Antisocial behaviour challenges and solutions

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Review of Antisocial Services in NLC

- Challenges faced by North Lanarkshire Council in terms of dealing with ASB
- What were the main reasons behind the review of ASB service
- What were the main findings of the review
- What changes are we making
Challenges faced/Main reason for the review

Perception of failing service
Increase in complaints, ASB v neighbour disputes
Elected Members had a belief that insufficient action was being taken to tackle ASB
Lack of understanding relating what powers were available across the different tenure types
Geographical split of the council and inconsistencies in working practices
Introduction of the Scottish Social Housing Charter
Opportunity for more pro-active partnership working
Objectives of the Member Officer Working Group  
MOWG and the Business Process Review BPR

- Define what is meant by ASB. For example, what should be dealt with as estate management issues, the difference between what is ASB and what is a neighbourhood dispute and what should be reported as ASB, racial harassment or drugs complaints etc.

- Examining processes to determine if they are adding value to the community, the council and its partners. To make recommendations for change where appropriate.

- Reviewing existing measures and identifying any additional measures that are required. This will include reviewing the information that is being provided to the Local Community Safety Sub Groups.

- Ensuring that the results from the review are used to inform and, if necessary, update the existing actions needed in respect of the Scottish Social Housing Charter, Local Area Partnerships, Community Safety Sub Group, Local Youth Offenders Group, etc.

- Identify changes to the Anti-Social I.T. module.
Overall conclusion of BPR reported to MOWG on ASB

The team concluded that;

……..there are conflicting views and lack of understanding as to the remit of the current service delivered both by the Area Teams during normal working hours and also during out of hours……..
The Main Findings

- First point of contact
- Witnessing and intervention action to be taken within and outwith hours
- Legislative issues
- Use of CCTV
- ICT requirements
- Communication
- Private landlords
- Partners
- Youth complaints
- Lack of categorisation
- Drugs
- Sustainability
- Support for victims and offenders
Recommendations approved by MOWG and remitted to main service Committee

The Business Process Review recommended service improvements to tackle the findings are defined under the following six core principles;

• Clarity of purpose.
• Improve first point of contact.
• Pro-active service with increased visibility.
• Improve communications and processes.
• Improve marketing of the new service.
• Improve sustainability to break the cycle of ASB.
Clarity of Purpose

• A clear service delivery model should be implemented with clearly defined and published service standards advising all concerned of the purpose of the service being delivered, this should include response times and categorisation of complaints. The group’s view is that a model of service delivery that includes not only witnessing but intervention during the incident should be considered.

• This model would also include targeting staffing resources during the peak timescales.
<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>TYPE</th>
<th>EXAMPLES OF TYPES PER CATEGORY</th>
<th>Timescales for contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>SEVERE – CRIMINAL</td>
<td>Complaints which concern allegations of drug dealing, criminal behaviour involving violence, serious harassment, hate crimes (including racial, sectarian or any discriminatory harassment) Domestic Abuse, serious damage to property including fire raising</td>
<td>Immediate advice and if appropriate, response at point of contact and complaint progressed within 1 Working Day</td>
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<tr>
<td>B</td>
<td>SERIOUS AND/OR PERSISTENT</td>
<td>- Frequent/persistent complaints, - Persistent Disturbance including Noise Nuisance (inc Loud Music, Banging etc) - Abusive or threatening behaviour - Harassment - Minor damage to property (vandalism)</td>
<td>Immediate advice and if appropriate, response at point of contact and complaint progressed within 3 Working Days</td>
</tr>
<tr>
<td>C</td>
<td>NEIGHBOUR DISPUTE/BREACH OF TENANCY</td>
<td>- Minor breaches of tenancy, including untidy gardens, disputes about communal areas etc - Minor noise nuisance including domestic appliances/pets - Children - Lifestyle clashes - Boundary disputes, - Parking issues</td>
<td>Immediate advice and if appropriate, response at point of contact and complaint progressed within 10 Working Days</td>
</tr>
<tr>
<td>D</td>
<td>LOW LEVEL NUISANCE</td>
<td>Sometimes we will not be able to take any action, but we will record the report and let complainer know that no action can be taken. Examples include: ball games, one-off parties or barbecues, noise arising from normal daily living in a property, Conduct which is shown to be reasonable in the circumstances</td>
<td>Immediate advice at point of contact follow up within 20 Working Days</td>
</tr>
<tr>
<td>Y</td>
<td>YOUTHS/ GANGS</td>
<td>Complaints of Youth Disorder not covered by any of the above categories</td>
<td>Immediate advice at point of contact and complaint progressed within 1 Working Day</td>
</tr>
</tbody>
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First Point of Contact

