Leicestershire Safer Communities Strategy Board

Making Leicestershire Safer

LEICESTERSHIRE SAFER COMMUNITIES STRATEGY BOARD

8TH SEPTEMBER 2016

THE ASB CASE MANAGEMENT REVIEW

Introduction

1. The purpose of this report is to introduce and outline the ASB Case Management Review.

Background

2. A light touch review has been commissioned by the SPB Executive. It was felt that recent developments in the 'world of ASB' including major legislative updates, organisational and infrastructure changes, funding and resource challenges, all had the potential to affect service delivery.

3. The review examined the consistency of service delivery; it was not a detailed inspection of individual arrangements but instead looked at common threats, risks and opportunities across the sub-region. The process involved interviews with practitioners and service users, completion of self-inspection templates and examination of supporting bureaucracy.

Findings

4. The Review Report, attached at Appendix 1, outlines the findings of the review; however there is a caveat that the observations did not apply universally. There was some excellent practice, there were however also identified areas for development.

5. In very broad terms the review findings fall into two development areas:
    a. Standards: There were a number of opportunities to add consistency to service delivery through agreed minimum standards for example around the timescales, method and documentation of victim updates.
    b. Training/Knowledge: individuals using the case management system require tiered training according to their function. The training inputs should be proactively user led and fulfil operational needs rather than being based on provider capacity and provision.

6. A summary of the main areas within the report:
    a. Taking a report of ASB: where the report of ASB was not taken directly by an ASB practitioner there were opportunities to mitigate potential

delays in risk assessment, e.g. using supporting scripts or induction training for call takers.

b. Lack of supporting literature: cost was often cited as a barrier, although not a complete solution digital version of information material for victims was a low cost, accessible, easily updateable, multi-language option.

c. Keeping victims apprised of case progress: The victim care package on the Sentinel case management system was underused, with little in the way of supervisory footprint. There may be value in adopting elements of the victims' code for updating victims of ASB cases in order to instil standards.

d. The incremental approach: this was supported by practitioners but there appeared to be a skewed implementation of it following the roll-out of the ASB Crime and Policing Act. Non-judicial disposals appeared to be favoured with patchy uptake of legal elements of the ASB toolkit. Anecdotally, cost, lack of resources, confidence and training all feature as possible barriers.

e. The ASB toolkit: documentation and associated procedures for use of the toolkit were developed piecemeal across the sub-region. This requires standardisation and made more accessible to users.

f. Information Sharing: arrangements to share information externally rightly receive a great deal of attention. Conversely internal information sharing between community safety practitioners such as housing, environmental health etc. appears more ad hoc. There appeared a similar issue with non-statutory partners who deal with ASB such as Registered Social Landlords; agreed protocols for information sharing would address these issues in both cases.

g. Sentinel (the IT system used to case manage ASB): It would be fair to say the system has a poor image/reputation amongst many practitioners, much of it based on historical issues, poor user experience/skill levels and lack of familiarity. Much of this can be addressed through appropriate training and a robust practitioner led process for system development.

Solutions

7. Some of the potential solutions have already been discussed; in no particular order they may also include:
    a. Revamped sub regionally agreed ASB toolkit and documentation,
    b. Mentoring/partnership between districts, peer support,
    c. Explore commissioning shared services such as legal advice and provision for civil elements of the ASB toolkit,
    d. More effective practitioner support forums,
    e. Joint working groups,
    f. Using systems to their full potential,
    g. Revamped protocols where necessary,
    h. Training and system user support.

The list is by no means exhaustive.

Next Steps

8. A practitioner led programme of work is required to explore the issues contained in the report. The ASB Delivery Group provides a logical forum with necessary expertise to assess feasibility and drive the necessary changes required; indeed many of the suggested actions are already in progress through the group.

Recommendations

9. That the Board note the contents of the report

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