

Appendix 1

Overview

At recent Committee Meetings a briefing was given around the service review for the Leeds Anti-social Behaviour Team (LASBT).

The briefing outlined the key areas of focus for the review;

- **Triage system for referrals**
- **Creation of a Community MARAC**
- **Review of Mediation provision**
- **Review of Noise Processes**
- **Creation of a Communication Plan**
- **Re-location of the LASBT West Team**
- **Development of an ASB Strategy**

This briefing provides an update of the key areas of focus as the review progresses.

A Q&A section has also been provided in response to questions raised at the Committee Meetings.

Triage System

An effective triage system needs to identify high risk, high harm situations at the beginning of the customer journey. There has been extensive research and development work to understand how to effectively deliver this in Leeds.

Shadowing has taken place at the contact centre to listen to current call handling techniques used for both anti-social behaviour and Adult Social Care calls. There has also been consultation with police colleagues to learn from their call handling and risk assessment processes. An enhanced 'strength based conversation' script is being developed for use by the contact centre and this will identify at the first point of contact the risk attached to the call.

Consultation is underway with the contact centre around delivery of this model. It is also proposed that a central Triage Team is created, and this team will be responsible for undertaking a full risk assessment of all incidents based on the National Policing THRIVE model (Threat, Harm, Risk, Investigation Opportunities, Vulnerability & Engagement).

The team will be responsible for identifying high risk, high harm issues and ensure the appropriate level of response is provided. They will also provide advice and guidance to customers and will be a crucial link between police colleagues in the NPT's and the wider services.

Creation of a Community Marac

The creation of a Community Marac will promote the early resolution for complex and persistent cases. Research is being undertaken to understand the most effective way to deliver this. We have visited Islington Council where a successful Community MARAC has been in place for some time. The learning from their model will assist us as we start to work on our own procedures, Terms of Reference, and Information Sharing/Confidentiality Agreements.

Mediation Provision

The current Mediation provision has been reviewed and it is proposed that a mediation service is commissioned that has the flexibility to work in various localities and at times which suits the needs of residents.

Review of Noise Processes

The noise review is ongoing and is a big piece of work given that almost 60% of incoming referrals relate to noise nuisance. We are working alongside a service design team to review current processes. We have mapped out the customer journey, and have looked at how the day time and out-of-hours services can be joined up more effectively to ensure that available resource is deployed effectively, and based on priority need.

Communication Plan

Our current communications are to be reviewed (website, leaflets etc) to ensure that customers wishing to access the service have clear information and are aware of the services we are able to offer.

We are working with the communications team to look at other outlets to strengthen our communication with residents such as the use of social media.

Location of the LASBT West Team

The current office provision for the West Team does not fully meet the needs of the service, and work is underway to identify alternative accommodation. It is hoped that the team can be co-located alongside a Housing Team in line with the East and South Team model.

Development of an ASB Strategy

An ASB Strategy for Leeds is in development and this will set out the strategic framework for activity going forward. The strategy will be focused around the key themes; Intervention, Prevention, Enforcement, Community Empowerment and Integrated Intelligence. The strategy will include an ASB Action Plan and this will drive the work to be delivered within the strategic themes.

Question - Will the Community Marac duplicate the work of other meetings?

Answer: As part of the research we are undertaking around the Community Marac we are considering other meetings (such as Police Tasking) where there is the risk of duplication of efforts.

We have looked at a number of referral mechanisms and if the right process is in place, it should negate this risk.

Question - How will we track outcomes of Mediation cases and know that it works?

Answer: So we're aware of the effectiveness of Mediation we will ensure that a Performance Framework is in place that will evidence the number of cases managed by mediation, this will include the number of cases with a successful outcome, the average duration of a case and we will also measure the levels of customer satisfaction with the service provided.

Question – Is the Noise service under resourced?

Answer: There is high demand for our Out of Hours Noise Service. As part of the noise review we have looked at call handling levels, how we deploy resource and have also looked at how best we can effectively manage customer expectations.

We are reviewing the current call handling processes with a view to implementing a system where those in high risk/high harm situations are prioritised.

Question – Has the use of technology for noise reporting been piloted elsewhere?

Answer: The service design team that are assisting with the noise review are looking at a number of options around reporting, this includes the options to report on line and also the use of mobile phone apps.

Question – Can LASBT identify locations across the city where there is a need to allow the necessary resources to be deployed?

Answer: LASBT work closely with a range of partner and services, and under our Information Sharing Agreements we are able to share information around 'Hot Spot' and 'Cold Spot' areas. Our partnership approach means that we are able to deploy officers where there is most need.

For future the Proposed Triage Team will also have a crucial role to play in identifying problematic people and places at the earliest opportunity.

Question – Is there adequate capacity for deployment of LASBT staff in the rural areas?

Answer: Yes there is capacity for officers to be deployed to rural areas, and this would be based on intelligence from partners and reports of anti-social behaviour/calls for service.

We do try and keep officers working within a geographical areas as we believe this strengthens our partnership approach. However officers can be deployed to any area across the City.