

Public Document Pack

SUPPLEMENTARY INFORMATION

INNER WEST COMMUNITY COMMITTEE – 2ND JULY 2019

AGENDA ITEM 13 – AREA UPDATE REPORT

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Overview

At recent Committee Meetings a briefing was given around the service review for the Leeds Anti-social Behaviour Team (LASBT).

The briefing outlined the key areas of focus for the review;

- **Triage system for referrals**
- **Creation of a Community MARAC**
- **Review of Mediation provision**
- **Review of Noise Processes**
- **Creation of a Communication Plan**
- **Re-location of the LASBT West Team**
- **Development of an ASB Strategy**

This briefing provides an update of the key areas of focus as the review progresses.

A Q&A section has also been provided in response to questions raised at the Committee Meetings.

Triage System

An effective triage system needs to identify high risk, high harm situations at the beginning of the customer journey. There has been extensive research and development work to understand how to effectively deliver this in Leeds.

Shadowing has taken place at the contact centre to listen to current call handling techniques used for both anti-social behaviour and Adult Social Care calls. There has also been consultation with police colleagues to learn from their call handling and risk assessment processes. An enhanced 'strength based conversation' script is being developed for use by the contact centre and this will identify at the first point of contact the risk attached to the call.

Consultation is underway with the contact centre around delivery of this model. It is also proposed that a central Triage Team is created, and this team will be responsible for undertaking a full risk assessment of all incidents based on the National Policing THRIVE model (Threat, Harm, Risk, Investigation Opportunities, Vulnerability & Engagement).

The team will be responsible for identifying high risk, high harm issues and ensure the appropriate level of response is provided. They will also provide advice and guidance to customers and will be a crucial link between police colleagues in the NPT's and the wider services.

Creation of a Community Marac

The creation of a Community Marac will promote the early resolution for complex and persistent cases. Research is being undertaken to understand the most effective way to deliver this. We have visited Islington Council where a successful Community MARAC has been in place for some time. The learning from their model will assist us as we start to work on our own procedures, Terms of Reference, and Information Sharing/Confidentiality Agreements.

Mediation Provision

The current Mediation provision has been reviewed and it is proposed that a mediation service is commissioned that has the flexibility to work in various localities and at times which suits the needs of residents.

Review of Noise Processes

The noise review is ongoing and is a big piece of work given that almost 60% of incoming referrals relate to noise nuisance. We are working alongside a service design team to review current processes. We have mapped out the customer journey, and have looked at how the day time and out-of-hours services can be joined up more effectively to ensure that available resource is deployed effectively, and based on priority need.

Communication Plan

Our current communications are to be reviewed (website, leaflets etc) to ensure that customers wishing to access the service have clear information and are aware of the services we are able to offer.

We are working with the communications team to look at other outlets to strengthen our communication with residents such as the use of social media.

Location of the LASBT West Team

The current office provision for the West Team does not fully meet the needs of the service, and work is underway to identify alternative accommodation. It is hoped that the team can be co-located alongside a Housing Team in line with the East and South Team model.

Development of an ASB Strategy

An ASB Strategy for Leeds is in development and this will set out the strategic framework for activity going forward. The strategy will be focused around the key themes; Intervention, Prevention, Enforcement, Community Empowerment and Integrated Intelligence. The strategy will include an ASB Action Plan and this will drive the work to be delivered within the strategic themes.

Question - Will the Community Marac duplicate the work of other meetings?
Answer: As part of the research we are undertaking around the Community Marac we are considering other meetings (such as Police Tasking) where there is the risk of duplication of efforts. We have looked at a number of referral mechanisms and if the right process is in place, it should negate this risk.
Question - How will we track outcomes of Mediation cases and know that it works?
Answer: So we're aware of the effectiveness of Mediation we will ensure that a Performance Framework is in place that will evidence the number of cases managed by mediation, this will include the number of cases with a successful outcome, the average duration of a case and we will also measure the levels of customer satisfaction with the service provided.
Question – Is the Noise service under resourced?
Answer: There is high demand for our Out of Hours Noise Service. As part of the noise review we have looked at call handling levels, how we deploy resource and have also looked at how best we can effectively manage customer expectations. We are reviewing the current call handling processes with a view to implementing a system where those in high risk/high harm situations are prioritised.
Question – Has the use of technology for noise reporting been piloted elsewhere?
Answer: The service design team that are assisting with the noise review are looking at a number of options around reporting, this includes the options to report on line and also the use of mobile phone apps.
Question – Can LASBT identify locations across the city where there is a need to allow the necessary resources to be deployed?
Answer: LASBT work closely with a range of partner and services, and under our Information Sharing Agreements we are able to share information around 'Hot Spot' and 'Cold Spot' areas. Our partnership approach means that we are able to deploy officers where there is most need. For future the Proposed Triage Team will also have a crucial role to play in identifying problematic people and places at the earliest opportunity.
Question – Is there adequate capacity for deployment of LASBT staff in the rural areas?
Answer: Yes there is capacity for officers to be deployed to rural areas, and this would be based on intelligence from partners and reports of anti-social behaviour/calls for service. We do try and keep officers working within a geographical areas as we believe this strengthens our partnership approach. However officers can be deployed to any area across the City.

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Inner West Community Committee

FACEBOOK highlights

20th March 2019 – 4th June 2019

Appendix 2

Since 20th March 2019 the Inner West Community Committee Facebook page has gained: **48 new page 'likes'** (and currently has) **803 followers**.

