Anti-Social Behaviour (ASB) Action Plan Template

Force: Northumbria Police

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Geographical Coverage: Northumberland, North Tyneside, Newcastle,

Gateshead, South Tyneside, Sunderland

Forces should refer to the joint Home Office, College of Policing and NPCC guidance to help create their ASB Action Plan. It should be structured using this template which specifies what should be included. There is no expectation for separate plans to be produced on linked areas of crime such as street crime and retail crime. Forces should instead make references to existing strategies and work on those areas.

This template aligns with the guidance. Forces can include additional information and subheadings under each section to highlight further considerations that might be relevant to them locally. Please note that forces can also use their own designs and format the plan in a way that works for them, providing the structure below is followed.

Section 1: Local Context

Thematic and Geographical ASB Areas of Focus

Northumbria Police covers 6 Local Authority areas and each has its own unique geography and demographic makeup.

The Force incorporates a range of town centres and two busy cities (Newcastle and Sunderland) which brings with it a range of complex ASB challenges. These include:

- Youth ASB – Nuisance, alcohol related, criminal damage, retail theft, intimidation.
- Alcohol and Drug Related ASB – Often linked to the night time economy (NTE) within the city centre but also associated with a challenging street community cohort.
- Begging and Vagrancy
- E Bike / E Scooter ASB – Posing a risk to the public due to antisocial use and speed
- Inappropriate Use of Public Space – Hotspot / repeat geographical locations that attract ASB and require longer term problem solving and environmental design considerations

In Northumberland there is expansive countryside that requires an effective rural policing model which differs from the more traditional urban approach in other parts of the force area.

Northumberland, South and North Tyneside also have coastal areas that see large influxes of visitors to the area across the summer months, and which can lead to seasonal ASB demand spikes. The Force undertakes dedicated ASB related operations (including Op Coastwatch) to reassure residents and reduce ASB. This often takes the form of littering, alcohol related ASB, damage and can escalate to violence between groups on occasions without an effective policing response.

An extensive transport infrastructure connects the region including bus and metro travel options. ASB can occur across the network and dedicated operations (including Project Shield) have been used to target offenders who can intimidate other users. A Safer Transport Group ensures partners work closely together to reduce offending and ensure public safety.

Motorbike ASB remains a high priority for local communities across the Force area and features regularly in public feedback and remains a key thematic area for focused Police and partner activity – Operation Capio has been a partnership response to the issue.

Partnership Working / Collaboration

Northumbria Police has strong relationships with key partners and stakeholders with a shared commitment to tackle and reduce ASB. Our focus on supporting victims, being there when the public need us, targeting ASB offenders and problem solving hotspot locations has led to significant ASB reductions in recent years.

Key partners include Local Authorities (range of roles and functions), local transport providers including bus companies and Nexus (Metro service providers), registered social landlords, OPCC (including the Violence Reduction Unit), Fire Service and the Voluntary Community Sector.

The Force now have several collocated multiagency hubs that are bespoke to the area that they work in. Each involve Police working in buildings alongside partners with aligned strategic objectives, joint partnership delivery plans, an identified cohort of priority offenders and clear problem-solving priorities. Enhanced working relationships, improved intelligence sharing, more dynamic joint deployments and increased access to support services are key benefits. Each project includes additional roles such as Engagement Officers, Drug and Alcohol Support Workers, Focussed Deterrence Staff, Homeless Coordinators designed to tackle the causality of local crime and ASB.

Partnership governance processes have been introduced to oversee and drive ASB activity supported by newly devised delivery plans to track activity, progress, risks and success. Key meeting structures include Community Safety Partnerships in each Local Authority area, an ASB Strategic Board (chaired by the OPCC), ASB Coordination Group (representatives from Police, 6 L.As, Fire Service, Environmental Agency, OPCC), ASB Registered Social Landlord Meeting.

