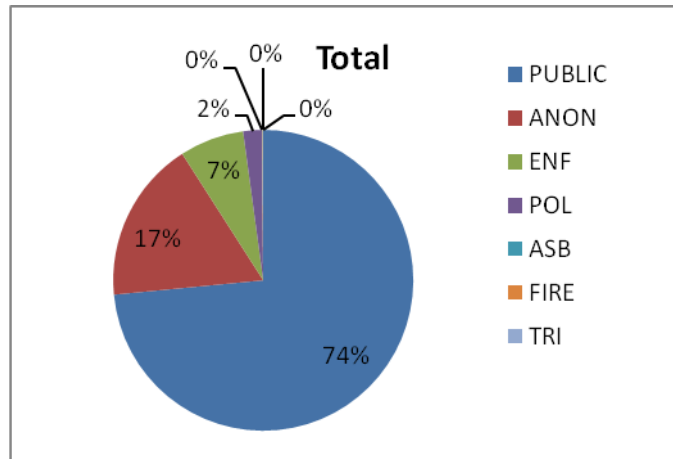


SSP Report – Callers to ASB Hotline

Please note the original figures provided at the last SSP meeting included calls received to the ASB Hotline during 1st Jan 2011 – 29th February 2012. For the purpose of this report the actual time period used is for the last financial year 1st April 2011 – 31st March 2012 and only included calls received to 01642 607943.

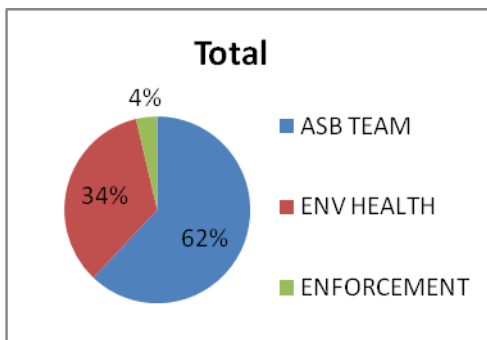
Total Number of calls received identified by Caller type

Row Labels	Count	%
PUBLIC	4131	74%
ANON	980	17%
ENF	390	7%
POL	112	2%
ASB	4	0
FIRE	3	0
TRI	2	0
Grand Total	5622	



(Anonymous callers are documented on FLARE as callers not willing to leave their details or insufficient details taken by call handler to add to FLARE correctly)

All calls received are forwarded to one of the following departments the next working day for further actions **Team, Tristar (incidents involving Tristar Tenants or properties only), Environmental Health or Enforcement** depending on the nature of the call. All calls are documented on FLARE under a 'K' code category type.



Row Labels	Count	%	Tristar Related	%
ASB TEAM	3490	62.08%	767	13.64%
ENV HEALTH	1925	34.24%	380	6.76%
ENFORCEMENT	207	3.68%	0	0
Grand Total	5622	100.00%	1147	

Of the calls identified for further action by the ASB Team a returned call is made to the member of the public by an Anti-Social Behaviour Officer to discuss the reported issue further and provide necessary advice. A vulnerability risk assessment is completed at the time of the call and an automatic referral would be made to the Victim Witness Support Officer for any caller highlighting a total score of **22 or above**.

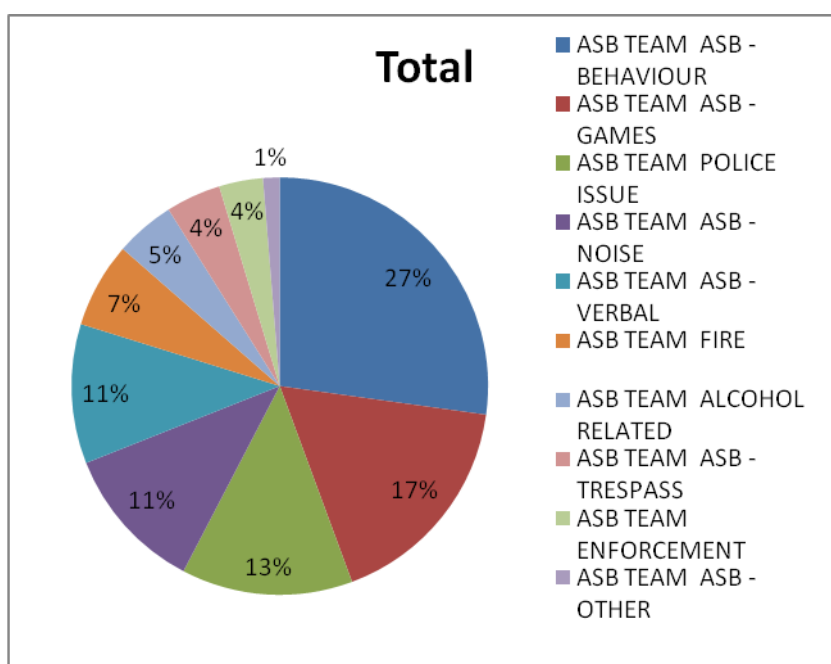
For documentation purposes only - the nature of the calls have been categorised by department and type of issues highlighted under a sub group.

