2010/11

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
8.8.4	Reduce criminal damage	Remove vulnerable street furniture	Number of removals		
8.8.5		Remove material obstacles that could be used to inflict criminal damage	Number of removals		
8.9.1	Reduce criminal damage to bus shelter and buses	Target hardening bus shelters by providers including coating			
8.9.2		Raise awareness of the impact and consequences with the Respect Comic being distributed in schools Police school visits to make children aware of impact and consequences			

Delivery Plan 2008/9

Reduce anti-social behaviour

Key performance indicator

NI21 - Residents satisfaction with the way that the Council and Police deal with local concerns about crime and anti-social behaviour - establish baseline 2008/09, plus 2% in 2009/10, plus 2% in 2010/11

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed	
8.9.3	Reduce criminal damage to bus shelter and buses	Providers to produce business impact statements for enforcement actions	Reduction in tagging and etching on buses			
8.9.4		Use of onboard CCTV				
8.9.5		Plainclothes/undercover Police officers				
8.9.6		Reward schemes (current Stagecoach initiative)				
8.9.7		Intelligence based patrols by Police				
8.9.8		Taggers database				
8.9.9		Bus operators reporting incidents				

Delivery Plan 2008/9

Reduce anti-social behaviour

Key performance indicator

NI21 - Residents satisfaction with the way that the Council and Police deal with local concerns about crime and anti-social behaviour - establish baseline 2008/09, plus 2% in 2009/10, plus 2% in 2010/11

Finance Confirmed

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	
8.10.1	Ensure that there is a coordinated operational and tactical response to ASB	<ul style="list-style-type: none"> Multi-agency data collation and analysis Newcastle Graded Response and School Graded Response Case Management 	For details see Safe Newcastle Improvement Plan	Safe Newcastle	
8.10.2		Develop a set of action plans for ASB environmental issues in order to support Safe Neighbourhoods (SNAPS) responses and delivery and deliver training/briefings.	<ul style="list-style-type: none"> Production of Action Plans Briefing materials to SNAPS Training/briefing programme 	Safe Newcastle	
8.11.1	Better information and intelligence on ASB	The Newcastle Respect Network (NRN) is a central information hub and partnership case management facility. The NRN will provide analysis and reporting functions to integrate different data sets to support the problem solving process	<ul style="list-style-type: none"> Milestones are being delivered in accordance with the NRN PID Phase 1 See also Safe Newcastle Improvement Plan 		

Appendix 04

Domestic Violence and Abuse Delivery Plan 2008/09

Theme - Support vulnerable people and communities

Delivery Plan 2008/9

To reduce the prevalence of domestic violence - prevention

Key performance indicator

Reduce serious violent crime by 3%

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
9.1.1	Raise awareness of prevalence of domestic violence	Launch and implement regular communication campaigns	Two campaigns to be held each year	Domestic Violence and Abuse Partnership (DVAP)	Yes
9.1.2		Refresh the directory of domestic violence services	Produce directory of domestic violence services		
9.1.3		Focused awareness raising in the New Deal for Communities (NDC) area	Hold spotlight events twice a year in the NDC area One agency event and one service user event		
9.1.4		Develop information that is appropriate to the NDC area	500 leaflets and posters distributed by March 2009		
9.2.1	Promote education and awareness raising in schools and youth groups	Implement an education awareness programme based on national best practice models	Five schools are to be signed up to deliver training programme by March 2009	DVAP	Yes
9.2.2		Train teaching staff to deliver programme	To train 30 teachers during strategy period by March 2011		

Delivery Plan 2008/9

To reduce the prevalence of domestic violence - prevention

Key performance indicator

Reduce serious violent crime by 3%

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
9.2.3	Promote education and awareness raising in schools and youth groups	Ensure all schools in NDC area have access to advice, support and training in relation to domestic violence issues	12 schools to have had briefing by March 2010	Jacqui Sirs	
9.2.4		Pilot domestic violence/ sexual violence exploitation and forced marriage programme with youth groups in NDC area	Pilot to be reviewed and evaluated by March 2009	Melanie Scott	

Delivery Plan 2008/9

To reduce the prevalence of domestic violence - prevention

Key performance indicator

Reduce serious violent crime by 3%

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
9.3.1	Increase all key agencies awareness of domestic violence and develop and improve core practices	Implement training action plan: <ul style="list-style-type: none"> • Domestic violence awareness • Children living with domestic violence • Responding to domestic violence: good practice training • Risk assessment/MARAC • Immigration/asylum law training • Domestic violence awareness for substance misuse workers • Working with women involved in sex work in Newcastle • Forced marriage and honour based violence • Domestic violence and safeguarding adults • Domestic violence in LGBT relationships • Domestic violence awareness training for YHN staff 	38 training courses will be held each year 680 staff to be trained each year	Joanne Douglas	Yes

Delivery Plan 2008/9

To reduce the prevalence of domestic violence - prevention

Key performance indicator

Reduce serious violent crime by 3%

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
9.3.2	Increase all key agencies awareness of domestic violence and develop and improve core practices	Develop and launch Newcastle City Council Domestic Violence Policy	Corporate policy to be launched by September 2008	Community Safety Unit	
9.3.3		Ensure workers in the NDC area access domestic violence training	866 NCC staff to be trained by March 2011/ distribute training literature in NDC area	Community Safety Unit	
9.4.1	Ensure that there is a coordinated operational response to domestic violence	Ensure that the DVAP is strategically aligned to other relevant strategies	20 partners signed up to support delivery of strategy by July 2009	DVAP	Yes
9.4.2		Establish a lead officer of domestic violence in all key agencies	All identified agencies to have a designated domestic violence officer by September 2008		
9.4.3		Improve performance management structures within DVAP	Performance management structure to be in place by March 2009		
9.4.4		Strengthen links with courts	To be established		

