

SCRUTINY COMMISSION - 12TH DECEMBER 2022

Report of the Director of Housing and Wellbeing

Lead Member: Councillor Leigh Harper-Davies

UPDATE ON INTERNAL ANTI SOCIAL BEHAVIOR (ASB) REVIEW

Purpose of the Report

To provide an update on the outcomes of the internal ASB service review and what has changed because of the review.

Action Requested

To note and comment on the information provided.

Reason

To support effective scrutiny of the matter.

Background

A review of how ASB is coordinated and managed within Charnwood Borough Council (CBC) commenced at the end of 2019, however due to the impact of Covid-19 the review was paused and re-commenced at the end of August 2020, when an independent consultant was commissioned to conduct a high level review and make recommendations to bring together our ASB (Anti-Social Behaviour) teams to enable them to work more effectively with the police and partners.

The review was conducted over 5 days, engaging with over 20 internal and external stakeholders, and completing web-based research on how ASB is managed within other councils. The focus and scope of the review was on managing ASB and ensuring the Council takes swifter action against offenders, with more civil penalties being issued. However, the intrinsic links with the work of the Community Safety partnership (CSP) and Joint Action Group (JAG) in reducing ASB are such, that although these areas were not formally reviewed, recommendations were also included to support the work of these groups.

The (then) services listed for inclusion in the review were Landlord Services, Regulatory Services, Neighbourhood Services, Strategic and Private Sector Housing, Customer Contact Centre, Planning and Regeneration (enforcement), Environmental Services.

An ASB Implementation Board consisting of the Lead Member for Community Support, the Director of Housing, Planning, Regeneration, and Regulatory Services, and Karen Jones of Lolite Consultants Ltd was established to deliver the recommendations.

Three project delivery workstreams were created as follows:

Workstream 1 - Community Safety Partnership

Workstream 2 - Reporting and Recording

Workstream 3 - Case Management

A summary of the key activities delivered under each workstream is set out below.

- **Workstream 1: Community Safety Partnership (CSP)**

This workstream was facilitated by the Council on behalf of the CSP.

- Facilitate a review of how the CSP works with current and new partners to build on the closer relationships formed during the Covid-19 pandemic.
- Review opportunities to enable more time to be released for action across the partnership, including:
 - Review of representation at meetings
 - Review of longer-term hub approach and how this will work in our more virtual world.
 - Review of CSP Terms of Reference, roles and responsibilities.
 - Research CSP operations in other areas for examples of best practice.
 - Review data sharing, timescales, and accessibility.
 - Review feedback from partners on the current partnership arrangement.

- **Workstream 2: Reporting and Recording**

This workstream was led by the Customer Experience Manager.

- Train all ASB officers to complete the risk assessment process.
- For ASB assessed initially as low risk complete as an admin process, this includes chasing evidence and closing relevant cases where they cannot be progressed.
- Review end to end process and re-shape to ensure request is directed to the correct area.
- Review opportunity for more automation as part of initial risk assessment/admin process.
- Review use of data in Sentinel, including what needs to be recorded and capability.
- Make use of other data mapping/manipulation to provide greater insight. E.g., GIS mapping, repeat perpetrator stats, impact of enforcement measures etc.
- Implement the action plan from the ASB audit findings.
- Review opportunities from the implementation of Northgate over the coming months.

- **Workstream 3: Case Management**

This workstream was led by the Head of Regulatory Services and Community Safety and the then Head of Landlord Services.

- Introduce a mutual support concept across ASB officers, with Landlord Services ASB officers trained and provided with powers to support another area of ASB outside of Landlord Services. Other areas to then be trained in due course.
- Produce and maintain a table of ASB responsibilities with named officers.
- Establish an ASB facilitator role to be the central point for CSP, Cllrs, officers, planning etc for all ASB queries and issues.
- Expand internal ASB/enforcement group to include Landlord Services, Contact Centre, Open spaces and Legal.
- Review of approach and structure of staff delivering ASB.
- Review of legal services requirements and implement changes, to include review of:
 - Use of police legal services
 - Legal terms of reference
 - Review of costs charged and how often these are reviewed in relation to the HRA fund.
- Update of web pages as recommendations implemented.
- Review of council tenancy agreements to explore the inclusion of a clause about the actions which can be taken if found to be a perpetrator of ASB outside of the vicinity of your home.

The End of Project Report can be found at Appendix 1. The report details the recommendations implemented, improvements made, and continuing work around ASB.

A presentation will be provided to Scrutiny to summarise the project and outcomes.

Appendices: Appendix 1 - End of Project Report

Background Papers: None

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