Engaging Our Communities

The Force are committed to tailoring ASB services to the needs of victims and our communities. Active engagement through accessible and visible policing services is central to our approach and an uplift in Neighbourhood Policing resources across the Force increases our presence and ability to tackle issues in our local communities.

Trusted Neighbourhood Police Officers and Police Community Support Officers enable the public to raise issues, concerns and priorities. The Force has invested in an Engagement Van which enables us to be flexible in our engagement approach and be present in high footfall or hotspot locations to seek public feedback.

The Force have invested in dedicated Community Engagement Teams who provide additional and specialised engagement support to our Neighbourhood Policing Teams. Active deployments, engagement and relationship building with a broad range of communities including those seldom heard is a core function. This enables us to identify community cohesion or tension issues, provide support to vulnerable ASB victims and understand community priorities at a localised level.

The Force conduct a range of surveys and public insight call backs and questionnaires to members of the public and victims of crime providing opportunities for customer service feedback which is used to shape operational delivery. Neighbourhood diary appointments are utilised to ensure ASB victims can discuss concerns directly with their local Neighbourhood Officer. The Force has a range of national and local satisfaction performance metrics which enables to track trust and confidence in our approach.

The ASB Community Case Review process enables us to receive feedback from victims of ASB who are dissatisfied with the level of service they have received from any organisation or collective partner response. This ensures the victims voice is at the heart of what we do and thematic or individual learning is used to improve future service.

A range of additional public meetings and engagement forums are available across each area and promoted / publicised via the Single Online Home Portal enabling residents and victims of ASB to raise localised issues.

Repeat and Vulnerable Victims

Prevention, problem solving and protecting vulnerable victims is at the heart of everything we do and that includes our approach to ASB. Identifying emerging patterns, trends, offending behaviour and victimisation using a range of data sources and intelligence enables us to seek to intervene at the earliest opportunity.

Any ASB victim / caller who reports an incident will be risk assessed using our THRIVE model which seeks to identify threat, harm, risk, investigative opportunities, vulnerability and determine what engagement or operational response is required.

The Force have sophisticated data analysis platforms that enable us to identify repeat victims of crime and ASB. This data is accessible at both a local level within Neighbourhood Teams delivering frontline services and also at a strategic level to allow force wide understanding of issues and risk.

The Force utilise harm reduction plans to support repeat victims, identifying the causality of issues and seeking to put measures in place to prevent repeat offending associated with a victim, offender or geographical location, utilising problem solving methodology to achieve a medium to long term solution to the issue.

In February 2026 the Force introduced a new operational IT system which enables enhanced flagging of vulnerable ASB victims to ensure they receive a bespoke service proportionate to the risk and needs of the victim. We work closely with partners to ensure support provision is available and accessible to vulnerable victims who require enhanced support.

Repeat victims doesn't just refer to individuals within our communities, we also identify repeat businesses / commercial premises that suffer from repeat ASB and seek to provide support and problem solving guidance / advice to address issues. We utilise designing out crime officers, and crime/ASB prevention advisors to provide expert crime / ASB prevention advice.

The ASB Case Review Process enables victims to raise issues when they feel service delivery has fallen below their expectations. All organisations support and promote the process to ensure we identify learning and opportunities to improve support to victims.

Data

Over the previous 12 months (Feb 2025 – Feb 2026) the Force, along with partners has reduced ASB by 19% which equates to around 6500 less incidents / victims. Positive reductions have been noted across all 6 Local Authority areas.

The Force also have a range of key performance metrics that track victim satisfaction in relation to service provided, trust and confidence metrics linked to public trust and confidence and visibility data based on public feedback to assess whether we are in the places that matter to the public.

On a monthly basis the Force Tactical Coordination Group consider emerging patterns, trends, victims, offenders and geographical locations that need additional investment and problem solving activity ensuring an intelligence, data and evidence based approach to officer deployments. Problem Orientated Policing plans are developed for high volume / impact locations.