Delivery Plan 2008/9

To reduce the prevalence of domestic violence - prevention

Key performance indicator

Reduce serious violent crime by 3%

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
9.5.1	To collect appropriate data that establishes the prevalence of domestic violence in Newcastle as well as the efficiency of interventions/ services and organisations' business processes	Agree a central point for collection of data	To develop project plan by March 2009	DVAP	No
9.5.2		Scope out use of ARCH system as applied to domestic violence and source funding for expansion of ARCH to include domestic violence	To source funding for expansion of ARCH by March 2009		
9.5.3		Design coordinated database to inform service delivery	To have 10 agencies reporting/submitted data to a recognised central point by July 2009		
9.5.4		Collate statistics specific to NDC area	Develop database to collate specific statistics for NDC area		

Delivery Plan 2008/9

To reduce the prevalence of domestic violence - prevention

Key performance indicator

Reduce serious violent crime by 3%

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
9.6.1	Improve support to victims within both primary and secondary health care services	Establish Routine and Selective enquiries	To be established	NHS Trusts across the city	Yes
9.6.2		Develop policies and protocols which support employees facing domestic violence	To be established	NHS Trusts across the city	Yes
9.6.3		Each Health Care Trust to have a lead for domestic violence	To be established	NHS Trusts across the city	

Theme - Support vulnerable people and communities

Delivery Plan 2008/9

To reduce the prevalence of domestic violence - protection

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
9.7.1	To increase the numbers of reported incidents of domestic violence	Police initiate positive arrest policy and ensure policing Association of Chief Police Officers (ACPO) compliant	Increase the number of reported incidents of Domestic violence by X%. To be established	Northumbria Police	Yes
9.7.2		Establish baseline for reporting to Police in NDC area	Baseline to be established by March 2009	Northumbria Police	
9.8.1	To reduce the levels of repeat victimisation	Identify and support repeat victims via the MARAC	Establish a baseline of repeat victimisation by March 2009 450 victims supported by the MARAC by March 2010	Northumbria Police	Yes
9.8.2		Coordinated Action Against Domestic Abuse (CAADA) to hold external review of Multi-Agency Risk Assessment Conference	MARAC review to be completed by September 2008	Northumbria Police	
9.8.3		Develop and implement improvement plan	Improvement plan to be developed by March 2009		

Delivery Plan 2008/9

To reduce the prevalence of domestic violence - prevention

Key performance indicator

Reduce serious violent crime by 3%

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
9.9.1	To reduce the numbers of deaths/serious assaults to victims of domestic violence and their children	Develop consistent risk assessment/management protocols and procedures across multi-agency partnership	15 agencies trained to carry out and manage risk assessments each year	DVAP	Yes
9.9.2		Continue to develop information sharing protocols		DVAP	Yes
9.9.3		Develop process to implement homicide reviews	Homicide review process agreed by all relevant agencies by September 2008	To be established	No
9.10.1	To provide therapeutic intervention for children living in households affected by domestic violence	Develop and deliver targeted therapeutic intervention to children aged 0-13 years	To support 60 children per year	Jacqui Sirs	No
9.11.1	To provide opportunities for perpetrators who wish to address their behaviour	To enhance non-court mandated programmes to challenge perpetrators in line with Respect minimum standards	To implement performance measures to evaluate the impact of perpetrator programme by December 2008/To deliver one x 32 week programme by April 2008/To deliver a second programme beginning April 2008	DVAP	Yes

Delivery Plan 2008/9

To reduce the prevalence of domestic violence - prevention

Key performance indicator

Reduce serious violent crime by 3%

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
9.11.2	To provide opportunities for perpetrators who wish to address their behaviour	Raise profile of perpetrator programme in New Deal for Communities area	Promote literature in relation to perpetrator programme in NDC area Incorporate aspect of perpetrator programme into spotlight event	DVAP	Yes
9.12.1	To develop a range of measures that establish sanctions against perpetrators of domestic violence	Explore the potential for greater integration of domestic violence issues into drug/alcohol work via arrest referral schemes	To be established	DVAP	TBC
9.12.2		Scope the use of Anti-Social Behaviour Orders in relation to Domestic violence		Safe Newcastle	
9.13.1	To reduce the numbers of deaths/serious assaults to those working in prostitution/sex work	Support the development of the Work Safe Scheme	Work Safe scheme in operation in Newcastle by March 2009	Tyneside Cyrenians Northumbria Police	Yes
9.14.1	Increase reporting of incidences of violence against prostitutes/sex workers	Support the development of the Work Safe Scheme	Work Safe scheme in operation in Newcastle by March 2009	Tyneside Cyrenians Northumbria Police	Yes

Delivery Plan 2008/9

To reduce the prevalence of domestic violence - prevention

Key performance indicator

Reduce serious violent crime by 3%

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
9.15.1	Ensure that Newcastle City Council staff are adequately guided and supported within the organisation in relation to domestic violence issues	Raise awareness among Council staff of the contents of the NCC domestic violence policy	To launch Council's domestic violence policy and guidance by September 2008	Community Safety Unit DVAP Corporate Training and Development	Yes

Priority - Reduce domestic violence

Delivery Plan 2008/9

To provide appropriate services to all those affected by domestic violence and to ensure that all victims are adequately and equally protected and supported - provision

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
9.16.1	Increase the capacity and efficiency of outreach and Advocacy services citywide	Develop services in NDC area	Launch NDC service in June 2008/advocacy workers in post by April 2008	New Deal Domestic Violence Steering Group	Yes
9.16.2		Secure funding for existing services	Funding to be secured by September 2008	DVAP	
9.16.3		Remodel existing service in line with CAADA guidance	Service development plan approved by September 2008		
9.16.4		Independent Domestic Violence Advisors (IDVAs) to be CAADA trained	IDVAs CAADA trained by July 2008		
9.17.1	Ensure that the needs of victims from BME communities are adequately addressed in service development and delivery	Implement forced marriage guidance and develop corporate policies to support victims of forced marriages	Distribute Forced Marriage Unit guidance to identified agencies by Autumn 2008. Force Marriages Guidance and Policy developed by March 2009	DVAP	TBC
9.17.2		Develop corporate approach to support victims with no recourse to public funds	No Recourse to Public Funds guidance and protocol developed by March 2009		

Delivery Plan 2008/9

To provide appropriate services to all those affected by domestic violence and to ensure that all victims are adequately and equally protected and supported - provision

