



## Report of the Director of Environment and Neighbourhoods

### Outer North West Area Committee

Date: 20<sup>th</sup> June 2011

Subject: Leeds Anti Social Behaviour Team

<p><b>Electoral Wards Affected:</b></p>   <p><input type="checkbox"/> Ward Members consulted (referred to in report)</p>	<p><b>Specific Implications For:</b></p> <p>Equality and Diversity <input type="checkbox"/></p> <p>Community Cohesion <input type="checkbox"/></p> <p>Narrowing the Gap <input type="checkbox"/></p>	
<p>Council Function <input type="checkbox"/></p>	<p>Delegated Executive Function available for Call In <input type="checkbox"/></p>	<p>Delegated Executive Function not available for Call In Details set out in the report <input type="checkbox"/></p>

### Executive Summary

**This report provides details of the changes to the Anti Social Behaviour Service, the new process for dealing with anti social behaviour in Leeds and details about the three new area based multi agency teams.**

#### 1 Purpose of this report

1.1 The purpose of this report is to inform Members of the Outer North West Area Committee of changes in how partner agencies across Leeds deal with reports of Anti-social behaviour resulting from a lengthy city wide review.

#### 2 Background information

2.1 In January 2010 Leeds City Council, West Yorkshire Police and partner agencies including local housing providers agreed to conduct a comprehensive review of partner agency protocols and processes currently in place to respond to and tackle Anti-Social Behaviour (ASB). This in part recognised the sometimes disjointed approaches to ASB within Leeds, with different organisations and departments having different responsibilities for different aspects of ASB and taking on board the lessons learnt through critical and costly ombudsman investigations.

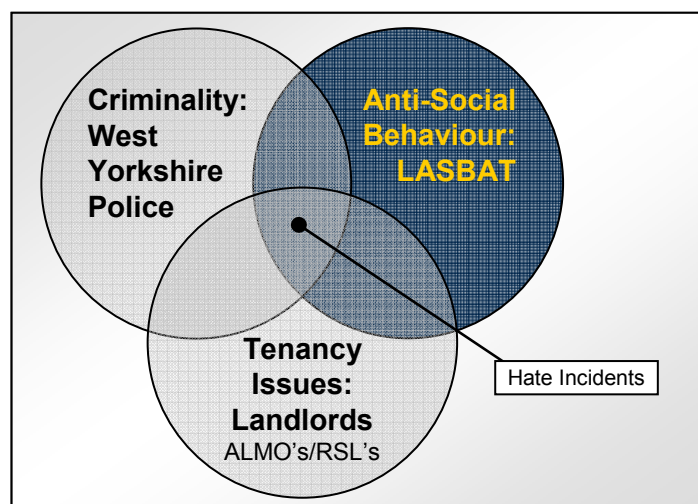
2.2 Under the guidance of a review governance board (Neil Evans; Environment & Neighbourhoods, ACC Dave Evans; West Yorkshire Police, James Rogers; Planning, Policy and Improvement and John Clark; Aire Valley Homes Ltd.), the review was

carried out using the nationally recognised Quest methodology developed by the Home Office in partnership with management consultants KPMG.

### 3 Main issues

- 3.1 Through the issue validation phase, during which consultation took place with both key stakeholders and frontline staff, the review team examined current processes, analysed ASB data, audited casework and undertook extensive research both locally and nationally, 42 key issues were identified.
- 3.2 Key issues included concerns around the lack of intelligence sharing in relation to ASB, a lack of clarity around what should be considered ASB, varying service standards across partner agencies, unclear roles and responsibilities, the efficiency of initial contact processes and the lack of a joined up case management system. 37 of the identified issues were approved by the reviews governance board for business case development and solution design.
- 3.3 Changes instigated through the review, recognised the achievable benefits to be had through better coordinated, joined up working and improved processes.
- 3.4 Frontline service provision has been restructured (see appendix 1) bringing together staff from the current ASBU, ALMO's, West Yorkshire Police, West Yorkshire Fire Service and Victim Support, within 3 locally based, multi-agency teams who will deal with ASB within their respective area working to shared 'Service Standards'.
- 3.5 Sharing skills, expertise and knowledge whilst working to revised procedures that put services users first, has been universally recognised by review partners as the most effective way to provide an efficient and consistent response to ASB.
- 3.6 Key procedural changes include re-designing the initial contact process (contact scripts), re-defining service standards and embedding fit for purpose vulnerability procedures.

- 3.7 All new ASB enquiries will be allocated directly to the Leeds Anti-Social Behaviour Action Team who will manage the case from the initial report to the outcome with no handovers or requirements to transfer data from one council system to another. Further guidance around what constitutes Anti-social behaviour has been included within a revised Policy and procedure manual, to clarify those broad distinctions between tenancy issues, ASB and criminality whilst recognising the ever present potential for overlaps and joint working.



- 3.8 Operational teams are accountable to the Director of Leeds City Councils Environment and neighbourhoods director reporting to the Head of Anti-Social Behaviour, who will be supported by a 'Core' performance team.