Section 2: Delivery and Analysis

Problem Solving

Problem solving is essential in tackling the causal factors that lead to ASB and the Force are committed to working closely with partners to support victims, target and educate offenders and tackle repeat locations suffering from ASB. ASB can negatively affect both individuals and wider communities and we are committed to tackling quality of life issues caused by ASB.

A partnership delivery has been developed and will be overseen by the ASB Strategic Board which covers 6 Local Authority areas. Key activity contained within the plan includes:

- **Hotspot Patrol Activity –** Ensure high visibility patrols in key locations to provide reassurance to victims and act as a deterrent to offenders. These will be data led deployments in key locations where confidence and satisfaction is reduced. Key performance metrics will include incident reductions, repeat victim data, public satisfaction data, public insights survey data.

- **Safer Streets** – Continued and sustainable investment in town and city centres with a clear emphasis on safety, visibility, reassurance activity which supports the wider Neighbourhood Policing Guarantee national requirements (NPG). Metrics to track success will include Neighbourhood Crime (Retail, Robbery, Acquisitive Crime, Serious Violence, Damage) reductions, ASB reductions, trust and confidence public metrics.

- **Effective Identification of Local Priorities** - Through public / partner engagement, we will identify locations of concern and adopt problem solving methodology (POP) to tackle issues raised. Development of localised ASB delivery plans in each Local Authority area (managed through Community Safety Partnerships). Priorities will be displayed on our Single Online Home Platform and incident / crime reductions monitored to assess success.

- **Demand Based Resource Investment –** The Force continue to invest in our Neighbourhood Policing Model to maximise local officers providing visible services in their communities and tackling the issues that matter most to residents and businesses, ASB remains a key priority for our Neighbourhood Teams.

- **Collocated Hub Investment –** Over recent years, the Force, along with partners have invested in collocated multiagency bases in high impact / demand / ASB areas with a clear focus on problem solving, tackling causality of offending and providing support to victims of ASB. Each hub has a bespoke set of performance metrics to assess the impact of the activity undertaken.

- **Transport ASB –** The Force work closely with transport providers to tackle ASB and ensure public safety across the local transport infrastructure. Activity is overseen by partnership Safer Transport Group who track emerging and current issues and support a coordinated effort to reduce offending and ensure our local service users feel safe.

- **Seasonal Plans –** Data analysis enables us to identify seasonal ASB patterns and proactively plan to mitigate demand / ASB increases. Summer plans, darker nights campaigns and key date planning (e.g. Bonfire Night) ensure we can seek to reduce the impact of ASB through effective planning, engagement, visibility, offender targeting and visible resource deployments.

- **Community Safety Partnerships** - ASB is a standing agenda item and priority for all Local Authority CSPs to coordinate and deliver local activity.

Prevention and Early Intervention

Northumbria Police will continue to work with key strategic partners to prevent and reduce incidents of ASB. ASB can have a physical, emotional and psychological impact on victims as well as a broader impact on wider feelings of safety. Prevention, education and early intervention are key components of the Force strategy to combat ASB issues. Our Prevention and Early Intervention approach focusses on both victims and offenders.

Victims:

- **Strategic Victim Needs Assessment** – The Office of the Police and Crime Commissioner (OPCC) are currently undertaking a strategic victim needs assessment to understand the support service provision currently in place and to identify any service gaps across key partners. We are keen to ensure all victims can be supported in a bespoke way that meets their needs. This will ensure that early intervention and support can be implemented to prevent repeat victimisation and increase victim satisfaction.

- **ASB Case Review –** Partners are committed to having an efficient and effective ASB Case Review process across the region to ensure the victims voice is heard and continual service improvements can be achieved through learning from lived experience. Clear communication / promotion of processes to victims and consistency across the region is imperative. Key metrics have been agreed to track outcomes, learning and quality of service.

- **Reporting Aide Memoire –** Thematic ASB reports are managed by a variety of organisations who possess the skills, legislation and expertise to address the issues as a single agency or through the wider partnership. Feedback from victims outlines that reporting clarity and a single agency touchpoint improves customer service. Partners are seeking to simplify the reporting process through clear process communication and signposting of victims to the right agency from the outset. This is aimed at enhancing victim experience whilst reducing organisational touch points.