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
9.17.3	Ensure that the needs of victims from BME communities are adequately addressed in service development and delivery	Develop survivors network and make links with emerging national survivors networks	Create survivors database by March 2009		
9.17.4		Pilot Freedom Programme in Punjabi and Urdu at the West End Women and Girls Centre	Service user consultation March 2009		
9.18.1	Ensure the needs of those involved in prostitution are identified and appropriate services provided to support them	Continue to support and promote the work of Tyneside Cyrenians Girls Are Proud (GAP) Project supporting sex workers	Work Safe project to receive 12 calls by March 2009	DVAP/ Newcastle City Council	Yes

Delivery Plan 2008/9

To provide appropriate services to all those affected by domestic violence and to ensure that all victims are adequately and equally protected and supported - provision

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
9.18.2	Ensure the needs of those involved in prostitution are identified and appropriate services provided to support them	Develop an up-to-date picture of the extent and nature of prostitution/sex work in Newcastle	Research by Barefoot Research and Evaluation completed December 2008	Barefoot Research and Evaluation	
9.18.3		Identify the needs of those involved in prostitution and support the development of appropriate support services	Prostitution Strategy Steering Group set up by May 2008/ Prostitution Strategy developed by October 2009	Tyneside Cyrenians/Joan Flood/ Jacqui Sirs/Sue Kirkley	
9.18.4		Ensure children and young people exploited through prostitution are appropriately protected and supported	SCARPA project operational from November 2007	Children's Society/ Barnardo's	
9.19.1	Improve support services for victims of domestic violence who have drug and/or alcohol misuse issues	Support the development of women only support groups and drug and alcohol support and treatment services	Women only service	DVAP	TBC
9.19.2		Develop and implement training programme	Training programme in place		

Delivery Plan 2008/9

To provide appropriate services to all those affected by domestic violence and to ensure that all victims are adequately and equally protected and supported - provision

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
9.19.3	Improve support services for victims of domestic violence who have drug and/or alcohol misuse issues	Ensure appropriate representation at MARAC	Representation at MARAC		
9.19.4		Ensure that drug and/or alcohol misuse issue is addressed in NDC area	Incorporate drug and/or alcohol misuse domestic violence theme into spotlight event		
9.20.1	Improve accommodation options for families at risk due to domestic violence	Newcastle Women's Aid to enter into partnership with Places for People to access funds for purpose built refuge.	10 family and four single person purpose built units with support to be built and available by 2010	Women's Aid/ Places for People	TBC
9.20.2		PANAH to enter into partnership with Stonham Housing Association	To be established		



Appendix 05

Hate Crime Strategy 2008-2011

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Introduction

As people we sort the world into categories, it helps us to make sense of all of the millions of pieces of information we need to process each day, just to live our lives. We form these categories based on what we believe to be similarity and difference.

We also do this with people. We form groups of people in our minds based on interest (what we like to do), geography (where we live, work or socialise) and identity (who we are). Our identity is very important to each one of us, it provides our sense of self and if asked we would normally describe ourselves by a combination of pieces of information about where we are from, what we do and who we are.

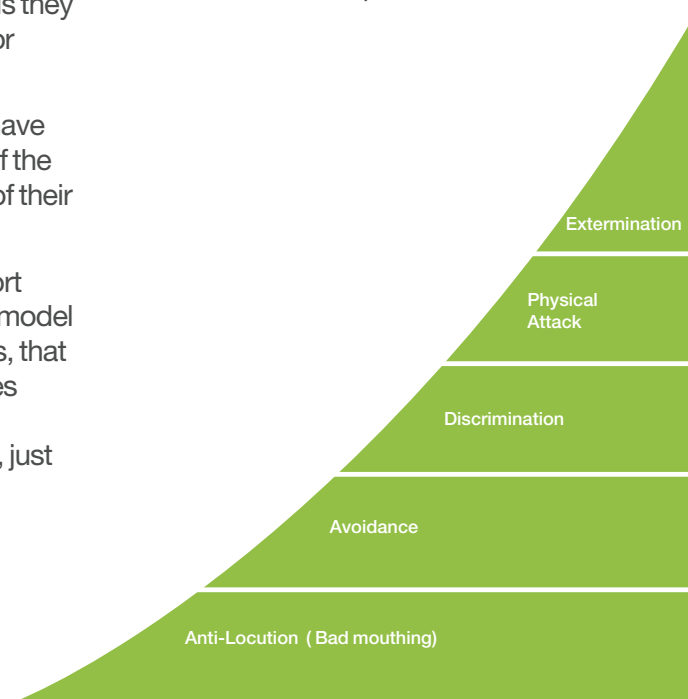
However, certain aspects of identity have become overly important in society. We live in a society where 'race', sexual orientation, religion and ability are used, either deliberately or unwittingly, to separate us one from another. The differences have become more important than the similarities in the minds of many people and society as a whole.

This sense of 'separateness' and difference can lead to prejudice. When prejudice is the reason a person attacks another, either by the words they say or their actions, this is a hate incident or crime.

Hate crime is not a new problem, people have been persecuted and attacked because of the prejudice others hold against an element of their identity in this country for many centuries.

In his book, 'The Nature of Prejudice' Allport used the Holocaust in Nazi Germany as a model of how prejudice works in society. It shows, that if left unchallenged, prejudice can and does escalate. In Nazi Germany this led to the deliberate killing of over ten million people, just because of their identity.

The Nature of Prejudice,
1954, Gordon Allport



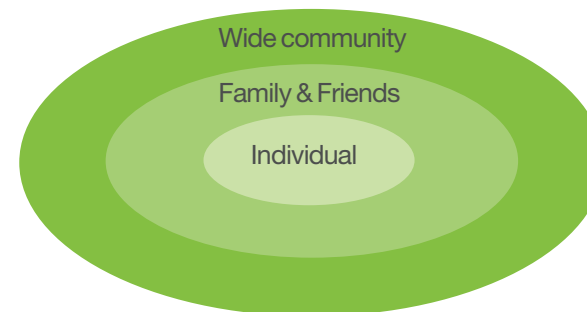
It also shows how important it is that we respond to what some may call 'low level' prejudice such as name calling. Allport identified that if many people become involved in discriminatory behaviours at the lower end of the scale, their behaviour 'paves the way' or helps to legitimise the smaller number of people involved in the more serious types of behaviour. This model is useful in explaining how hate crime is experienced by millions of people in Britain today.

