Anti-Social Behavior (ASB) Action Plan

Force: Cambridgeshire Constabulary

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How we have used this template: This document is designed for our communities and partner agencies; we have sought to use plain English and avoid jargon. It's a summary of our plan in which we have highlighted "gaps" in our ASB response and how we will improve. The document also has examples called "tactics" describing how we are already tackling ASB. Behind this document sits a more detailed two-year delivery plan.

1. Introduction (plan on a page)

Cambridgeshire Constabulary has developed our first published ASB (anti-social behaviour) Action Plan for 2026-28 and appointed a ASB dedicated lead officer. The Action Plan aims to set out how Cambridgeshire Constabulary will reduce and prevent ASB by working with partners to identify key issues and provide effective interventions and long-term solutions.

Vision: To create a safer Cambridgeshire.

Pledge to our communities:

Listen when you contact us – respond quickly – resolve the problem.

We will deliver this pledge by:

- Committing to a public ASB charter along with other UK Police forces (Page 4)
- Publishing this plan to the public and partners in this Home Office formatted plan.
- Committing to a 2-year action plan to improve our response and effectiveness in tackling ASB.

This Action Plan is aligned with the Government Safer Streets Mission and the Neighbourhood Guarantee. This includes the introduction of a new Neighbourhood Policing career pathways with specialised ASB training provided to all Neighbourhood Police Teams (NPTs) to ensure officers are equipped to respond to ASB effectively. Every neighbourhood throughout Cambridgeshire has named and contactable officers. These officers will know their area, build relationships with residents and businesses, understand local concerns, including ASB, and provide a visible, reassuring presence through guaranteed patrols in town centres and ASB hotspots.

ASB Themes for Cambridgeshire



ASB affecting villages and farming communities.



City & Town centres ASB- Retail, VAWG*, NTE** and Street Communities.



Complex individuals – dual or multiple diagnosis (including mental health and substance abuse)



E-scooter & E-bike enabled ASB. Unlawful parking and anti-social use of cars.

How we will tackle ASB



Data - Understanding and tackling ASB with partners.



People- tackling repeat and complex offenders, protecting the vulnerable. (Focusing on children and people who live on the street)



Places – targeting locations causing misery for others.



Spaces – Using hotspot and visibility patrols to reduce ASB and increase confidence.

*Violence against women and girls, **Nighttime Economy

Police and Crime Plan for Cambridgeshire and Peterborough

This Action Plan has been developed in consultation with statutory partners and the Cambridgeshire Police and Crime Commissioner (PCC), who will monitor delivery of the plan with the Constabulary. This ASB Plan builds on the PCC's 'Police and Crime Plan' which sets priorities for the Constabulary and partners in relation to safe communities; early intervention and prevention; tackling crime and anti-social behaviour; supporting victims and witnesses and building trust and confidence.

Working with Partners

The Constabulary has established mature partnerships with its two Local Authorities and five District Councils to tackle ASB. (Peterborough City, Cambridge City, Huntingdonshire, Fenland, East Cambridgeshire and South Cambridgeshire). Each Community Safety Partnership (CSP) has joint arrangements for tackling ASB:

- Problem Solving Groups in each area which jointly case manage ASB between statutory and voluntary sector organisations.
- City and Town Centre working groups in Peterborough, Huntingdonshire and Cambridge. These jointly manage VAWG prevention, retail crime and ASB and nighttime economy.
- Vulnerable adult working groups to protect those most vulnerable to ASB and specifically Cuckooing.
- Street Life Working Groups, tackling ASB towards and from those who life on the street, (many of which are vulnerable).

Across the life of the Police and Crime Plan the Commissioner has invested almost £1 million to fund dedicated Problem-Solving Co-ordinator posts in each Community Safety Partnership area. These posts provide the additional capacity with the CSPs, which enables them to work with communities and local partners to tackle local issues of crime, disorder and anti-social behaviour.

Scope of plan - The ASB Plan consolidates our ongoing police work in the following areas:

1. The Neighbourhood Policing Guarantee.
2. The seven pillars of the Neighbourhood Policing (College of Policing)
   Specifically: Engagement, Targeting Activity, and problem solving.
3. Cambridgeshire Constabulary's 'Corporate Plan' Corporate Plan 2025/256
4. The Peel assessment framework.

Public pledge - Cambridgeshire Constabulary plans to make a single pledge to the community with five supporting commitments.

Pledge: *Listen when you contact us – respond quickly – resolve the problem.*

These five commitments will also be internally facing, providing a clear set of expectations to our officers as to what good public service looks and feels like.

1. We will respond to reports of ASB quickly.
2. We will listen and thoroughly investigate ASB with partner agencies.
3. We will be visible to you in your community.
4. We will support victims and witnesses of ASB.
5. We will work with partners to tackle the root causes of ASB.

Executive summary - The below chart describes a summary of good practice and areas for focus the Constabulary has identified.

Good practice:	Areas for focus:
Hotspot policing and Visibility, The Constabulary has already delivered significant improvements in visibility, supported by £2 million funding over the last two years which led to a major uplift in foot patrol hours. Hotspot policing is being used effectively, with data driven patrols and targeted activity in key locations.	**Faster response to ASB when the public need the Police,** continue to improve the speed of which we respond to calls and messages.
	Improve data sharing with partners, we are committed to a long-term IT project to improve how we share ASB data with local partners.
Public Engagement, The Constabulary has a well-established engagement cycle that starts with listening and ends with feeding back to the public.	**Rural ASB** communities report low visibility and insufficient prevention activity. We will build on our rural crime action model to increase visibility.
Tackling root causes with partners, we will maintain our commitment to working alongside stakeholders to analyse the origins of ASB and address fundamental issues for sustainable, long-term improvement.	**Work with hospitals to keep reducing ASB.** We will develop new ways of tackling ASB in our emergency departments and protect our NHS colleagues.
	ASB is disproportionately high in Peterborough.
Strong Retail Crime Partnership Activity Retail focused initiatives such as Operation FulfordGate demonstrate structured problem-solving, increased engagement with businesses, and targeted enforcement.	**Repeat Locations –** Need for Stronger Management. Repeat ASB locations (e.g., hotels, hospitals, streets, shops) need better identification and tailored intervention plans.
Commitment to Prevention and Early Intervention, continue our approach to diverting young people, preventing escalation, and supporting vulnerable individuals.	**Work with housing partners to reduce ASB in houses of multiple occupation (HMO).** The plan recognises a need to strengthen problem-solving in HMOs, which are overrepresented in recurring ASB.
Strong Focus on Repeat and Vulnerable Victims, the Constabulary is applying structured early identification tools like “3 in 30”, ensuring repeat victims are flagged and responded to early.	**Mental health -** There is evidence that mental health related ASB is increasing, and current responses need improvement.
Clear Training & Professional Development ensures that neighbourhood officers and PCSOs receive structured ASB specific training, aligned with College of Policing standards, so they are confident, skilled and properly equipped to use the full range of ASB powers effectively.	**Identification of Serious Harm vs Nuisance ASB,** the plan notes a lack of options to differentiate serious, harmful ASB from high volume but lower impact cases.



2: Local Context

2.1 A summary of the types (s) of ASB and street crime issues such as theft from the person and retail crime within Cambridgeshire. An analysis of the factors that may be driving these behaviours within specific locations and whether the geographical characteristics of the area have a bearing.

In developing our ASB Action Plan, it was important to establish a robust understanding of the nature, scale and extent of local problems in Cambridgeshire and the impact of these on the local communities. The collection and analysis of data on ASB is essential when looking at geographical areas where ASB is more prevalent and understanding the harms caused. This understanding of the local context has helped identify what types of initiatives are needed and where to invest resources to reduce and prevent these issues. It is also imperative to understand what action the public would like to see, and this is considered in further detail in the section on community engagement.

We conducted analysis of the factors driving ASB, street crime and retail crime within specific areas (city and town centres). This considered information about victims' experiences - including local businesses, methods of offending, locations and hotspots, and intelligence collated from stakeholders regarding the causes of the problems. Consideration was also given to urban and rural areas to look at different types of ASB, street crime and retail crime affecting those communities, as well as where the highest levels of ASB are.

