

LEICESTERSHIRE SAFER COMMUNITIES STRATEGY BOARD

4 SEPTEMBER 2017

LSCSB UPDATE: ANTI-SOCIAL BEHAVIOUR CASE MANAGEMENT

Background

1. This report provides an update regarding current and planned developments in the management of Anti-Social Behaviour (ASB) across Leicester, Leicestershire and Rutland (LLR). A review of ASB case management was conducted in 2016 with requisite recommendations and actions progressed through the ASB Delivery Group. The outcome will be a more consistent approach to ASB case management across LLR.

Notable developments and challenges:

2. In response to the review, actions were assessed as short, medium and long term. Amongst these were actions for local implementation and others that had cross-cutting implications.
3. Key pieces of work to date have included;
 - Finalising the ASB Incremental Approach document (tiered approach to managing ASB and guidance on ASB processes and legislation) for use by practitioners across LLR.
 - Standardising ASB call handling scripts.
 - Reviewing and standardising documentation including the victim voice in Acceptable Behaviour Contracts.
 - Reviewing what is/isn't recorded on the partnership ASB case management system Sentinel,
 - Training needs around the Incremental Approach, identified from practitioner feedback

Further work in the coming year

4. A comprehensive programme of ASB training is planned; the aim is to give a wide-ranging overview of the tools available to manage ASB, aid consistency and in-turn support the Incremental Approach.
5. The training is being delivered to all front line neighbourhood policing teams and has been offered to all local authorities across LLR for anyone managing ASB cases. The training will cover both pre and post court elements of the Incremental Approach and will be delivered by Leicestershire County Council's Community Safety Team alongside colleagues from the Youth Offending Service, Leicestershire Police and East Midlands Police Legal Services.

6. The training will be used to consolidate much of the post review work-streams being undertaken 'behind the scenes' such as new or updated processes and re-designed and agreed documentation.
7. Also timed to coincide with the training programme is the re-launch of an updated version of the Incremental Approach. This has been drafted and sent to partners for comment with a reviewed set of pro-forma letters and paperwork relevant to the process.

Key issues for partnership working or affecting partners

8. The aim ultimately is to ensure that partners across LLR are managing ASB consistently and proportionately and in-turn providing victims and perpetrators with the same level of service, irrespective of where they live.
9. Eight training sessions are planned and partners are encouraged to support them by ensuring anyone managing ASB within their organisation/ authority are given time to attend. Sessions available on the following dates with two sessions each day, 9am – 12pm or 1pm – 4pm:
 - 8th September 2017
 - 22nd September 2017
 - 25th September 2017
 - 2nd October 2017

Conclusion

10. The training programme and the accompanying relaunch of the Incremental Approach are a significant part in an Action Plan to address issues raised in the ASB Case Management Review. It is important to note however, that they do not sit in isolation but form part of an ongoing programme of work.
11. ASB practitioners under the auspices of the ASB Delivery Group have assisted to manage and prioritise post review actions and further pieces of work are planned to both reinforce and supplement current work-streams and will be reported to the board as appropriate.

Recommendations for the Board

12. The Board note the contents of this report.

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