



Community Safety and Anti-social behaviour informal response

Neighbourhoods Scrutiny August 2024

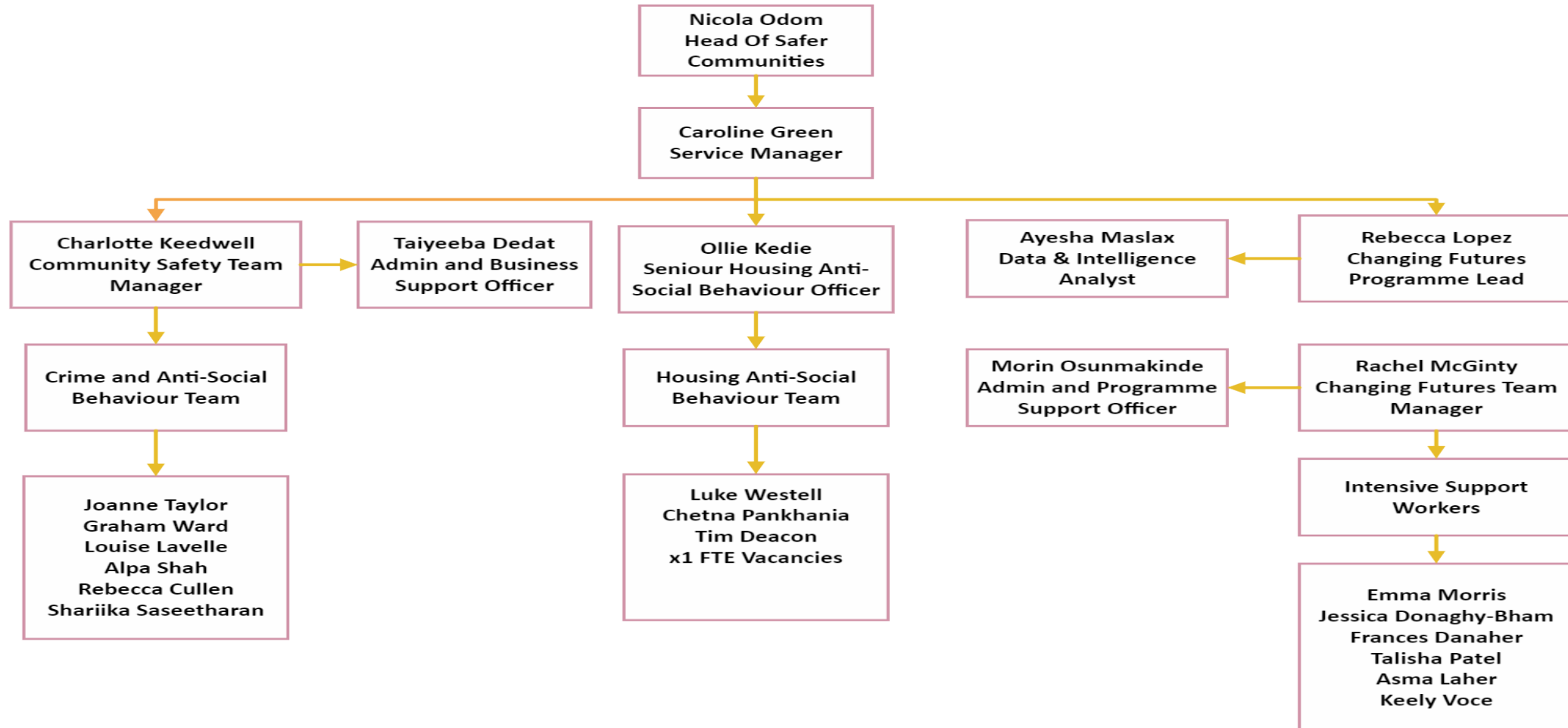


Purpose

- To provide an overview of the structure of the combined Crime and Anti-Social Behaviour Team (known as CRASBU) and Housing Anti-Social Behaviour Team (Known as HASBO) within the Community Safety Service
- Illustrate the performance of the team and its focus areas
- To explain pressure on the team and its response to these