Consultation with partners (more detail on key partners in following section) has resulted in the identification of short - and longer-term priorities and explains how we will work with partners to reduce and prevent ASB in relation to issues identified in local areas.

Geographical analysis of police recorded ASB incidents suggests that ASB is disproportionately high in Peterborough, compared to the resident population. Indeed, one third of ASB in the county is recorded in this district.

According to the Cambridgeshire Confidence Survey, there was an upward trend in the proportion of residents that felt crime/ASB had increased during 2025. This was particularly notable in the more rural districts of South and East Cambridgeshire where recorded incidents were disproportionately low compared to resident population. This highlights the importance of understanding community concerns and communicating information to help manage public perception and expectation.

2.2 Key Drivers of ASB in Cambridgeshire

Analysis hotspot areas and repeat locations highlighted the following key drivers of ASB across the county.

**Vehicle Nuisance -** Incidents classified as vehicle nuisance accounted for a quarter of all ASB incidents and showed the greatest increase over the last 12 months. This was identified as a key issue in both urban and rural areas of the county.

Calls typically related to cars and motorbikes racing through streets (residential, town centres and rural roads) and performing dangerous manoeuvres. Car parks and business/industrial sites were key spaces for car meets resulting in disturbances both at these static locations and travelling to and from them.

The use of e-scooters, mopeds and motorbikes in residential areas and nearby green spaces or off-road tracks also formed a key theme of vehicle nuisance. Members of the public reported noise disturbances by loud or modified exhausts, often at night, and dangerous driving which posed a risk to both pedestrians and the riders themselves. Issues were noted on new-build developments where youths are accessing nearby sites or land to ride dirt bikes.

Tactic: Op Shotgun	
	E-scooters outside authorised rental trial schemes remain illegal to ride on public roads, pavements, or cycle paths, and pose risks to both riders and pedestrians. Officers take an education first approach, explaining the law, raising awareness of dangers, and engaging particularly with young people to avoid criminalisation. Where risks persist, police may seize e-scooters or take enforcement action in line with road traffic legislation. Targeted operations, such as Operation Shotgun use data to identify hotspots and reduce associated crime, with significant decreases seen in offences and public reported incidents involving e-scooters. Continued activity focuses on high harm areas like Cambridge, where trial rental schemes can cause confusion about what is legal.

Street-attached communities - Reports of incidents which involved members of street-attached communities were a key driver of ASB reports, particularly in town and city centres. Anti-social behaviour included street drinking, drugs, causing damage and being aggressive to members of the public. Retail staff also consistently reported issues with shoplifting and abusive behaviour when challenged by staff or security and asked to move on. Key themes included intoxication or mental health issues.

Affected areas often have concentrations of support services or housing options such as hostels and temporary accommodation nearby. They are also often close to urban centres.

Tactic: Street life working groups	
	Street Life Working Groups in Cambridge City bring together police officers, the city council, homelessness charities, health services, and local partners to support people who are living on the streets or are part of the street-based community. Their main aim is to reduce antisocial behaviour, improve safety, and help vulnerable people access the support they need. These groups meet regularly to share information about individuals who may be at risk, causing harm, or needing help. They look at each person's situation, including health, housing, substance misuse, and personal safety, and agree practical steps, such as outreach visits, safeguarding actions, or referrals to specialist support. By working together, the groups ensure no one falls through the gaps. The focus isn't just on enforcement; it's about long-term solutions that encourage stability, reduce harm, and help people move away from street life dependence.

Neighbour Disputes- Calls from residential addresses relating to ongoing neighbour disputes accounted for a substantial amount of calls in both urban and rural areas. Addresses linked to social housing, HMOs and supported housing appeared to feature disproportionately where residents are housed close together or there is a high turnover of residents in temporary accommodation. This fits with research that shows the lack of informal social control often found in income-deprived areas, combined with the anger and frustration borne of austerity can result in increased ASB.

Gap: Problem solving groups	
	Problem-solving groups bring together the police, local councils, support services, and community partners to tackle issues that keep happening in neighbourhoods and individual households. Instead of just responding to incidents, these groups work out *why* problems are happening and agree practical, long-term solutions. They use a structured approach called the **OSARA/SARA model** identifying the problem, analysing what's causing it, planning a response, and then checking whether the plan is working. In practice, this means groups share information, look at data and local knowledge, and decide who is best placed to take action. Problem-solving groups are well-placed to tackle rising ASB linked to houses in multiple occupation (HMOs) because they bring together the right

	agencies, data, and decision-making structures needed for persistent, complex cases.



Rural crime and ASB - Rural crime and ASB in Cambridgeshire effect many of our villages, farms and open spaces. Problems such as illegal hare coursing, poaching and damage to farmland continue to impact farmers and rural businesses, although focused operations like the multif-force Operation Galileo have reduced some of this activity.

At the same time, ASB remains a concern in both rural towns and smaller communities. Issues commonly reported include groups causing intimidation, drug-related behaviour, vandalism, nuisance vehicles and repeat problem locations that affect how safe people feel in their own neighbourhoods.

These issues place pressure on policing and local services, but partnerships between the police, councils, and community groups continue to focus on prevention, visibility, and long-term problem-solving. The aim is to reduce harm, protect rural livelihoods, and ensure residents feel safe where they live.

Gap: Rural ASB and visibility	
	The Constabulary's sustainable visibility model aims keeps officer presence high by embedding routine foot patrols across teams, maintaining the public facing visibility previously delivered through funded operations. **Op Dante** provides focused, high visibility foot patrols in rural and other hotspot areas, using data to target micro locations with the highest ASB levels. This approach reduces ASB, increases community reassurance and strengthens trust by ensuring officers are regularly seen in the places that matter most. Changes to the national police funding formula could give the Constabulary more flexible, stable funding specifically tied to neighbourhood policing guarantee. Under the updated approach, forces receive ring-fenced funding when they increase the number of officers and **PCSOs** assigned to neighbourhood roles, helping them boost visible patrols. This includes rural areas, where additional PCSOs can provide regular foot patrols, quicker engagement with isolated communities and better coverage of local issues.



Youth ASB- Groups of young people hanging around, causing a nuisance and damage was a driver for ASB particularly in the town and city centre areas, particularly shopping centres, fast-food outlets and open spaces such as town squares and parks.

Tactic: Tackling youth crime	
	**Operation Guardian** is a police and partnership initiative in Cambridgeshire that focuses on reducing knife crime and keeping young people safe. The aim is simple: to identify people who are repeatedly found carrying knives, understand why it's happening, and work with them to prevent further harm.

	When someone is linked to knife related incidents, they are added to a support and monitoring list. Police officers, social care teams, schools and other partners then work together to understand the risks around that person for example, who they spend time with, what influences they face, and what support they might need. This could include welfare visits, advice for families, intervention programmes or targeted patrols in key areas. Operation Guardian reviews each person regularly to make sure the right action is taken. Its goal is to prevent serious violence, protect young people, and reduce knife carrying in our communities. **Operation Electron** was a policing operation focused on tackling large groups of youths causing disorder in and around Queensgate, Peterborough. Officers dealt with issues such as intimidation, assaults, vandalism, drug use and youths refusing to leave shops. At times, 30–60 young people gathered, creating safety concerns for the public and businesses. Through targeted patrols, rapid responses, stop search activity and the use of dispersal powers, police were able to break up large groups, prevent violence and reduce ongoing antisocial behaviour. The operation succeeded by restoring order, improving safety in key locations and reassuring local communities.

Young people involved in crime are often vulnerable, and the evidence shows why they need specialist support to keep them safe and away from further offending. Many children who come into contact with police face risk factors such as family conflict, poor supervision, deprivation, exploitation by gangs, drug misuse, or difficulties in school. These vulnerabilities increase the likelihood of harm both as victims and offenders.

Police and partners therefore focus on early intervention and diversion, using approaches like targeted youth work, out of court disposals, joint decision-making panels, and tailored mentoring. These programmes aim to understand each child's circumstances, build trust, and provide positive alternatives, helping them stay in education, build resilience, and avoid being drawn deeper into criminality or exploitation.