• Ensure consistency of service provision by considering a central point for dealing with all initial calls.
• Set clear service standards for timescales for responding to witness ongoing anti social complaints both during daytime and out of hours.
• Categorise complaints. Domestic noise accounts for 75% of complaints.
• Prioritise resources to take account of demand peaks at predictable times. 85% of complaints occur Thursday to Sunday between 7.00pm and 3.00am
Pro active service with increased visibility

• Use all powers available including noise monitoring equipment, Unacceptable Behaviour Notices (UBN’s) etc.
• Fully utilise a range of legislative powers available in full partnership with other services/agencies including Police.
• Utilise CCTV evidence including use of mobile CCTV units and individual body mounted CCTV cameras.
• Ensure investigators are highly visible and seen within communities.
• In pro active drug cases implement earlier intervention.
Communications and processes

• Investigate use of “Looking Local” Application
• Ensure complainers are kept up to date on case progression and the service should be more proactive.
• Publicise the legislative powers available to ensure there is clarity in the range of actions available.
• Publicise the need for complainers to contact the service earlier as delays in reporting incidents are leading to 65% of incidents being over by the time officers attend.
• Improve communications with private landlords and via the Private Landlord Forum.
• Upgrade the current ASB IT module.
Marketing of the reviewed service

• Re-launch the service and make the referral process and service standards to be delivered as clear as possible including all published literature and council web site.
• Produce and implement a Communication Strategy.
• Publicise clearly what we can and importantly what we can’t do.
Sustainability/Break Cycle of ASB

- Review and consider mediation to work more with offenders to break the cycle of anti social behaviour.
- Consider an education pack targeted at 4th year pupils.
- Consider support provision for offenders and perpetrators.
Clarity of purpose

Improve first point of contact

Pro-active service with increased visibility

Improved comms & processes

Improved marketing of reviewed service

Improved sustainability break cycle of ASB

Out Of Hours Hub

Categorize

Central Daytime Hub

Investigation locality based

Police A

CCTV

Legal Team

SW

Central Hub Sustainability team - Mediation/Support

A B C D

Estates Teams C

Environmental Services B C

Property Services

Youth complaints Y
The new service will have 3 parts i.e. The Day-time Hub, Night-time Hub and the Area Offices. The Night-time Hub will operate out of the Town Centre Activities Office in Coatbridge which already has well established links with Police Scotland.

ASB Hotline 0300 123 1382
Strategic Links

• Demonstrate impact of ABS actions within the Community Plan/SOA 2013-18
• Promote continuous improvement through the Community Safety Partnership group
• Review and develop progress through the Community Safety Action Plan
• Ensure successes/initiatives are shared with residents and partners
• Work closely to promote the new ASB service in conjunction with the rebranding/new identification of NL Community Safety
• Scottish Social Housing Charter
Police Support

The Lanarkshire Policing Division are fully supportive of this proactive enforcement team. Once the structure is agreed for the internal NLC team, work will be carried out to establish working links with Police Scotland:

– Local officers from Community Policing teams will be fully briefed on the agreed structure of the team and their legislative powers for an overall awareness;

– Liaison will be made with the Area Control Room to link in with the Hub for referrals to avoid Police/NLC duplication;

– Process to be established for operational working when it is **not** appropriate for NLC to attend or where officers require police support.
Main Proposals approved by H and SW Committee

• One central ASB number at all times
• Complaints should be categorised
• Central hub for call handling at all times. Central hub for daytime telephone calls, location Dalziel Building, managed by Service Delivery Co-ordinator who will also supervise sustainability and mediation service
• Six local teams comprising a total of 12 Anti Social Behaviour Officers (NLC7) Monday to Friday during normal office hours
• Central hub for out of hours calls and public holidays to be at Town Centre Activities (TCA).
• Dedicated team of 5 Anti Social Behaviour Officers (NLC7) and 1 Service Delivery Co-ordinator (NLC10) should be deployed during peak hours i.e. 6.45pm to 4.00am Thursday to Sunday.
• Outwith office hours on Monday, Tuesday and Wednesday it is proposed that an enhanced advice service is delivered via the TCA office.
Implementation Plan

The Assistant Operations Manager will oversee the operational and strategic development of our approach to tackling anti social activities.

The strategy moving forward will include:-

- Re-launch the service improving the profile of the referral process and service standards to be delivered.
- Produce and implement a communication strategy and publicity to provide a clear message to all residents and partners in order to manage the expectations of the service user.
- Publicise clearly what we *can* and importantly what we *can’t* do, adopting the principle of categorisation of ASB complaints at the initial point of contact along with proposed timescales
- Re-brand the new service with official launch date 3\(^{rd}\) April 2014. Pilot launch from 6\(^{th}\) January 2014.