



NORTHAMPTON
BOROUGH COUNCIL

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SCRUTINY PANEL 2 – THE IMPACT OF ANTI-SOCIAL BEHAVIOUR ON THE TOWN

28 JANUARY 2016

BRIEFING NOTE: BEST PRACTICE

1 INTRODUCTION

- 1.1 At its inaugural scoping meeting, Scrutiny Panel 2 (The Impact of Anti-Social Behaviour on the Town) agreed that it would receive details of best practice in relation to tackling anti-social behaviour.

2 LOCAL GOVERNMENT ASSOCIATION

- 2.1 The Local Government Association (LGA) published its report “Anti-Social Behaviour – Emerging practice from call handling and case management trials in April 2012. It is reported that the publication highlights experiences and learning from the call handling and case management trials in Cambridgeshire and South Wales. The LGA reports that this to help Local Authorities, community safety partnerships and other anti-social practitioners learn from these experiences in creating and adapting schemes locally.
- 2.2 The trials were led by Police Forces. At the end of the trials the Home Office assessed the eight areas’ approaches and published both a summary and a detailed report in 2012. The trials ran from January to July 2011.
- 2.3 The publication reports that the eight areas tailored the trials’ five key principles to meet the needs of their localities:
- Creating an effective call handling system where each individual has a log of complaints created from the initial call
 - Introducing risk assessment tools to quickly identify the most vulnerable victims
 - Installing off-the-shelf information technology systems to share information on cases between Agencies, removing the need for meetings
 - Agreeing a Protocol across all local Agencies setting out how they will manage cases
 - Engaging with the community to clearly set out the issues which are causing the most harm to individuals and neighbourhoods, and setting out how the Police, other local Agencies and the public can work together to address them.

2.4 The report of the LGA focussed on two areas – Cambridgeshire and South Wales, key tasks of the trials:

- Implementing a Partnerships Delivery Group of anti-social behaviour managers from relevant Agencies
- Production of an Anti-Social Behaviour Strategy
- Aligning process – including shared case management principles and response timescales to anti-social behaviour
- Introducing risk assessments at initial call handling level
- A lead Officer and processes for high-risk victim cases
- Gap analysis and corresponding action plan to identify and address further issues.
- Engaging with residents through tenants’ advisory groups
- Trialling, developing and reviewing internet based victim/perpetrator information sharing systems
- Reviewing service level agreements

2.5 The LGA suggests, from the results of the trials, that the above are useful in identifying key pointers for undertaking activities within an anti-social behaviour call handling and case management programme:

Identify partners and officers working on anti-social behaviour and a lead for high- risk victims in all relevant Agencies to work together

Discuss and agree with partners what you need to improve and how you can work together to make this take place.

Implement cross-Agency governance and management arrangements

The programme is part of the locality’s bigger, more strategic approach to preventing and tackling anti-social behaviour. It is not a stand alone project.

Operational practitioners are empowered to suggest and implement solutions.

Consider current information and database systems - in particular, data- sharing with partners

Undertake a gap analysis to identify any weaknesses

Engage with residents to ensure approaches respond to local need

Evaluate improvements to processes and performances after trialling.

2.6 The LGA highlights that Cambridgeshire and South Wales used the following sources to monitor and measure performance:

- Baselines to create a benchmark prior to any intervention, and a repeat of benchmarking to gauge improvements
- Performance against service level agreements
- Records and reports of incidents and calls from the relevant partner Agencies to provide appropriate support and take effective action
- Performance of caseloads
- A traffic light system to self-assess progress, develop consistency and gauge whether further work is needed
- Customer feedback on/satisfaction with anti-social behaviour cases and new risk assessment processes.

2.7 The LGA reports that the trials raised a number of challenges and it reports on potential solutions:

Different partners' procedures and standards can impact negatively on your common approach and communications

Suggested solution:

Produce a service level agreement between partners

Identify and share best practice

Common minimum standards can also help to justify the need for continued resourcing and funding prioritisation.

Dedicate victim support/case work roles

Agreed common definitions for report and vulnerable victims, or double roles can significantly impact on workloads

Suggested solution:

Identify problems emerging from common definitions and how to tackle them.

Develop guidance for staff involved

Anti-social behaviour management requires a multi-Agency response, which can highlight cultural differences.

Suggested solution:

Consider how close working relations and practices can either benefit or be strained by partner relationships in order that appropriate responses can be developed

Permissions and technical issues can arise with shared information systems

Suggested solution:

Consider the gathering of victim consent to enable information sharing through ICT systems

Identify all the systems involved and whether they can be linked

Discuss any barriers with partners and look for solutions

Not having access to 24-hour public reporting lines can be a significant potential inhibitor

Suggested solution:

Communicate reporting lines clearly to communities

Engage with communities to ascertain how reporting lines can be improved

2.8 Results of the Trials

South Wales

It is reported that this trial identified co-locating multi-Agency staff in anti-social behaviour units and developing a web-based database accessible by all partners were enhancing data sharing. Common minimum standards associated with dealing with repeat and/or vulnerable victims were also helping to shift the focus onto victims and the public.