- **Victims Voice -** Utilise lived experience and case studies to understand the impact of ASB on victims. Build the victims voice into all processes / training and key decision making. Agree victim contact contracts.

- **Repeat Victimisation -** Ensure effective data sharing and analysis across organisations to identify repeat victims of ASB and implement interventions. Effective identification and support to cross border ASB victims.

Offenders:

- **Prevention Panels –** Panels are being introduced across the Force area as part of a tiered approach to dealing with those involved in or on the periphery of ASB. Education, diversion, support and enforcement focussed interventions will be considered for each offender to reduce likelihood of offending and to tackle causality. Repeat offending rate metrics will be utilised to track intervention success.

- **Orders -** Enhance awareness and use of orders and legislative powers to effectively manage offenders. The Force will work with partners to protect victims and limit offending opportunities. Metrics including volume of orders granted and repeat offending rates / breaches will be used to monitor progress.

- **Investment in Diversionary Activities / Youth Provision / Adult ASB Interventions** - Map existing youth service provision (including VCS) to enable effective interventions and offender targeted support to be initiated. Identify funding opportunities to supplement statutory resourcing / interventions. Tackle causality of adult offending and ensure sufficient support service provision.

- **Outcome Pathways –** The partnership currently has a variety of out of court disposals aimed at changing offending behaviour patterns through education, restorative / immediate justice pathways. Partners including Police and Youth / Criminal Justice services will ensure these are effectively utilised to reduce ASB recidivism.

- **Education –** We will seek to strengthen relationships with education providers in recognition of the key influence they have on young people susceptible or likely to be involved in ASB. By building education representation into strategic, tactical and operational governance and effective use of Prevention Through Education Teams and Pol-Ed packages we will seek to educate offenders and change behaviours.

- **Graded Response -** Ensure the graded response is consistently used across Local Authority areas as part of a tiered approach to offender management and to ensure consistency.

- **Peer Mentoring / Case Studies / Lived Experience -** Utilise individuals with lived experience to influence ASB offenders from a peer to peer perspective. Actively identify success stories and seek to tell / promote their story for others to learn from.

- **Public Health Approach / Parental Education / Housing -** Consider opportunities to engender parental influence / responsibility / accountability. Work closely with Housing Associations through the Registered Social Landlord (RSL) forum as well as non-social housing providers to influence behaviours and utilise housing based ASB legislation.

- **Cross Border Offenders -** Identify ASB cross border offenders and work collaboratively across geographical areas to implement effective solutions / problem solving / enforcement as a partnership. Effective data and intelligence sharing to manage escalating risk.

- **Support Services - Substance Misuse / Addiction -** Ensure effective and efficient support services are available and accessible for ASB offenders who have addictions / involved in substance misuse. Clear referral pathways and provision to be mapped. Increased and effective use of positive requirements on orders.

Data Collation and Measuring Success

The Force, in conjunction with partners have strong governance processes in place that enable effective collaborative working, aligned strategic priorities and a forum in which to track and monitor progress and key performance indicators.
Key metrics focus on reducing ASB incidents, reducing repeat victimisation and reducing repeat offending rates. Effective use, sharing and access to multiagency data to ensure a holistic and whole system approach to tackling ASB is crucial and the partnership is already introduced an innovative digital data sharing working group to enhance our understanding of ASB across agencies. Investment in data sharing and data monitoring tools and capability will enable early identification and intervention in relation to emerging patterns and trends. Some key activity includes:

- **Key Performance Metrics / Survey Data / Partner Data Dashboard-** Track public trust, confidence and satisfaction through public insight surveys and local feedback. Development of a partnership data dashboard to ensure shared understanding of risk and emerging issues. Key metrics focus on reducing ASB incidents, reducing repeat victimisation and reducing repeat offending rates. The quality of service provided by Police and partners is also central to our approach, a range of satisfaction measures will also be utilised to track trust and confidence in victims and the wider community. ASB Case Review metrics enable us to identify service delivery / thematic issues raised by service users.

