

Lancashire

Anti-Social Behaviour

(ASB) Action Plan

LANCASHIRE
POLICE



Lancashire

Anti-Social Behaviour

(ASB) Action Plan





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Foreword from Chief Constable

Anti-social behaviour affects individuals, families and entire communities, often in ways that are immediate, personal and deeply disruptive.

Whether it is persistent nuisance from neighbours, groups causing damage, or the misuse of vehicles in public spaces, these issues erode confidence, create fear and diminish quality of life. Crucially, anti-social behaviour does not respect organisational boundaries. No single agency can resolve these problems in isolation, which is why strong and effective partnerships are central to Lancashire Constabulary's approach.

Whilst our Neighbourhood Policing Teams are the cornerstone of our response to ASB, partnership work with local councils is also critical to our response. Councils hold vital powers in housing, licensing and environmental health, and housing providers play an equally important role in tackling issues within neighbourhoods where tenancy conditions can set clear expectations of behaviour.

Youth services and schools allow us to reach young people early, provide positive alternatives and intervene before emerging concerns escalate into persistent or harmful behaviour.

The analysis within this plan provides a detailed understanding of where anti-social behaviour is most concentrated and what factors drive it. Towns and cities such as Blackpool, Preston and Blackburn with Darwen experience higher volumes of incidents, influenced by local population density, retail and nighttime economies and other environmental factors. Rural areas experience lower volumes but require tailored responses that reflect their distinct challenges. This evidence base ensures that policing activity and partnership resources can be directed where they are needed most.



“ By working together, sharing information and coordinating our interventions, we can deliver the right response at the right time and ensure that support, enforcement and prevention are applied where they will be most effective. ”

Operation Centurion is Lancashire Constabulary's dedicated response to tackling anti-social behaviour across the county. It is supported by this action plan which outlines our commitment to prevention, early intervention and consistent service standards for victims. Anti-social behaviour encompasses a wide range of behaviour, both criminal and non-criminal, that causes nuisance, harm, alarm or distress. This includes substance misuse in public spaces, street drinking, neighbour nuisance, graffiti, vandalism, hoax calls, begging, and many other activities that undermine the safety and cohesion of our communities.

While policing has an important role, not all concerns require a police response. Some issues are more appropriately

addressed by local councils, housing providers or other agencies. By working together, sharing information and coordinating our interventions, we can deliver the right response at the right time and ensure that support, enforcement and prevention are applied where they will be most effective.

Lancashire Constabulary is committed to protecting our communities, reducing harm and preventing anti-social behaviour before it escalates. Through strong partnerships, visible neighbourhood policing and a clear problem-solving approach, we will continue to make Lancashire a safer and more confident place in which to live, work and visit.

Sacha Hatchett

Chief Constable
Lancashire Constabulary

Foreword from Commissioner

As Police and Crime Commissioner for Lancashire, I am committed to ensuring that the safety and wellbeing of our communities remain at the forefront of policing and partnership activity.

Anti-social behaviour and street crime continue to be among the issues most frequently raised with me by residents and businesses, and they have a significant impact on confidence, cohesion and quality of life across our county.

This Anti-Social Behaviour Action Plan sets out a clear and coordinated approach for addressing these challenges. It brings together the collective capabilities of Lancashire Constabulary, local authorities, housing providers, the voluntary sector and community organisations. No single agency can address the breadth and complexity of these issues alone, and sustained collaboration is essential if we are to protect vulnerable people, reduce harm and support stronger and more resilient neighbourhoods.

Health partners also form an essential part of this collaborative effort. Behind

many incidents of anti-social behaviour lie deeper causes such as mental health challenges, substance misuse and family pressures. Working closely with NHS providers, social care and specialist support organisations, alongside my Violence Reduction Network, allows us to ensure that individuals who need help receive it, rather than relying on enforcement alone.

I welcome Lancashire Constabulary's commitment to visible neighbourhood policing, structured problem solving and early intervention with those at risk of becoming involved in offending. Operations such as Centurion and Vulture demonstrate the force's determination to address persistent anti-social behaviour, retail crime and prolific offending through targeted patrols, problem-oriented policing and joint work with local partners.



