

Executive Report to Scrutiny

Scrutiny Commission

Neighbourhood Services and Community Involvement

Date of scrutiny meeting: 17th October 2013

Anti-Social Behaviour Services

Lead director: Director of Environmental & Enforcement Services
(Adrian Russell)

Useful information

■ Ward(s) affected: All

■ Report author: Daxa Pancholi: (29) 8634/ (29) 8564

1. Summary:

- 1.1 This report outlines the current services available to victims of anti-social behaviour (ASB) through Leicester City Council's Anti-Social Behaviour Team (also referred to as the Leicester ASB Unit – LASBU), which is made up of one Team Leader and six Anti-Social Behaviour (ASB) Investigators.
- 1.2 The team has undergone a degree of change over the last two years; an organisational review was undertaken in November 2011 to create a more streamlined, front-facing service which would meet public, partner and Member expectation in terms of dealing with ASB encountered by Leicester city residents. Within the scope of the review was all staff that worked within the ASB Team (LASBU), i.e. LASBU Manager, Senior ASB Investigator and 5 ASB investigators.
- 1.3 At the conclusion of the review it was agreed that the LASBU Manager and Senior ASB Investigator posts would be deleted and replaced with one team leader (with the understanding that the strategic co-ordination of ASB function would be undertaken by the Head of Community Safety).
- 1.4 Furthermore, the number of ASB investigators employed was increased by one (to six); this allowed the team to allocated one ASB Investigator per local policing unit (LPU). It was felt that this approach would bring about an improved ASB investigative service, providing dedicated support and capacity on the ground; working with a wide range of local partners (such as police, youth offending service, housing) to resolve ASB and hate incidences.
- 1.5 At this point in time, discussions also took place between the Head of Community Safety and Head of Service in Housing with a view to ensuring that there were clearer roles and responsibilities in place between Housing officers and the ASB Team. That is, that all initial ASB complaints made by council tenants would first be investigated by Housing, and would be passed to LASBU at a point when legal intervention was necessary. LASBU on the other hand, would undertake to investigate all reported ASB made by privately rented or an owner occupier accommodation.

2. Main Report

- 2.1 The Leicester City Council's Anti-Social Behaviour Team investigate the most severe and persistent cases of Anti-Social Behaviour (ASB). Referrals/ reports are taken from any agency or individual.
- 2.2 Depending on the nature of the complaint the Team will;
 - Investigate the complaint by liaising with appropriate individuals and/ or agencies (See appendix A).
 - Take the matter to the next Joint Action Group (JAG) meeting to discuss how JAG members can contribute to the satisfactory resolution of the problem and/ or complaint.
 - Take a case conferencing approach, where agencies are invited to a special

meeting to discuss how they can contribute to the satisfactory resolution of the problem and/ or complaint.

- 2.3 The type of ASB reports that are investigated by LASBU include; reports made by any person or agency which involve for example; children and vulnerable persons at risk, hate incidents, incidents involving violence or threats of violence and serious acts of criminality, dependent on the circumstances. In these cases the identified victim/witnesses will be contacted verbally immediately where possible, but in any case within 24 hours of the referral being received.
- 2.4 Also LASBU investigate those reports made by any person or agency that involve for example; aggravated noise nuisance, verbal abuse or intimidating behaviour, which other routes have been unable to resolve. In these cases the identified victim/witness will be contacted verbally or in writing within 3 working days of the referral being received.
- 2.5 Those reports made to from any person or agency and include complaints of for example; hoax calls, rowdy behaviour, domestic noise nuisance, animal related problems, minor damage, dog fouling, abandoned vehicles, fly tipping and graffiti are normally signposted on to a more appropriate agency and a record kept of the information and information given to the person making the referral in terms of how their complaint is being dealt with.
- 2.6 Whilst the above encompasses the statutory service offered at LASBU, LASBU also undertake the following in order to provide a greater “offer”;
- Work with Victim Support’s local office in Leicester (Victim Support is a national charity giving free and confidential help to victims of crime and witnesses, with offices throughout England and wales) to offer all victims of ASB an opportunity to access emotional and practical support.
 - Work with Restorative Justice Initiative (RJI), which is a voluntary group; in order to provide mediation facilities for entrenched ASB issues that require on-going support over a considerable period of time.
- 2.7 In August 2012, the Unit starting using a new case management system called Sentinel, this is a shared system used between the local authorities within Leicester, Leicestershire, Rutland and the police. This system was introduced in order to ensure that between the police and local authorities we were able to identify and manage those individuals who were at risk, particularly where the complainant was reporting to a number of agencies and the agencies were not aware of (or getting) the full picture.
- 2.8 The city council uses Sentinel at LASBU and the expectation is that through the current systems and protocols in place within the council we would put onto those cases that required joint problem solving; one-off cases such as graffiti, noise nuisance, single housing cases will not be put onto the system and would be dealt with as “business as usual”.
- 2.9 The total number of new cases that LASBU have worked on since 13th August 2012 is 1553;

