

# Safer Solihull Partnership

## Anti-Social Behaviour project plan 2021/23

The plan covers the period 23<sup>rd</sup> June 2021 to 31<sup>st</sup> March 2023

**Strategic governance and oversight of the plan sits with the Safer Solihull Community Safety Partnership.**

### Background

Solihull Community Housing provide a tenure neutral Anti-Social Behaviour (ASB) service on behalf of SMBC. This service works closely with key partners and agencies along with registered social housing providers and private sector landlords in Solihull. It is fair to say that the challenges arising from dealing with ASB and achieving positive outcomes can be complex. In Solihull, we adopt a multi-agency approach to tackling ASB which is one of the priority themes identified through the work of the CSP.

To support effective delivery of the ASB service, both Place and People based approaches are adopted. The approach to ASB through Locality Working involves local members, agencies, and partners, and directly feeds into the Thriving Communities Board.

A lot of work has already been carried out in reviewing the service delivery model jointly with SMBC. The aim of this work being to establish the optimum service delivery model considering and addressing tactical, system and cultural factors associated with ASB. Work is already underway at SCH to review the current service delivery model, this being part of a wider consideration to restructure the Neighbourhood Services Team.

The work being delivered through SCH, partner agencies and the CSP will inform the strategic approach to ASB within the borough.

### Progress

Progress is tracked using a RAG rating system to enable an at-a-glance indication of progress towards each agreed action in the plan. Ratings are agreed by the delivery board and are defined as follows

<b>GREEN</b>	The action has been complete and/or a process or programme is in place to address the issue
<b>AMBER</b>	Action towards the target has begun but is not yet complete OR the originally agreed action is complete but the nature of the threat has changed, a further action is required OR this action is scheduled for later in the year (dates to be specified)
<b>RED</b>	No action taken or not on target or progress is unknown

<b>Status Summary</b>			
<b>Objective</b>	<b>Ref</b>	<b>Action</b>	<b>RAG</b>
<b>Prevention:</b>	1a	Draft Partnership ASB Strategy for consultation with SMBC and WMP	
	1b	WMP and SCH to find mechanisms to increase under reporting and provide clarity on what is 'ASB'	
	1c	Provide consistency in website information for SCH/SMBC/WMP on reporting and tackling ASB	
	1d	Ensure reporting routes are accessible through a variety of channels and providers and widely communicated throughout the borough	
	1e	Simplify process maps across all involved agencies with clearly identified lead agency and responsibilities	
	1f	Explore tactics and options to promote 'visible guardianship' in ASB hotspot areas	
	1g	Improved use of mediation/restorative justice services. Options appraisal for internal or externally sourced mediation	
	1h	Strengthen partnership working across all agencies to adopt the Supporting Families approach	
	1i	Explore education programmes / campaigns for schools and colleges	
<b>Intelligence:</b>	2a	Localities and SCH to make greater use of predictive data to tackle ASB at peak times and identify hot spot areas for a proactive and preventative approach to borough wide ASB	
	2b	Working with WMP Partnership Intelligence team explore options for improved local and regional model for gathering data relating to ASB and crime to inform local profiles	
	2c	Improve information sharing between SMBC / SCH / WMP on specific areas such as exploitation and cuckooing, domestic abuse, and subsequent reporting, to support wider safeguarding priorities	
	2d	Explore options for co-location with partner agencies	
<b>Enforcement:</b>	3a	Develop and implement new process for dealing with statutory noise complaints – using expertise of SMBC Environmental Services	
	3b	Upskilling frontline officers in use of all legal powers and underpinning issues like DA and County Lines	

	3c	SMBC and SCH to explore delegation of civil ASB powers to frontline officers, with particular focus on use of Community Protection Notice	
	3d	Creation of formal partnership ASB tasking process for Solihull, with clear thresholds and reporting mechanism	
	3e	Ensure front line staff are sufficiently trained across SMBC, WMP and SCH	
	3f	Working with the Office of the Police and Crime Commissioner and the Heads of Community Safety to convene a regional workshop of ASB practitioners to review and better connect agencies in the response to ASB across Solihull and the region and improve support to victims.	
<b>Reassurance:</b>	4a	SCH to explore options for a more meaningful KPI (for ASB Service) which demonstrates reduction in harm – to link to customer satisfaction Tenant Satisfaction Measures which follow from the RSH	
	4b	Implement favoured options identified by SMBC business review (i.e. greater specialism around ASB)	
	4c	ASB Policy review and Fair Treatment Assessment	
	4d	Review service delivery model for SCH as part of wider SCH Neighbourhood Services review	
	4e	Robust mechanisms for customer satisfaction surveys on case closure and utilise feedback to further improve the ASB service delivery	
	4f	Review the Safer Solihull Partnership Community Trigger process to strengthen the victim focus for ASB case reviews	
	4g	Improve links to Victim Support via all agency web pages	
	4h	Recruitment of an ASB Co-ordinator within SMBC Regulatory services team	
	4i	Make use of learning from Community Triggers and Domestic Homicide Reviews to inform improvements in the borough's response to ASB	

