

Report of Harvinder Saimbhi

Report to Neil Evans

Date: 5th August 2016

Subject: LASBT Out of Hours Provision

Are specific electoral wards affected? If relevant, name(s) of ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for call-In?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, access to information procedure rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

1.0 Summary of main issues

- 1.1 Since April 2011, Leeds Anti-Social Behaviour Team (LASBT) has continued to respond to changes in legislation and structure whilst maintaining its reputation for excellent customer service evidenced by customer satisfaction consistently above 90%.
- 1.2 In May 2014 responding to the challenges of how to more effectively deal with noise as an anti-social behaviour issue, the councils Out of Hours Noise Nuisance Service was integrated into LASBT to provide a more consistent response using both ASB and environmental protection legislation.
- 1.3 The implementation of the Anti-Social Behaviour, Crime and Policing Act 2014 has changed the tools and powers at our disposal with what are designed to be simpler, and easier to use remedies. This includes the use of Community Protection Notice warning letters and Community Protection Notices where warning letters are breached.
- 1.4 This will result in changes to the OOH Officer's roles. The aim is to train and develop the Officers in order to be able to take on additional responsibilities including serving warnings and notices when appropriate.
- 1.5 Furthermore, an effective tasking system between the daytime teams and the OOH Team has been implemented to ensure that ASB hotspots and priority addresses are being proactively monitored. This provides community reassurance through high visibility patrols and the evidence obtained assists the daytime teams to take quick and decisive action when needed.

- 1.6 A full re-evaluation of their job descriptions and grading has determined that their posts, currently set at B1 should be re-graded at B3. This report therefore explores how the re-grade might be implemented and the future options for delivery.
- 1.7 A full review of the service has been carried out to look at what options are available such as reducing the hours and days the service operates. Due to the ongoing success of the service, the high demand and the recent request to implement a 24 hour noise service, these options have been fully considered and are not considered feasible at this time.
- 1.8 Internal housekeeping procedures in relation to overtime have been tightened and clarified. This will reduce the cost of overtime going forward.

2.0 Background

- 2.1 Since its integration into LASBT more than 12,300 calls have been made to the OOH service, reflecting a significant increase in the number of noise nuisance enquires and cases passed through to the daytime team. Noise enquiries accounted for less than 20% in 2012 but rose to 69% in November 2015. Noise related cases accounted for just 7.4% in 2012 but accounted for 31.0% in 2015.
- 2.2 Analysis of all OOH calls received during 2014/15, shows peak demand unsurprisingly occurred during the Friday to Sunday weekend shifts (accounting for 45.1% of all requests for service), with peak times being between 9:00pm and 3:00am. The demand between Sunday and Thursday occurs between 8:00pm and 1:00am.
- 2.3 Given the overall demand for the OOH service and the improved information flow between the OOH Team and the LASBT day time service, it is not surprising there has been a significant increase in the number of noise abatement notices served, rising from just 2 in 2012 to 425 in 2015.

	Noise Abatement Notices issued by LASBT
2012	2
2013	10
2014	364*
2015	425*
Total	801

**A significant contribution to the increase comes from the high number of notices served on individuals in the LS4 & LS6 areas with a high student population; the majority of notices are served on homes of multiple occupation where each resident will receive a notice.*

Current staffing

- 2.4 The OOH Response Team currently comprises of four Response Officers managed by a temporary OOH Team Supervisor. The officers work in pairs on a 4 on/4 off rota, working from 6:00pm to 4:00am each night (equating to a 35 hour week contract).
- 2.5 During Friday and Saturday night weekend shifts, the team are accompanied by two PCSO's which enables them to operate two vehicles to meet the peak demand.
- 2.6 The OOH Supervisor role (currently undertaken by an ASB Case Officer with an honorarium payment) is crucial to manage work rota's, arrange cover for sickness

and annual leave, provide the four OOH Officers with regular support meetings and appraisals and deal with all aspects of vehicle maintenance and IT logistics.

Current Service costs

- 2.7 Core staffing costs per annum (including on-costs) based on a normal week where officers cover 7x10 hour shifts of which 60 hours are deemed unsociable hours and attract a shift or weekend working enhancement.

1 x SO1 Supervisor (C3 + Honorarium inc. on costs calculated at SP 31)	£32,955.00
4 X OOH Response Officers at B1 grade with shift enhancements for unsociable hours	£111,775.47
Annual overtime costs (covering sickness and annual leave). Estimate based on periods 1-10 @B1 grade	£25,987.20
Current Total (excluding vehicle costs)	£170,717.67

- 2.8 The figures above do not include vehicle costs or the additional initiatives undertaken in the Headingley/Hyde Park areas with a high student population. LASBT West has successfully secured funding from the Inner North West Community Committee to assist with this work.

3.0 OOH Supervisor Role

- 3.1 In reviewing the OOH service, it would seem sensible to review and formalise the role of the OOH Supervisor. When first integrated into LASBT from LeedsWatch, no Supervisor post was bought across. The responsibility for managing the service was picked up by the then LASBT Service Development Officer who found it impossible to fulfil both roles.