Tactic: Transforming lives	
	**Transforming Lives** is a multiagency early intervention programme designed to reduce antisocial behaviour, child exploitation and youth involvement in gangs. Aimed primarily at 12–16yearolds, it supports young people at emerging risk of harm by helping them recognise negative patterns, improve decision-making and build resilience. The core model delivers a 12week programme in small cohorts, using tailored sessions, day trips and practical activities delivered by frontline professionals. Schools, Early Help teams, police and wider partners jointly identify participants and contribute to delivery. The project has expanded across districts, supported by Community Safety Partnerships, Youth Justice Board endorsement and POCA funded bids. Variants include knife crime awareness inputs and targeted schemes for specific communities. Overall, Transforming Lives provides structured, relationship-based support that prepares young people for challenging situations, encourages positive life choices, and enhances partnership responses to vulnerability.

Vulnerabilities- Research suggests that previous austerity and funding cuts have fundamentally changed the nature of ASB with a shift away from low level nuisance to more complex, overlapping behaviours involving mental health, substance misuse and other vulnerabilities. This can be seen in local data and drivers such as the street-attached community and neighbour disputes which are increasingly involving vulnerable individuals and requiring complex and collaborative solutions. Being able to assess and respond to different vulnerabilities has become a necessary skill for practitioners. In addition, the timely and efficient sharing of data between partners is increasingly important in both identifying issues and co-ordinating activity around them.

Gap: Mental health partnerships	
	**Op Farmington** supports people who regularly contact the police or come to our attention, any have mental health issues, substance problems, or wider vulnerabilities. The aim is to make sure they get the right support from the right service, reducing unnecessary police demand and preventing repeat incidents. The team works with partners such as mental health services, social care, housing, and drug and alcohol providers to agree a clear plan for each person. This could include welfare support, referrals, regular check ins, or enforcement where needed. Reducing antisocial behaviour (ASB) relies on these partnerships working well. At present, gaps remain in how consistently mental health services engage to support those persons who commit serious ASB, particularly around timely information sharing and joint planning. When this does not happen, individuals can fall between agencies, leading to repeated calls, unmanaged risk, and missed chances for early intervention. Improving shared decision making, speeding up access to support, and ensuring services attend multiagency meetings would strengthen Op Farmington's impact. This would help prevent repeat ASB by tackling the root causes and giving people clearer boundaries and coordinated care.

Robust use of mechanisms to identify potential vulnerable callers such as the '3 in 30', and mechanisms to develop problem-solving approaches such as non-crime records, PMPs and Op Farmington will become increasingly more important to tackling modern ASB.

Other key locations for ASB typically reflected places where large numbers of people gather including:

- Open/green spaces and parks, particularly in the warmer months
- Public transport hubs including bus and train stations
- Shopping Centres and Retail Parks
- Hospitals
- Hotels

Key locations and drivers such as street-attached communities have a strong overlap with patterns around serious violence.

Gap: Repeat places such as hotels and hospitals	
	Cambridgeshire Constabulary has identified a growing gap in how we respond to antisocial behaviour in hotels and hospitals. Both settings are seeing increased demand, often linked to vulnerable people, repeat callers,

	and behaviour that disrupts staff, patients, guests and the wider community. Although partners already share information to understand problem locations and repeat offenders, the rise in incidents means current arrangements do not always provide the fast, consistent response needed. To improve this, police, health and accommodation providers will strengthen joint problem-solving, using shared data to identify patterns earlier and plan targeted patrols at peak times. Clear reporting routes, quicker escalation for serious or persistent ASB, and agreed actions for each location will help ensure responses are proportionate and effective. Regular multiagency reviews will make sure learning is applied quickly so hotels and hospitals remain safe, calm places for staff, patients and the public.

2.2 Outline the key partners involved and how Cambridgeshire Constabulary and PCC will engage with these organisations, communities and businesses on an ongoing basis to reduce ASB, street crime and retail crime described in the local problem profile and how these inform the approaches taken to address them.

Community Safety Partnerships meet in each local authority area meet on a quarterly basis. Police and the Office of the Police and Crime Commissioner attend these meetings, along with other statutory partners. People and Places Groups jointly case manage specific issues between statutory and voluntary sector organisations, to address crime and ASB. Local authority community safety officers also meet regularly to share best practice and address cross-cutting issues.

The Police and Crime Commissioner and the Office of the Police and Crime Commissioner (OPCC) have a crucial role in facilitating engagement between Cambridgeshire Constabulary and the community they serve. As set out in the PCC's Police and Crime Plan, the PCC has highlighted numerous methods to engage with the public on their concerns and to improve methods of local engagement. PCCs and their offices are key in engaging with their communities, consulting frequently with the public and acting as a pivotal figure in local partnership working.

The PCC holds two meetings a year with the Chairs of our 6 CSPs across the County. Working with our CSP's to identify shared priorities and opportunities to reduce crime and improve community safety. Building trust and confidence with these partners is essential, as each plays a key role in addressing ASB. A multi-agency approach is crucial for identifying the types, locations, timing, and impact of ASB. The Police and Crime Plan set out the PCC priorities for ASB and includes supporting Community Safety Partnerships to deal with local issues. CSPs are made up of local agencies which include police, Fire and Rescue, Probation Service, local authorities and health.

- Cambridge Community Safety Partnership – Cambridge City Council
- Community Safety Partnership – East Cambridgeshire District Council
- Community Safety Partnership – Fenland District Council
- Community Safety – Huntingdonshire
- Safer Peterborough Partnership – Peterborough City Council
- Community Safety Partnership – South Cambs District Council

We have ensured that appropriate data-sharing agreements and partnership protocols are in place - for example, enabling proactive information exchange between police and housing providers to protect vulnerable tenants.

To encourage successful multi-agency working, the NPTs engage with partners on a regular basis to reflect on progress to date, to identify any issues and to share solutions. There is also a key role for partners in terms of collating and sharing data and intelligence to allow for meaningful analysis and shared understanding of what ASB is taking place in communities. This will help ensure there is effective communication which is at the crux of any partnership, and mutual benefit will be key in building a good relationship where support is provided both ways. This allows all organisations to feel valued for their input and can see results from their engagement.

2.3 **Explain how you will engage with communities to understand the impact of crime and ASB. Please include the methods that will be adopted, including with seldom-heard groups and what feedback mechanisms will be available for communities to feed in their views and concerns, including anonymously.**

Cambridgeshire Constabulary recognise the importance of good quality community engagement as an opportunity to gain a greater understanding of how crime can affect individuals, businesses and victims. The community help to develop effective solutions through sharing their own ideas and views of the problems faced.

We understand at least half of victims and witnesses do not report ASB as evidenced in a YouGov survey and appreciate the impact that ASB can have. We will engage with the wider community to gain an understanding of how ASB affects individuals, businesses and victims. This is to help build trust and confidence through understanding what the barriers to engagement are, and how to overcome them and to encourage more reporting of ASB.

The forms of engagement methods are varied to help us hear diverse voices and ensure that those from seldom heard communities are engaged. We treat community engagement as part of ongoing long-term plans to influence strategic priorities and to encourage more interaction with the public to show more inclusivity to help improve public confidence. This will also enable members of the public to feel empowered to collaborate with the police to help identify local concerns that may help forces in reducing and preventing ASB.

To encourage the reporting of ASB, there are now several ways that the public can contact us and tell us about how they are affected by ASB. Engagement is through a range of different structures and different forms of communication were explored, including online technology and social media platforms and using force alert systems which are sent to registered users. Our online reporting tools provide an effective way for the public to communicate any concerns and to also protect confidentiality.

We conduct public surveys (in person, online or postal) and our NPTs participate in face-to-face engagement within our local areas to help inform understanding of local issues, community concerns and which areas to target for increased visibility. These include public meetings ‘coffee with a cop’ to ensure offline engagement opportunities are available to the public. Through our high visibility foot patrols, we speak to people in those areas who are less likely to engage with online tools or surveys.

Office of the Police and Crime Commissioner. Case studies are shared regularly on social media many of which are supported through the PCC Prevention Fund. This fund supports local initiatives that prevent crime and anti-social behaviour, empowers communities to take an active role in enhancing public safety and funds proactive work with children and young people at risk of engaging in criminal activity. This fund represents a significant step in the PCC's commitment to fostering safer communities and reducing the impact of crime on residents in Cambridgeshire and Peterborough.