“ Transparency and regular reporting on progress will ensure that the public remain informed and confident that action is being taken.”

These efforts are reinforced by the use of civil powers, enforcement activity and comprehensive support for victims, all of which are central to maintaining public trust.

Equally important is our commitment to listening. Through Lancashire Talking, community meetings, engagement with seldom heard groups and structured victim feedback, the voices of residents and businesses will continue to shape local priorities and guide how services are delivered. Transparency and regular reporting on progress will ensure that the public remain informed and confident that action is being taken.

This plan demonstrates our shared commitment to preventing anti-social behaviour, reducing crime and protecting the most vulnerable.

It outlines a sustainable and partnership driven approach that will support communities, strengthen resilience and ensure a consistent focus on the issues that matter most.

Together, we will continue to build a safer, stronger and more confident Lancashire.

A handwritten signature in black ink that reads "Clive Grunshaw".

Clive Grunshaw
Lancashire's Police and
Crime Commissioner



Lancashire

Context

Summary of ASB Lancashire (Oct 2024 – Sept 2025)

Lancashire Constabulary recorded **54,064 ASB incidents**, a **7.1% increase** on the previous year.

All three policing divisions saw rises: **East (+9.2%)**, **South (+4.4%)**, and **West (+6.7%)**. The East BCU recorded the largest share of incidents (36.2%), followed by West (34.3%) and South (29.5%). Despite the overall increase, monthly patterns remained broadly in line with the previous year. This also demonstrates the public's confidence to report ASB.





Types of ASB and Street Crime

Across the county, the most common issues included:

- Youth related nuisance (groups congregating, noise, low level disorder)
- Alcohol related ASB in night time economy zones
- Drug related ASB (public drug use, dealing)
- Begging and street nuisance in town centres
- Theft from the person and shoplifting, particularly in major retail areas

Geographical Patterns

ASB is primarily concentrated in urban centres, particularly:

- Blackpool (16.1% of all ASB)
- Preston (12.9%)
- Blackburn with Darwen (10.4%)
- Other key hotspots: Burnley and Lancaster

Rural areas reported significantly fewer and more dispersed incidents, reflecting lower footfall and fewer night time economy locations.

Factors Driving ASB in Key Locations

Urban areas:

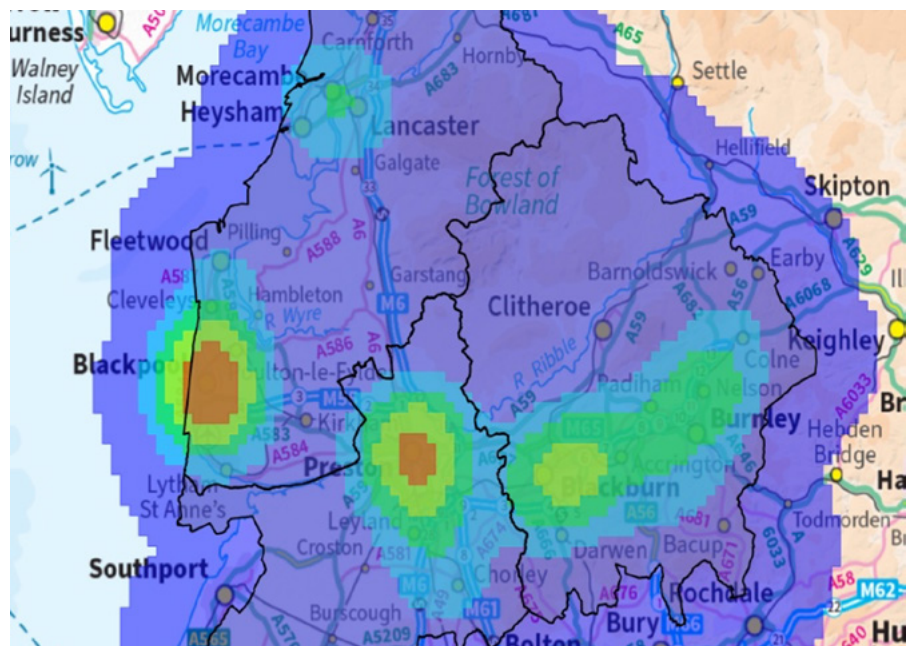
- High footfall and busy retail zones increase opportunities for theft and street crime.
- Presence of night time economy drives alcohol related ASB.
- Higher population density contributes to more neighbour-related and youth related ASB.
- In coastal towns like Blackpool, seasonal demand, tourism, and vulnerability factors (transient population, houses of multiple occupancy) amplify incident volume.

