

Information Briefing for Neighbourhood and Community Services

Overview and Scrutiny Committee

ASB Case Closures

Background

The volume of ASB reported to both the City Council and West Midlands Police is high- and this has been the case for several years.

Birmingham City Council Customer Contact Centre receives on average 40,000 calls relating to Anti-Social Behaviour each year. (The police receive a similar number)

Not all of these calls result in an investigation or 'case' of ASB being recorded by the City Council

Most of the reports concern noise and environmental problems, and are routed to two Council departments Environmental Health and Fleet & Waste Management. In general about 15% of the overall call volume relate to community safety type issues, these calls are routed to BCC Landlord Services. (On average BCC Landlord Services deal with just over 6,000 calls per year re: ASB)

At any one time BCC Landlord Services may have between 900 and 1200 cases of ASB under investigation. Dealing with this volume of work presents a real challenge for the service, and in the last 18 months the service has endeavoured to deal with the demand by focussing on early intervention, whilst at the same time putting in place new measures to protect the most vulnerable individuals and families , and those at risk of repeat victimisation.

Case Management of ASB

All reports of ASB are assessed at the earliest possible stage, to determine the risk to the individuals involved in the incident and the impact of the ASB on the wider neighbourhood. It is this assessment that in the first instance drives both the speed and nature of the service response.

Reports of ASB likely to result in direct harm to an individual will be responded to within 24 hours.

The City's 2014 ASB Policy states:

"All reports of antisocial behaviour will be recorded, and assessed to determine the level of risk to individuals. The level of risk to an individual or neighbourhood will determine both the speed and nature of our response.

At the earliest stage following a report of ASB we will attempt to identify factors that may make an individual vulnerable, and whether or not the Anti- social Behaviour is such that a victim has been repeatedly targeted.

Where ever possible we will seek to deal with conflict through non legal intervention and support for families, taking legal action as a last resort.

Officers will seek to resolve 'neighbour' disputes through dialogue and agreement wherever possible.

Dependent upon risk, proportionate action will be taken in a fair and timely manner. Normally perpetrators will be allowed a reasonable time to rectify any antisocial behaviour / breach of tenancy.

The emphasis is on tackling ASB and modifying behaviour through support for families, persuasion and education rather than moving or displacing ASB through eviction and re-housing. However there will be times when the nature and severity of the ASB is such that we may seek a legal remedy at the earliest opportunity."

Case Closure

Every ASB case investigated by the City Council will be assigned a 'lead officer'. The lead officer in most cases will be a member of Housing Landlord Services . This officer will be part of a 'Place Team'.

ASB cases may be closed for a number of reasons, (outlined in table below) however the reasons for closure must be agreed by both the investigating officer and the relevant Place Manager.

The criteria used for closing cases are derived from guidance established by HOUSEMARK. (*note: HOUSEMARK are an organisation owned by the Chartered Institute of Housing and the National Housing Federation.*)

Case Closure Reasons	Successful Closure?
ASB Alleged Perpetrator Moved	yes
ASB Case Withdrawn by Complainant	yes
ASB Complainant Moved	yes
ASB Early Intervention	yes
ASB Effective Estate Management	yes
ASB Effective Legal Action	yes
ASB Investigated - No Breach of Tenancy	yes
ASB Management Closure	yes
ASB No ASB reported in Last 3 months	yes
ASB no Further Action	no
Closed - Service Not Delivered	no
Closed - Service Refused	no
Completed - Service Delivered	yes
Unable to Contact Complainant	yes

The process for closing ASB cases is determined partly by the need to manage the very high volume of service requests. There are occasions where cases will be closed, (e.g low level neighbour disputes,) where the ASB has not been resolved, but all options and tactics to resolve the issue have all been exhausted. E.g. Mediation and Restorative Justice may have been refused by persons involved and a legal remedy is unlikely to be successful.

Most ASB cases are closed in agreement with the person who originally reported the ASB.

Cases are never closed where there is a serious risk of harm to individuals or the wider neighbourhood.

Before any case is closed it is subject to an ASB 'Risk Assessment' (contained in Appendix One). The purpose of the assessment is to determine whether the persons affected are vulnerable; subject to repeat victimisation or require further support.

Measuring Customer Satisfaction

When an ASB case is closed, the customer will be contacted either by phone or post and asked to provide feedback on the service received.

A copy of the customer questionnaire is provided in Appendix 2.

The responses from this survey are collated each month and shared with both the ASB managers and investigating officers. This process provides valuable information that is used to make service improvements however there are occasions where customer expectations exceed what the service is able to deliver.