The PCC has been actively addressing retail crime within the county. The Police and Crime Plan include clear priorities to reduce crime and provide support to those affected by retail crime. The PCCs approach involves collaboration with Cambridgeshire Constabulary, local businesses and stakeholders to develop targeted strategies. These strategies aim to empower businesses and prevent crimes, such as theft and anti-social behaviour from affecting local business and communities.

The PCCs commitment to tackling business and retail crime is evident through initiatives like Business Against Abuse, which provides training to help business prevent sexual harassment and abuse against women and girls. This initiative is part of a larger effort to create a safer environment within the community.

The campaigns to tackle retail crime and night-time economy safety are implemented by Cambridgeshire Police, focusing on issues such as retail crime, street crime and safety within the night-time economy. These initiatives aim to increase patrols, engage with local businesses and address persistent issues to make street safer for residents and visitors. The collaborative efforts of the Police and Crime Commissioner's team are crucial in addressing the challenges posed by retail crime and ensuring the safety and well-being of the community.

Shop Watch in East Cambridgeshire was set up in December 2023 and is a scheme like Neighbourhood Watch. Running via WhatsApp it allows businesses to effectively communicate with each other to help tackle shoplifting and anti-social behaviour. Funded by the PCC, members could sign up to collect a Shop Watch pack which contains a poster, window sticker and a Safer Business Safer Streets pack.

The Neighbourhood Policing Team in Huntingdon joined forces with Huntingdonshire District Council, Huntingdon Business Against Crime and Business Improvement District Huntingdon for a Community Action Day. To help keep everyone safe, the team handed out purse bells, security cables, RFID card protectors and bottle toppers.

The PCC attends roundtable events hosted by Cambridgeshire Chambers of Commerce. Attended by a range of businesses, there is a question-and-answer session where attendees are given the opportunity to share their thoughts and experience of policing in Cambridgeshire.

Participating in Safer Business Action Week, the Neighbourhood Policing Teams across the county engage in a variety of initiatives to tackle retail crime. In Peterborough, the Spree Offender Team joined Peterborough Positive and neighbourhood officers on patrol in the city centre, engaging with local business and dealing with the small number of people who commit many offences, many of which involve retail crime. In Fenland, Neighbourhood officers visited retailers across March, Chatteris and Whittlesey to provide crime prevention advice and talk to staff about shoplifting. In South Cambs, neighbourhood officers visit shops

and business across the district to share key crime prevention advice, provide advice about how to stay safe and to encourage shopworkers to report suspicious activity.

Constabulary public engagement plan

How Our Engagement Approach Supports Communities Experiencing Anti-Social Behaviour - Cambridgeshire Constabulary's Tactical Engagement Plan sets out a clear and consistent way for officers, staff and volunteers to work with communities to reduce anti-social behaviour (ASB) and build safer neighbourhoods.

1. **Listening to Community.** Our approach is built on regular two-way communication with the public. We use community meetings, online channels, surveys and face-to-face contact to understand concerns, listen to lived experiences, and identify where ASB is affecting people's quality of life.
2. **Targeting the Right Activity.** Information shared by residents is combined with local data on vulnerability, risk and community demographics to ensure police activity is directed where it is most needed. This helps us focus on persistent ASB hotspots and support individuals or communities experiencing repeated issues.
3. **Clear and Visible Policing.** The plan emphasises maintaining a consistent, visible police presence. Officers and PCSOs regularly attend local events, walk patrols, and make themselves accessible so residents feel confident approaching their local teams with ASB concerns.
4. **Working With Partners.** We know ASB is often best tackled when agencies work together. Our plan supports close collaboration with councils, housing providers, youth services and community groups so that problems can be solved from multiple angles, not just through enforcement alone.
5. **Fairness, Respect and Transparency.** Every engagement activity is grounded in treating people fairly, explaining decisions clearly, and being open about how we work. When communities tell us their concerns, we provide updates on the action taken, often called "You Said, We Did" feedback, so residents can see results and maintain trust.
6. **Building Stronger, Safer Communities.** Effective engagement helps prevent ASB before it escalates. By involving communities in problem-solving, supporting local resilience and understanding what matters most to residents, we create longer-term solutions that improve public confidence and foster safer neighbourhoods.
7. **Developing Skills and Insight.** Our officers and staff are trained to engage confidently with different communities, including those who may be harder to reach. By combining professional skills with community insight, police teams can respond to ASB issues more effectively and with greater understanding.

Tactic: Our engagement cycle	
	**Our engagement cycle starts with listening.** We hold public meetings and community conversations to understand the issues affecting you, with a particular focus on anti-social behaviour. This is where you tell us what's happening, where, and how it impacts your daily life. **We then analyse what you've raised.** Officers review the concerns, look at local data, speak with partners such as councils and housing providers, and identify the root causes of ASB. This helps us decide the most effective actions.

	Next comes action. We create a clear problem-solving plan, agree who will do what, and deliver targeted activity. This might include patrols, enforcement, prevention work, environmental improvements, or support for vulnerable people involved. **Finally, we close the loop.** We feed back to the community what we did, what changed, and what happens next to make sure you can see real improvements and continue shaping local priorities.

2.4 Outline how Cambridgeshire Constabulary will identify repeat and vulnerable victims including businesses, that may be at risk of harm in the future and what work will be undertaken to ensure they will be better protected e.g. through risk assessments. This should also include how Cambridgeshire Constabulary raise awareness of the ASB Case Review process amongst this cohort and ensure victims received appropriate information on support services tailored to their needs whilst ensuring they understand their rights under the Victim's Code.

Repeat Victims. Cambridgeshire Constabulary aims to reduce and prevent repeat victimisation by using a strong problem-solving approach to give individuals and families support when they are dealing with persistent and ongoing forms of ASB. This approach will be supported by our "Data, people, spaces and places" approach with specific focus on our complex need individuals who can be either perpetrators, victims or both.

Victims are at the forefront of this ASB Action Plans and identifying who repeat victims are and any individuals or businesses that may be at risk of harm or escalation of ASB in the future is essential.

This includes clearly identifying repeat victims and individuals who might be vulnerable and more at risk through reviewing risk assessments and incidents recorded. We have mechanisms in place to identify individuals who have made 3 or more reports to Cambridgeshire Constabulary within the previous 30 days. The details of these individuals are shared with the Neighbourhood Policing Team for contact, further risk assessment and signposting as appropriate. Repeat locations of ASB are identified so that problem-solving work can prevent further reports.

Tactic: Three in thirty	
	**"3 in 30" is our simple way of spotting people who may be suffering repeated ASB.** If someone contacts us **three times within 30 days** about ASB, our system automatically flags it. This helps us identify repeat victims early—people who may be experiencing ongoing problems that are affecting their quality of life. **Once flagged, the information goes straight to the local policing team**, who review what's been happening, check any linked incidents, and decide the right next steps. This could include contacting the caller, gathering more detail, visiting the location, or working with partners to put support or prevention measures in place. The aim is to ensure nobody "slips through the net" and that repeat victims get a consistent, professional and timely response. **In short:** 3 reports in 30 days = we take a closer look and take action to help.

The Constabulary also recognises the specific challenges for our retail community in City and Town centres where repeat, persistent or intimidating ASB can have a detrimental effect not just on business but the wider community and employees. From local feedback and national trends identified in the Neighbourhood Guarantee we have developed specific plans to address this challenging area of ASB.

Tactic: Operation Fulford-Gate	
	**Operation FulfordGate** is a **problem-solving initiative focused on reducing shoplifting and retail related crime** across key towns and shopping areas. The operation was developed to improve our response a service to the retail community who are adversely affected by ASB in City and Town Centres. As part of the work, officers engaged directly with retailers, shopping centres, licence holders and Business Against Crime groups ahead of the Christmas period to understand security plans, share information, and strengthen preventative measures. The approach also links with wider partnership activity, using shared intelligence, identifying persistent offenders, improving reporting and response, and supporting initiatives like pub watch schemes where appropriate. Operation FulfordGate aims to reduce theft, increase safety for staff and shoppers, and improve confidence in the police through structured problem-solving and close collaboration with local businesses and partners.