Rural areas:

- Lower population density naturally leads to fewer reports.
- Issues are more sporadic and often related to vehicle-related nuisance, off road bikes, or isolated gatherings.

Summary

- Lancashire’s ASB issues are largely urban centred, taking place in town centres and night time economy zones. Theft from the person and retail crime are most common in busy shopping and tourist areas. Rural communities experience far lower volumes, with incidents more dispersed across these areas.



Key Partners and Ongoing Engagement

Lancashire Constabulary works with a wide range of statutory and voluntary partners to reduce ASB, street crime and retail crime.

Key partners include:

- **Local councils** (district/unitary authorities) – joint working on housing enforcement, licensing, environmental health, and public space protection orders.
 - **Housing providers** – use of tenancy conditions, joint visits, and information sharing to tackle persistent neighbour-related ASB.
 - **Youth services and schools** – early intervention, diversionary activity, and support for at risk young people.
 - **Health partners** (NHS, mental health services, social care, substance misuse providers) – joint problem solving for vulnerable individuals whose behaviour is linked to complex needs.
 - **Retailers and Business Improvement Districts (BIDs)** – joint operations, information sharing, Shopwatch schemes and business crime reduction partnerships to address retail crime and theft from the person.
- joint deployments, and multi agency problem solving.
- **County level strategic boards** provide oversight, set shared priorities, and ensure alignment between police, local authorities, health and community organisations.
 - **Multi Agency Risk Assessment and Tasking meetings** (e.g., ASB risk panels, exploitation meetings) support consistent case management and targeted interventions.
 - **Retail focused partnerships** such as Shopwatch, Pubwatch and Business Crime Reduction Partnerships facilitate regular intelligence sharing and coordinated responses to prolific offenders.

Relevant Partnership Plans

Where applicable, this ASB Action Plan aligns with:

- **District Community Safety Partnership Plans**
- **Local Authority ASB and Community Safety Strategies**
- **Lancashire Violence Reduction Network strategic plan**
- **Local town centre and retail crime reduction plans** (e.g., BID-led strategies)

Lancashire Constabulary will:

- **Work collaboratively across agencies**, recognising that ASB spans organisational boundaries and requires a coordinated, multi agency response.
- **Engage proactively with housing providers**, ensuring the effective use of all available partner powers to address persistent or high impact ASB.
- **Involve youth services and schools**, providing early intervention and delivering education and outreach – including through Pol Ed – to support young people at risk of becoming involved in ASB.
- **Strengthen strategic partnership** working through Community Safety Partnerships and county level boards, aligning priorities, sharing resources, and delivering long term, sustainable reductions in ASB, street crime, and retail crime.

Engagement with Partners

- **Community Safety Partnerships (CSPs)** in each district coordinate local ASB priorities, case management,





Engaging with Communities

Lancashire Constabulary use a range of engagement methods to understand the impact of crime and ASB, including approaches tailored for seldom heard and marginalised communities.

Key Engagement Methods

• Lancashire Talking

A force-wide survey delivered both online and face to face by Neighbourhood Policing Teams. Residents can submit views openly or anonymously through the In The Know platform. Feedback is reviewed by the Engagement Board and divisional teams to ensure local priorities reflect community concerns.

• ASB Survey 2025

Over 3,000 responses helped shape the ASB Action Plan, highlighting issues such as nuisance vehicles and barriers to reporting. Targeted engagement with seldom heard groups ensured that hidden harm and under reported experiences were captured. Public progress updates will be provided every six months.