Cambridgeshire

The LGA reports that this trial highlighted that closer working relationships resulted through the trial, understanding and identification of harm improved, and more effective and joined up processes were developed in support of those at most risk of harm.

Avon and Somerset

The LGA goes on to state that Avon and Somerset identified a 6.54% reduction in anti-social behaviour incidents and a 7.29% reduction in rowdy/nuisance behaviour across the force area between 2010 and 2011. A marked improvement in overall satisfaction of management of anti-social behaviour cases across its districts in the same timescale was identified; which included force-wide improvements in customer satisfaction for ease of contact, treatment and follow up service provided to victims of anti-social behaviour.

West Mercia

It is reported that West Mercia noted increases in overall satisfaction with Police actions, how respondents felt they were treated by the Police and with the overall service provided by the Police.

Leicestershire

The LGA report details that Leicestershire highlights that “It is highly likely that together with the policies and practices outlined in this paper, neighbourhood policing has also played a positive role in increasing public satisfaction, most notably the improvements in accessibility and engagement”.

CASE STUDIES

Anecdotal case studies on the success of the trials were provided, for example, Leicester:

One elderly man, Mr A, described himself as ‘a prisoner in my own home’. He went into hospital for an operation, but discharged himself early as he was concerned about the ASB and how his wife would manage without him. He and his wife had been suffering from loud music and drunken behaviour by their neighbours. The perpetrators had shouted ‘lets make noise and wake the neighbours’.

Mr A had “thoughts of suicide”.

Victim Support officers made weekly phone calls to Mr A, who was able to express his concerns and fears about what was going on around him. One neighbour became quieter after being given a warning from the local Anti-Social Behaviour Unit, another neighbour received an eviction notice and the third neighbour was taken to court.

During the final phone call from the Victim Support Officer, Mr A stated that he had recently gone fishing – “the first time in a long time I felt safe enough to do so”.

3 SHELTER – BACK ON TRACK “A GOOD PRACTICE GUIDE TO ADDRESSING ANTI-SOCIAL BEHAVIOUR”

- 3.1 Shelter reports that it produced its guide as an example of its work in supporting local Authorities and organisations with policy ideas, examples of good practice and campaigns to support local initiatives.
- 3.2 Amongst other chapters, the Guide suggests how landlords can work with young people. Shelter provides a number of case studies; those relevant to this Scrutiny review are detailed below:

Paintbrush Initiative

Richmond Housing Partnership’s Paintbrush Initiative is one such example of a non-Housing Plus project. This scheme gives high-street vouchers to young people living in the area, in exchange for them cleaning up and taking care of their estates every Saturday. The aim is to tackle the effects of ASB, such as graffiti and litter, and also deal with it at source by encouraging neighbourhood responsibility. Young people who do well on the scheme are offered training and the chance of eventual employment with Richmond Housing Partnership. Those invited to participate have been identified as ‘troublemakers’ by other residents, although none of them has been the subject of an ASBO. The chair of the local community association said: ‘Normally the younger ones see the older ones misbehaving, so I think Richmond Housing Partnership is absolutely brilliant for changing that here for the kids.’

Case study:

Market Estate

Youth Works programme

This project was launched in 2003, and operates in the Market Estate neighbourhood in Islington, London. Young people aged from 8 to 25 years are its target audience, and the project’s main aims are to tackle the causes of youth crime and offending, and to improve employment and training opportunities. The programme works with a broad range of young people in the neighbourhood and also provides targeted support to 50 young people known to be offenders or at risk of offending. Local registered social landlord Hyde Northside and Hyde Plus (the community arm of the Hyde group) have been key in helping to develop and facilitate the Youth Works programme. They are part of a multi-agency steering group that also involves the local Youth Offending Team (YOT), Islington Council, Connexions, voluntary and community groups, the local residents’ association, the police and probation services, and neighbourhood wardens. The project takes a community development approach to the work it does with young people, and is able to be flexible in the services it provides. These include after-school programmes, sports activities, and art and environmental projects. Families in crisis are also given support, and young people in need can receive one-to-one support, such as mentoring.

4 HM GOVERNMENT – TACKLING ANTI-SOCIAL BEHAVIOUR

- 4.1 HM Government, published in February 2010, a leaflet that explains how and where anti-social behaviour can be reported and to whom. The Leaflet goes on

to explain what can be expected from the Police, Council and other Agencies in tackling anti-social behaviour and how individuals can work with them to solve such problems. A copy of the leaflet can be located [here](#).

5 RECOMMENDATION

- 5.1 That the information provided in this briefing note informs the evidence base of this Scrutiny Review.

Author: Tracy Tiff, Scrutiny Officer, on behalf of Councillor Dennis Meredith, Chair, Scrutiny Panel 2 – The Impact of Anti -Social Behaviour on the Town Centre

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