3.9 A core performance team working under the day to day guidance and direction of the Head of Anti-social Behaviour is responsible for all aspects of performance review, procedural development and ensuring consistency of service delivery.

#### **4 Corporate governance considerations**

4.1 Risk management - The review governance board will continue to assess and evaluate the outcomes of implemented changes

#### **5.0 Legal and Resource Implications**

5.1 Legal and resource implications have been addressed during this process.

#### **6.0 Conclusions**

6.1 The changes outlined in this report through changes to anti social behaviour processes, the introduction of three area based teams and their relationship with the core team will lead to improved outcomes for residents of Leeds. One multi agency service dealing with anti social behaviour from reporting to outcome will led to less confusion and increased efficiency.

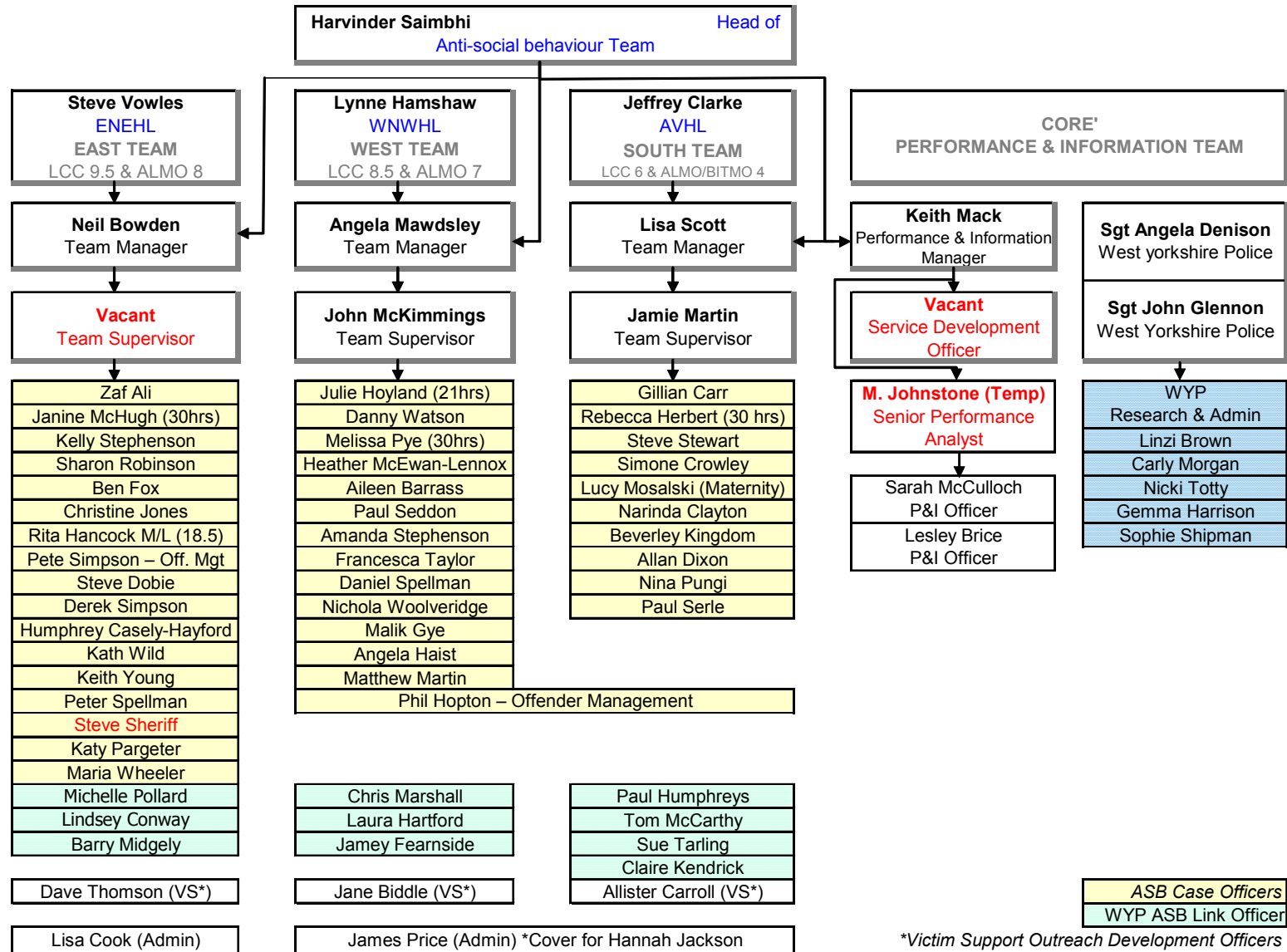
#### **7.0 Recommendations**

7.1 Members are asked to note this report and offer comments.

#### **8.0 Background Papers**

8.1 None

# Appendix 1



\*Victim Support Outreach Development Officers