• Police and Communities Together (PACT) and ePACT meetings

Regular in person and virtual meetings where residents, councillors, and partners can discuss local issues, raise concerns, and receive updates directly from officers.

• Neighbourhood Policing Team engagement

Officers and PCSOs attend community centres, schools, faith venues and local events, enabling informal conversations and relationship building with vulnerable and marginalised groups.

Feedback and Anonymous Reporting Options

Residents can provide views through:

• Lancashire Talking (including anonymous submissions)

• In The Know

• Local PACT/ePACT meetings

• Direct contact with Neighbourhood Policing Teams

• Anonymous reporting routes via Crimestoppers

These mechanisms allow communities, including those less likely to engage through traditional channels, to share concerns and influence local policing priorities.

Lancashire

Constabulary will:

- **Listen to Communities** by using Lancashire Talking surveys (online and face to face) and reviewing feedback monthly to shape local policing priorities.
- **Support Businesses** by engaging regularly with business forums and retail groups to address ASB, shoplifting, vandalism and staff abuse.
- **Include Seldom Heard Groups** by actively engaging ethnic minority groups, disabled people, LGBTQ+ communities and rural residents to ensure all voices are represented.
- **Act on Safety Concerns** using the StreetSafe tool to identify locations where people feel unsafe and working with the Lancashire Road Safety Partnership to respond to concerns about dangerous driving and speeding.

Identifying Repeat and Vulnerable Victims

Lancashire Constabulary uses a range of analytical tools and systems to identify repeat victims, vulnerable individuals, high risk businesses and recurring locations. These indicators are available to all officers and are reviewed at monthly tasking and coordination meetings with Chief Officer involvement.

Officers also complete structured risk assessments for ASB incidents to identify vulnerability, escalation risk and safeguarding needs at the earliest opportunity.

- **Managing and Protecting Repeat Victims**

For repeat or high risk ASB cases, officers develop Problem Oriented Policing (POP) plans, assigning clear actions, ownership and review points. Where cases involve complex needs or wider harm, a multi agency approach is adopted to strengthen protection and ensure a sustainable solution.

- **Awareness of ASB Case Review**

Victims identified as repeat or vulnerable are proactively informed about the ASB Case Review (Community Trigger) including eligibility, how to request one, and what the process provides. This information is shared during officer follow ups, through neighbourhood policing teams and via partner agencies.

- **Support Services and Victims' Rights**

Victims are signposted to appropriate support services tailored to their needs, such as victim support, mental health services, housing support and local authority ASB teams. Officers ensure victims understand their rights under the Victims' Code, including the right to be kept updated, the right to support, and the right to challenge decisions.

- **Transparency and Public Confidence**

Through the #YouSaidWeDid initiative, Lancashire Constabulary communicates outcomes of resolved issues, sensitively and without compromising confidentiality, to build trust and demonstrate visible action on repeat ASB.

Lancashire Constabulary will:

- **Use Data to Drive Action** by identifying repeat victims, hotspots and vulnerable locations to target resources where they will have the greatest impact.
- **Solve Problems and Ensure Accountability** through POP plans for repeat ASB cases, with clear actions, ownership and review points, involving partners where needed.
- **Enforce Effectively** by maximising the use of civil powers and legislation (e.g. CPNs, Respect Orders, Closure Orders) across agencies to disrupt persistent ASB.
- **Target Organised Crime** by supporting efforts to disrupt OCGs and gangs through the Clear, Hold, Build framework and GENGA, a collaborative, multi-agency safeguarding and organised-crime-reduction framework, recognising the link between organised crime and repeat ASB.



Evidence Base

Using Data to Understand and Reduce ASB (Oct 2024 – Sept 2025)

Analysis of ASB incidents shows clear time-based patterns, with activity peaking between 18:00 and 21:00, and these three hours accounting for around 23% of all ASB. This insight enables Lancashire Constabulary to apply the Respond-Resolve-Prevent model effectively:

Respond:

Increase patrols and visibility during peak hours, particularly between 18:00 –21:00 on Fridays and Saturdays.

Resolve:

Deploy problem solving activity in persistent hotspots to address underlying causes affecting individuals, communities and local businesses.

