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To: **Kent Community Safety Partnership – 3rd July 2012**

Classification: **For information**

Subject: **Anti-Social Behaviour – Community Safety Agreement Priority Update**

Summary:

This report provides a brief update on the work associated with the delivering the agreed project outcomes around Anti-Social Behaviour (ASB) that were included within the Kent Community Safety Agreement Delivery Plan. This report also provides a brief update regarding the progress towards developing a shared Anti Social Behaviour (ASB) Case Management system.

1.0 BACKGROUND

Reducing anti-social behaviour is a government priority and is also a concern for community safety partners across Kent. Nationally, high profile cases have highlighted the need for local public services to work more closely together to better understand the needs of vulnerable persons subjected to ongoing ASB. Sharing information and insight is vital to ensure that individual's needs are met whilst resolutions are sought. The coalition government have recently released the White Paper, Putting Victims First – More Effective Responses to Anti-social Behaviour, which details the intent to overhaul the current ASB toolkit of powers. The victim of ASB will be at the forefront of any response. Public bodies and their partners are now being encouraged to draw upon the experience of the call handling and case management trials. The trials with eight policing areas worked towards ensuring the police and their partners get it right the moment a call comes in and that they identify and manage high-risk victims effectively and take their problems seriously.

The 11 community safety partnerships in Kent have all identified ASB as a priority for their districts. This priority was echoed in the Kent Community Safety Agreement (CSA), which is an amalgamation of the local assessments.

The action plan for this CSA priority highlighted two main areas of activity:

A Countywide ASB Protocol, which could provide the guiding principles that all agencies follow when seeking to tackle anti-social behaviour, and the implementation of an ASB IT case management system. The CSA agreement has been approved by the Kent Community Safety Partnership where there was further acknowledgement and support for a shared IT resource.

Kent Chiefs requested KCC and Kent Police to lead on the delivery of the ASB work-stream key outcomes that were included within the Community Safety agreement delivery Plan. A project team has been established utilising KCC and Kent Police staff resources.

In terms of Case Management various options were available and In some counties off the shelf case management solutions have been implemented and in others considerable resource has been used developing solutions, most costing in excess of £40k per year for development, maintenance and ongoing support etc.

The favoured option in Kent was to build upon current developments, using "in-house expertise" to deliver a cost effective solution that is affordable and can be maintained within existing resource constraints. A bid was made to the Kent Community Safety Partnership for funding to begin the initial case management system development. Medway Council have also contributed financially to this initial start up process.

2.0 Current Progress

The Project Team meet on a monthly basis to review the progress of the project. In addition, there is a fortnightly meeting between the dedicated Kent Police Inspector resource and KCC Community Safety staff member. The Project Team have identified the appropriate Single Point of Contact (SPOC)s in each district for this project, and each person has been engaged by the project team to ensure good communications are maintained.

Kent Police have appointed an IT developer to work with the Project Team over the forthcoming weeks. The partnership consultation day which was held in May, provided partners with an opportunity to input to the development of the case management specification. It was well attended with representation from all Community Safety Partnerships. The outcome of the consultation will be shared with the IT developer so that partner's opinions are considered in detail as the specification of the system develops.

3.0 Future Considerations.

The introduction of Police & Crime Commissioners in November 2012 is likely to see ASB remain a high priority for the county. The role of the Home Office appointed Victims Advocates has been to prepare the ground for the incoming PCC's. The Home Office Victims Advocates have been working with ASB victims to determine their local needs and priorities and in support of this work KCC Community Safety submitted a 'profile' regarding the work of the Keeping Safe Group. The work of the Victims Advocates is now being passed to Victim Support and a recent presentation of the analysis carried out in Kent highlighted ASB as a priority.

Work is also progressing on the development of an ASB Partnership protocol that can be adopted by all partners across the County. Initial consultations have already taken place with Kent Chiefs regarding a proposal to adopt a set of minimum standards of service delivery and this has been supported by a Kent Police "Lean Event". The "Lean Event" redesigned Kent Police delivery processes at a community safety unit level. It is proposed to build on the Kent Police process redesign work with the incorporation of clear partner processes that can be supported by the case management approach that is currently being developed. There will be ongoing consultation with partners over the next few months regarding the draft protocols with a view to seek approval and formal adoption of the minimum standards and protocols at the September meeting of the Kent Community Safety Partnership.

4.0 Recommendations

That the progress in relation to the development of an ASB Case Management system and the adoption of associated partnership protocols and a minimum standard is noted.