Community Safety Service Structure

Community Safety Structure Chart 2024



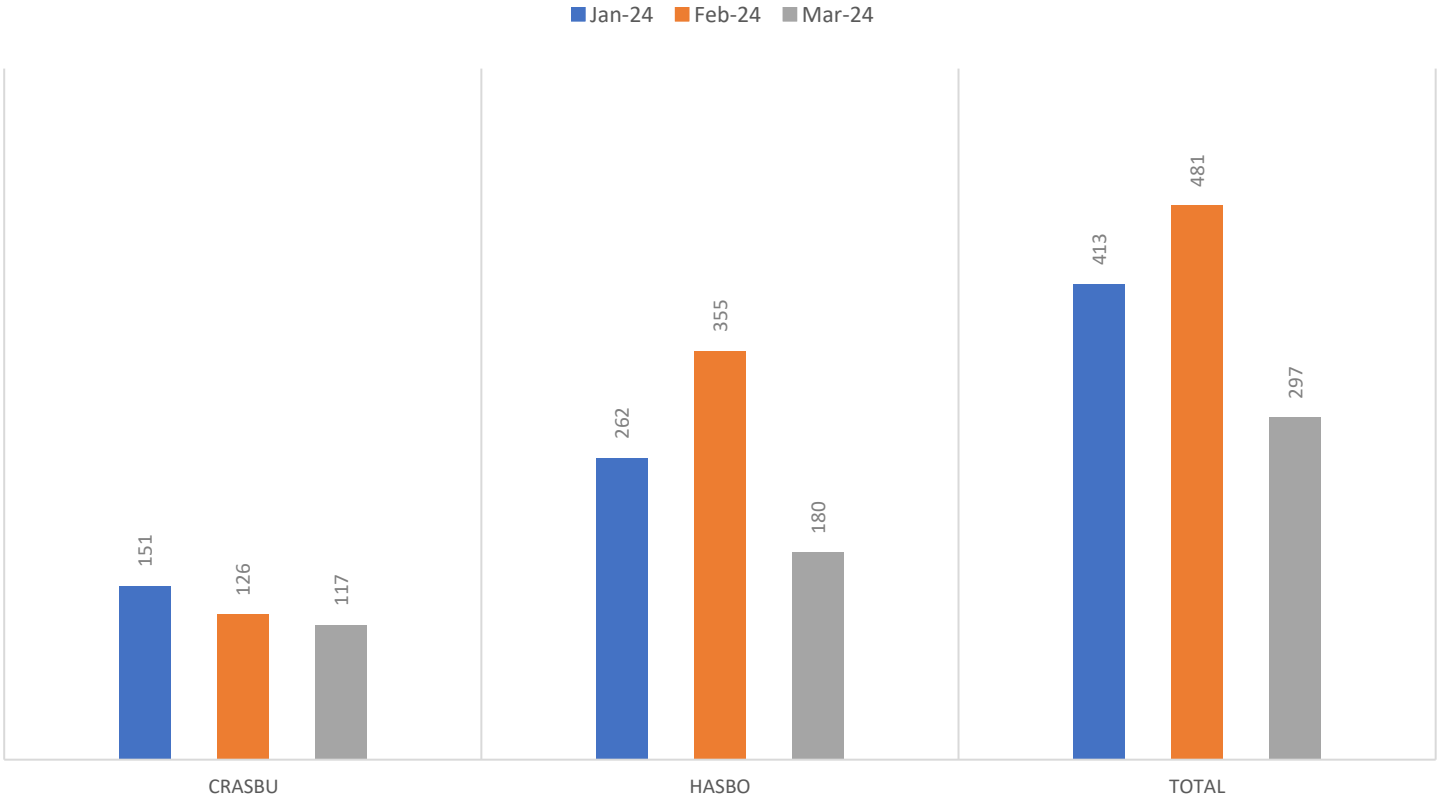
Performance Metrics

All performance metrics are split into two interdepartmental sections: Crime and Anti-Social Behaviour Team (CRASBU) and Housing Anti-Social Behaviour Team (HASBO)

Item	Title	Description
1	Calls to Service for both teams	Calls to service defines all contacts into the service, where not all contacts require case management by an officer. All contacts are picked up by two duty officers per day and managed based on content/risk and next steps.
2	Number of ASB cases opened to officers for case management	Total number of cases monitored and targets set to reduce this figure. Also to include a reduction in repeat victims and perpetrators.
3	Average time to close cases from date opened to date closed	This total includes time taken to review and manage the case, for the case to be considered by a senior officer for review and closure.
4	Types of ASB is the national indicator	Three types of ASB as defined by the government. These three ASB coding is used by all local authorities and Police across the country.
5	Actions taken to resolve cases includes action on cases already open	The disposal type (actions taken) is taken from the period and includes action taken across all open cases not just cases opened during the period. All cases before closure must have a satisfactory disposal type completed.
6.	Community Trigger (AKA ASB case reviews)	As the community safety team for the local authority we are responsible for leading on the statutory response to all community triggers raised within the authority area. Often we are not the lead agency for the cases being managed and includes cases where Registered Social Landlords are also the leads.

