

**Report of Director of Communities and Environment
Report to Environment, Housing and Communities Scrutiny Board**

Date: 17th August 2020

Subject: Update Leeds Anti-Social Behaviour Team (LASBT) Review

Are specific electoral wards affected? If yes, 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 type="checkbox"/> No
Is the decision eligible for call-in?	<input type="checkbox"/> Yes <input checked="" 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

Summary of main issues

1. This report updates the Environment, Housing and Communities Scrutiny Board on progress with the LASBT review.
2. A key recommendation to come out of the review is that decision making should be based on an effective triage system with the identification and assessment of risk embedded in procedures from the first point of contact.
3. The proposed actions aim to complement wider corporate ambitions around the Council's Inclusive Growth Strategy and reflect the priorities of the Safer Leeds Community Safety Strategy and the Best Council Plan.

Recommendations

The Scrutiny Board is requested to comment on the contents of the report and progress made since initial consultation took place with the Board.

1. Purpose of this report

- 1.1 This report updates the Environment, Housing and Communities Scrutiny Board on progress with the LASBT review.

2. Background Information

- 2.1 The volume, complexity and breadth of cases being referred to LASBT has evolved since the service was established. Demand for the service has increased, and the team is responding to a far greater number of high risk incidents. This has been more prevalent with the lockdown retractions in relation the Covid 19 pandemic.

2.2 Throughout the review officers have worked to ensure connections are made to the priorities identified in the Safer Leeds Community Safety Strategy 2018-21.

3. Main Issues -

- 3.1 **Triage of referrals:** The service implements a triage system for all incoming referrals so that cases can be appropriately prioritised.
- 3.2 The Triage team commenced on the 20th January 2020 and is made up of 5 Triage Officers from various backgrounds and Triage Supervisor with specialism surrounding safeguarding and Hate Crime.
- 3.3 The team have developed a risk assessment process call THRIVE, this is the same model that West Yorkshire Police use and provided consistency within the partnership
- 3.4 Ongoing reviews have been undertaken of working procedures to ensure the best customer journey and ensuring risk is identified at the earliest opportunity.
- 3.5 The team have seen an increasing demand for service especially within the lock down period rising from 1194 in April 2020 to 2073 in July 2020, there is an upward trend month on month. Additional staff have had to be resourced via the re-allocation pool.
- 3.6 There has also been a noted increase in higher risk cases rising from 181 cases in April 2020 to 294 cases in July 2020, again this is a continuous upward trend.
- 3.7 Noise still remains the most reported type of ASB with over 50% of reported ASB enquiries falling under this category.
- 3.8 Changes have been made to how the Triage team deal with Domestic Violence cases. This fully complements the Domestic Violence policies meets level 2 of the Domestic Violence Quality Mark
- 3.9 The Triage have dealt with some high level / high risk cases, including incidents of modern slavery and people trafficking, serious safeguarding cases where life has been at risk and most recently a case involving a sexual predator which had elements of stalking involving a 16 year old girl.
- 3.10 **ASB MARACs:** For complex and persistent cases the service now has the option of ASB MARACs. This is to promote early resolution of cases, joint decision making and more effective problem solving. This will enable officers to assess and manage risk more effectively for both perpetrators and victims.
- 3.11 Referrals have been received and we have managed to ensure relevant partners are working on each of the cases and unblocking barriers and any gaps in service provision. An example of the work is one of the cases was an extremely vulnerable male (Housing Association) who refused any support for his complex needs, this approach brought together key agencies to address the wide ranging issues.
- 3.12 **Mediation:** A flexible mediation service was due to be commissioned to promote early intervention. This approach has the potential to resolve more ASB cases before they escalate and become increasingly entrenched. Not only could this deliver improved outcomes for the individuals involved it also has the potential to reduce costly demands on public services.