Working in Partnership to Tackle ASB

The incidence of 'ASB' reported to the City Council correlates closely to the incidence of crime and ASB reported to West Midlands Police. This is to be expected, as there is significant overlap between those issues which can be viewed as criminal and those which are civil in nature.

E.g. Visible 'on street' drug dealing; street car racing; aggressive begging etc... All of these issues impact detrimentally on neighbourhoods and can be resolved through both criminal and civil processes

It is for this reason that BCC Landlord Services works so closely with West Midlands Police to tackle and resolve Anti-Social Behaviour.

Landlord Service works with West Midlands Police to operate:

- (TFUN)Tackling Families Undermining Neighbourhoods - to stop serious crime and ASB caused by extended crime families and their associates. Landlord Services have been key to the development of this highly successful partnership initiative.
- Safer Communities Groups: - These problem solving groups bring the police; council and other partners together to tackle the most serious ASB at neighbourhood level. The recent restructuring in Housing Landlord Services has led to the appointment of four specialist ASB Partnership officers to support and develop these really important local problem solving groups.
- Neighbourhood Tasking Meetings: - again these problem solving meetings allow local residents to hold agencies to account for way they are tackling local ASB issues.
- Local Delivery Groups: - Landlord Services has appointed four dedicated community safety staff to work with the police and other partners to continue to operate the cities Local Community Safety Partnerships.
- ASB Risk Assessment Matrix: - In the last year BCC Landlord Services has in conjunction with West Midlands Police improved and joined together the approach of both services in identifying those persons who are most vulnerable and at greatest risk of suffering ASB.

- Think Family: - BCC Landlord Services have been one of the first housing services in the country to embed 'family support ' within its ASB service. The aim is to resolve ASB by tackling the underlying causes of ASB rather than simply dealing with the outcome or effect of the behaviour.
- The Community Trigger: - In October of 2013, BCC Housing and BCSP worked with West Midlands's police to introduce a new process called the 'Community Trigger'. This is a process which allows members of the public to hold the police and council to account if they have failed to deal with repeat cases of ASB in their area.

21st January 2016

Claire Berry
Senior Service Manager
Safer Places

Anti-Social Behaviour Risk Assessment

Appendix 1

Officer Completing:		Crime/ Non-Crime Number :	
		CRM Number (Council Use Only)	
Location incl postcode		Beat:	
Name :		DoB:	
Victims Address if different from location		Date:	
1. Have you or any of your neighbours experienced this or similar problems in the past 12 months? Yes / No (circle as appropriate) If yes, how often does this occur?			
Occasionally/First Time	1	Comments.... (When did the first incident take place?)	
Most Weeks	2		
Most Days	3		
Daily	4		
2. Have you reported problems to any other agencies? If so who?			
No	0		
Yes	1		
3. Do you and your family have support from your community/professionals? If so, who?			
Yes	0		
No	3		
4. Do you or anyone in your household have a long term physical/mental health issue or disability that limits your/their daily activities?			
No	0		
Yes	3		
5. Do you think this incident was deliberately targeted at:			
Nobody in particular	0		
Your Community	1		
Your Household	2		
You	3		
6. Are you being targeted by specific individuals? If yes, do you know the people involved?			
No	0		
Yes	3		
7. How is your day to day life affected by this ASB?			
Not at all	0		
Affected a little	1		
Moderately Affected	2		
Affected a Lot	3		
Extremely Affected	5		
8. Is hate a motivating factor?			
No	0		
Yes	3		
9. Is the problem escalating or linked to previous incidents?			
No	0		
Yes	2		
10. What type of ASB incident is this?			
Noise Nuisance	1		
Neighbourhood Issues	2		
Intimidation	3		
OVERALL RISK (Circle as appropriate)		LOW 0-9	MED 10-18
		HIGH 19+	

Questions for caller/ victim

Completed by officer



Guidance Notes

'Is this person at risk of harm due to either this incident or the cumulative effect of this or other incidents'

Some of the factors and situations that should be taken into account in identifying people who may be vulnerable include the following:

Health and Disability

- Learning disability
- Physical disability or illness
- Mental health needs
- Drug and / or alcohol misuse

Equalities / Discrimination Factors

- Gender / orientation
- Ethnic background
- Disability / Age
- Religion / belief

Economic Circumstances

- Deprivation / financial concerns
- Poor housing conditions (including geographical location)

Personal Circumstance

- Considers themselves vulnerable
- Social Isolation
- Poor social skills
- History of offending
- Self neglect
- Overcrowding
- Affected by anti-social behaviour

Family Circumstances

- Child protection
- Child in care
- Domestic abuse
- Family members/carers with mental health / drug / alcohol problems

When making an assessment, individuals should apply a common sense approach in-line with force policies. Remember victims may try to minimise problems and evidence may need to be sought from friends, neighbours or even the physical surroundings where the victim lives.