Combined calls to Service for CRASBU and HASBO

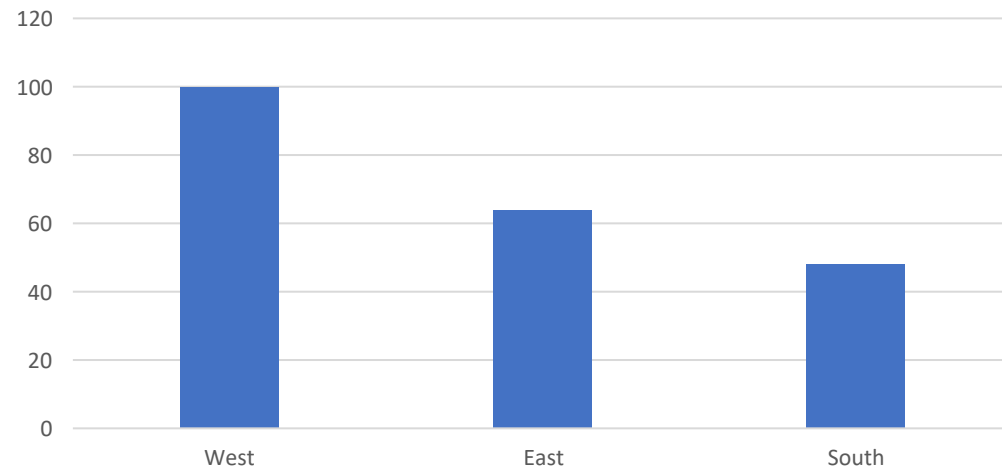
TOTAL CALLS TO SERVICE



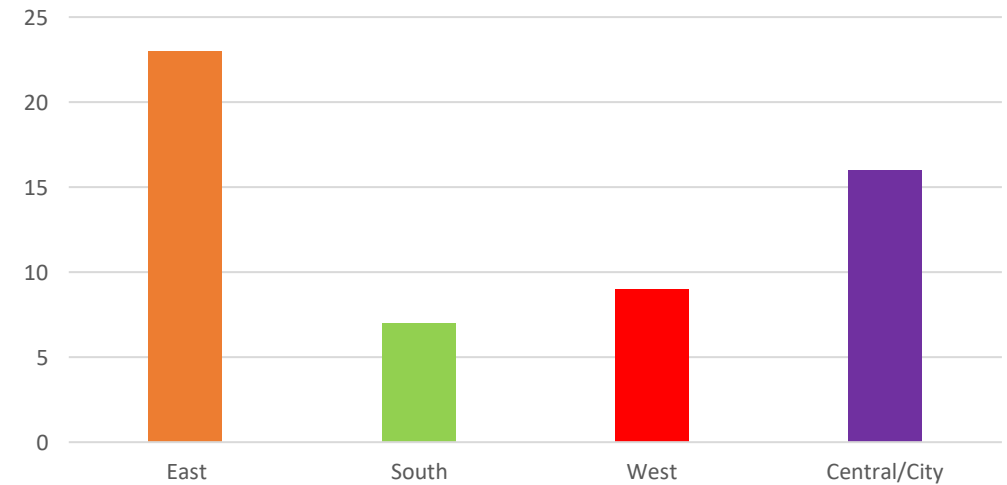
- A total of 1190 calls to service were made dealt with during Q4.
- February saw the highest month for calls to service in this period Consistently there are higher calls to service for the HASBO team.

HASBO and CRASBU cases by patch

HASBO



CRASBU



- The HASBO team have managed 212 new cases in the last quarter.

- A total of 55 complex and high-risk new cases were managed by the team within this period.