Research has established that for many communities of identity in Newcastle hate is a routine part of life. It is a part of everyday experience in a variety of social situations, not just in and around the home, but in shops, in the street, at work and in school.

As the Allport model show us such incidents increase in their severity as they decrease in their frequency, ranging from verbal abuse, the publication and circulation of offensive materials, damage to property or belongings including offensive graffiti, to unprovoked threats, assaults and murder.

Hate crime can have a devastating effect upon the person who suffers it. This is because it is an attack against their identity, something very important to all of us as it is who we are. However, hate crimes have a much greater impact than just the individuals involved in the incident.

The ripple effect diagram is a simple way of explaining the effects of hate crimes, upon communities and society as a whole. Any hate incident is experienced by the victim as something that is very personal, an attack on who they are, motivated by the perpetrators prejudice against them due to their identity. A victim of hate cannot shrug off their experience by thinking 'wrong place, wrong time', because the attack is motivated by hate. All they can conclude is 'any place, any time, wrong identity'.



The Ripple Effect

The ripple effect shows us the effect that such incidents can have on the immediate and wider community that surrounds that individual. Because the incident is motivated by hate, the wider community knows that it could happen to anyone of them.

This has a serious effect on how safe a community of identity feels and reinforces the sense of difference and 'separateness' in our society. This has a serious effect on what the Government calls 'community cohesion'. Community cohesion is a term used to describe how well communities of identity, geography and interest get on with each other.

Hate crime is an overt display of prejudice, and as such, reinforces the sense of difference and otherness in this society more than any other. In order for Newcastle to reduce the over importance placed on difference, it is vital that we work together to reduce hate crime in the city.

The work so far

Reducing the levels of hate crime in Newcastle has been a priority for many years. It was one of the main priority areas in the last Safe Newcastle Strategy that ran from 2005 to 2008. Many agencies have been working to help prevent levels of prejudice and hate both within their organisations and with the public that they work with.

ARCH is an initiative of Safe Newcastle. ARCH facilitates a network of agencies to combat hate crime and reduce community tensions. It has had some success in helping these agencies work together and in supporting and leading specific projects to reduce the levels and effects of prejudice and hate in our city.

ARCH has developed a web-based system that allows people experiencing racist harassment to report in confidence and access the help and support they need to cope. There are now 93 racist incident reporting centres in the city across 26 agencies, with over 800 people trained in how to record reported racist incidents.

As a consequence, racist incident reporting levels have increased by:

- 94 percent in 2005/06
- 13 percent in 2006/07
- 60 percent in 2007/8.

This system goes beyond statutory requirements and includes the following:

- A 24-hour free phone reporting line offering live translation in over 100 languages
- Multi-agency case work files with automated referrals and case updates to agencies
- An Operational Support Group which ensures that racist incidents are dealt with in accordance with a multi-agency Service Level Agreement.

Because of the success of the system in encouraging people to report racist incidents, ARCH brought together a specialist Lesbian, Gay, Bisexual and Transgendered (LGBT) workers group to develop the system to allow people to report homophobic incidents. This group also provided training about homophobia and its impact to all existing reporting centres.

ARCH has also been working with Children's Services and the Response team to develop the system to allow young people experiencing bullying of any type to report and access support both in and out of school.

ARCH has also provided advice and training to organisations about how best they can work to reduce levels of prejudice. We have trained over 300 staff, volunteers and community members to help identify when different communities are starting to come into conflict with each other. When community conflict has happened, ARCH has helped to bring agencies together to try and resolve situations and reduce the sense of difference and prejudice between communities.

In partnership with the Learning Mentors at Westgate Community College, ARCH has also helped to produce training for over 250 young people who are either becoming involved in conflict with each other (often fuelled by a sense of 'separateness') or who have influence amongst their fellow pupils in preventing such conflicts and managing them when they do happen.

All of this work has been recognised to be amongst the best of its type in the country and has made a real difference to the lives of people in the city. There are reports that describe each of these pieces of work in more detail and the difference they have made. The reports also provide recommendations about how this work should be developed and improved. These recommendations are included in the actions we are planning for the next three years.

However, ARCH is just one example of how organisations and individuals have been working hard to help reduce levels of hate and help communities realise that the things they have in common are often more important than the differences they think they have from one another.

The actions of a neighbour welcoming a newcomer moving into their street from elsewhere, a member of the public reporting offensive graffiti they see on the street or a community group working to create a sense of belonging and safety to groups and individuals who may feel excluded should be seen as no less important than any big projects we may read about in the papers.



Actions for the future

Safe Newcastle has worked with our partners to identify what we believe the most important next steps are to reduce hate and how each organisation can contribute to this common goal. We hope that this Strategy will give other individuals, groups and organisations ideas about how they can help us make Newcastle a safer and more welcoming place for everyone.

Although this is a three year strategy, it will be reviewed and improved each year to reflect the speed of change that is happening in the city to reduce hate. As much as is possible, the actions in this Strategy have already been given the resources to make them happen. Where this is the case, we have included indicators that will show us how effective the actions have been in solving the problems.

However, we have also included pieces of work that we have not yet got the money, time, or people to do. This is deliberate. We feel that it is important that we agree and highlight some of the work we feel needs to happen, even if we do not yet know how we will achieve it.

We have done this to enable us to campaign for the resources necessary to make these projects happen in the later years of this Strategy and to help demonstrate to those who may provide these resources where the proposed activity fits within the wider plan.

This Strategy describes what we feel the most important problems in the city about hate crime are, what we feel needs to be done to address them, how we will do it and how we will know if what we are doing is working. The production of this Strategy involved over 90 people from over 25 organisations.

The Strategy also presents the findings and recommendations from four pieces of work about the work of ARCH and our partners to:

1. Make best use of the ARCH Reporting and Case Management System (RCMS)
2. Identify and manage community conflicts when they happen
3. Train young people at Westgate Community College with their Learning Mentor Team to help identify and manage conflicts happening in their school and communities
4. Explore the levels, effects and experiences of young people being bullied in our city.