Objective 1: Prevention:						
ref	Action	Owner	Timescale/ end date	RAG status	Challenges – ease of delivery	Progress
1a	Draft Partnership ASB Strategy for consultation with SMBC and WMP	TBC	March 2022		Commitment from all partner agencies	Agreed the ASB strategy should be informed by delivery of the actions within this plan, not vice versa. New timescale to be confirmed. Since this agreement ongoing discussions with SMBC re future priority plans. SMBC &

						SCH meeting in November 2022 to agree direction of travel.
1b	WMP and SCH to find mechanisms to increase under reporting and provide clarity on what is 'ASB'	Head of Housing and Neighbourhood Services (SCH)  Superintendent, Neighbourhood Policing (WMP)	<i>December 2022</i>		Raising community confidence in reporting  Potential increased ASB case numbers resulting in greater demand on resources/workloads	Date extended due to change in personnel at SCH SCH Tenant Conference held 8 <sup>th</sup> October 2022 included a session on what residents' opinions are on the definition of ASB and any barriers to them in terms of reporting to either SCH or the Police. Update next meeting. Follow up on the progress on the recorded responses project. Tenant newsletter promotion, social media, website (needs tweaking) SCH progressing this. Next meeting to talk about a definition/clarity for ASB.
1c	Provide consistency in website information for SCH/SMBC/WMP on reporting and tackling ASB	Neighbourhood Services Team Leader (SCH)  SCH Communications Team  SMBC Communications Team  WMP Communications Team	<i>November 2022</i>			Date has been extended to November 2022 to coincide with follow up partnership meeting being held in October  WMP to lead on bringing a comms group together and invite SCH & SMBC.
1d	Ensure reporting routes are accessible through a variety of channels and providers and widely communicated throughout the	Head of Housing and Neighbourhood Services (SCH)	<i>September 2022 Complete</i>			Reporting routes are available via SCH, SMBC and WMP channels in a variety of formats.

	borough	Superintendent, Neighbourhood Policing (WMP)				
1e	Simplify process maps across all involved agencies with clearly identified lead agency and responsibilities	Business Improvement Lead (SMBC)	<i>May 2022</i>		Timeframe subject to conclusion of SMBC ASB service review	Need to understand the pause in the SMBC service led review. For SMBC & SCH to discuss.
1f	Explore tactics and options to promote 'visible guardianship' in ASB hotspot areas	Localities Programme Manager (SCH)  Neighbourhood Services Team Leader (SCH)  Head of Stronger Communities (SMBC)	<i>December 2022</i>			Exploration of tactics and options being explored and delivered through Localities. Looking at ASB increases during darker nights and increasing visibility through multi agency work. Improved information sharing with officers on the ground would add value. Multi-agency framework of meetings, and referral pathways to be discussed.
1g	Improved use of mediation/restorative justice services. Options appraisal for internal or externally sourced mediation	Neighbourhood Service Manager (SCH)  Neighbourhood Services Team Leader (SCH)  Community Safety Lead (SMBC)	<i>September 2022</i>		Timeframe dependent upon any relevant procurement required if external provider the preferred option. Financial implications to the introduction of a new service.	SCH meeting with Remedi set up for November 22 to explore how they can support team with RJ. WMP also making enquiries about RJ capacity within their team.
1h	Strengthen partnership working across all agencies to adopt the Supporting Families approach	Children's Improvement & Standards Manager (SMBC)  Neighbourhood Service	<i>September 2022</i>			SCH included in the Supporting Families Performance Group – work still needs to be progressed on this action to improve the approach and will be linked to the newly proposed SCH service structure for Community Safety