There are two things to note in general:

- 'reach' is the number of people the post was delivered to
- 'engagement' is the number of reactions, comments or shares

Engagement tends to be a better way of gauging if people are interested and have read the posts because they wouldn't have interacted with it otherwise. For example, a post might reach 1,000 people but if they all scroll past and don't read it, the engagement is 0 and it hasn't been an effective way for the Community Committee to communicate.

Having said that, all posts can be read without any further interaction!!

By far the most popular post since the 20th March was the posting regarding Information sessions about Housing Team employment roles with Leeds City Council.

- has been shared 13 times
- **has reached a total of 3,117 people**

The following are screenshots of the most popular three posts since the 20th March. Alongside it are the figures for how many people were 'reached' and how many people 'engaged' with the post.

1st Place – 1,450 people had this post delivered to them and it had 63 post clicks, with **20** likes, comments and shares.

**Leeds City Council Inner West Community Committee**
Published by Karen McManus · 29 April ·

Information session about the roles available on Wednesday 8th May at the City Centre Hub Jobshop (Merrion House). There will be 5 sessions throughout the day at 10am, 10:45am, 11:30am, 13:00pm and 13:45pm. To find out more and to book on to a session visit <https://lcchousingjobs.eventbrite.co.uk/>

Exciting opportunities to work within our **Housing Team**

based in our local housing offices across Leeds

- Full training provided
- Good rates of pay starting from £19,554
- Housing Assistant & Housing Officer roles available
- Great career development opportunities
- Flexible working hours
- Full time/part time roles
- Excellent staff benefits including automatic enrolment in the West Yorkshire Pension Fund
- Generous holiday allowance
- Staff Discounts across Leeds

Find out more by booking onto a session:
<https://lcchousingjobs.eventbrite.co.uk>

Sessions take place at:
**City Centre Hub
Merrion House
Wed 8th May
10am - 1.45pm**



Performance for your post

1,456 People Reached

20 Likes, Comments & Shares

4 Likes	4 On Post	0 On Shares
3 Comments	2 On Post	1 On Shares
13 Shares	13 On Post	0 On Shares

63 Post Clicks

10 Photo views

9 Link clicks

44 Other Clicks

NEGATIVE FEEDBACK

1 Hide Post

0 Hide All Posts

0 Report as Spam

0 Unlike Page

Reported stats may be delayed from what appears on posts

Top post!!

Page 5

2nd Place – 1,161 people had this post delivered, with 43 post clicks. There was also **27** post likes and shares.



Leeds City Council Inner West Community Committee
Published by Karen McManus (?) · 28 March ·

New Wortley Community Centre
Café Club
Healthy Holidays

All sessions include activity and a meal please contact:-... See more

Performance for your post

1,161 People Reached

27 Likes, Comments & Shares

14 Likes	5 On Post	9 On Shares
0 Comments	0 On Post	0 On Shares
13 Shares	10 On Post	3 On Shares

43 Post Clicks

14 Photo views	0 Link clicks	29 Other Clicks
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NEGATIVE FEEDBACK

0 Hide Post	0 Hide All Posts
0 Report as Spam	0 Unlike Page

Reported stats may be delayed from what appears on posts



New Wortley Community Centre
Café Club
Healthy Holidays

School holiday Activities for age 7-14years

Wednesday 3rd April W.A.S.P. multi skills/ Creative cafe 1-3pm

Friday 5th April Strawberry & sunflower Café 11-12.30pm

Wednesday 10th April W.A.S.P. multi skills/ Creative cafe 1-3pm

Friday 12th April Art Café 11-12.30pm

All sessions include activity and a meal please contact:-
Building Blocks office on 0113 2793466 to book a place or call in.
Places are limited so make sure you book!

Supported by
Leeds Community Foundation Leeds City Council ASDA foundation Jimbo's FUND



3rd Place – 724 people had this post delivered to them. There were **23** post clicks, with 13 likes, comments and shares.



Leeds City Council Inner West Community Committee
Published by Karen McManus (?) · 26 March ·

Egg-splore Tropical World this Easter
Dates: Saturday 30 March – Sunday 28 April
Times: 10:00 – 4:00... See more

Performance for your post

724 People Reached

13 Likes, Comments & Shares

6 Likes	1 On Post	5 On Shares
3 Comments	2 On Post	1 On Shares
4 Shares	4 On Post	0 On Shares

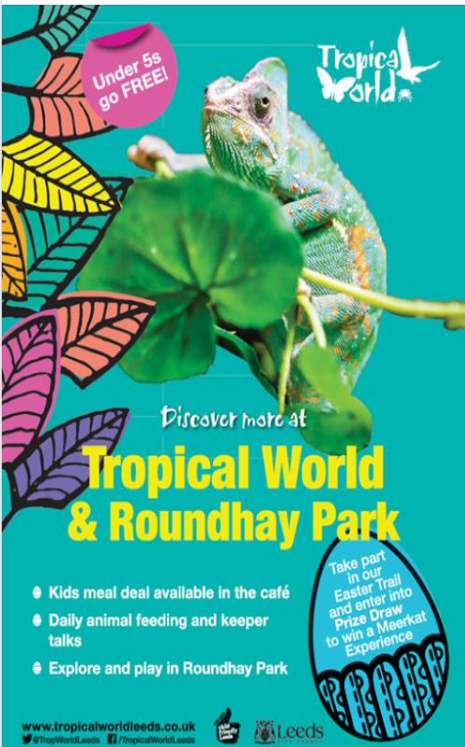
23 Post Clicks

4 Photo views	2 Link clicks	17 Other Clicks
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NEGATIVE FEEDBACK

0 Hide Post	0 Hide All Posts
0 Report as Spam	0 Unlike Page

Reported stats may be delayed from what appears on posts



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- Daily animal feeding and keeper talks
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