This Strategy is a response to some of the findings from a piece of work Safe Newcastle has done called the Strategic Assessment. This has looked at the levels and types of crime in the city and helped identify what the priorities should be for the next three years.

The Strategy has four sections:

Prevention: the work that tries to prevent hate crime happening and helps communities to get on better with each other.

Engagement: the work that tries to encourage those experiencing hate to tell us about it.

Support: the work that tries to help people experiencing hate to cope with it.

Diversion/enforcement: the work that tries to identify those people becoming involved in community conflicts and hate in order to: help them to understand the consequences of hate in society; give them opportunities to change their behaviours; and take enforcement action against them.

Prevention

Although a lot of work is being done to help communities get on with each other and create a common sense of belonging in our city, more still needs to happen. Some of the main problems identified by our partners are:

- A lack of support to help communities prepare and cope with changes and new arrivals.

Often new arrivals in our city are housed within areas already facing the most severe challenges of poverty, worklessness and deprivation. This can mean that new arrivals to such areas can be seen as bringing yet more demands on limited resources. This can drive conflict and hate. Also big changes such as regeneration can lead to resentments and conflicts about people's perceptions of 'who is getting what'.

More work needs to be done to:

- Prepare our communities for new arrivals, to explain why they are coming here and the benefits that they bring
- Help new communities integrate when they arrive
- Help communities retain a common sense of belonging and need when changes such as regeneration are happening in an area.

- The role of the media, rumour and misinformation fuelling conflict and hate.

Often the media emphasises the differences that exist between communities and emphasise a sense of 'separateness' and resentment between communities. Also rumour and misinformation about different communities are left unchallenged and allowed to fuel conflict and hate. More work needs to be done to:

- Challenge the lies that are told about different communities in the press
 - Challenge the rumours and misinformation about certain communities
 - Celebrate the work being done to help communities get on with each other and the benefits that different communities working together bring to our city.
- The policies and procedures of many organisations do not emphasise the importance of preventing hate and helping communities get on with each other.

Often the staff and volunteers in organisations do not have the information, skills, confidence and policy support to challenge offensive behaviour and help the different communities they work with acknowledge the similarities they have with one another and to understand the differences. More work needs to be done to:

- Ensure that the policies and procedures of organisations help communities get on with each other instead of emphasising the differences that exist between them
- Help and support staff and volunteers develop their skills and confidence to challenge offensive behaviour
- Develop training and resources that can be used by staff and volunteers to help them prevent hate and promote cohesion with the people they work with.

- A lack of understanding of the impact of bullying and hate on individuals, families and communities.

Often there is a lack of understanding within organisations why hate incidents have such an impact on those that experience them. This can lead to confusion and resentment about why there are specific policies to tackle hate, compared to other forms of harassment. More work needs to be done to:

- Help staff, volunteers and those they work with understand why hate crime has such an impact in society
- Challenge the concept of ‘low level’ incidents. For example, ‘gay’ is a word now commonly used in our schools and communities to describe something negative. Work needs to be done to explain how the Allport model shows us that these can and do ‘pave the way’ to more serious forms of hate.

Engagement

Despite all of the preventative work, bullying, hate incidents and community conflicts still happen in our city. For example:

- In a survey done by the Response anti-bullying team, one in three young people they asked had experienced bullying in the last year
- The New Deal Residents Survey in 2001, one in four Black Minority and Ethnic residents said that they had experienced at least one racist incident in the last year
- Research in other similar areas indicates that a similar number of LGBT groups experience hate incidents
- A survey conducted by MENCAP in 2007 found that eight in 10 people with learning difficulties experienced hate and harassment as a part of everyday life.

Some of the main problems identified by our partners include:

- People experiencing bullying and hate often do not report what is happening to them. National research tells us that between 60 percent and 80 percent of hate incidents that occur are not reported. Many people have learned to tolerate the harassment they are experiencing.

Often people experiencing hate do not know that there are reporting mechanisms in place, or what will happen if they do report. More work needs to be done to:

- Increase awareness in organisations and communities about what is hate crime, where to report, how to report, that they can do so anonymously or confidentially and that they will be believed
- Increase awareness in organisations and communities that the ARCH system is not just a reporting system; it allows people experiencing bullying and hate to access support and have enforcement action taken against the perpetrator.
- There is a lack of consistency in the response of services to reports of hate crime.

Often people experiencing hate and bullying are treated very differently depending on where they report and who they tell. More work needs to be done to:

- Ensure that agencies in the city understand that people reporting hate incidents to their organisation is a good thing as it demonstrates that they are trusted and an increase in reporting should be seen as a success and not a negative

- Provide staff and volunteers with the skills and understandings needed to respond properly to someone reporting hate, and ensure that people reporting will receive the same response, regardless of who they tell
- Make sure the ARCH reporting centres are in the right locations and that people know about the system.
- There is not yet one reporting system that works for all types of hate and covers a big enough geographical area. More work needs to be done to:
 - Expand the ARCH system to enable people experiencing hate due to their disability or religion to be able to report and access support
 - Expand the ARCH system so that it works across the whole of Tyne and Wear.

Support

Although many agencies in our city offer support to people experiencing bullying and hate, more needs to be done. Some of the problems identified by our partners include:

- There is a lack of access and coordination to support services.

Often people do not know about the support available to them and that the organisations that provide support do not work together as well as they should. More work needs to be done to:

- Include other support services on the ARCH system
- Ensure the agencies involved with the ARCH system are using the Case Management System properly and working together as well as they could.

- There is a lack of consistency of service within some agencies

Often the service a person receives from an organisation offering support will depend more on the office or individual they approach than what the policies and procedures of the organisation say they will do. More work needs to be done to:

- Ensure that services provided by agencies are consistent

- Ensure that all staff and volunteers offering support understand what is required of them
- Ensure that all staff and volunteers offering support have the skills and understandings necessary to provide the level of service the policies and procedures of their organisation says it will do.

- There is a lack of quality control about support services provided, including the extent to which those accessing support have their needs met and the responsiveness of existing services.

Often a person will access more than one agency for support. There is a corresponding lack of knowledge about whether the combination of services provided are enough to help them cope or if new services are required. More work needs to be done to:

- Ensure the quality of support provided by each agency is monitored
- Ensure the needs of people experiencing hate are being met
- Provide additional services where there are gaps or insufficient capacity.

