



South West Neighbourhood Resource Centre

## **Best Practice Guidance Notes**

# **Helping to Combat Anti-Social Behaviour**

**Information kindly prepared by:  
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### **What was the issue?**

Street Wardens were coming across a lot of information and intelligence on Anti-Social Behaviour (ASB) in their day-to-day duties and patrols. They had no means of passing this information on to an agency or person who would be able to act upon it and inform them of the action taken.

The ASB Case Manager was implementing interventions across Torbay but found that monitoring the success of those interventions was difficult.

The information coming to the Case Manager came from a limited range of agencies and was not always timely.

Some residents felt that their problems were not being addressed.

### **How did we resolve it?**

The link between the Street Warden scheme and the ASB Case Manager was strengthened. Street Wardens were provided with the details of people in their area, who were on the escalation process, so that they could link in, monitor the behaviour and feed intelligence into the system.

Street Wardens were encouraged to feed any information on potential ASB issues to the Case Manager as and when they came across it.

Street Wardens can be commissioned to carry out extra patrols in problem areas (within their patch) and at problem times and they will feedback on the progress of the interventions put in place.

Street Wardens are able to seek advice and resolve a problem before it becomes out of hand by involving the Case Manager at an early stage.

Street Wardens were enabled to feedback to the community on the action taken to address their complaints.

### **How has it worked?**

Immediate reduction in anti-social behaviour in newly identified hotspots

Increased monitoring of the interventions put in place

Increased participation of partner agencies in the ASB process

Increased referrals from Street Wardens to the escalation process

Increased confidence in Street Warden areas that ASB issues are going to be dealt with quickly and effectively

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