Prevent:

Use trend data to plan long term interventions that reduce repeat ASB, minimise harm, and improve community confidence.

This evidence based approach ensures that policing resources are aligned to greatest need and that interventions directly reflect the impact ASB has on residents, businesses and vulnerable victims.

East BCU ASB - Oct 24 to Sep 25								
Hour/Day	Mon	Tues	Weds	Thurs	Fri	Sat	Sun	Total
00	67	66	77	69	81	112	130	602
01	65	68	47	42	54	97	101	474
02	54	32	43	39	33	75	79	355
03	34	29	41	34	45	51	53	287
04	20	29	38	41	52	50	38	268
05	15	38	39	29	27	33	45	226
06	11	21	27	17	24	28	28	156
07	23	41	43	45	43	42	38	275
08	76	64	81	59	68	65	51	464
09	90	106	115	108	107	93	52	671
10	119	123	122	130	141	91	98	824
11	128	138	130	144	125	112	103	880
12	128	134	122	138	126	133	131	912
13	160	137	138	150	161	133	161	1,040
14	147	147	142	155	161	155	156	1,063
15	165	203	174	180	199	151	184	1,256
16	168	204	213	201	175	187	179	1,327
17	205	198	232	200	204	192	202	1,433
18	233	205	215	212	205	196	194	1,460
19	215	241	241	218	207	245	210	1,577
20	202	214	208	209	206	219	198	1,456
21	140	143	137	172	188	155	126	1,061
22	87	111	101	112	142	137	101	791
23	82	79	97	105	132	126	82	703
Total	2,634	2,771	2,823	2,809	2,906	2,878	2,740	19,561

South BCU ASB - Oct 24 to Sep 25								
Hour/Day	Mon	Tues	Weds	Thurs	Fri	Sat	Sun	Total
00	62	53	50	34	62	78	90	429
01	47	39	46	53	41	60	59	345
02	32	48	41	28	47	64	69	329
03	21	27	30	30	47	34	44	233
04	29	40	19	30	36	31	33	218
05	18	35	36	35	23	28	22	197
06	19	15	18	21	19	21	16	129
07	20	25	33	32	26	32	26	194
08	37	45	65	50	55	45	38	335
09	81	79	88	81	88	72	52	541
10	105	105	114	99	116	94	70	703
11	121	108	91	99	116	102	69	706
12	124	103	97	98	103	116	118	759
13	117	106	123	133	117	147	118	861
14	130	135	140	141	128	173	141	988
15	129	138	130	144	127	141	139	948
16	153	157	168	141	169	191	165	1,144
17	175	162	175	168	176	185	142	1,183
18	189	171	158	195	172	193	163	1,241
19	192	178	181	163	206	192	186	1,298
20	143	158	155	150	190	156	150	1,102
21	105	111	108	120	140	157	120	861
22	89	65	90	79	122	110	96	651
23	56	79	62	72	96	120	74	559
Total	2,194	2,182	2,218	2,196	2,422	2,542	2,200	15,954

West BCU ASB - Oct 24 to Sep 25								
Hour/Day	Mon	Tues	Weds	Thurs	Fri	Sat	Sun	Total
00	69	58	60	50	62	96	109	504
01	50	54	54	46	49	87	86	426
02	42	47	41	48	42	79	67	366
03	31	32	45	30	40	63	59	300
04	19	41	29	35	40	51	38	253
05	9	23	37	27	47	43	36	222
06	14	17	20	15	19	26	23	134
07	30	46	28	43	36	36	36	255
08	56	55	79	69	65	59	50	433
09	96	91	126	98	111	76	66	664
10	137	141	124	151	134	119	87	893
11	117	169	125	131	133	127	114	916
12	143	139	152	141	149	128	105	957
13	171	145	156	149	176	155	140	1,092
14	161	153	136	144	160	160	127	1,041
15	152	184	162	153	171	167	177	1,166
16	185	201	199	162	199	192	155	1,293
17	210	191	193	191	183	166	184	1,318
18	203	176	197	191	189	192	168	1,316
19	182	189	187	218	213	210	202	1,401
20	172	190	171	153	205	156	162	1,209
21	119	132	162	128	154	153	119	967
22	96	111	129	105	123	142	96	802
23	59	68	82	93	110	117	92	621
Total	2,523	2,653	2,694	2,571	2,810	2,800	2,498	18,549