Diversion/enforcement

There is much work being done to identify those people becoming involved in bullying, hate and community conflicts in order to; understand the consequences of their actions, give them opportunities and ways to change their behaviour or take enforcement action against them. However, more needs to be done. Some of the problems identified by our partners include the following.

- There is a lack of a joined up approach to identifying where and when hate, bullying and conflicts are beginning to become a problem.

Often we only become aware of problems when they have already become serious. More work needs to be done to:

- Combine the information that the Police, ARCH and other agencies are collecting about bullying, hate crime and community conflicts
- Strengthen local networks of people working with communities to help them identify problems at an early stage and work together to help understand the nature of the problem, and what should be done to solve it.

- There is a lack of understandings, skills, knowledge and resources to help those working with people and communities becoming involved in bullying, hate and community conflicts.

Often organisations, their staff and volunteers can see problems getting worse but are unsure of how best they can prevent them from getting worse and change the behaviour of those causing the problem.

More work needs to be done to:

- Provide staff and volunteers with the skills, resources and policy support needed to help challenge bullying and hate and stop the problem
- Help staff, volunteers and agencies work together to address problems when they begin to happen.
- There is a lack of organisations using the powers they have to take actions against perpetrators and how these actions link to those providing support to victims.

Often, when hate and bullying happen, it is the person suffering that is moved from the situation instead of working to change the behaviour of the person or people causing the problem.

Also, enforcement action and support for victims are not coordinated, which can mean the situation gets worse for the person experiencing the bullying or hate. More work needs to be done to:

- Help staff, volunteers and organisations understand the powers available to them to tackle perpetrators
- Make sure that these powers are being used consistently
- Make sure that enforcement action is coordinated with work to make sure the person experiencing the problem is supported so that the situation does not get worse
- Send a strong message to those people in our city that are the perpetrators of bullying and hate that enforcement action can and does happen.

Appendix 05

Hate Crime Delivery Plan 2008/09

Theme - Support vulnerable people and communities

Delivery Plan 2008/9

To reduce hate crime - prevention

Key performance indicator

Number of racist, homophobic and bullying incidents reported

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
10.1.1	Support to help communities prepare and cope with changes and new arrivals	ACANE to provide information to new arrivals about local cultural issues and how to avoid conflict	Information distributed	ACANE	Yes
10.1.2		Research should be commissioned about the key drivers of community conflict and how best communities can be supported to cope with change	Research produced	Safe Newcastle Newcastle City Council	No
10.2.1	Reducing the effect that the media, rumour and misinformation has in fuelling conflict and hate	Distributing the myth busting leaflets that NESMP have produced for Your Homes Newcastle (YHN) staff and residents	Number of leaflets distributed	YHN	No
10.2.2		Using the YHN publication 'Homes and People' and the Newcastle City Council (NCC) publication Citylife to challenge myths, celebrate the successes of the work to help communities get on with each other and the benefits that different communities working together has in our city	Number of articles to myth bust and promote community cohesion	YHN and NCC	Partly

Delivery Plan 2008/9

To reduce hate crime - prevention

Key performance indicator

Number of racist, homophobic and bullying incidents reported

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
10.2.3	Reducing the effect that the media, rumour and misinformation has in fuelling conflict and hate	'Stay Safe' leaflets and myth busting information to be distributed to residents via the wardens and Nomad/E5	Number of leaflets distributed	Nomad/E5/ Wardens	Partly
10.2.4		Newcastle University Union Society to hold a music festival celebrating the benefits diversity brings to the University/community	Event held	Newcastle University Union	Partly
10.3.1	Making sure the policies and procedures of organisations emphasise the importance of preventing hate and promoting cohesion	Newcastle City Council Community Cohesion Strategy will ensure better 'cohesion proofing' of NCC policies and procedures	Cohesion proofing mechanism devised and used	NCC - Social Inclusion	Yes
10.3.2		Thomas Gaughan Centre to include a statement about the importance of promoting community cohesion in its mission statement	Mission statement changed and adopted	Thomas Gaughan Centre	Yes
10.3.3		ARCH and Re:Solution to provide training about models to prevent monitor and respond to community tensions to the Strategic Leadership Team of Newcastle City Council	Training delivered by April 2008	NCC SLT	Yes

Delivery Plan 2008/9

To reduce hate crime - prevention

Key performance indicator

Number of racist, homophobic and bullying incidents reported

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
10.4.1	Increasing the understanding of the impact that bullying and hate has on individuals, families and communities	Promotion and delivery of ARCH anti-discrimination training to partner agencies	Number of people trained	ARCH	Yes
10.4.2		Provide anti-discriminatory and conflict training to staff	Number of people trained	ARCH	Yes
10.4.3		Ensure that any EHRC national or regional action on violence, harassment or bullying supports the work of ARCH and partners	Ongoing partnership working (and potential additional activities and performance measures in 2009/10 and 2010/11 as EHRC programmes develop)	EHRC/ ARCH	Yes
10.4.4		Streetwise and partners to distribute new Krunkers CD about bullying and hate	Number of CDs distributed	Streetwise	Partly
10.4.5		Develop publicity and advice materials to help young people understand the impact of bullying and hate and to report it	Publicity and advice materials produced by May 2008	Streetwise	Yes
10.4.6		Develop project with A-level or GCSE media class to produce a campaign about the impact that bullying and hate has	Project developed by Aug 2009	ARCH	No

Delivery Plan 2008/9

To reduce hate crime - prevention

Key performance indicator

Number of racist, homophobic and bullying incidents reported

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
10.4.7	Increasing the understanding of the impact that bullying and hate has on individuals, families and communities	Awareness raising campaigns delivered to highlight the impact that hate crime has on people with disabilities	Number of campaigns delivered	Better Days/Safe Newcastle	No