Key to Categorized Sub - groups

Alcohol Related	All alcohol issues including street drinking and drunken behaviour
ASB – Behaviour	Any incident involving individuals or groups behaviour, intimidation, harassment, pestering people, menacing gestures etc.
ASB – Games	Football issues, cycles and skateboard issues, throwing missiles
ASB – Noise	Noisy neighbours, noise from cars / motorbikes - non Env Health issues.
ASB – Other	Wheelie bin issues, neighbour disputes etc.
ASB – Trespass	Trespass, climbing on buildings etc.
ASB – Verbal	Verbal abuse, shouting and swearing
Enforcement	All environmental issues i.e. fly tipping, vehicle nuisance etc.
Fire	Fire setting, firework issues etc.
Police	Criminal damage, threats, graffiti, off road motorbikes etc.
Noise Related	Environmental Health Noise nuisance issues
Animal Related	Environmental Health Animal issues – barking dogs, uncontrolled animals

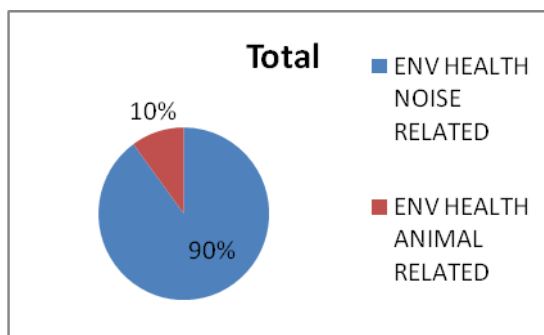
ASB Category groups for all calls to ASB Hotline

Row Labels	Count
ASB TEAM	3490
ASB - BEHAVIOUR	949
ASB - GAMES	599
POLICE ISSUE	464
ASB - NOISE	396
ASB - VERBAL	377
FIRE	231
ALCOHOL RELATED	161
ASB - TRESPASS	149
ENFORCEMENT	119
ASB - OTHER	45
Grand Total	3490



Environmental Health Category groups for all calls to ASB Hotline

Row Labels	Count
ENV HEALTH	1925
NOISE RELATED	1732
ANIMAL RELATED	193
Grand Total	1925



Repeat Caller Identification

For the purpose of this report, repeat callers have been identified as those who have made 3 or more calls within the financial year 2011-2012. As per the original information provided at the last SSP meeting, of the **4131** calls received to the ASB Hotline from members of the public **369** locations were identified as making 3 or more calls within the financial year. This accounts for **2370** of the calls made. For this report the total calls have been divided into 3 ranges **3 to 6 calls**, **7 to 9 calls** and **10 calls plus**, see table below for further detail:

Range	Total No of Locations	Total %	Total number of calls from Locations	Total %
10 >	56	15.18%	1037	43.75%
07 > 09	33	8.94%	251	10.59%
03 > 06	280	76%	1082	45.65%
Grand Total	369		2370	

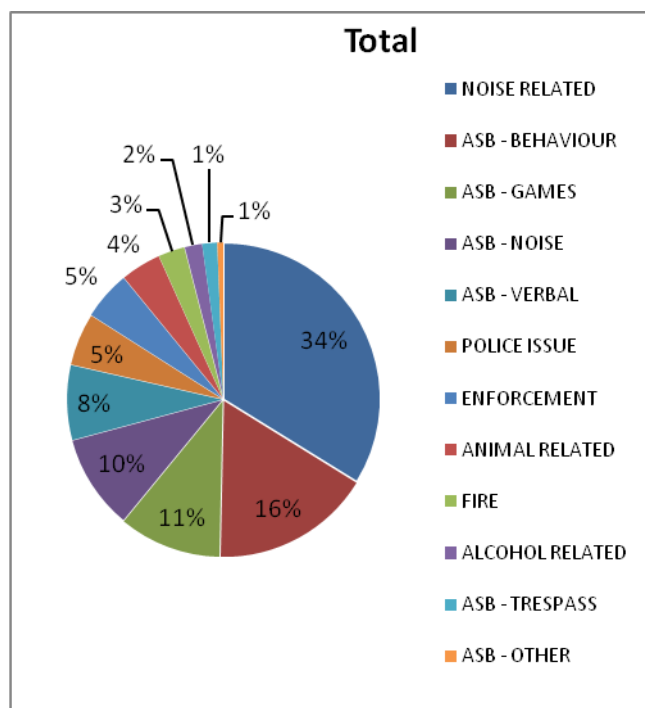
The repeat caller process has been in place since January 2010 and has evolved in the two years it has been running. It was developed to document the number of calls made to the ASB hotline within the Multi Agency Joint Action Groups for each of the four Police districts. The initial repeat caller criteria has been modified since 2010 and now includes any location/caller highlighted as making **3 calls** or more within the current JAG period. The location of where the call has come from is initially analysed and then broken down into who has called from this location. This is carried out to ensure that locations such as blocks of flats are not continually raised as repeat callers, but any residents repeatedly calling from within the premise about a specific issue are raised where necessary. For the purpose of this report, such information has been broken down so that individuals in these types of properties have been identified as opposed to locations only.

