

LASBT Review Update

- **Triage of referrals**

The LASBT Triage Team was created as a direct result of the LASBT review. Over the last 12 months there has been an active action plan process adopted to ensure the team processes are developed to ensure its primary functions are met. This has resulted in many new processes being implemented after due consultation with key stake holders both internally and within external partners.

This includes West Yorkshire Police regarding a new Police referral system and Housing Leeds regarding various working practices e.g. relating to risk assessment, noise investigation process to name two.

Elected members have played a key role in agreeing and consulting on the development of a LASBT elected members direct email address to triage, ensuring escalating incidents can be identified earlier and resolved swiftly.

Regular liaison meetings established with Team leaders from for the call centre.

Regular updates and training/awareness with colleagues within Leeds watch process.

Third sector communications to Register social landlord and register charities has also been developed so a good working relationship has been established.

We now have a Twitter profile and are looking to develop a social media strategy so we can update, advise and reassure our customers as well as promoting this unique Team.

The table below details the service request and the need for developing new working practices detailed within an active action plan.

Month	C360	CATS	Emails	OOH witnessed.	Total
February 2020	No data		No data	No data	
March	493		499	85	1077
April	486		678	30	1194
May	769		797	74	1640
June	766		1023	162	1951
July	666		1112	295	2073
August	663		1216	221	2100
September	518		862	156	1536
October	423		709	111	1253
November	373		810	104	1287
December		341	915	68	1324
January 2021		435	1260	70	1765
February		553	990	70	1613
March	Online customer records began	1042	715	95	1850
April		1140	739	130	2009
Monthly Average	573	702	880	119	1619

The above table represents service request recorded by LASBT Triage over the last 14 months.

The table represents the main sources of reports. These are covered in more detail below.

C360 (previous reporting system.) Reports to our call centre from customer's colleagues and elected members were recorded on this system. These cases were always input by a call taker (CSO) onto the system, this was the first line of risk assessment, often Colleagues would email, IM or call through to the team for advice or to inform on risk.

We also received emails from LASBT inbox, E&N noise inbox, LASBT Customer care inbox, LASBT Domvil and our own LASBT Triage. Emails consisted of further enquiries by customers, colleagues and elected members and partnership requests. It was also the only route for the online noise nuisance report from to be sent to Triage.

Emails or the online reports presented the team with an unknown threat, harm, and risk. These had to be prioritised on a daily basis to ensure persons, property or locations were not left at risk.

The email inboxes been review, streamlined with some closures to save confusion and duplication.

Active emails inboxes:- LASBT Triage. LASBT members and LASBT Domvil.

Triaged developed a daily prioritising system whereby an officers are tasked to review all **C360** and emails for immediate risk. This also ensured service delivery of serious cases was met.

The pandemic soon became the focus of calls for service. This included noise, neighbour disputes etc. and associated ASB. The table clearly shows this is still the case with figure double the amount the same month last year. They are not reducing.

December 2020 saw the introduction of **CATS** recording system. This was initially an internal process. Since March 2021 this has become an external reporting system where noise nuisance can be recorded directly onto the **CATS** system by customer. This is reflected in the **CATS** figures for March and April 2021.

This has also changed the dynamics of threat, harm, and risk as we now have more reports not seen or assessed by call takers as previously identified with **C360**.

Initial estimates of service request were based on 2017/2018. The team began operating on the 20th Jan 2020. It was still in its infancy with development and learning being cascaded to the new officer whilst carrying out the role. By 17th March all Officers were working from home isolated from their team and supervision. Calls began to rise as the communities came to terms with all being at home and hearing noise they had not previously experienced, young children off school, cars parked on streets and drive ways and parties. All of this led to a dramatic increase in our calls for service. Noise, neighbour disputes and ASB. Current resource levels are five Triage officers and one supervisor. Plans were developed to seek assistance from colleagues in LASBT teams, processes developed to increase output, ensuring quality didn't suffer. Over the last 12 months the team have guested seven other

officers from various skill sets, mainly from the talent pool, without who the process would have collapsed. The numbers have now remained constant for the last six to eight months, double the initial estimates.

- **Community MARAC**

Community MARACs have now been renamed ASB MARAC, due to the pandemic there has only been a minimal number of referrals and of those received LASBT were able to intervene at an early stage and resolve by holding case conferences with the relevant partners. The ASB awareness week is in June and due to the easing of lockdown the ASB MARACs will be promoted

- **Mediation**

Due to the pandemic and the cut in budgets this is no longer an area of work that will be explored at this time. However should funding become available this is something we will look at addressing.

As part of a case officer's role it is to resolve cases at the earliest opportunity and part of this is discussing concerns with our customers and looking at resolving by developing an action plan that is agreed.

- **Noise**

Noise continues to be one of our largest areas for complaints, we have now created a new website with a decision tree around noise. The website gives advice to customers regarding noise complaints. The website has been a huge success but has seen an increase in the number of complaints being made including anonymous complaints.

We are looking at on a trial basis at The Noise App (TNA), the app utilises smartphone technology to enable customers to submit complaints and noise reports. It is used by over 270 Local Authorities and Housing Associations across the UK

Reliance on the use of traditional diary sheets can be viewed as outdated, as the data provided is subjective, often of poor evidential value, open to misinterpretation and difficult to verify; the data collection can be for an extended period of time, during which the victim continues to be subjected to disturbance. Although the option of traditional diaries will still be available.

TNA captures significantly more information than traditional paper diary sheets, letters, online forms and telephone calls. This includes timestamps and geo-tagged reports.

Malicious, vexatious and/or repetitive allegations can be quickly reviewed, filtered and closed, avoiding the need for unwarranted and protracted investigation.

The system is cloud-based and accessible 24/7 to complainants and investigators

- **Communication**

Our new website has now been created around ASB and Noise nuisance, the website has clear information about details such as anticipated response times. Officers are empowered to challenge unrealistic expectations and to set out, if necessary, the limitations of tools available to them in some circumstances. The consultation process highlighted a gap in terms of social media presence, the LASBT teams including Triage are now using Twitter on a regular basis and shows instance of successful enforcement, along with advice or information.

- **Location of the West team**

The West Team have now been relocated to the Armley Community Hub which is close to one of the priority neighbourhoods

- **ASB Strategy**

ASB Strategy has been developed (please see appendix 2a)