- 3.2 The current Case Officer receiving an honorarium as OOH Supervisor works a flexible 37-hour week. The supervisor currently arranges overtime cover but when required will work flexibly to cover any shifts at short notice or where cover cannot be arranged from within the OOH Team or LASBT. This temporary arrangement has a detrimental impact on staffing within the daytime team who have been unable to backfill the Case Officer post. The Supervisor post has been graded as SO1.

- 3.3 Formalising the remit of this role to include covering shifts as required as part of a flexible 37-hour working week where possible which should reduce overtime costs moving forward. Consideration needs to be made to this post being made permanent rather than it being filled temporarily by a Case Officer receiving an honorarium payment.

4.0 Providing a 24 hour ASB Response service

- 4.1 Arrangements are in place to deliver a 24 hour ASB Response Service. The proposal is that calls received during weekend daytimes and weekdays after 3:30am will be managed by LeedsWatch and responded to by Safer Leeds Officers (dependent on capacity). This will be delivered using existing resources and will have no financial implications or impact on the existing OOH Service.

4.2 A meeting has been arranged with the contact centre to finalise the details of this service improvement on the 30th August.

5.0 Delivery Options moving forward

5.1 The key considerations for LASBT in moving forward is to determine how to best deliver an enhanced service balanced against the prospect of increased costs.

5.2 OPTION A - Implement re-grade with a permanent supervisor position and no other changes

The outcome of the job evaluation of the refreshed JD has identified the posts to be graded at B3. The estimated impact of the re-grade on those costs outlined above would be as follows:

1 x SO1 Supervisor (SO1 SP 31 + on costs calculated at SP 31)	£32,955.00
4 X OOH Response officers at B3 grade with shift enhancement for unsociable hours	£118,724.11
Annual overtime costs (Covering sickness and annual leave) Estimate based on periods 1-10	£27,488.68
Projected Re-grade Total (excluding vehicle costs)	£179,167.79
Change (from current cost £170,717.67)	+£8,450.12

5.3 OPTION B - Implement re-grade without a supervisor position and no other changes

4 X OOH Response officers at B3 grade with shift enhancement for unsociable hours	£118,724.11
Annual overtime costs (Covering sickness and annual leave) Estimate based on periods 1-10	£27,488.68
Projected Re-grade Total (excluding vehicle costs)	£146,212.79
Change (from current cost £170,717.67)	-£24,504.88

Although this presents a significant cost-saving opportunity, it would be extremely difficult to deliver an effective service without a Supervisor in post and as such this is not an option that would be recommended at this time.

5.4 OPTION C - Implement re-grade with a permanent supervisor but address inconsistency with other services by removing paid lunch break

1 x SO1 Supervisor (SO1 SP 31 + on costs calculated at SP 31)	£32,955.00
4 X OOH Response officers at B3 grade with shift enhancement for unsociable hours with lunch break removed	£113,914.81

Annual overtime costs (Covering sickness and annual leave) Estimate based on periods 1-10	£27,488.68
Projected Re-grade Total (excluding vehicle costs)	£174,358.49
Change (from current cost £170,717.67)	+£3,640.82

The paid lunch break was removed from LeedsWatch staff during the recent re-structure. The cost of paying OOH for their lunch breaks equates to £4,809.30 a year.

5.5 OPTION D - Implement re-grade without permanent supervisor but address inconsistency with other services by removing paid lunch break

4 X OOH Response officers at B3 grade with shift enhancement for unsociable hours with lunch break removed	£113,914.81
Annual overtime costs (Covering sickness and annual leave) Estimate based on periods 1-10	£27,488.68
Projected Re-grade Total (excluding vehicle costs)	£141,403.49
Change (from current cost £170,717.67)	-£29,314.18

As stated in 4.3, it would be extremely difficult to deliver an effective service without a Supervisor in post and as such this is not an option that would be recommended.

5.6 In addition to the above, it has now been agreed that if the decision is made to make the Supervisor post permanent, a C3 Case Officer post will be deleted in order to minimise the financial impact.

6.0 PCSOs

6.1 Under the current agreement, the OOH service will continue to be supported by the deployment of WYP PCSO's. The deployment of PCSO's ensures that by being able to mobilise two vehicles the OOH response team are able to respond to more calls during the services peak periods.

6.2 Safer Leeds and West Yorkshire Police are happy with this current arrangement and no changes are being proposed.

7.0 Consultation and Engagement

7.1 Officers involved in the delivery of the OOH service have all been consulted regarding the decision to seek a re-evaluation of their grade.

8.0 Equality and Diversity / Cohesion and Integration

8.1 The preferred options will not require any changes to service or impact on the service received by customers.

9.0 Council Policies and the Best Council Plan

9.1 Continued delivery of the service meets with the objectives to tackle ASB and crime embedded within the Safer Leeds Strategy.

10.0 Resources and Value for Money

10.1 Implementing a re-grade whilst formalising the existing structure additionally allows the service to ensure it meets with the council core value of spending money wisely in making savings to the current cost.

11.0 Legal Implications, Access to Information and Call In

11.1 No legal implications are identified.

12.0 Risk management

12.1 There are no significant risks identified in implementing the preferred proposals.

13.0 Recommendations

13.1 In order to continue to deliver an effective Out of Hours Service whilst bringing the service in line with LeedsWatch, it is recommended that the Option C is considered.