- **Governance –** The partnership has effective Strategic, Tactical and Operational governance processes in place at both a local and regional level including the ASB Strategic Board and ASB Coordination Group. Increased local ASB delivery will be managed through the Community Safety Partnerships and ASB delivery plans.

- **Performance Framework -** Each agency / partner currently has it's own ASB key performance indicators. A partnership performance dashboard is currently being scoped.

Section 3: Comms and Sustainability

Communicating Success to the Public

Northumbria Police has continued to invest in Neighbourhood Policing, seeing it as pivotal to our approach to effectively tackling Neighbourhood Crime and ASB. Visible officers working consistently within communities builds trust and confidence and enables us to understand the issues that matter most to them. Publication of the ASB action plan demonstrates a collective commitment to tackle ASB across the Force area.

Our local Neighbourhood Teams engage with communities daily and we have actively sought to increase our policing presence and visibility in high impact areas, high footfall locations and in areas where data analysis identifies emerging or existing ASB patterns and trends. Officers utilise face to face engagement to provide timely updates and reassurance to community members and victims.

The Force deploy mobile community engagement vans into key locations to discuss local issues and concerns and provide updates on activity undertaken to address them. A range of local meetings and public events are also undertaken and promoted to the public in line with the Neighbourhood Policing Guarantee commitments.

We display community priorities at sector level via the public facing Single Online Home platform so residents can see the ongoing priorities in their areas and action taken to address them.

The Force utilise a range of social media platforms to promote activity and successes in tackling ASB.

Thematic ASB categories, for example motorbike disorder, which regularly features in residents surveys will often be supported by a bespoke communications strategy. Op Capio is the Force response to motorbike ASB and this is used in all our external engagement and communications with the public to demonstrate our commitment and consistent approach to tackle the issue.

The Force are actively using the Next-Door platform to engage with the public, identify issues and feedback at a localised level activity undertaken to tackle the issues raised.

Northumbria Police has dedicated Community Engagement Teams. Their role is to engage with the public, identify issues, concerns or community tensions and provide reassurance and updates relating to activity undertaken across the Force to address them. Whilst their role is broader than ASB, they have developed an extensive range of key community contacts / advocates who can assist in disseminating key messages across all communities including ASB issues.

Through the Strategic ASB Board partners are considering how to develop and implement a wider ASB Communication Strategy to ensure clear and consistent messaging to the public, examples would include Safer Summer Streets, Winter Plans, ASB weeks of action, Op Capio, Project Shield and bespoke ASB problem solving and offender targeting activity.

Sustainability

Nationally, Northumbria Police is one of the highest investors in its Neighbourhood Policing model and this enables us to effectively tackle ASB which is reflected in the positive reductions we have achieved over the previous 12 mths.

Central to our approach has been hotspot patrol activity including in key locations where serious violence and ASB occurs. By increasing visibility we have been able to reduce volume of incidents, provide reassurance to affected residents and communities and proactively target ASB offenders. This will continue to be central to our approach moving forward. Whilst additional funding streams have been extremely useful in supplementing and bolstering operational patrol activity the Force has the capacity and capability to undertake this activity utilising a range of Neighbourhood Officers and PCSOs.

High visibility patrol activity has been and will continue to be effectively supplemented by problem solving activity to ensure we are tackling the causality of the issue and seeking longer term resolutions to ensure our approach is sustainable.

Intelligence led patrol deployments supported by strong data analysis will enable deployed staff to be in the right place at the right time to tackle issues and prevent ASB. Northumbria Police has an excellent working relationship with partners and a shared commitment to tackle ASB which can negatively impact on our communities if not addressed appropriately.

Our strong governance processes, oversight, data and tasking processes ensures that victims are supported and offenders are held to account. ASB will continue to be a key area of focus for the Force and wider partnership.