

## **Reporting ASB – local priorities and national pilot schemes**

1. This report will look at the new Home Office principles and pilots and examine where we are locally in achieving the principles, our local reporting arrangements and where we stand on avoiding a Pilkington-type case.

### **2. Home Office Principles**

On 4<sup>th</sup> January the Home Office issued a press release to announce eight pilot areas that will use a new system for logging complaints and improving the use of IT to share information. The pilot areas are:

- Avon and Somerset
- Cambridgeshire
- Leicestershire
- Lincolnshire
- London
- South Wales
- Sussex
- West Mercia

The pilots will run in the eight force areas from January to July 2011 and will focus on improving call handling and logging of complaints as well as looking at improvements in IT to ensure that partnership information is shared effectively.

The five principles are:

- a) Creating an effective call handling system where each individual has a log of complaints created from the very first call
- b) Introducing risk assessment tools to quickly identify the most vulnerable victims
- c) Installing off the shelf IT systems to share information on cases between agencies, removing the need for meetings
- d) Agreeing a protocol across all local agencies setting out how they will manage cases
- e) 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.

### **3. Where we are locally**

- a) Cleveland Police are in the process of updating their IT system with the aim of incorporating partnership data in analysis. The timescale for completion is not confirmed at the time of writing this report. In the meantime we have set up local arrangements to ensure that we are

identifying any vulnerable people reporting anti social behaviour to the ASB Team, the police and RSLs, our aim is to also include the larger private landlords in the borough. The current process is that all repeat calls to the police (2 or more calls) are analysed by the Police ASB Officer to identify whether the caller could be vulnerable. This list is checked against repeat calls to the ASB Hotline number and repeat callers to the larger RSLs. From 1<sup>st</sup> February 2011 THL began using a vulnerability matrix for repeat callers and new callers.

- b) The names of repeat callers are passed to an ASB Officer who will contact the caller to get more information about the incident(s) and they will also complete a risk assessment form to identify vulnerability (Appendix 1). If the vulnerability score is above 12 they will pass the call to an ASB Support Officer who will then contact the caller to offer additional support. A risk assessment form is completed for all new callers to the services as well as for repeat callers. All repeat callers are discussed at the monthly JAG meetings and an officer is given the task of visiting them to identify any other issues that may be problematic for them. After this visit a referral may be made to the ASB Support officers or to an ASB Officer who will then complete a risk assessment form if the caller has been identified by an agency other than the police and/or ASB Team.
  
- c) Requests to share information are done by completion of a form which is passed to the Sgt in the intelligence unit he then allocates the work to an officer in his team and the request is completed and returned to the officer making the request. Turnover is always within the same day. RSLs can use this facility via the ASB Landlord Liaison Scheme. This provides a fast response to requests for information whilst also ensuring that there is an audit trail. The Police ASB Officer has access to FLARE any request for ASB information held by the Council are submitted via this route. Requests by the police for information held by RSLs will be carried out direct with each RSL.
  
- d) We have an ASB procedure that has been in place since 2005 this is reviewed and if necessary updated quarterly. A copy of the procedure has been given to all partners. THL in partnership with all the major RSLs are in the process of producing an ASB Standard that will be launched in April 2011. (Appendix 2). An yearly annual report will be produced that will review performance against the standard, the report will be brought to SSP.
  
- e) Members will be aware that in the summer of 2010 we conducted our main consultation and as part of that process we also asked residents what their key priorities were for ASB. What we will do to deal with these priorities is featured in the Community Safety Plan which is attached as agenda item 16. It is proposed that this plan will be reviewed and if necessary updated to address changing trends and

concerns identified by analysis of partner data and consultation. An ASB Strategy will be developed from this plan to provide more detail.

4. We have also strived to increase access opportunities for residents to report ASB and SSP can now be found on Facebook and Twitter. We have an ASB Hotline which is answered by the ASB team between 9am to 5pm and by the Security Centre outside of these times and also weekends and bank holidays.
5. ASB incidents reported to the police are interrogated daily to ensure that they are coded correctly. Police incident codes are currently under review and new codes will be introduced from April. The main purpose of the change is to ensure that any vulnerable victims are identified swiftly.
6. Members are asked to consider the report. A discussion will take place to identify any gaps in our process and future development for improvement.

Community Safety Manger  
3<sup>rd</sup> February 2011

# Local Standard

“Working in partnership to provide safe & sustainable communities and influence quality services.”

Working with customers, other Registered Social Landlords and community safety partners we have created a Stockton Anti-Social Behaviour Standard that

covers 95% of the social housing stock in the borough.

This leaflet sets out how the standard will be monitored over the next twelvemonths, what it will accomplish and how it will work for the benefit of local communities in Stockton on Tees.

1. Contacting the complainant regularly.
2. Assigning either a specialised officer or a housing officer to agree a course of action.
3. Officers will present evidence on your behalf if necessary or provide a comprehensive range of support to see you through the court process.
4. When agreeing a course of action we will discuss reasonable choices on how frequently we communicate with you and which method best suits your needs.
5. We will access a number of specialist agencies if necessary to support you.
6. If you feel that incidents are still occurring regularly we will not close the case without your approval.
7. Develop a Service Improvement Group who will scrutinise each housing organisations performance.

1. All reported incidents responded to within 24 hours.
2. Following a complaint being received, a dedicated officer will make initial contact with you within one working day\* and agree a course of action.
3. Your identity will be protected. Where this is not possible, you will be advised of the choices available and the options fully discussed and agreed.
4. You will have a reasonable choice on how frequently you are updated and be able to choose a range of ways that you can be updated.
5. We will support all victims and witnesses until the case is closed and afterwards if necessary, utilising a range of support agencies.
6. We will work in partnership with your Neighbourhood Police Team to resolve issues of joint working in your community.
7. We will consult with you before closing any case.

\* For some organisations based outside Stockton, the target is a maximum of five days.