The Local Policing Units (LPUs) arranged by the most number of cases first (for LASBU not the Police) are:

- Keyham – 381 cases
- Spinney – 333 cases
- Welford – 280 cases

- Hinckley Road – 268 cases
- Beaumont – 184 cases
- Mansfield House – 107 cases

Note: this is not a reflection on how busy an area is, that is, Beaumont's LPU numbers are low but it is without doubt the busiest area for legal sanctions and therefore considered to be a much busier area in reality.

2.10 This means that ASB Investigators are working on 26 new cases per month each (on top of those they will already be carrying that are not resolved within that 1 month). Whilst the investigators do not work to a target number of cases (as all cases vary in terms of input required), the ASB Investigators do work to an incremental approach, see appendix B, in order to ensure that either behaviours are changed (for perpetrators) or enforcement action is taken.

2.11 The number of cases that LASBU have worked on where Housing Tenants have been involved in some way is on average 39%, that is, this is the percentage of where of all LASBU cases have Leicester City Housing properties involved. But we must pay regard to the fact that there are cases where tenure is not known and therefore may be Housing or the information may not entered properly by other agencies

NOTE: This would likely be higher if inputting was more complete and this is something that is being worked on at the moment.

2.12 Over the last three years there has been considerable staff turnover within the Unit, and has just recently recruited the full quota of staff, that is 6 ASB Investigators and therefore it is difficult to ascertain whether the Unit has the appropriate level of staffing.

3. Tell us how this issue has been externally scrutinised as well as internally?

3. Regular reports and briefings are taken to the Assistant City Mayor responsible for Neighbourhoods.

4. Financial, legal and other implications

4.1 Financial implications

There are no financial implications arising directly from this briefing report. The annual budget of the ASB team is £299.8k.

Amin Girach, Accountant Internal: 29 6630

4.2 Legal implications

There are no legal implications for this report.

Caroline O'Hare (nee) Frith. Principal Legal Officer. 37 1449

4.3 Climate Change and Carbon Reduction implications

There are no climate change implications arising from this report.

4.4 Equality Impact Assessment

People from across all protected characteristics can potentially become victims of anti-social behaviour. The monitoring of all such incidents has become much more important as the cumulative impact of repeated incidents of acts of anti-social behaviour can lead to devastating negative consequences for individuals and their families, as illustrated by the Pilkington case where the mother of a disabled daughter killed both of them because of sustained anti-social behaviour arising from her daughter's disability. This has raised the profile of such repeated behaviour to be considered and treated as a serious hate crime. The monitoring of where such incidents can be attributed to be as a direct result of the victim's protected characteristic is in effect an on-going equality impact assessment of potential negative impacts on our local residents. The profile of perpetrators is also important in the development of effective targeted interventions to reduce such incidents.

Irene Kszyk, Corporate Equalities Lead

4.5 Other Implications (You will need to have considered other implications in preparing this report. Please indicate which ones apply?)