Additional Information

Please feel free to include information such as

- Brief circumstances of the incident
- Usual times when the ASB is taking place
- What do they believe triggers the incidents? eg. school holidays.
- Suspect details and descriptions of offenders, do they recognise a particular school uniform?
- Is their property privately owned, rented or housing association, if so which housing association?

CONSENT TO INFORMATION SHARING

I consent to agencies obtaining and sharing information as part of the multi-agency work to help and secure my safety and that of my family.

If there are child protection concerns, information will be shared regardless of whether this form is signed.

Signature:

Print name:

Date:

Support to tackle Antisocial Behaviour Customer Satisfaction Survey

How to complete the questionnaire

The survey should be completed by the person or in conjunction with the person we have addressed the envelope to. If you have made more than one complaint about antisocial behaviour please ensure that your answers to the survey relate to the complaint that has been closed most recently.

Reference

Name & Address

Q1 At the beginning, how easy or difficult was it to contact a member of staff to report your complaint?

Very easy..... ☐ Fairly easy ... ☐ Neither easy or difficult ☐ Fairly difficult ☐ Very difficult . ☐

Q2 Did you agree a course of action with the investigating Officer?

Yes..... ☐ No ☐

Q3 Were the agreed actions or objectives met?

Yes..... ☐ No ☐

Please tell us why

Q4 Do you agree that you were kept updated through the investigation of your case?

Strongly agree ☐ Agree ☐ Neither agree or disagree..... ☐ Disagree ☐ Strongly disagree ☐

Q5 How would you rate the member of staff investigating your complaint?

	Very good	Fairly good	No opinion	Fairly poor	Very poor
Responsive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sensitive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courteous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledgeable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q6 How satisfied were you with the support provided during the investigation of your case?

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied or dissatisfied... ☐ Fairly dissatisfied... ☐ Very dissatisfied... ☐

Q7 Taking everything into account, how satisfied or dissatisfied are you with the the way we dealt with your antisocial behaviour complaint?

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied or dissatisfied... ☐ Fairly dissatisfied... ☐ Very dissatisfied... ☐

Please tell us why

Q8 Taking everything into account, how satisfied or dissatisfied are you with the outcome of your antisocial behaviour complaint?

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied or dissatisfied... ☐ Fairly dissatisfied... ☐ Very dissatisfied... ☐

Please tell us why

Q9 Did we offer mediation?

Yes ☐ No ☐

Q10 If mediation was undertaken, was it successful?

Yes ☐ No ☐

Q11 Was legal action taken?

Yes ☐ No ☐

Q12 If yes, was it successful?

Yes ☐ No ☐

Q13 How willing would you be to report antisocial behaviour to us in the future?

Very willing... ☐ Fairly willing. ☐ Neither willing or reluctant..... ☐ Fairly reluctant..... ☐ Very reluctant..... ☐

Q14 Was there any other aspect of your case that could have improved your experience?

Q15

Please use this space to write any further comments you feel may help us improve our service.

The information you provide is confidential and subject to the requirements of the Data Protection Act 1998. This personal data will be held and processed by Birmingham City Council for the purposes of monitoring the performance and provision of services provided by the ASB and Local Housing Officers when dealing with ASB issues.

The personal details you give may also be shared with Birmingham Community Safety Partnership, West Midlands Police, West Midlands Fire and Rescue Authority, Primary care Trusts, Probation Service and Police Authority, for the purposes of or as part of any statutory duties requiring such disclosure and to protect the public funds it collects and administers.

Any data may be used to prevent fraud or the misuse of resources.

For further information of our privacy notice, please visit www.birmingham.gov.uk/privacy

This is important. If you do not understand this document then please ask a friend or relative, who speaks English, to contact your local neighbourhood office or housing team on your behalf. We will then arrange for an interpreter to meet with you.

هذه الرسالة مهمة، فإن لم تفهمها نرجو أن تطلب من أحد أصدقائك أو أقربائك ممن يتكلمون الإنجليزية أن يتصل بمكتب الحي "نيبرهود أوفيس" المحلي أو فريق الإسكان نيابة عنك. بعد ذلك سنرتب للقاء بك مع وجود مترجم فوري.