Figure 1 - Heat map to show the number of ASB incidents received per hour. Green refers to lower numbers, Red refers to high numbers



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Delivery and Analysis

Lancashire Constabulary applies a Problem Oriented Policing (POP) approach, using structured problem identification, analysis, tailored responses and follow up assessment. POP is internationally recognised as an effective method for reducing crime and ASB, and Lancashire was graded Outstanding by HMICFRS for its partnership led ASB problem solving, with Operation Centurion highlighted as innovative practice.

To support data led deployments, the force uses GPS technology to track officer activity and ensure patrols are targeted in the right areas at the right times. Lancashire has also introduced retrospective facial recognition (RFR) under Operation Vulture to identify

shoplifting offenders by comparing CCTV, doorbell or phone footage against custody images on the Police National Database. These technologies enhance the force ability to identify offenders, protect victims, and support effective problem solving across neighbourhoods.

What? To reduce anti-social behaviour (ASB) across Lancashire by increasing visible police presence, enhancing community engagement, and enforcing civil and criminal penalties against offenders.

When? Targets to be met by March 2027

Why? Aligns to Police and Crime Plan and Constabulary Plan on a Page Responds to community concerns and feedback Recognised as Outstanding Approach by HMICFRS.

How? Utilise existing reporting procedures such as 101 and LancashireTacklingASB.com

Measure by: Reduction in ASB calls
Increase in foot patrols across identified town centres
Increase in the use of civil orders
Increase in public trust and confidence

SMART Objectives

SMART	Operation Centurion	Operation Centurion (On Wheels)	Operation Vulture
Specific	Reduce ASB across Lancashire by increasing visible patrols, improving community engagement, and maximising use of civil and criminal powers.	Reduce ASB and road-related nuisance linked to motorcycles and e-bikes through education, enforcement, improved fleet capability and increased public engagement.	Increase positive outcomes for shoplifting and associated violence by targeting prolific offenders, increasing police visibility, and strengthening partnerships with retailers.
Measurable	<ul style="list-style-type: none"> • Reduction in ASB calls • Increase in foot patrols in identified town centres • Increased use of civil orders • Improved public trust and confidence 	<ul style="list-style-type: none"> • Reduction in ASB calls involving motorcycles and e-bikes • Reduction in fatal collisions involving e-bikes • Improved public trust and confidence 	<ul style="list-style-type: none"> • Increase in positive outcomes for shoplifting • Increase in CBOs for prolific offenders • Increase in enforcement actions (arrests, warnings) • Improved public trust and confidence
Achievable	Utilises existing reporting routes (101, LancsTacklingASB.co.uk) and data-led deployments.	Upgraded fleet (off-road/on-road bikes), established partnerships (Lancashire Child and Youth Justice Service (CYJS), Lancashire Fire and Rescue Service (LFRS), Road Safety), active internal/public reporting channels, and operational surge patrols.	Supported by the national Retail Crime Action Plan and proven local approaches (e.g., long-term CBOs, effective offender management).
Relevant	Aligns with the Police and Crime Plan and LanCon POAP; responds directly to community concerns; builds on HMICFRS-recognised outstanding ASB work.	Aligns with NPCC National Roads Policing Strategy; reflects Lancashire Talking priorities; supports KSI reduction and wider community safety aims.	Addresses key concerns for retailers, staff and customers; supports PCC priorities on public safety and business protection; strengthens confidence in policing and retail safety.
Time Bound	Targets achieved by March 2027	Targets achieved by March 2027	Targets achieved by March 2027

Problem Solving

#OpCenturion

Operation Centurion is Lancashire’s response to tackling and preventing ASB. Problem Orientated Policing (POP) uses the SARA model.

Scanning

Data analysis and community feedback is used to identify persistent and repeat ASB hotspots across Lancashire, with repeat incidents impacting safety and public confidence.