		Manager (SCH) Head of Housing and Neighbourhood Services (SCH)				SCH meeting Supporting Families partnership in November 22 to discuss referral process. WMP rep to link in with local WMP early prevention officers.
1i	Explore education programmes / campaigns for schools and colleges	TBC	<i>TBC</i>			All agreed not a priority action for now. Was only optional in terms of the plan.
<i>Objective 2: Intelligence:</i>						
ref	Action	Owner	Timescale/ end date	RAG status	Challenges – ease of delivery	Progress
2a	Localities and SCH to make greater use of predictive data to tackle ASB at peak times and identify hot spot areas for a proactive and preventative approach to borough wide ASB	Localities Programme Manager (SCH) Head of Stronger Communities (SMBC) Neighbourhood Policing Chief Inspector (WMP)	<i>August 2022 Complete</i>		Accuracy of data Ability to provide holistic borough wide view	New Strategic Reporting in place to inform priorities and emerging trends, commenced from April 2022.  Whilst data is being utilised, it should be noted that this objective will be fluid and SCH / WMP will continue to strengthen and develop the granular detail and breadth of the data to inform the proactive approach (including to formulate locations for Locality Police Impact Weeks)
2b	Working with WMP Partnership Intelligence team explore options for improved local and regional model for gathering data relating to ASB and crime to inform local profiles	Community Safety Lead (SMBC) Inspector, Partnership Intelligence (WMP)	<i>April 2022</i>			Work in progress. Working with a Partnership lead at a regional level on data gathering.
2c	Improve information sharing between SMBC / SCH / WMP on	Head of Housing and	<i>July 2022</i>		Availability of IT resource and information available	This is partially completed. Exploitation data is now shared

	specific areas such as exploitation and cuckooing, domestic abuse, and subsequent reporting, to support wider safeguarding priorities	Neighbourhood Services (SCH)  Safeguarding and Community Safety Project Manager (SCH)  Exploitation Reduction Lead (SMBC)  Domestic Abuse Co-ordinator (SMBC)			Challenges with existing IT systems	with SMBC. Domestic Abuse data is now available as underlying causes of ASB. Homeless approaches as a result of DA are recorded and reported to SCH Board and SMBC including % of total approaches, number of IDVA referrals and number of Sanctuary installations Still work to progress in terms of aligning information sharing with the WMP and vice versa. Progress to continue. High level Vulnerability tracker now available to SCH team- help build knowledge and planning with partners. PPSP is this information shared in this arena?
2d	Explore options for co-location with partner agencies	Head of Housing and Neighbourhood Services (SCH)  Superintendent, Neighbourhood Policing (WMP)	<i>April 2022</i>		Practicalities and location to support action may be challenging	Requiring renewal of relevant staff checks to progress this action. SCH staff have either completed the vetting or are currently going through the vetting. Query raised as to whether this was an action the group could reasonably influence.
<b>Objective 3: Enforcement:</b>						
ref	Action	Owner	Timescale/ end date	RAG status	Challenges – ease of delivery	Progress
3a	Develop and implement new process for dealing with statutory noise complaints – using expertise of SMBC Environmental Services	Head of Safer Communities (SMBC)  Neighbourhood Services	<i>February 2022 Complete</i>			Complete Noise complaints are recorded and passed to Regulatory Services for potential statutory nuisance. Nov 2022 -Further check re

		Manager (SCH)				Contact Centre scripting Does this direct noise complaints to SMBC even if not ASB? Also, consideration of signposting to mediation.
3b	Upskilling frontline officers in use of all legal powers and underpinning issues like DA and County Lines	Neighbourhood Services Team Leader (SCH)	<i>November 2022</i>		Timeframe subject to implementation of SCH Neighbourhood Services review and conclusion of SMBC ASB service review	DA training commissioned by SMBC. To be delivered between May and November 2022 (3 sessions for level 3 training) September training date to be rearranged to November due to Queen's funeral date and national Bank Holiday. ASB Training inc County Lines scheduled at SCH with the CIH for December 2022. In progress
3c	SMBC and SCH to explore delegation of civil ASB powers to frontline officers, with particular focus on use of Community Protection Notice	SCH Community Safety Lead (SMBC) Assistant Director, Communities and Partnerships (SMBC)	<i>March 2022 Complete</i>			Complete. SCH can complete the relevant investigation, and this is presented to PPSP for SMBC approvals.
3d	Creation of formal partnership ASB tasking process for Solihull, with clear thresholds and reporting mechanism	Head of Safer Communities (SMBC) Community Safety Lead (SMBC) Head of	<i>Complete</i>			Completed, PPSP process in place, chaired by SMBC's Head of Safer Communities