N/a

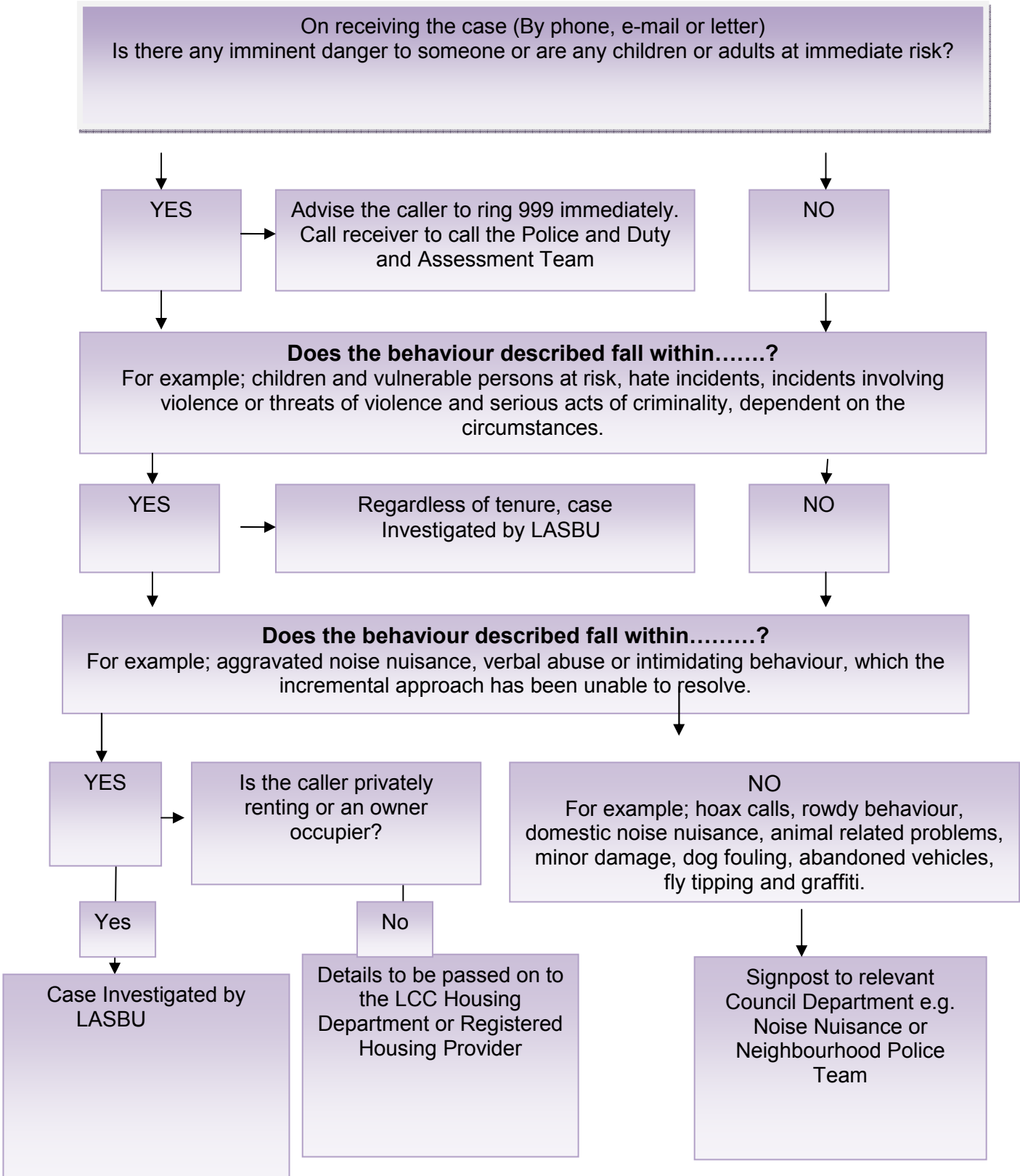
5. Background information and other papers:

N/A

6. Summary of appendices:

- i. Appendix A – Case Criterion
- ii. Appendix B - ASB Incremental Approach

ASB Case Criterion



ASB Incremental Approach