Other locations are also raised at JAG meetings if a pattern of calls is identified during analysis. Once the location is identified this information is taken to the respective JAG to make agencies around the table aware of the increase in calls and would prompt a response where necessary. However, due to current recording procedures it is difficult to accurately provide full details from the figures above of the total number of locations/callers identified that have been discussed at the 4 Jags. Not all repeat locations highlighted at the JAGs require a multi-agency approach however the information is still documented on the minutes as **'information only'**.

Nature of Calls received

Of the 2370 calls made from the 369 repeat locations to the ASB Hotline, the nature of these calls are as follows:

Row Labels	Count	%
NOISE RELATED	801	33.80
ASB - BEHAVIOUR	392	16.54
ASB - GAMES	252	10.63
ASB - NOISE	233	9.83
ASB - VERBAL	184	7.76
POLICE ISSUES	129	5.44
ENFORCEMENT	120	5.06
ANIMAL RELATED	99	4.18
FIRE	65	2.74
ALCOHOL	43	1.81
ASB - TRESPASS	37	1.56
ASB - OTHER	15	0.63
Grand Total	2370	



Repeat callers are currently identified on the amount of calls from one location/caller to the ASB hotline, not the caller's level of vulnerability. When ASB Officers conduct call backs, risk assessments are completed to determine the level of vulnerability of the caller. If a caller scores high on the risk assessment the officer will take necessary action; however, if that person scores low on the vulnerability matrix but has hit the repeat caller trigger they will still be raised at the JAG due to making three calls. This can result in minor issues such as ballgames, minor neighbour disputes, games in restricted areas etc. being raised at JAG meetings.

Of the **56 callers** identified as making **10> calls** the majority would have been encouraged by the Investigating Officer to contact the ASB Hotline when incidents occur. Those identified remain as an agenda item on the JAG document until there is a significant reduction in reports from the caller/location.

ASB Victim & Witness Support Officer Involvement with Repeat Callers

From April 2011 – March 2012 **65** referrals have been made to the Victim & Witness Support Officer for members of the public suffering anti social behaviour. Of these 65 referrals **14** have been identified as repeat callers. However, those who have been identified as repeat callers may not have been referred as such and may not have been raised at the respective JAG. To address this, the ASB Victim & Witness Support Officer now attends all JAG meetings to offer support for those people raised during the meeting that may display a level of vulnerability.

Referrals to the Victim & Witness Support Officer are not made on the number of calls to the ASB hotline; rather the level of impact the ASB is having on the person. Of the **14** repeat callers that have been referred for support between April 2011 – March 2012 **one** was referred due to the number of calls to agencies. The rest of the repeat callers were referred due to other issues such as the emotional impact of the ASB,

being targeted for disability, a decline in mental health due to the ASB, tolerance issues, reassurance in cases going to Court, vulnerability due to age and health, responding to the ASB by continually approaching the perpetrators and thus becoming a target, the severity of the incidents, feelings of isolation, and high risk assessment scores. For those on the Victim & Witness Support Officer's caseload the number of calls is secondary to the impact of the ASB on the client and their level of vulnerability.

Vulnerability Risk Assessments (APPENDIX A)

Callers are allocated a score determined by the answers they have provided during the vulnerability risk assessment (see appendix A). A low score would be between 0 – 11, a medium score 12 – 21, and a high score is 22 and above. We currently work on the premise that any caller who scores highly on the risk assessment would be automatically referred for support, a medium risk caller would be referred at Officers' discretion but is normally discussed with the Victim & Witness Support Officer if there are any queries, and low risk callers are not referred.

The design of the vulnerability risk assessment is geared towards the person, their circumstances and their perception of the ASB rather than the incident. Therefore, although the level of the incident can indicate the seriousness of the issue, it does not stipulate the overall level of risk/vulnerability of the caller. An example is an elderly lady who was referred for support due to a high score (26) on the risk assessment; however, the issues she was reporting could be considered minor, such as a ball continually going into her garden and children being abusive when retrieving it.

Problematic Areas

Although vulnerability risk assessments are currently completed during call backs, they are not considered when identifying repeat callers as the current process focuses on the number of calls from one location/caller.