Risk Assessments. We carry out risk assessments with people who report ASB, and we consider the different levels of impact the ASB might have on individuals, depending on their own personal experiences or their involvement in, for example, witnessing ASB. Personal, situational and demographic factors may contribute to how the impacts of ASB are felt more severely and by whom. For example, these might include age, gender, geographical areas, mental or physical health conditions or ethnicity.

This enables us to understand the patterns of behaviours and the cumulative impact on the victims to prevent similar incidents of ASB from happening. We make sure our personnel are appropriately trained to identify and record antisocial behaviour and associated crime when they are first reported. Our risk assessment processes for antisocial behaviour cases are routinely reviewed to make sure that risks are properly assessed from initial contact to case closure; and make sure completed risk assessments are retained in line with management of police information guidelines.

ASB Case Reviews. The Anti-social Behaviour, Crime and Policing Act 2014 introduced specific measures designed to give victims and communities a say in the way that complaints of anti-social behaviour are dealt with. This includes the anti-social behaviour case review, formerly known as the community trigger, which gives victims of persistent anti-social behaviour that is reported to any of the main responsible agencies (such as the council, police, housing provider) the right to request a multi-agency case review where a local threshold is met. Victims are informed when they meet the threshold for an ASB Case Review with an explanation of the purpose of the review and how to apply. The Constabulary and PCC website contains information and the ASB Case Review process, whereby victims

of persistent ASB can have their case reviewed by the relevant authority overseeing the complaint.

Victim & Witness Hub. Cambridgeshire PCC also has a key role as commissioners of victim services. Victims are signposted to relevant support through specialist organisations to help them deal with the impact of the ASB and provided with additional reassurance through advice. Victims of ASB are treated in accordance with the entitlements of the Victim Code and are informed about the criminal justice process and the support available.

Support is always tailored to individual needs, guided by our internal impact assessment. For those affected by anti-social behaviour, we can provide:

- Trauma-informed emotional support from experienced practitioners who understand the ongoing impact ASB can have on wellbeing, daily life, and feelings of safety.
- A non-judgmental and impartial listening ear, giving victims space to talk through their experiences and the effect the behaviour is having on them.
- Personal safety advice and reassurance about the ASB investigation process, including what to expect, possible next steps, and how agencies work together to address the issue.
- Direct referral pathways to specialist partners such as CPSL Mind, Embrace, The Bobby Scheme, or signposting to other appropriate services that can offer practical, emotional, or home-security support.

The Constabulary also work with both the Neighbourhood policing teams and the Community Safety Partnership to ensure that victims of ASB receive a coordinated, consistent and timely response, with clear communication between all agencies involved. This collaborative approach helps us address not only the immediate impact of ASB but also any wider community or safeguarding concerns, ensuring individuals feel supported throughout the entire process.

2.5 A range of data that supports their plan and to consider the impacts these criminal behaviours are having on individuals, communities, businesses and victims. Maps and graphs can be included to support local analysis.

There is no multi-agency “one-stop shop” for reporting ASB, making it difficult to gauge the full extent of the issue and scan for emerging trends. According to research only 56% of victims/witnesses do not report ASB at all and of those who do report incidents, only 1 in 4 do so to the police. As such, police recorded data only provides a fraction of the picture, and we are increasing reliant on information-sharing with our partner agencies.

YouGov surveys consistently suggest that ASB is significantly under-reported, often because victims and witnesses are unclear how to report incidents and to whom. Indeed, there is evidence in Constabulary incidents of callers being referred to other agencies or duplicating reports to obtain incident numbers for other partners.

At present, there is no reliable way to identify the most serious forms of anti-social behaviour on a large scale. For example, we cannot easily distinguish locations where ASB is causing significant harm from those that simply have a high number of reports.

This challenge exists because the impact on victims varies greatly. Factors such as a person’s age, gender, health, and the characteristics of the area they live in can all influence how harmful the behaviour feels to them.

As incident reports are often the first point of contact between the public and the police, it is increasingly important that we make effective use of this information to identify vulnerable individuals and locations that may require additional support.

Gap: Data sharing with partner agencies.	
	The Constabulary Is working with **Huntingdonshire District Council** to create a new **data portal** that helps local services work better together. When complete it will be available for all district councils. The aim is to make it easier for the police, council, health services, and other partners to securely share information so they can spot problems earlier and provide the right support to residents who need it most. This project builds on shared work already happening across the area, such as the Serious Violence Duty and the Place Board, where partners meet to understand local needs. The data portal will bring information together in one place, using technology such as Power BI and potentially an Azure environment, to support joint decision-making and targeted activity. The long-term goal is a practical, easy-to-use tool that improves community safety, supports prevention work, and strengthens how local organisations work together

Initial Call Classifications

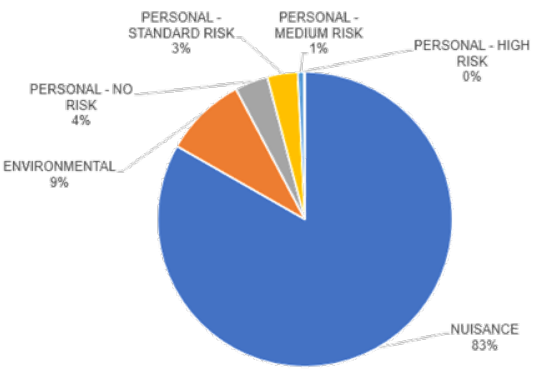
- 85% of ASB calls were initially classified as one of the following four categories

Initial Class	23/24	24/25	%	Change	% Change
Rowdy or inconsiderate	4817	5272	35%	455	9%
Vehicle nuisance	3184	3821	26%	**637**	**20%**
Nuisance neighbour	1818	2178	15%	360	20%
Aban vehicle not stolen	1150	1435	10%	285	25%

All the top four categories show an increase compared to the preceding 12 months, with the greatest increase being in calls related to vehicle nuisance.

Final Closure Classifications

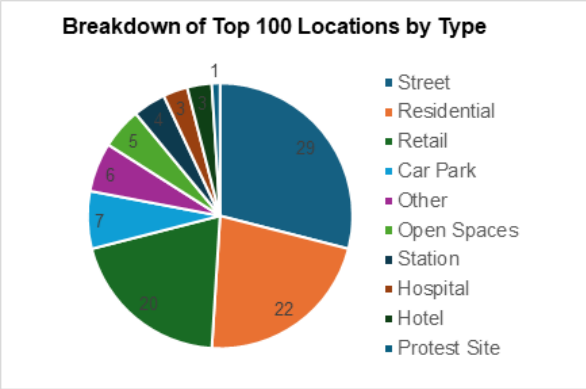
- The majority of ASB incidents (83%) were given a Closure Class of "Nuisance".

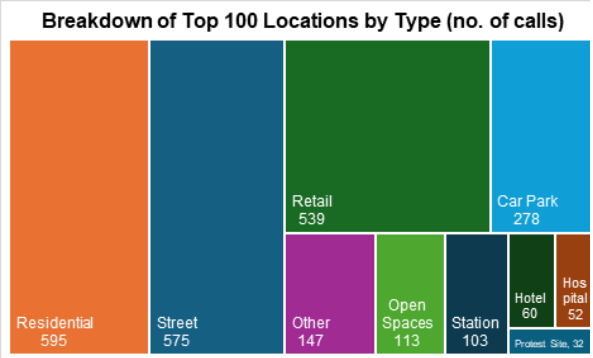


Breakdown of Top 100 Locations

Analysis of the top 100 locations was conducted to provide an insight into the types of locations most affected by ASB. Each location had reported 15 or more incidents of ASB over the last two years.

This showed that reports of ASB in the street, at residential addresses and at shops/shopping centres accounted for over two thirds of locations and calls, highlighting these as key areas of focus.





Other key locations and focal points for ASB are listed below. Incidents varied in nature but often involved general youth ASB and nuisance behaviour, reflecting the nature of such areas where large numbers of people gather:

- **Open/green spaces and parks**
- **Public transport hubs including train and bus stations**
- **Shopping Centres**
- **Hospitals**
- **Hotels**

Data Collection and Measuring Success.

Cambridgeshire Constabulary will collect data on ASB to help build the evidence of what is working well and identify where the key gaps are in preventing and reducing ASB, street crime and retail crime. Data is collected through reports of ASB from members of the public (and recorded on Police Crime and Incident systems), local service providers such as local authorities and victim support services (Victim & Witness Hub).

