

**Anti-Social Behaviour
Emerging Practice from Call Handling and Case Management Trials**

1. The Local Government Association has produced a report entitled *Anti-Social Behaviour - Emerging practice from call handling and case management trials*. This report outlines best practice and provides some practical examples of effective processes. In order to ensure that the current system for carrying out risk assessments and supporting repeat callers in Stockton is effective we are proposing to make some slight changes to the existing procedures. Members are asked to note the following, and agree the two points that are listed below detailing re-risk assessment and changing the wording of one of the questions used in our ASB form:-
2. Within our current risk assessment process we follow best practice by risk assessing all callers who are reporting anti-social behaviour using the 'vulnerability risk assessment' form. This form uses a scoring system which will indicate a high, medium or low risk, of which all high risk cases are referred to the Victim Witness Support Officer; those at Medium are referred using officer discretion usually in agreement with the Victim Witness Support Officer. Low risk callers are not referred.
3. To improve and develop our services further there is a recommendation in the report to improve the 'performance of caseloads' through the re-risk assessment of a client's vulnerability to monitor client's levels at agreed intervals whilst working on open cases. Currently the ASB Team only risk assesses vulnerability at first contact. It is proposed that re-risk assessment is implemented to monitor potential increase / decrease in the level of risk and vulnerability and that support will be adjusted accordingly.
4. The example questions to ask as part of the risk assessment that have recommended in the report cover the same areas of risk that are currently assessed by the ASB Team. However, it is proposed to change the multiple choice options in question 10 "How do you feel by what has happened?" from "not at all, affected a little, moderately affected, affected a lot, and extremely affected" to "not at all, changed routine or avoid locations, distressed, affected physical or mental health." It is felt that these options offer more insight and will provide more in-depth detail on the impact on the person enabling us to better understand the effect of the ASB on that person.
5. A full copy of the Local Government Association report can be found on their website www.local.gov.uk under Community safety, policing and fire services.