

<b>Committee(s):</b>	<b>Date(s):</b>
Safer City Partnership	September 2017
<b>Subject:</b>	<b>Public</b>
CCM and Training Update	
<b>Report of:</b>	<b>For Information</b>
Manager Community Safety	
<p><b>Summary</b></p> <p>This report gives an update on the City Community Safety Multi- Agency Risk Assessment Conference and explains why Anti-social Behaviour training was needed, how the CST went about finding the right provider for officers and what has been achieved so far.</p> <p><b>Recommendation</b></p> <p>The Safer City Partnership is asked:</p> <ol style="list-style-type: none"> <li>1. to note the contents of the report</li> </ol>	

## Main Report

### **Background**

1. The City Community Multi-agency Risk Assessment Conference (CCM) panel met 3 times since May. A CCM was not held in July because the police were unavailable and a number of referrals were too late for the meeting.
2. Since May 2017, a total of 18 cases were referred to the CCM. Out of that number of referrals 11 included multiple suicide attempts; 5 were City residents and 7 were considered vulnerable. Although the main aim of the CCM is to look at high risk or persistent cases we have also looked at problem solving to reduce the risk. This has shown that the CCM has been helpful in many other ways especially highlighting areas that could be improved upon.
3. The CCM has helped agencies to communicate effectively about different cases and to understand what is available for agencies to do in specific circumstances. By sharing experiences, panel members have realised that they are faced with similar obstacles and in doing so areas for improvement and support can become much clearer.

4. The CCM has shaped a different picture of panel members' understanding of Anti-social behaviour (ASB). Traditionally in the City ASB has mainly been seen as low level incidents, linked with annoyance such as begging, urination, etc.
5. Since the Pilkington case, ASB has nationally shifted from looking at behaviour to focussing on the impact on people's lives. Many of the areas that were considered part of ASB now have their own legislation because we have seen the damaging effects and the impact it can have on society from behaviours associated with gangs and domestic abuse.
6. As the CCM receives referrals on a mixture of cases that include crime, vulnerability, risk from themselves among others the CCM focusses on the impact the situation has on that person or/and community and we refer to ASB to include all these different types of incidents. The 2014 ASB, crime and policing act defines ASB as "*conduct that has caused, or is likely to cause, harassment, alarm or distress to any person; conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or; conduct capable of causing housing-related nuisance or annoyance to any person*".
7. The 2014 Act also gives police, local authorities and other public bodies a set of powers that can be widely used to deal with different behaviours and incidents without being prescriptive and giving more focus on how to protect people. It stops and prevents further incidents and safeguards individuals.
8. Although some agencies received ASB training when the 2014 Act first came in, it was only an overall view of the theory without the in-depth practice and or further opportunity to experience how it can be applied. The increase in night time economy, new residents, and nature of crime in the country has placed an impact on the City and posed a challenge on how to deal with it. Previously an injunction or what was once called an Anti-social Behaviour Order was never used in the City.
9. As times have changed, challenges have changed too and the CST realised that members of the panel need to be more up to date with the tools and powers available, such as safeguarding, and early intervention. We also realised that there were some areas in which the lack of experience was affecting the confidence of officers, therefore, issues that needed to be taken to court, needed to be polished to empower officers to work with confidence.
10. Early intervention tools to stop the escalation of cases and reduce the risk at later stages were new for some teams. Their wider use could improve not only the risk levels but work as evidence that the agencies have taken appropriate steps to deal with the problem before using other legal tools.

11. We had some cases in which officers could have taken earlier action to stop harm but they were not aware of the legal tools available to them. In other cases officers tried to use some legal tools but due to their lack of expertise they couldn't prepare a court bundle or build enough evidence that could be used in court.
12. In one particular case opportunities were lost after a perpetrator carried out a physical attack. The perpetrator could have been stopped from repeating such an attack if officers had been aware that they could have used an injunction even if the perpetrator had mental health problems.
13. In another case the CPS didn't support a Criminal Behaviour Order and officers were willing to give up on the case as they didn't know the effects of positive requirements in an application. They were also unaware that they could have challenged the CPS in their decision.
14. These are only a few examples of multiple experiences that made us look at how we could improve our response to the public and at the same time empower officers to be able to respond effectively to incidents. That's how we decided to look at different training sessions that would improve the knowledge of officers giving them the knowledge and tactics needed for a smoother process when new challenges arise.

## **The training**

15. ASB is a very complex issue and it was therefore important to find a style of training that would make use of case management principles developed to assist officers in making effective decisions. We appointed Capsticks, an organisation widely known for its specialist understanding of health, housing and social care. Capsticks has developed a series of training sessions to help assist officers in using the various new tools available following the ASB Crime and Policing Act 2014. They were able to offer a tailored approach towards managing ASB cases effectively and improve the chances of a successful resolution. Capsticks had also created an Advisory Service which has nationally recognised ASB experts to help guide officers through the challenges of managing ASB.
16. Another important reason for providing this training is the huge cost implication in not managing ASB effectively. For example, it can result in legal challenge which can spiral into hefty litigation fees. Therefore it was necessary for the training to focus on problem solving that could bring about swift solutions in order to reduce the need for legal action and in doing so provide a more sustainable solution and saves money on legal fees.

17. There are also reputational risks if ASB is not managed effectively. Again, the training focussed on limiting these risks through using fundamental case management principles. In addition to the training, officers received advice and expertise in relation to ASB policy and procedure as well as assistance in reviewing policy and procedure when required.

18. A series of six training courses were arranged for members of staff whose work brought them in direct contact with ASB:

- Effective ASB case management course
- ASB, Crime and Policing Act 2014
- Awareness of ASB, Crime and Mental Health
- The Courtroom Experience (Injunction and CBO's)
- Protecting Vulnerable Adults and Children
- ASB and the Community - Problem Solving

19. The aim of these courses was to put the learning into practice, enhance confidence to learn new skills and knowledge into everyday actions that the job requires. Much of the focus centred on:

- Early identification of vulnerability and risk of harm
- Managing expectations
- What is ASB and what it isn't
- Opening cases effectively
- Asking questions
- Supporting complainants
- The importance of obtaining detailed information
- Learning new interviewing skills and techniques
- Action planning – how to do this effectively
- Dealing with diary sheets
- How to prioritise the workload

20. Officers were able to learn new ways of managing ASB and obtain some top tips with regards to effective interviewing skills, listening skills, evidence gathering and more effective partnership working. These courses also aimed to give officers confidence in their approaches to case management.

21. Key learning outcomes that participants gained included the skills and knowledge they need to become effective in managing ASB. This helped to create a

consistent approach leading to more positive outcomes for residents suffering from ASB.

22. The evaluation of the courses from officers has been extremely positive. Some of the comments received from officers and managers are as follow:

- Really great, thank you. Approachable and relaxed environment created by the trainer whilst also talking about serious issues.
- Trainer was extremely knowledgeable and on topic – not boring, excellent delivery.
- Very practical, informative and very well presented. The tutor spoke very well and clearly has a wealth of knowledge to impart.
- Just right. Not too formal, tone was right for the group. Informative reminders of how to handle and manage cases well.
- Very knowledgeable trainer and a good pace for delivering the course information
- Fantastic delivery. Excellent presentation style. Trainer knows his stuff. Great interaction and a very good pace for learning – superb!!!
- I learnt a lot and I will be bringing new ideas to the organisation. Great course – complex issues explained in simple terms.

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