The Constabulary Forces has reviewed and implemented recommendations and ensures that ASB is identified and recorded accurately to better understand the general risks associated with it as highlighted in His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) "Policing response to ASB PEEL spotlight report".

In addition to data that is already collected and shared on ASB with the Home Office through the Annual Data Requirement, this data will form part of the Neighbourhood Policing Guarantee Performance Framework. We will share performance data as set out in the Home Office Performance Framework.

To ensure the quality of data, all incidents and crime reports will be quality assured by staff within the Investigation Management Unit for accuracy and compliance. To measure success, we will look at victim satisfaction surveys, ASB Case Review requests and reporting on ASB. We will carry out any local evaluations and quality assurance on the

effectiveness of any initiatives and problem-solving plans to make sure all antisocial behaviour problem-solving plans fully specify the problem, contain sufficient detail, are effectively supervised; and evaluate all antisocial behaviour problem-solving plans for an outcome in line with National Police Chiefs' Council Neighbourhood Policing Outcome and Performance Guidelines

All neighbourhood policing teams participate in the Neighbourhood Policing Programme and receive antisocial behaviour training that makes best use of the College of Policing's antisocial behaviour guidance and resources

3: Delivery and Analysis

3.1 Problem-Solving

Problem-solving is integral to policing in Cambridgeshire. Officers and staff within Neighbourhood Policing Teams and Prevention Hubs focus on looking at how problems can be addressed or prevented to reduce harm, offending and demand through addressing the underlying causes and working with key partners to find effective solutions.

When the public and our communities tell us about the local issues within their communities and the places in which ASB, street crime and retail crime are the most prevalent we follow the best practice standards model for conducting problem - solving. Our officers and staff use the OSARA (Objective, Scanning, Analysis, Response and Assessment), starting with scanning and analysis to understand the key drivers before proposing any solutions.

Effective problem-solving requires a co-ordinated response between the police and partners. We involve our partners and stakeholders in the development of the OSARA problem - solving process and ensure that all partners know what their role and response expectations. The intention is for the partners with the ability to address root causes are identified. Our OSARA problem - solving plans are routinely quality assured and monitored by supervisors.

Tactic: Problem solving panels	
	**Problem-solving Panels bring together local organisations, such as the police, council, housing providers and support services, to tackle ongoing antisocial behaviour in a practical and joined up way.** These panels review repeat ASB reports, share information, and agree on targeted actions to protect the people and areas most affected. They focus on understanding *why* the problem is happening, not just the symptoms, so any response is long lasting rather than a quick fix. This may include identifying vulnerable individuals who need support, using community protection tools, improving environmental issues like lighting or litter, or coordinating enforcement when necessary. For members of the public, the panels mean your concerns are not looked at in isolation, multiple agencies work together to solve the issue from every angle. Their aim is to reduce harm, prevent future incidents, and improve confidence in your local area.

3.2 Visible patrols and hotspots

Public confidence in the police can be improved by increasing police visibility in our communities. Additionally, increased confidence in the police can lead to a decline in

concern about crime, and police visibility has been found to have the largest positive impact on building confidence in the police.

Problem-oriented policing (POP) focuses on identifying and analysing a problem within a hot spot area where crime is more prevalent, to develop a tailored response to the underlying drivers of the problem, therefore reducing the problem itself. Understanding locations, or 'hotspots and the evidence-base that supports hotspot policing is important. We use crime and incident data, data from our partners and local knowledge of the Neighbourhood Policing Team to identify and select the 'hottest' locations and times of day for ASB.

The scanning and analysis phases of the OSARA model should identify the specific geographic location and days/times for which crime is most prevalent and the planned police activity patrols that would have the most impact. This approach focuses on effective deterrence to prevent crime and to limit the opportunities for individuals to commit crime in the first place. We will seek out and employ the best data available to support patrol plans, and we will capture and record the time spent on foot patrol in these locations.

Once we have identified the 'hotspot' location we will ensure officers are visible in the right areas at the right time. Officers and PCSO's within the Neighbourhood Policing Team will spend time on high visibility foot patrols in these areas. The intention is that officers and PCSO's will be visible, be engaging and be observant. This visibility provides reassurance, crime deterrence and where appropriate the use of our Police Powers.

We have used good practice from the Home Office Hotspot Action Fund programme, such as using professional judgement alongside ASB data to identify hotspots and the learning from the assessment of POP delivered between April 2024 and March 2026 and explored how we use this information to drive improvements in problem solving in the long term.

Tactic: Operation Dante	
	**Operation Dante is a countywide policing initiative designed to reduce antisocial behaviour (ASB) and serious violence by putting more officers on foot patrol in the places that need them most.** Extra funding from the Home Office has enabled thousands of hours of high visibility patrols across 20 identified hotspot areas in Cambridgeshire, where data shows ASB and violence are most concentrated. Officers engage directly with residents and businesses, carry out targeted enforcement such as stop searches, seize weapons or drugs, and work with local partners to solve persistent issues. The operation is based on proven hotspot policing methods: short, regular, uniformed foot patrols that deter crime, build trust, and provide visible reassurance. Public feedback has highlighted noticeable improvements in local areas, with fewer issues reported and increased confidence in policing

The Special Constabulary plays a key role in tackling ASB across Cambridgeshire by providing high visibility patrols, supporting neighbourhood policing teams, and responding directly to live incidents. Specials are now fully integrated into the neighbourhood policing structure, working under NHP Chief Inspectors, ensuring they are deployed to ASB hotspots

where the public most need reassurance. Their work includes dispersing groups causing nuisance, engaging with residents and businesses, issuing enforcement notices when required, and supporting major operations such as Op Dante, where they assisted at serious incidents, tackled youth related ASB, and provided visible community reassurance. They also contribute to prevention by engaging with the public, helping shape perceptions of safety, and promoting recruitment to strengthen community policing. This integration reflects the force's commitment to ensuring Specials remain a visible, effective and valued part of efforts to reduce ASB.

3.3 ASB Tools and Powers. The powers for dealing with ASB are set out under the Anti-social Behaviour, Crime and Policing Act 2014 (2014 Act) and provide the police and other agencies with a range of flexible powers and tools to address ASB. The powers include Civil Injunctions, Criminal Behaviour Orders, Dispersal Powers, Closure Powers, Community Protection Notices and Public Spaces Protection Orders and ASB Case Reviews.

It is essential that forces are aware of the different options available under the 2014 Act to determine what the best course of action to take is to prevent and reduce ASB.

Neighbourhood Policing Programme – All NPT officers and PCSO's undertake this College of Policing training and development programme. There is a specific module on ASB and Powers.

Operation Compliance has strengthened the way the Constabulary understands, monitors, and improves its use of ASB tools and powers. By reviewing how often and how effectively officers use measures such as Community Protection Warnings, Community Protection Notices, Closure Powers and Criminal Behaviour Orders, the force now has a much clearer picture of what is working and where improvements are needed. Data from performance monitoring shows variations over time and between districts, allowing managers to quickly identify gaps or emerging issues for example, shifts in the use of dispersal powers or delays in recording orders.

A major development supporting this work is the introduction of a new case management tool called Proactive Management Plan" (PMP). PMP is a new way of recording and managing ASB related casework in the Athena system. It allows officers to categorise their work (for example, ASB or knife crime), track supervisory reviews, and manage risk in a structured and consistent way. This helps the force ensure that ASB powers and problem-solving plans are properly reviewed, monitored, and closed only when appropriate. PMP also acts as a transparent audit trail showing what action has been taken, when, and why. Importantly, the data from PMP can be "pulled" into performance systems, helping senior leaders understand the scale and progress of ASB activity across neighbourhood teams.

This links directly to the Neighbourhood Policing Power BI performance tracker, which now draws live data from PMP to show:

- How many ASB problem-solving plans are active
- Which ASB tools and powers are being used across different areas
- Whether supervisor reviews and safeguarding checks are being completed on time
- Trends in powers such as dispersal orders, CPNs, CBOs, and closure actions

This improved visibility has already highlighted important insights—for example, that there are currently over 100 active problem-solving plans being managed through PMP, and that the neighbourhood dashboard now provides clearer oversight of ASB activity and supervisory compliance.

