

Appendix 1

Case Study – North Manchester

Between January and March 2018, there were daily reports of ASB involving large numbers of youths who were causing ASB for businesses and members of the public, at a large shopping centre in North Manchester.

As a result, officers within the Community Safety Partnership co-ordinated a multi-agency response to address the problem, focussing on the presenting issues but also looking at some of the underlying issues. A meeting was arranged with the Council for the area, including ASB and Community Safety officers, the shopping centre manager, and representatives from GMP, Housing Provider, and the Local Youth Provider. Information was shared in order to identify those responsible. An action plan was devised and it was agreed that The Anti-social Behaviour Action Team (ASBAT) would co-ordinate the gathering of information working with the shopping centre and main business affected. Through viewing CCTV footage, reviewing incident reports and taking statements, it was established what each individual had done, when it had happened and what the impact was.

In order to support business to be able to take the appropriate action. Officers worked with the shopping centre to offer training to the security teams employed by the centre and main stakeholders on how to compile statements and report anti-social behaviour directly to ASBAT.

A multi-agency response was coordinated that involved GMP visiting each young person at their home address, to make them aware of the ongoing investigation and speaking to parents/carers about their child. GMP also looked to gain consent for the family to work with the Early Help Hub. Once consent was obtained, the Early Help Assessment Team officers were able to respond quickly and undertake Early Help Assessments with the families. In some instances, due to safeguarding concerns, cases were escalated to Children's Services.

ASBAT also linked in with Youth Justice and if the young person was already working with their service, Youth Justice Officers were asked to raise concerns directly with the young person. If the young person was not known, Youth Justice agreed to contact the young person and their parent/guardian to make an offer of voluntary engagement with their service. In instances where young person resided in a registered provider property, the provider was able to work with their tenants to provide support, and where appropriate undertake enforcement action.

ASBAT lead on the appropriate enforcement action in the private sector. This included an injunction, injunction warnings, but this took place alongside engagement with the schools and Children's Services.

These partnerships were crucial not just to tackle the anti-social behaviour but to ensure a longer term approach was in place that recognised the vulnerability of many of the young people on the periphery of the group active in the shopping centre. As a result of the link with Early Help thirteen referrals were made of which only one family

declined the offer, two were already open to Children's Services and ten new families accepted the offer of support.

As a result of this multi-agency response, the shopping centre has seen a significant decrease in anti-social behaviour incidents. The contribution of the businesses and shopping centre was really important in supporting the partners to be able to undertake the engagement, support and where necessary, enforcement to address the anti-social behaviour. This approach demonstrated many of the Our Manchester values, listening to those people experiencing the ASB, working together with the local community and partners to find a solution.