Theme - Support vulnerable people and communities

Delivery Plan 2008/9

To reduce hate crime - engagement

Key performance indicator

Number of racist, homophobic and bullying incidents reported

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
10.5.1	Increase reporting	Producing a 'You can report hate/bullying here' sticker/poster for reporting centres to display	Produced and distributed to all reporting centres by Aug 2008	ARCH	Yes
10.5.2		Make sure that every Warden has information about the ARCH RCMS	Briefings and information circulated	Wardens / ARCH	Yes
10.5.3		Information about the ARCH RCMS to be distributed to all Ward Committees	26 Ward Committees where information has been distributed	Ward Coordination	Yes
10.5.4		Publish 'good news stories' of examples how using the ARCH system to report incidents of hate and bullying has helped people and made a difference to their lives	Number of articles published	Private Rented Project	Yes
10.5.5		NASS to explore the possibility of becoming a reporting centre	Meeting with ARCH	NASS/ARCH	Yes

Delivery Plan 2008/9

To reduce hate crime - prevention

Key performance indicator

Number of racist, homophobic and bullying incidents reported

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
10.5.6	Increase reporting	Ensure all schools use the ARCH RCMS to report all incidents of bullying and hate	Percentage of incidents of bullying and hate reported using the ARCH system compared to the levels of bullying and hate identified by the Response Schools Surveys	Children's Services Response, all schools	Yes
10.5.7		NERS to ensure all hate incidents reported to them are logged on the ARCH system	Percentage of incidents on NERS internal database reported on ARCH RCMS	NERS	Yes
10.5.8		NERS to ensure all hate incidents reported to them are logged on the ARCH system	Percentage of incidents on NERS internal database reported on ARCH RCMS	NERS	Yes
10.5.8		ACANE to encourage reporting with its members	Increased reporting by ACANE	ACANE	Yes
10.5.9		Include ARCH reporting messages throughout 'Pride'	Number of pieces of information about ARCH distributed	NCC LGBT Development worker	Partly
10.5.10		Develop new publicity materials and campaign to encourage racist incident reporting	Publicity materials developed and distributed to all reporting centres and council buildings by Aug 2008	ARCH	Yes

Delivery Plan 2008/9

To reduce hate crime - prevention

Key performance indicator

Number of racist, homophobic and bullying incidents reported

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
10.5.11	Increase reporting	Develop and publicise ARCH Partnership website	Website developed by Sept 2008	ARCH/NCC web team	Yes
10.5.12		Provide regular updates about ARCH on schools extra-net	Update provided every three months	ARCH/Response	Yes
10.5.13		Identify new places that can provide information to victims of bullying, racism and homophobia about why and how to report (such as Halal food shops, hairdressers and GP surgeries)	Number of new signposting locations	ARCH	Yes
10.5.14		Review and rationalise ARCH reporting centres	Review complete by March 2009	ARCH	Yes
10.5.15		Work to be done with people with learning disabilities, their carers and supporters to help them understand what hate crime is, that they do not have to put up with it and should report it	Number of briefing/training sessions delivered	Better Days/Safe Newcastle	No

Delivery Plan 2008/9

To reduce hate crime - prevention

Key performance indicator

Number of racist, homophobic and bullying incidents reported

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
10.6.1	Ensuring that people reporting receive a consistent response	ARCH will provide training for all relevant Nomad/E5, The Time Exchange, Thomas Gaughan Centre staff and volunteers about how to take a hate incident report using the RCMS	Number of people trained	Nomad/E5, Time Exchange/ Thomas Gaughan Centre and ARCH	Yes
10.6.2		Information about ARCH, the impact of hate and YHN policies and procedures about how to respond will be included in induction packs for all new staff	Information included and induction packs distributed	YHN/ARCH	Yes
10.6.3		Guidance for staff about the impact of hate and how to respond to someone reporting a hate incident will be included in Nomad/E5's policies and procedures	Guidance included	Nomad/E5	Yes
10.6.4		ARCH and Community Cohesion Unit of Northumbria Police to increase Officers awareness of ARCH and the additional services a victim could access using the system	Briefing sessions/notes delivered	CCU, Northumbria Police and ARCH	Yes

Delivery Plan 2008/9

To reduce hate crime - prevention

Key performance indicator

Number of racist, homophobic and bullying incidents reported

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
10.6.5	Ensuring that people reporting receive a consistent response	Develop distance learning packages for staff and volunteers about how to take a report of bullying, racism or homophobia	Distance learning packages developed by Dec 2008	ARCH	Yes
10.6.6		Facilitate networking events for organisations using the ARCH RCMS	Two events to be held 2008/09	ARCH	Yes
10.7.1	Expanding the ARCH system to cover other forms of hate across the whole of Tyne and Wear	Expand the ARCH RCMS to allow people with learning disabilities to report hate crime and access support	ARCH system and network expanded to include hate crime against people with disabilities	ARCH/Better Days/CTLD/Safe Newcastle	No
10.7.2		ARCH to expand the ARCH RCMS for people experiencing harassment due to their religion	System expanded	ARCH	No
10.7.3		Safe Newcastle to commission work to support people with learning disabilities being victimised due to their vulnerability	Work commissioned	Safe Newcastle	No

Theme - Support vulnerable people and communities

Delivery Plan 2008/9

To reduce hate crime - support

Key performance indicator

Number of racist, homophobic and bullying incidents reported

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
10.8.1	Increasing access to and coordination of support services	Community Cohesion Unit of Police to scope the possibility of using the ARCH system	Number of Police reports referred to support agencies using the ARCH RCMS	Northumbria Police	Yes
10.8.2		Develop Safe Place Schemes where people are encouraged to go to ask for help if they feel threatened or a hate crime has occurred	Scheme developed and number of participating venues	Safe Newcastle/ ARCH/ Better Days	No
10.9.1	Improving the consistency of support provided by organisations	Information about ARCH, the impact of hate and YHN policies and procedures about how to respond will be included in induction packs for all new staff	Information included and induction packs distributed	YHN/ARCH	Yes
10.9.2		Guidance for staff about the impact of hate and how to respond to someone reporting a hate incident will be included in Nomad/E5's policies and procedures	Guidance included	Nomad/E5	Yes