ARABIC

এটা খুবই গুরুত্বপূর্ণ। আপনি এই দলিলটি বুঝতে না পারলে দয়া করে ইংরেজীতে কথা বলতে পারেন এরূপ আপনার একজন বন্ধু-বান্ধব বা আত্মীয়কে আপনার পক্ষ হয়ে আপনার স্থানীয় নেইবারহুড অফিস বা হাউজিং টিম এর সঙ্গে যোগাযোগ করতে বলুন। এরপর আমরা আপনার সঙ্গে সাক্ষাৎ করার ব্যবস্থা করব এবং এতে সহায়তার জন্য একজন ইন্টারপ্রিটার রাখা হবে।

BENGALI

此事極為重要，如果你看不懂這份文件，請找一位會講英語的親戚或朋友代你接觸當地的鄰舍辦事處或房屋服務隊。然後我們會安排傳譯員一起見你。

CHINESE

این اطلاعات بسیار مهم است. اگر محتوی این مدرک را نمی فهمید، لطفاً از یک دوست یا خویشاوند تان که به زبان انگلیسی صحبت کرده میتواند خواهش کنید که از طرف شما بانیبرهود آفس یا هوزنگ تیم محل شما تماس بگیرد. بعداً برای شما مترجم فراهم می کنیم که باشما ملاقات کند.

FARSI

આ બાબત અગત્યની છે. જો તમને આ દસ્તાવેજમાં લખેલી બાબત ન સમજાય તો કૃપા કરી કોઈ અંગ્રેજી બોલતા મિત્ર અથવા સગાસંબંધીને તમારી સ્થાનિક નેબરહુડ ઓફિસ અથવા હાઉસિંગ ટીમનો તમારા વતિ સંપર્ક સાધવા વિનંતી કરો. પછી દુભાષિયા સાથે તમને મળવાની અમે વ્યવસ્થા કરશું.

GUJARATI

ਇਹ ਗੱਲ ਬੜੀ ਜ਼ਰੂਰੀ ਹੈ। ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਪਰਚੇ ਦੀ ਸਮਝ ਨਹੀਂ ਲੱਗਦੀ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਅਪਣੇ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਦੋਸਤ ਜਾਂ ਰਿਸ਼ਤੇਦਾਰ ਨੂੰ ਕਹੋ ਕਿ ਉਹ ਤੁਹਾਡੇ ਵਾਸਤੇ ਸਥਾਨਕ ਨੇਬਰਹੁਡ ਔਫਿਸ ਜਾਂ ਹਾਊਸਿੰਗ ਟੀਮ ਨਾਲ ਸੰਪਰਕ ਕਰੇ। ਉਸ ਤੋਂ ਬਾਅਦ ਅਸੀਂ ਕਿਸੇ ਦੋਭਾਸ਼ੀਏ ਰਾਹੀਂ ਤੁਹਾਡੇ ਨਾਲ ਗੱਲ ਕਰਨ ਦਾ ਪ੍ਰਬੰਧ ਕਰਾਂਗੇ।

PUNJABI

داډير مهم معلومات دى. كه تاسى په دى سند نه پوهيږئ نومهرباني وکړئ دخپل يو ملگري يا خپلوان نه چه په انگريزي ژبه خبرى کولای شى غوښتنه وکړئ چه ستاسى له خواستاسى دسيمى نيبرهود آفس يا هوزنگ ټيم سره په تماس کى شى. بيا به مونږ ترجمان برابر کړو چه ستاسى سره کتنه وکړئ.

PUSHTO

Tani waa muhiim. Hadii aadan fahmaynin warqadan fadlan waydiiso ruux saaxiibkaa ama qaraabadaada ah oo af ingiriiska ku hadla inuu kuu waco xafiiska Dariska (Neighbourhood Office) ama kooxda guryaha asagoo adiga kumatalaya. Markaa Kadib Ayaan kuu balaaminaynaa Turjubaan.

SOMALI

یہ دستاویز اہم ہے۔ اگر آپ اس دستاویز کو سمجھنے سے قاصر ہیں تو براہ کرم انگریزی زبان سے واقف اپنے کسی دو - یا رشتہ دار سے کہئے کہ وہ آپ کی جانب سے آپ کے مقامی نیبرہوڈ آفس یا ہاؤسنگ ٹیم سے رابطہ کریں۔ ہم پھر آپ سے ملاقات کرنے کیلئے ایک ترجمان زبان کا انتظام کر دیں گے۔

URDU

Đây là việc quan trọng. Nếu quý vị không hiểu tài liệu này làm ơn nhờ bạn hay người thân biết nói tiếng Anh thay mặt cho quý vị liên lạc với đội nhà cửa hoặc văn phòng nhà cửa ở địa phương của quý vị. Chúng tôi sẽ thu xếp một thông dịch viên đến gặp quý vị.

VIETNAMESE