Analysis

Ward level data and partner Intelligence is used to determine the drivers of ASB, identify patterns of repeat offending, vulnerability, and environmental factors that contribute to disorder and related crime.

Response

Operation Centurion allows Police and partners to work together and provides targeted patrols, effective use of civil orders, environmental improvements and enhanced community engagement.

Problem-Oriented Policing (POP) plans are created for each hotspot to ensure tailored action and accountability.

Assessment

Monthly review and management data to monitor ASB reports across all areas. Further information about the **SARA process**.





Early Intervention and Partnership Working

Lancashire Constabulary works with local authorities, youth services, schools, housing providers, health and social care to identify individuals at risk of offending or ASB. Through shared intelligence, joint case management and coordinated interventions, partners address underlying causes such as vulnerability, substance misuse, family breakdown and exploitation.

Youth and Adult Diversion

The force delivers a range of diversionary schemes:

- **Age Specific Diversion**
tailored support linking young adults to education, employment and mental health services.
- **Pol Ed** age appropriate education in schools (ages 2–18) covering crime, safety and decision making.
- **Community Payback and Reducing Reoffending Fund**
supports rehabilitation, practical reparation and community led interventions.
- **Awareness Campaigns**
delivered through traditional and social media, In The Know and partner channels, encouraging prevention, safety and early reporting.

Success will be measured through reductions in reoffending, fewer first time entrants, improved engagement, and feedback from participants and partner agencies.

Supporting Victims and Businesses

Under Operation Vulture, the force works closely with retailers to prevent and deter repeat shoplifting and associated violence. Activity includes rapid evidence capture (CCTV, statements, forensics), prolific offender management, and civil or criminal sanctions to protect staff and businesses.

Preventing Repeat Victimization

Lancashire Constabulary uses enhanced data analytics to identify repeat victims, offenders and locations. This includes repeat-caller flags, crime harm scoring and vulnerability assessments.

Neighbourhood teams lead multi agency responses through Multi-Agency Risk Assessment Conference (MARA), Anti-Social Behaviour Risk Assessment Conference (ASBRAC) and Community Safety Partnerships to build a shared picture of risk and coordinate tailored safeguarding plans.

Operational responses include hotspot patrols, offender management, civil orders such as Criminal Behaviour Orders (CBOs) and injunctions, tenancy related sanctions and

problem-solving through POP plans. Officers use intelligence, body worn video and evidence capture to secure strong enforcement outcomes.

Understanding Behaviour and Reducing Harm

Analysis of patterns, including time, location, vulnerability and triggers informs patrol plans, partner deployments and environmental improvements (CPTED). Identification of behavioural drivers such as substance misuse, exploitation

or mental health crisis enables early referral into diversion schemes.

Summary

Through early intervention, strong partnerships, targeted enforcement and data led prevention, Lancashire Constabulary will divert people away from offending, reduce repeat victimisation, and create safer communities across the county.



Data Collation and Measuring Success

Lancashire Constabulary will strengthen its ASB response by collecting and analysing high quality data from the public, local authorities, housing providers and victim support services.

All ASB reports, via 999, 101, online reporting, LancsTacklingASB.co.uk or partner agencies, will be accurately recorded to identify repeat victims, vulnerable individuals and hotspot locations.

A combined data set, incorporating police records, council and housing intelligence, environmental health reports, youth service information and partner safeguarding data, will provide a comprehensive view of ASB across the county. This shared intelligence enables earlier intervention, targeted patrols and multi agency problem solving that addresses underlying causes.

Data to be collected

- ASB incident reports (police and partner agencies)
- Repeat victim, repeat offender and repeat location data
- Victim profiles and vulnerability assessments
- Retail crime reports and partner submissions (Operation Vulture)
- Environmental health reports (noise, nuisance, waste related ASB)
- Youth service and early help referrals
- ASB Case Review (Community Trigger) requests and outcomes
- Feedback from retail, housing and community stakeholders
- Reduction in ASB calls and repeat incidents
- Reduction in ASB after intervention (POP plans, civil orders, referrals)
- Victim satisfaction and confidence, including survey feedback
- Number and timeliness of ASB Case Review requests
- Effectiveness of partnership case management (MARAC, ASBRAC, CSPs)
- Increased enforcement and successful use of legislative powers
- Improvements in community confidence and trust

Performance will be reviewed through force governance boards, partnership meetings and district level tasking. Insight will also be shared through public updates and case studies that demonstrate the impact of enforcement, prevention and early intervention.