- 3.13 A full specification has been drafted working with the procurement team with a view to going out to tender however it has been decided to put a temporary hold on going out to tender due to the current working arrangements.
- 3.14 **Noise:** Over 50% of incoming referrals are in relation to noise nuisance. The existing resources cannot meet the demand and expectation of the service. The provision therefore needs to be revised, joining up day time and out-of-hours services more effectively and ideally delivering increasingly flexible coverage.
- 3.15 The Out of Hours Service is now piloting an Evening Triage Team to allocate noise calls based on priority, the team are also able to offer guidance and assistance to the customer on how to log issues in a nuisance diary book. This reduces the timescale for the customer's enquiry to be dealt with, assisted in reducing the amount of time call backs are made to the customer and the Response Officers are able to get round to more visits. The feedback that has been received is really positive from our customers.
- 3.16 The majority of noise complaints are in the areas that are highly populated with students, it should however be pointed out, that Leeds has a very large student population, and whilst numbers of complaints seem high, this actually represents a very small percentage of the overall numbers of students studying in the city. LASBT, UoL & LBU are working closely to develop a more enhanced service initially on a temporary basis with some funding provided by the Universities.
- 3.17 **Communication:** External communications have been revised in order to provide more clarity and advice to those seeking to use the service.
- 3.18 Following the Triage 6 month review we have identified the need for a direct inbox for elected members. This will be created with revised guidance, to help support elected members and their constituents in a more focused approach.
- 3.19 Customer satisfaction surveys are now been sent out electronically on closed cases in line with LCC preferred method of contact.
- 3.20 Website is in the process of being updated around noise nuisance to assist complaints with actions they are able to take themselves or sign post to the relevant department.
- 3.21 **Location of the West Team:** Work is on-going to identify a suitable alternative base for officers currently based in the west of Leeds, ideally co-located with other services in the same area of the city. Discussions with Trade Union representatives are ongoing.
- 3.22 **ASB Strategy:** The Anti-Social Behaviour Strategy has been finalised but was not subject to a formal launch at the time due to restrictions under Purdah and then followed by impact of lockdown.

4. Corporate considerations

4.1 Consultation and engagement

4.2 Equality and diversity / cohesion and integration

- 4.2.1 An equality impact assessment has been carried out as part of the project.

4.3 Council policies and best council plan

- 4.3.1 The Best Council Plan 2018/19 – 2020/21 includes Safe, Strong Communities as a Best City Priority and one of the intended outcomes of the plan is for people to 'be safe and feel safe.'
- 4.3.2 The LASBT review aims to enable officers to increasingly focus on preventative activities and early intervention, with a view to empowering residents and supporting communities to become more resilient. The outcomes that could be achieved through that work would support the ambitions set out in the Inclusive Growth Strategy.
- 4.3.3 The proportion of the households reporting anti-social behaviour is included as one of the KPIs used to measure progress against the Best City priorities.
- 4.3.4 The LASBT review aims to enable the service to work towards priorities set out in the Safer Leeds Community Safety Strategy, which was approved by Executive Board in October 2018.

4.4 Resources and value for money

- 4.4.1 The aim of this review is to change the way LASBT operates in order to maximise the value derived from existing resources.
- 4.4.2 The ambition is to enable officers to work with communities, and to make better use of early intervention tools, thereby reducing demand on public services and the associated cost of dealing with complex cases that have escalated.

4.5 Legal implications, access to information, and call-in

- 4.5.1 The Safer Leeds Executive has accountability for the LASBT review. As a significant programme of change, the review has been a standing agenda item for the Safer Leeds Executive.
- 4.5.2 There are no exempt items so there are no access to information issues.
- 4.5.3 There are no legal implications for the work set out in this report.

4.6 Risk management

- 4.6.1 The key to ensuring a sustainable, effective LASBT service will be to enable decision making to be based upon need, to inform targeted use of resource and capacity. This will rely upon join-up working with colleagues and partners.
- 4.6.2 Safeguarding runs through all the work of the LASBT service and the community safety partnership, as outlined in the corporate risk report on community cohesion.

5. Recommendations

- 5.1 The Scrutiny Board is asked to comment on the content of the report and the progress made.