Delivery Plan 2008/9

To reduce hate crime - support

Key performance indicator

Number of racist, homophobic and bullying incidents reported

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
10.9.3	Improving the consistency of support provided by organisations	Promoting confidence in good work and sharing good practice across schools at head teacher meetings	Number of agenda items to discuss good practice in responding to bullying and hate	Head teacher meetings	Yes
10.9.4		Develop partnership risk assessment processes for referrals made via the ARCH RCMS	Process developed and implemented	ARCH	Partly
10.9.5		ARCH to develop more effective ways of sharing good practice and demonstrating the effectiveness of mutli agency work	News sheets produced, briefings delivered	ARCH	No
10.9.6		Better Days to deliver training to professionals about how to best work with people with learning disabilities	Number of people trained	Better Days/ Safe Newcastle	No
10.10.1		Ensuring support services are high quality, meet the needs of victims and responding to changing needs	Develop Operational Support Group for Homophobic incidents to ensure cases are being dealt with in accordance with agreed service standards	Group to meet bi-monthly	ARCH

Delivery Plan 2008/9

To reduce hate crime - support

Key performance indicator

Number of racist, homophobic and bullying incidents reported

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
10.10.2	Ensuring support services are high quality, meet the needs of victims and responding to changing needs	Develop 'mystery shopping' for reporting racist, homophobic and bullying incidents to ensure consistency of response by organisations, staff and volunteers	Agreed by partners and survey complete by March 2009	ARCH	Yes
10.10.3		Provide specialist support for people with disabilities experiencing hate crime including people with learning disabilities	Services developed	Better Days/ CTLD/Safe Newcastle	No
10.10.4		Training to be provided for all agencies involved in the ARCH system about the needs of people with learning disabilities suffering hate crime	Number of training sessions delivered	Better Days/ CTLD/Safe Newcastle	No

Delivery Plan 2008/9

To reduce hate crime - support

Key performance indicator

Number of racist, homophobic and bullying incidents reported

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
10.10.6	Ensuring support services are high quality, meet the needs of victims and responding to changing needs	ARCH to develop a 'Charter Mark' scheme for support agencies to monitor and ensure quality and consistency of service	Scheme developed	ARCH	No
10.10.7		The Blue Card scheme for people with learning disabilities should be endorsed and promoted by Safe Newcastle	Endorsement agreed and scheme supported	Safe Newcastle	No

Theme - Support vulnerable people and communities

Delivery Plan 2008/9

To reduce hate crime - diversion/enforcement

Key performance indicator

Diversion Number of adults and young people trained in conflict management

Enforcement Percentage of racist and homophobic incidents with a named suspect where enforcement action has been taken (including investigation)

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
10.11.1	Improving information sharing and local networks to identify when hate, bullying and conflicts are becoming a problem	Police Community Cohesion Unit to work with MESMAC to increase trust between Police and LGBT communities	Number of joint initiatives	Northumbria Police / MESMAC	Yes
10.11.2		MESMAC to work with ARCH to identify 'high risk' areas to LGBT communities	Information exchange procedure established and used	MESMAC/ ARCH	Yes
10.11.3		Develop more effective ways of protecting people experiencing repeat victimisation and taking enforcement action against repeat perpetrators	Reduction in repeat victimisation of identified cases	ARCH/all Operational Support Group (OSG) partners	Partly
10.11.4		Hold a network event every six months for front line staff and volunteers trained in 'skills and tools to manage community conflict and promote community cohesion'	Hold two events by March 2009	Quakers Conflict resolution Network/ ARCH/ Resolution	Yes

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To reduce hate crime - diversion/enforcement

Key performance indicator

Diversion Number of adults and young people trained in conflict management**Enforcement** Percentage of racist and homophobic incidents with a named suspect where enforcement action has been taken (including investigation)

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
10.12.1	Increasing the understanding, skills, knowledge and resources of those working with people and communities becoming involved in hate, bullying and conflict	Streetwise will update policies and procedures about how to challenge bullying and offensive behaviour	Policy updated	Streetwise	Yes
10.12.2		Deliver the 'Skills and tools for managing community conflict and promoting community cohesion' training to front line staff and volunteers	Three courses delivered each year	ARCH	Yes
10.12.3		Develop schemes of work to be used in schools to tackle bullying and prejudice	Number of lesson plans developed	ARCH	Yes
10.12.4		Develop the ARCH training network	Number of trainers from organisations in group/ number of meetings held	ARCH/all partners	Yes
10.12.5		Develop and implement the 'CRASH' and 'In it Together' conflict management training and support systems in schools	Number of schools using training and support system	ARCH/ Children's Services	No

Delivery Plan 2008/9

To reduce hate crime - diversion/enforcement

Key performance indicator

Diversion Number of adults and young people trained in conflict management
Enforcement Percentage of racist and homophobic incidents with a named suspect where enforcement action has been taken (including investigation)

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
10.12.6	Increasing the understanding, skills, knowledge and resources of those working with people and communities becoming involved in hate, bullying and conflict	Develop a project to link conflict management work with community youth provision	Project developed	ARCH/ Children's Services	No
10.12.7		Canvass staff about their levels of confidence in dealing with hate incidents and include skills for challenging and changing behaviour in their CPD programme	Survey conducted and sessions about effective challenge included in Walbottle School CPD programme	Walbottle School	Yes
10.13.1	Increasing the use of the enforcement powers that organisations have to take action against perpetrators and how these link to support for victims	Northumbria Police will use the Force Diversity Strategy Group to discuss how best all officers in Newcastle can be provided with information about the changes in the law to take action against perpetrators of homophobia	Issue on agenda and actions agrees	Northumbria Police	Yes

Delivery Plan 2008/9

To reduce hate crime - diversion/enforcement

Key performance indicator

Diversion Number of adults and young people trained in conflict management
Enforcement Percentage of racist and homophobic incidents with a named suspect where enforcement action has been taken (including investigation)

Ref	Delivery Priority	Key Intervention	Performance Measure	Lead Agency	Finance Confirmed
10.13.2	Increasing the understanding, skills, knowledge and resources of those working with people and communities becoming involved in hate, bullying and conflict	Develop 'Tools and Powers' directory for tackling anti-social behaviour and deliver training to both Racist and Homophobic Incident Operational Support Groups	Deliver training to both Operational Support Groups by Dec 2008	Anti-Social Behaviour Coordinator	Yes
10.13.3		Publicise stories of cases where successful action against perpetrators has been taken	Number of stories publicised	ARCH	Yes