By combining robust data, strong partnerships and consistent monitoring, Lancashire Constabulary will ensure sustained improvements for victims, businesses and communities.

Communicating Success to the Public

Lancashire Constabulary will communicate progress against the ASB Action Plan through clear and consistent messaging across public, digital and partnership channels.





Updates will be shared on the Constabulary website, social media platforms, In The Know, and through regular press releases, highlighting reductions in ASB, successful interventions and key milestones.

Neighbourhood Policing Teams will reinforce these messages by providing local updates at community meetings, engagement events, school visits and targeted activity in hotspot areas. Internal communications will ensure officers and staff remain aligned to the plan and can communicate progress confidently to the public.

Ongoing Public Engagement

Engagement will continue through a mix of in person and digital methods, including:

- Lancashire Talking surveys
- Online consultations and feedback forms
- Police and Communities Together (PACT/ePACT) meetings
- Direct interaction with Neighbourhood Policing Teams in town centres and community venues

Victims of ASB will be encouraged to provide structured feedback on their experience, enabling the Constabulary to understand service quality and identify where improvements are needed.

Measuring Public Perception

Public confidence and satisfaction will be monitored using:

- Lancashire Talking responses
- Victim satisfaction surveys
- ASB Case Review (Community Trigger) requests
- Thematic feedback from social media and community correspondence
- Engagement outcomes and attendance at public events

A programme of nine focus groups will be delivered across the three policing divisions to capture up to date qualitative insights that complement existing data. These sessions will engage residents in high ASB areas, business owners and victims, with an emphasis on including vulnerable individuals, young people, minority communities and seldom heard groups.

The focus groups will explore local perceptions of ASB, reporting behaviours, awareness of available tools, victim support, the role of young people, partnership working and potential solutions, including views on Operation Centurion. Findings will provide a deeper understanding of community priorities, highlight barriers and gaps, and directly shape future prevention, enforcement and engagement activity.

This combined approach ensures Lancashire Constabulary not only reports progress, but also listens, adapts, and continually shapes ASB responses around the needs and expectations of local communities.

Sustainability

Lancashire Constabulary will ensure the long term sustainability of its ASB response by embedding targeted patrols, problem oriented policing and partnership led interventions within the core neighbourhood policing model.

Funding for hotspot patrols and POP activity will be absorbed into routine resourcing, supported where appropriate by external grants, local authority contributions and efficiencies generated through data led deployment.

Sustaining partnership work will be achieved through formal agreements and shared governance structures including the Community Safety Agreement, Police and Crime Plan (2024–2029) and the Lancashire Community Safety Partnership Board. Regular joint strategic assessments aligned

priorities and multi agency performance monitoring will enable partners to maintain interventions and programmes beyond initial funding periods.

The Clear, Hold, Build Prosper Partnership will continue to support long term community resilience by coordinating joint enforcement, targeted prevention and environmental improvements in neighbourhoods affected by organised crime. This ensures local gains are preserved and communities remain stabilised after operational activity.

ASB will remain a strategic priority by being embedded in force wide plans, neighbourhood policing objectives and partnership strategies. Ongoing analysis, public feedback, and performance oversight, via mechanisms such as the ASB Oversight Board, case reviews and dip sampling, will maintain focus, ensure service standards are met, and drive continuous improvement.



Keeping In Touch

What you have to say is important to us. If you would like to comment on the work of the Office of the Police and Crime Commissioner for Lancashire, or Lancashire Constabulary you can contact us using the information below.

Email: commissioner@lancashire-pcc.gov.uk

Web: lancashire-pcc.gov.uk | lancashire.police.uk

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