Together, Op Compliance, Athena PMP, and the Neighbourhood Performance Tracker have transformed the force's ability to understand how ASB tools are being used. Officers and supervisors now have better information at their fingertips, enabling them to make more consistent decisions, target resources more effectively, and demonstrate that the powers available to them are being applied proportionately and appropriately. This means the Constabulary can better protect vulnerable people, respond more effectively to local concerns, and deliver a more transparent and accountable service to the public.

3.4 Prevention and early intervention.

Cambridgeshire Constabulary's approach to prevention is built on a simple principle: every contact is an opportunity to reduce future harm. This ethos, known as the *One More Step* approach, asks officers and staff to look beyond the immediate incident and take one extra action that could prevent repeat harm, vulnerability, or demand. The One More Step strategy defines prevention as a responsibility shared by the whole force, not a specialist team alone. Officers are expected to consider root causes, vulnerability and opportunities for future safeguarding in every interaction. This aligns prevention activity across operational, tactical, and strategic levels.

Early Intervention Through Evidence Led Problem Solving. The Constabulary uses the OSARA model (Objective, Scanning, Analysis, Response, Assessment) to understand what drives crime, ASB, and vulnerability. This structured approach helps teams design long-term responses, supported by specialist advice from prevention and vulnerability hubs. These hubs provide coordination, technical guidance, civil orders support, demand reduction expertise and project ownership to ensure interventions address underlying causes early

Partnership Working and Place Based Prevention. A key element of early intervention is collaborating with partners such as councils, health, education and third sector organisations. The force's model emphasises whole system problem solving, understanding which partners can address root causes most effectively and ensuring issues are "owned" at the right tier of the organisation.

Consideration of prevention/early intervention is demonstrated through tailored interventions to reduce ASB, street and retail crime. Early intervention can be cost-effective and help prevent community issues. It can divert people from ASB, reduce harm and reduce the likelihood of further offending which is crucial for both victims and perpetrators. Early intervention includes working with young people and adults at risk of crime to help safeguard them by providing advice and support through multi-agency working with local authorities, charities, fire and rescue services and other relevant organisations. Tailored interventions might be appropriate, such as mediation, and diversionary schemes and activities aimed at young people and adults, which are co-designed with key partners to get to the root causes of the behaviour before it becomes more problematic.

Some examples of interventions are described below, interventions such as these will be driven within our action plan.

Tactic: Operation Yellow Card	
	For example, ‘Operation Yellow Card’ is a scheme involving Neighbourhood Policing Teams and Prevention Hubs working in a partnership with Peterborough United Football Club. The outcome was the set up a youth diversion scheme for young people attending matches and causing ASB. Interventions were held with parents at the football club with their safeguarding officer. The ‘yellow card’ works on an escalating scale from diversion activities to Community Protection Warning’s and match bans, with full support of club. Monitoring of Operation Yellow Card focused on behaviour change, enforcement outcomes, and reduction in incidents. Key monitoring methods included: 1. **Tracking Incident Reduction at Matches** The force measured the number of ASB related incidents reported at home games before and after the scheme was introduced. • During the 2021–2022 season, incidents occurred at 24 of 26 home games. • This dropped to 11 of 26 home games in the 2022–2023 season, demonstrating a clear reduction in disorder. 2. **Monitoring “Yellow Cards”,** CPWs, CPNs and Banning Outcomes The scheme used an escalating framework of interventions. The force monitored: • Number of Yellow Cards issued • Number of Community Protection Warnings (CPWs) • Number of Community Protection Notices (CPNs) • Use of club bans and Football Banning Orders (FBOs) These outcomes were recorded as part of the scheme’s structured response to youth behaviour. **3. Ongoing Engagement & Safeguarding Reviews** Officers conducted: • Joint meetings with parents/carers and the club • Home visits • Continued contact with identified young people The impact of these engagements formed part of the qualitative monitoring of behavioural change and safeguarding effectiveness. **4. Partnership Review with Peterborough United FC** The club’s participation provided an additional monitoring channel, reviewing: • Behaviour at fixtures • Compliance with warnings

	• Suitability of continued attendance or the need for bans

The use of POP supports the prevention approach through proactive problem solving.

Tactic: Roof running OSARA	
	For example, Huntingdon Neighbourhood Policing Team worked with Huntingdonshire District Council and HBAC to prevent young people climbing and 'roof running' along shops on the High Street, leading to concerns, safety issues and increased ASB. Using Community Protection Warnings/Notices, and youth diversion activities with group and individuals meant that young people understood the risks and spent their time at organised events.

There are risk factors which can increase a person's vulnerability to involvement in ASB. Supporting individuals with these risk factors proactively through targeted interventions can work to mitigate their effects. The known risk factors include poverty and deprivation, home and family environment (such as family conflict or poor parental supervision) and drug and alcohol misuse. Working with Cambridgeshire City Council Community Safety Partnership and Peterborough City Council Problem Solving Group, we ensure those displaying risk factors are referred to Drug, Alcohol and Mental Health support organisations and third sector groups to prevent re-offending. When appropriate, we make use of the ASB powers available. For example, ASB Injunctions to target persistent ASB before it escalates. This has been used with promising results to support an NHS Doctor Surgery who had previously been forced to close and relocate due to ASB caused by an individual with complex mental health needs. The ASB Injunctions and ongoing partnership problem-solving supported the suspect to address underlying issues and the ASB and prevented future occurrences of ASB at the location.

Closure Warning letters, with Partial Closure Orders have also reduced ASB in residential areas to good effect to prevent further 'cuckooing' and safeguard vulnerable residents.

Safer Schools. Cambridgeshire Constabulary's Safer Schools programme is a prevention led initiative designed to reduce antisocial behaviour (ASB), safeguard young people and strengthen trust between pupils and the police. Its core aims are to build confidence in policing, improve safety within schools and surrounding communities, and intervene early to prevent young people becoming either victims or perpetrators of ASB and crime.

Tactic: Operation Dante	
	A key feature of the programme is the visible presence of Safer Schools Officers (SSOs) who are embedded within educational settings to engage directly with pupils, identify emerging risks and apply a preventative, problem-solving approach. Their work focuses heavily on ASB related drivers such as exploitation, online harm, county lines activity, and low-level offending, allowing opportunities for intervention before behaviours escalate.

	Officers gather intelligence, conduct home visits, help manage concerns raised by schools and collaborate closely with staff to shape early responses to children showing signs of vulnerability. Education and prevention materials play a significant role in reducing ASB. The Constabulary has invested in **PolEd**, a three-year licensed educational platform designed to support schools with high quality, curriculum aligned content. This sits alongside the use of CEOP's "Thinkuknow" resources and a wider suite of safety and prevention packages, including newsletters, cybersafe input, county lines materials for primary pupils and multiagency workshops.

4: Comms and Sustainability

It is important to communicate progress of the ASB Action Plan outcomes to the public which may be achieved by using the following forms of communication:



Media coverage – to highlight and illustrate positive achievements which can be through any media releases, neighbourhood alerts.



Social media – provide updates through any social media platforms or websites and to track any emerging issues.

Ongoing community engagement should be used to communicate progress on key outcomes in the Action Plan and invite feedback from communities.

PCCs have a role in ensuring that ASB receives the focus and resources it needs in their local areas. Forces need to consider how to fund targeted patrolling and POP as part of wider resourcing of neighbourhood policing. Maintaining existing partnership working will be instrumental to ensuring there are links to victim support services and that existing interventions can be maintained through any partnership agreements.

4.1 Communicating success to the public

- *This section should include how the force will communicate progress towards the ASB Action Plan outcomes and what forms of communication will be used?*
- *What plans are there for ongoing engagement with the public, how will they be expected to provide feedback on the progress that has been made and how will you gauge their perceptions?*

4.2 Sustainability

The Constabulary's "Sustainable Visibility Model" sets out how we will maintain a consistent, recognisable policing presence in communities, even as dedicated Hotspot Action Fund money comes to an end in March 2026. The model builds on the successful "front-line time" approach, where officers at every rank spend dedicated time in neighbourhoods, increasing visibility, engaging with the public, and helping deter crime and anti-social behaviour. This

approach has strengthened trust, reassured communities, and ensured police presence is felt by those who do not often come into contact with officers.