Average number of days to close cases

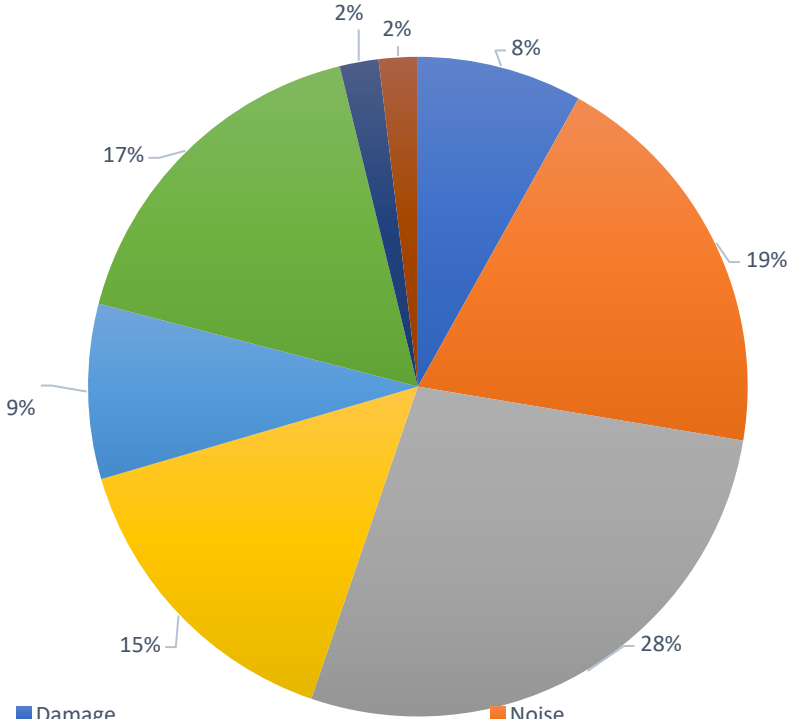
105

Average number of days to close cases

132

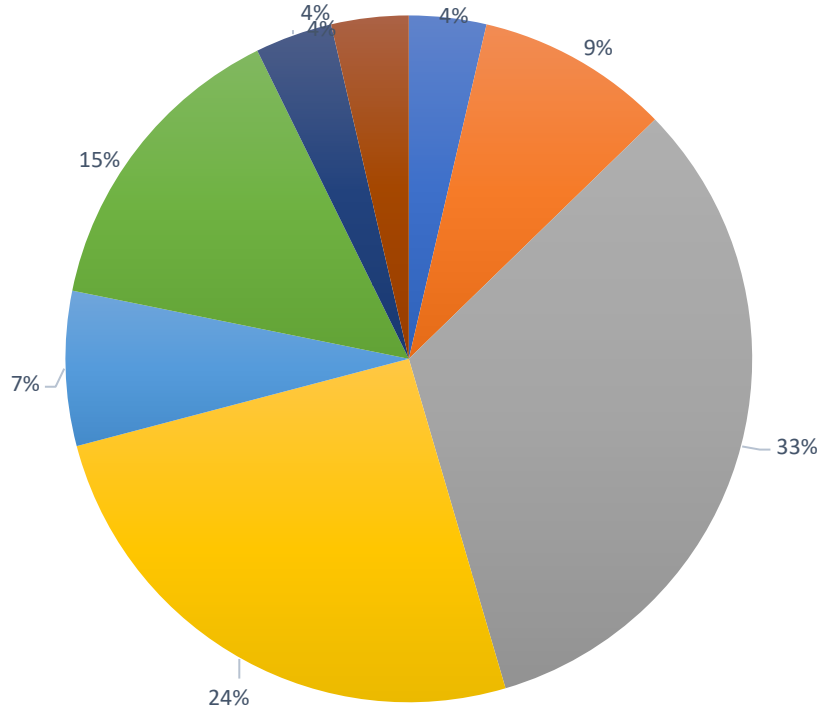
HASBO and CRASBU cases by type of ASB

HASBO



- Damage
- Rowdy/incosiderate Behaviour
- Rubbish/Littering/Gardens
- Parking
- Noise
- Drug related
- Threating behaviour
- Animals

