

Report of: Leeds Anti-Social Behaviour Team

Report to: Outer West Community Committee

Report author: Karen McManus

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To note

Service Review Update

Purpose of report

1. To provide the Outer West Community Committee with an update on the Leeds Anti-Social Behaviour Team Service Review.

Main issues

2. The attached report is provided at the specific request of the chair of Outer West Community Committee.

Recommendations

3. To note the contents of the briefing note and receive the update from Leeds Anti-Social Behaviour Team.

Overview

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.

Triage Supervisor has now been appointed to Kevin Brighton, Hate Crime Co-ordinator and he's accepted the offer. Kevin comes with a wealth of experience from his background within the police and was previously an NPT Sgt responsible for the risk assessment of both crime and asb.

He has also been a forces training officer before he retired and took up the position of Hate Crime Co-ordinator, for those of you who know Kevin, in addition to reviewing Hate Crime incidents and

supporting victims, he is also involved in many areas of service improvement, community work and has devised training programmes and delivered training to a range of audiences.

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.

ASB Strategy

An ASB Strategy for Leeds has been developed and this sets out the strategic framework for activity going forward. The strategy focuses 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.