		Stronger Communities (SMBC)				
		Neighbourhood Services Manager (SCH)				
3e	Ensure front line staff are sufficiently trained across SMBC, WMP and SCH in delivery of ASB functions	Head of Housing and Neighbourhood Services (SCH)	June 2022			CIH ASB training scheduled and booked for December 2022. JC to pick up WMP training requirements. Group agreed to hold a half day in person conference in the New Year. SMBC and SCH to lead. Outcome of discussions between SMBC & SCH will help shape this.
		Head of Safer Communities (SMBC)				
		Community Safety Lead (SMBC)				
3f	Working with the Office of the Police and Crime Commissioner and the Heads of Community Safety to convene a regional workshop of ASB practitioners to review and better connect agencies in the response to ASB across Solihull and the region and improve support to victims.	Community Safety Lead (SMBC)	March 2022			Completed. Workshop held in January 2022 and outcome report ' <u>ASB Legislative Review Workshop February 2022</u> ' produced and circulated.
<b>Objective 4: Reassurance:</b>						
ref	Action	Owner	Timescale/end date	RAG status	Challenges – ease of delivery	Progress
4a	SCH to explore options for a more meaningful KPI (for ASB Service) which demonstrates reduction in harm – to link to customer satisfaction Tenant Satisfaction Measures which follow from the RSH	Neighbourhood Services Team Leader (SCH)	Complete			Complete Implementation from April 2022. Whilst not specifically around Harm Reduction, the indicator is one of customer perception on improvement in the situation. Will be using the RSH TSM

						measures on ASB satisfaction from April 2023, and will be a reportable KPI for SCH
4b	Implement favoured options identified by SMBC business review (i.e. greater specialism around ASB)	Assistant Director for Communities and Partnerships (SMBC)  Chief Exec. (SCH)  Head of Housing and Neighbourhood Services (SCH)	<i>April 2022</i>		Timeframe subject to completion of SMBC review of the ASB service Requires cost analysis of favoured option	Linked to 4d SMBC / SCH to discuss
4c	SCH ASB Policy review and Fair Treatment Assessment	Head of Housing and Neighbourhood Services (SCH)  Equality and Diversity Officer (SMBC)	<i>December 2022</i>		Timeframe subject to completion of SMBC review of the ASB service and new service structure	Date extended to coincide with timeline for new service structures.
4d	Review service delivery model for SCH as part of wider SCH Neighbourhood Services review	Head of Housing and Neighbourhood Services (SCH)	<i>March 2022 Complete</i>			SCH proposed structure complete and approved. Financial model assessed. Senior roles due to be in post by December 2022/January 2023, management of change timeline developed. Will ensure a more robust approach with specialisms around ASB and Safeguarding, Exploitation and Domestic Abuse. Structures approved by ELT.

4e	Robust mechanisms for customer satisfaction surveys on case closure and utilise feedback to further improve the ASB service delivery	Head of Housing and Neighbourhood Services (SCH)	<i>Complete</i>			Complete
4f	Review the Safer Solihull Partnership Community Trigger process to strengthen the victim focus for ASB case reviews	Community Safety Lead (SMBC)  Neighbourhood Services Team Leader (SCH)  Neighbourhood Policing Inspector (WMP)	<i>Complete</i>			Complete Reviewed by SMBC, WMP & SCH (panel members)
4g	Improve links to Victim Support via all agency web pages	Communications Manager (SCH) WMP  Communications Team  SMBC Communications Team  Lead Support Worker (Remedi UK)	<i>December 2022</i>			Possibly a link to Victim Support task and finish group currently being set up by SMBC
4h	Recruitment of an ASB Co-ordinator within SMBC Regulatory services team	Head of Safer Communities (SMBC)	<i>Complete</i>			Complete
4i	Make use of learning from Community Triggers and Domestic Homicide Reviews to inform improvements in the borough's response to ASB	Carol Trappett (SCH) Assistant Director, Communities and	<i>September 2022</i>			SMBC pulling together an overview report which will be presented to the group

		Partnerships (SMBC) Community Safety Lead (SMBC)				
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