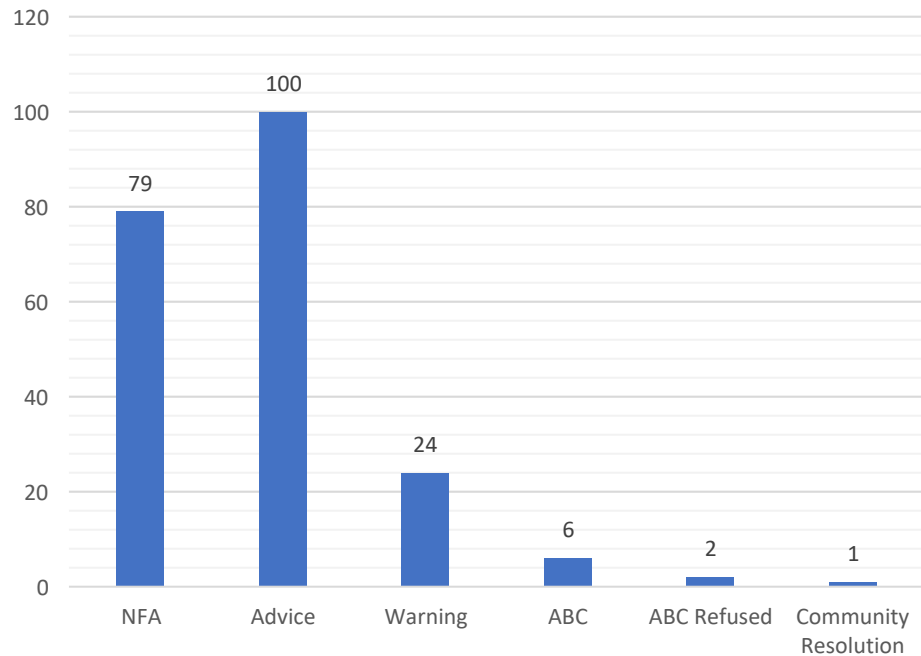
CRASBU



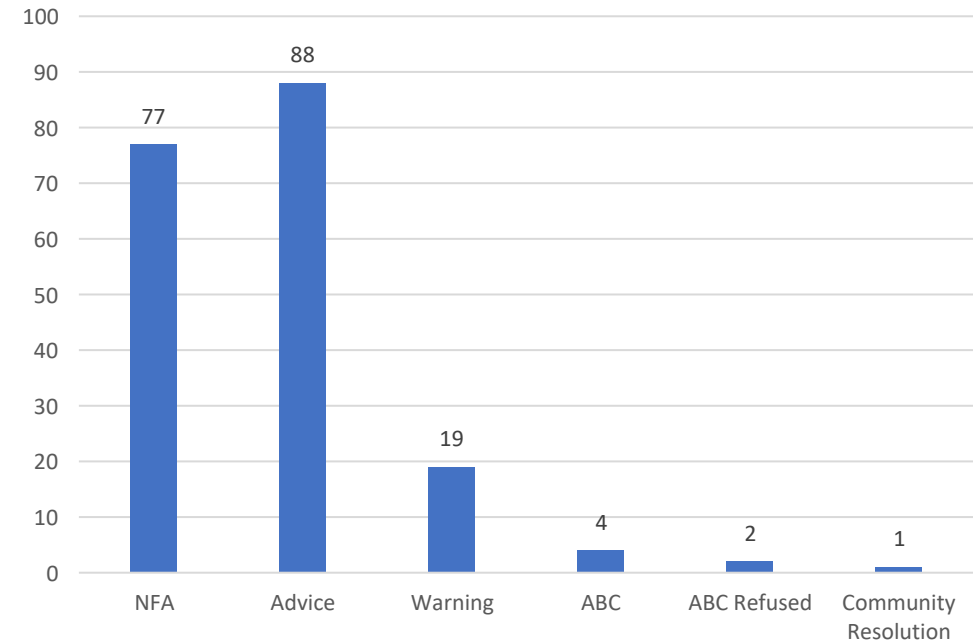
- Damage
- Rowdy/incosiderate Behaviour
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- Noise
- Drug related
- Threating behaviour
- Animals

HASBO and CRASBU by disposal

HASBO



CRASBU



*NFA – Where a case has required no formal intervention within the means of the incremental approach, for example cases where there hasn't been enough evidence to pursue, or where the complainant hasn't wanted to take any further action, or where the case has been closed due to no further incidents

Community Triggers

A community trigger is the formal process which allows a victim to request a review of their ASB case and investigation. There is a formal threshold of which must be met before a victim can apply for this review.

Threshold: The victim must have reported at least three separate incidents of ASB within the last 3 months, and or, have reported an incident where they are the victim of a hate related incident

In Q4 a total of 5
Community Triggers
were received within
Community Safety

Of the 5 received 3
were accepted and
reviewed in full

2 were declined due
to not meeting the
threshold.