There can be incidents where repeat callers are identified as a result of one incident, for example a caller may report an ongoing noisy party three times in one night. Due to the number of calls, this incident would be raised as a repeat caller at the JAG where a multi-agency response is perhaps not necessary.

For the majority of the Victim & Witness Support Officer's caseload, referrals are made as part of ongoing investigations. Thus the majority of these clients report incidents either through diary sheets or directly through the investigating officer. They are rarely classed as repeat callers.

The current process looks at ASB calls independent of any other key crime type, such as criminal damage. Those crimes where ASB is also a contributing factor are not reviewed for JAG purposes

Operational Considerations

This report shows that the ASB Team currently has a robust method of identifying repeat callers for JAG purposes which is working in terms of identifying those who call the hotline regularly. Although the current process often results in low level AS being raised at JAGs such as ball games, games in restricted areas, and youths congregating, this also evidences that where an issue is becoming apparent, early multi-agency interventions are being employed to tackle such issues before they escalate. In responding to repeat callers through the JAG we are also evidencing a response to the community by tackling the issues that they feel need attention. However, a downfall of low level issues being raised at the JAG is that they have often been dealt with by the appropriate agency who may have already taken action via call-backs, leaflet drops, visits etc. thus a multi-agency response may not be required.

The above information suggests that although repeat callers are being identified, further work will be conducted over the next 12 months to guarantee the system is robust and effective. It is important that the caller's level of vulnerability is incorporated into the process of identifying repeat callers in order to shift the current focus of repeat callers from the amount of calls to the impact of the issue on the person. This could be looked at via a combination of the amount of calls and a risk assessment score, or in terms of the caller's level of vulnerability in their own right, i.e. those scoring high on the matrix. It is also important that risk assessments for those repeat callers who may remain under discussion at the JAG for a period of time are reviewed as the level of vulnerability may change as the seriousness of the situation escalates or drops.

By incorporating such changes to the repeat caller process we will ensure that not only are we responding to community issues that have been highlighted by the latter, we are also ensuring an appropriate level of response to the level of the callers vulnerability.

APPENDIX A

Name:

Address: Flare Ref No:

This scorecard is designed to help you identify vulnerable victims, witnesses, and complainants. It should be used as a guide, and in combination with your own judgement (and that of your neighbourhood partnership) to help ascertain what support and protection is required in any given situation. All action taken as a result of your assessment should be discussed with the witness to ensure it meets their needs.

History	1. Other than this occasion - how often do you have problems?	5 3 2 1 0	Daily Most days Most weeks Most months Only occasionally
	2. Do you think the current incident is linked to previous incidents? If so why?	2 0	Yes No
	3. Do you think that incidents are happening more often and/or are getting worse?	2 0	Yes No
	4. Do you know the offender/s?	2 1 0	They know each other well They are 'known' to each other They do not know each other
	5. Does the perpetrator/perpetrators have a history of harassment, intimidation or involvement in ASB?	6 4 2 0	The Perpetrator/Perpetrators are currently harassing the complainant The Perpetrator/Perpetrators have harassed the complainant in the past The Perpetrator/Perpetrators have not harassed the complainant, but have a history or reputation for their involvement in ASB. The Perpetrator/Perpetrators have no history or reputation for ASB, harassment or intimidation
	6. Have you informed any other agencies about what has happened? If yes, are you happy for us to discuss this problem with them? Details of agencies:	0 1	Yes No
Vulnerability	7. Which of the following do you think that this incident deliberately targeted Please specify	4 3 1 0	You Your family Your community None
	8. Do you feel that this incident has anything to do with your faith, nationality, ethnicity, sexuality, gender or disability? Details:	3 0	Yes No
	9. In addition to what has happened, is there anything about you and your circumstances that you feel puts you at more risk? Details:	3 0	Yes No
	10. How affected do you feel by what has happened? Details of how it has made you feel:	0 1 2 3 5	Not at all Affected a little Moderately affected Affected a lot Extremely affected
Support	11. Has yours or anyone's health been affected as a result of this and any previous incidents? Details:	3 3	Physical health Mental health
	12. Do you have a social worker, health visitor or any other type of professional support? Can we speak to them about this? Details:	0 1	No Yes
	13. Do you have any friends and family to support you?	3 3 1 0	Complainant lives alone and is isolated The complainant is isolated from people who can offer support The complainant has a few people to draw on for support The complainant has a close network of people to draw on for support
	14. Apart from any effect on you, do you think anyone else has been affected by what has happened? Details:	1 3	Your family Local community Other
TOTAL SCORE:			

Based on these factors and your own judgement, adjust the scoring accordingly

Low	0	4	8	12	16	20	22	24	26	28	30	High
-----	---	---	---	----	----	----	----	----	----	----	----	------