With hotspot funding ending, the challenge is sustaining this level of visibility without additional financial support. The Sustainable Visibility Model addresses this by spreading responsibility across the organisation. Officers contribute two visibility days per year, ensuring coverage remains strong without needing extra resources.

At the same time, policing must balance visibility with the requirement to meet new 15minute emergency response targets. This means making sure officers are available for urgent incidents while still maintaining a visible presence in priority areas. The model achieves this by planning visibility in a structured, predictable way, ensuring that visibility does not compromise emergency response capability. In practice, it creates a balanced approach that keeps communities safe, reassured, and well served.

How are officers directed to the right places to tackle ASB? Cambridgeshire uses a data driven hotspot policing model, heavily shaped by the approach used in Op Dante, to direct officers precisely where ASB is most likely to occur.

1. **Analytical identification of hotspots** Force analysts maps ASB and serious violence patterns down to **Lower Super Output Areas (LSOAs)**. Within those areas, even smaller **"micro hotspots"** are created to show officers the exact streets, parks, estates or locations that generate the highest ASB demand. These maps and briefing packs are published for officers to self-brief before patrols.
2. **Clear operational instructions for officers.** Patrolling officers are directed to:
    - Review the hotspot and micro hotspot maps, including the narrative explaining current ASB issues and problem-solving plans.
    - Book on as a hotspot officer (e.g., Op Dante call signs) so they are not routinely diverted to unrelated incidents.
    - Conduct **high visibility foot patrols** only within the mapped hotspot areas to ensure activity aligns with the evidence.
    - Record their time, engagement, results, and ASB interventions via mandatory returns forms.
3. **Ongoing monitoring and feedback loop** All hotspot patrol activity, patrol hours, arrests, stop searches, community engagement are monitored and reported so officers understand where to go and why those areas are priorities. This ensures resources stay focused on locations with the highest ASB risk
4. **Problem-solving and partnership insight.** Hotspot direction is not solely about patrol presence. Officers are briefed on problem-solving plans, partner activity, recurring offenders, environmental factors, and community expectations. This ensures patrols aren't random—each deployment supports wider tactical and partnership led ASB reduction work.

5. Equality Impact Assessment

Purpose of the Equality Impact Assessment. This Equality Impact Assessment (EIA) ensures that the ASB Action Plan complies with the Equality Act 2010 and actively considers how the force's approach to tackling ASB affects individuals and communities with protected characteristics. The assessment identifies potential adverse impacts and outlines steps to ensure services are fair, inclusive and accessible to all.

Commitment to Equality, Fairness and Inclusion. Cambridgeshire Constabulary is committed to delivering an ASB service that is fair, transparent and responsive to the needs

of all communities. We recognise that ASB affects people differently depending on factors such as age, disability, gender, race, socio-economic status and health conditions. This assessment ensures that the actions set out in the plan do not discriminate and that positive opportunities to support vulnerable or marginalised groups are maximised.

Understanding Differential Impact. The impact of ASB varies significantly across communities. Vulnerable individuals, such as disabled people, those with mental health conditions, older residents, young people, people experiencing poverty, victims of exploitation, and those from minority ethnic communities, may experience greater harm and have reduced confidence or ability to report concerns.

The Constabulary will ensure that:

- ASB risk assessments consider personal circumstances, vulnerabilities and communication needs.
- Officers understand how ASB may have a disproportionate effect on specific groups and tailor responses accordingly.
- Problem-solving models (OSARA) incorporate demographic, vulnerability and local insight to ensure interventions are fair, proportionate and targeted.

Fair and Proportionate Use of ASB Powers. ASB powers (e.g. Dispersal, CPNs, Injunctions, Closure Powers) must be used lawfully and proportionately. Cambridgeshire Constabulary will:

- Ensure officers are trained in trauma-informed and fair decision-making.
- Monitor the use of ASB powers for any disproportionality affecting protected groups.
- Safeguard vulnerable individuals to avoid criminalising behaviours rooted in mental health, exploitation, homelessness or substance misuse where alternative support is more appropriate.

Inclusive Reporting and Engagement. We recognise that not all communities engage with policing in the same way. Some groups, particularly seldom heard communities, may face barriers including language difficulties, digital exclusion, distrust of authorities or disabilities.

The force will:

- Provide multiple accessible reporting routes (online, telephone, face-to-face, anonymous reporting, third party advocates).
- Use accessible formats and plain English, ensuring materials are inclusive for neurodiverse individuals and those with learning difficulties.
- Engage proactively with groups less likely to report ASB—including young people, disabled residents, migrant communities, LGBTQ+ communities, rural communities and those facing homelessness.
- Ensure public messaging reflects the diversity of Cambridgeshire and is culturally sensitive.

Accessibility of Services and Communication. To ensure equal access, the Constabulary will:

- Offer reasonable adjustments when engaging with victims or perpetrators (e.g., interpreters, easy read versions, alternative communication formats).

- Ensure frontline staff understand accessibility needs and know how to adapt communication styles appropriately.
- Work with partner agencies to ensure communication is coordinated and accessible across organisations.

Safeguarding Vulnerable Individuals. ASB often overlaps with vulnerability including mental health issues, substance misuse, deprivation, exploitation, homelessness and social isolation. The Constabulary will:

- Ensure safeguarding pathways are clear and used consistently.
- Work with councils, health services, schools, housing providers and voluntary organisations to support vulnerable individuals.
- Avoid punitive measures where supportive interventions are more appropriate.
- Make full use of tools such as 3in30, repeat victim monitoring and problem-solving panels to identify and protect vulnerable people early.

Workforce Capability and Cultural Competence. To deliver fair and inclusive ASB services, officers and staff must have the skills and confidence to work effectively with different communities. The Constabulary will maintain and enhance training on:

- ASB powers and legislation
- Equality, diversity and inclusion (EDI)
- Unconscious bias
- Cultural competence and engagement with diverse groups
- Trauma-informed practice
- Working with vulnerable adults and young people

This ensures decision-making is fair, justifiable and free from bias.

Monitoring and Accountability To ensure ongoing compliance with equality duties, the Constabulary will:

- Monitor ASB data, enforcement activity and victim satisfaction to identify any disproportionate impact.
- Review trends with partners through CSPs, problem-solving groups and governance boards.
- Adapt policies or practices where monitoring indicates barriers or unequal outcomes.
- Regularly refresh the EIA as part of ongoing improvement, particularly when new initiatives or powers are introduced.

Summary of Equality Impact. This ASB Action Plan is designed to improve community safety, increase visibility, strengthen partnerships and enhance support for victims. By embedding equality considerations throughout the plan especially in problem-solving, community engagement, youth diversion, vulnerability-based approaches and use of ASB powers the Constabulary aims to ensure that services are fair, inclusive and responsive to the needs of all individuals and communities.

The EIA confirms that the plan both recognises and actively mitigates risks of unequal impact, and highlights opportunities for positive action to support those most affected by ASB.

6. Resources

• ‘Crime Reduction Toolkit’ ‘Hotspots Policing’ (College of Policing, 2018) Hot spots policing | College of Policing

• ‘Crime Reduction Toolkit’ ‘Problem Oriented Policing’ (College of Policing, 2017) Problem oriented policing | College of Policing

• Youth Endowment Toolkit Youth Endowment Fund Toolkit

• Practice bank: Practice bank | College of Policing

• Humberside ASB Toolkit: humb_asb_toolkit_FINAL2_Nov24

• Problem-solving policing | College of Policing

• Hot spots policing | College of Policing

• Crime reduction toolkit | College of Policing

Reports

• The policing response to antisocial behaviour: PEEL spotlight report

• Still living a nightmare: Understanding the experiences of victims of anti-social behaviour - Victims Commissioner

Victim Support Services

• Antisocial behaviour - Victim Support

• Victims Hub | ASB HELP

• Home - Resolve - Antisocial Behaviour

Evaluations

• Evaluation of Clear, Hold, Build - GOV.UK

• Safer Streets Fund evaluation - GOV.UK

Other resources

• Neighbourhood Alert

• Neighbourhood policing | College of Policing