



**Notice of a public meeting of
Community Safety Overview & Scrutiny Committee**

To: Councillors Douglas (Chair), Orrell (Vice-Chair), Boyce, Fraser, Hodgson, Waller and Warters

Date: Wednesday, 4 March 2015

Time: 5.30 pm

Venue: The George Hudson Board Room - 1st Floor West Offices (F045)

AGENDA

1. Declarations of Interest

Members are asked to declare:

- Any personal interests not included on the Register of Interests
- Any prejudicial interests or
- Any disclosable pecuniary interests

which they may have in respect of business on the agenda.

2. Minutes

(Pages 1 - 8)

To approve and sign the minutes of the meeting of the Community Safety Overview and Scrutiny Committee meeting of 7 January 2015.

3. Public Participation

At this point in the meeting members of the public who have registered their wish to under the Council's Public Participation Scheme may do so. The deadline for registering is **5.00pm on Tuesday 3 March 2015**.

Members of the public may register to speak on:

- An item on the agenda
- An issue within the remit of the Committee

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The Council's protocol on Webcasting, Filming & Recording of Meetings ensures that these practices are carried out in a manner both respectful to the conduct of the meeting and all those present. It can be viewed at http://www.york.gov.uk/downloads/download/3130/protocol_for_webcasting_filming_and_recording_of_council_meetings

4. Quarter 3 Finance Monitor for (Pages 9 - 12) Environmental Services, Public Protection and Housing

This report provides details of the 2014/15 forecast outturn position for Environmental Services, Public Protection and Housing.

5. Anti-Social Behaviour (ASB) Hub (Pages 13 - 24)

This report sets out the City of York Council's journey to date in transforming its approach to partnership working with North Yorkshire Police and the Police and Crime Commissioner to tackle anti-social behaviour and nuisance through the creation of a multi-agency Anti-Social Behaviour Hub.

6. Urgent Business

Any other business which the Chair considers urgent under the Local Government Act 1972.

Democracy Officer:

Name: Jayne Carr

Contact Details:

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Email – jayne.carr@york.gov.uk

For more information about any of the following please contact the Democratic Services Officer responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports and
- For receiving reports in other formats

Contact details are set out above.

This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)

 (01904) 551550

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City of York Council

Committee Minutes

Meeting	Community Safety Overview & Scrutiny Committee
Date	7 January 2015
Present	Councillors Douglas (Chair), Orrell (Vice-Chair), Fraser, Hodgson, Waller, Warters and Burton (Substitute for Councillor Boyce)
Apologies	Councillor Boyce

31. Declarations of Interest

Members were asked to declare any personal interests not included on the Register of Interests, or any prejudicial or disclosable pecuniary interests that they might have in the business on the agenda. The following personal interests were declared in agenda item 7 (Draft Final Report A Boards Scrutiny Review):

- Councillor Fraser, as the Acting Chair of Micklegate Action Group
- Councillor Waller, as Secretary of Acomb Alive
- Councillor Douglas, as a puppy walker for Guide Dogs for the Blind.

32. Minutes

Resolved: That the minutes of the meeting held on 5 November 2014 be approved and signed as a correct record.

33. Public Participation

It was reported that there were two registrations to speak at the meeting under the Council's Public Participation Scheme.

Mr Martyn Weller spoke on behalf of the Federation for Small Businesses. He stated that he was also Chair of a disability charity. He drew attention to the importance of A-boards to small businesses. He outlined the contribution that small businesses made to the vibrancy of the local economy and the fact that they were a major employer in the city. Mr Weller stated that whilst it was acknowledged that some A-boards had

been placed in an irresponsible way, no other Council had implemented a total ban on the use of A-boards. Enforcement could also be costly. He stated that small businesses needed to be able to provide information via the use of A-boards but that it was important to minimise the obstruction that they could cause. He urged that Good Practice Guidelines be put in place and offered to help with the drawing up of such guidance.

Ms Diane Roworth spoke on behalf of York Blind and Partially Sighted Society. She expressed concern that the society had not been acknowledged as a contributor to the report. She also expressed concern that it had only received an invitation to attend the meeting at very short notice. Ms Roworth commented on issues outlined in the report, including the problems caused by A-boards because of the obstruction they could cause and the fact that some councils took a zero tolerance approach on this issue. She urged Members to support Option D in the report – a total ban on the use of A-boards.

34. Update on New North Yorkshire Policing Model

Superintendent Cain from North Yorkshire Police had been invited to attend the meeting to provide an update on the new policing model. He gave details of the arrangements in place for the city including:

- York had a Superintendent Area Commander supported by a Chief Inspector and a Detective Chief Inspector. This arrangement gave greater flexibility, as supporting resources were now under the Superintendent Area Commander's control.
- Investment had taken place in an investigation hub.
- There had been an increase in the establishment in respect of police officers
- There had been no change in PCSO numbers
- A Multi-Agency Anti-Social Behaviour hub was now located in West Offices and was currently managing over 200 cases. Reporting arrangements in respect of anti-social behaviour remained unchanged.
- There had been a restructuring of neighbourhood policing but dedicated PCSOs remained in place.
- The city centre team were now based at Mill House.

Resolved: That the update on the new North Yorkshire policing model be noted.

Reason: To ensure that Members are kept updated on policing issues affecting the city.

35. Safer York Partnership Performance Report

Members considered a report from Safer York Partnership which provided an update on performance for the first six months of 2014/15.

The following corrections to the report were noted:

- paragraph 3.2 – level of NYP recorded Anti Social Behaviour Calls for service should read 5241
- paragraph 5.2 – level of reported hate crime or incidents in 2014-15 should read 108 and hence the 50% referred to in this paragraph was also incorrect

Members were informed that total crime in York for 2014/15 was predicted to be nearly 2% lower than 2013/14, continuing the trend over the previous three years. Details were given of some of the operations that were taking place, including Operation Erase, and of the work that was being carried out to improve river safety.

Concerns were expressed that there had not been a reduction in incidents of domestic violence. Officers detailed the strategies that were in place, including the Perpetrator Programme. Members expressed concern that male councillors only had been asked to sign a pledge not to commit, condone or ignore domestic violence. It was noted that this request had arisen following the previous Lord Mayor's commitment to the White Ribbon Campaign. This campaign was focussed on men working to end men's violence against women. Officers stated that the Council recognised that domestic violence was not always perpetrated by men and the work that it carried sought to tackle any form of domestic violence. Members requested that the letter be reissued to all Members of Council¹.

Resolved: That the report be noted.

Reason: To ensure that Members are kept updated on activity by the Safer York Partnership.

Action Required

Request to Cabinet Member to reissue the letter

MC

36. Quarter 2 Finance and Performance Monitor for Environmental Services, Public Protection and Housing

Members considered a report which provided details of the 2014/15 forecast outturn position for both finance and performance for Environmental Services, Public Protection and Housing.

Members noted the forecast overspend across Highways, Waste and Fleet and asked if there had been any improvement in the situation since the report was prepared. Officers stated that the position in respect of the overspend remained the same. An updated report would be presented to Cabinet in February 2015 and would then be presented to the committee.

Concerns were expressed that recycling had not been regularly collected over the previous month. This had resulted in littering as bottle and paper banks became overfilled. There were also concerns that unless collections took place regularly some residents may cease to recycle which would result in the council incurring additional landfill costs. Concerns were also raised that some calendars detailing the collection arrangements had not been delivered. Officers acknowledged that some problems had arisen in respect of the delivery of the calendars and these were being raised with the delivery company. The vast majority of calendars had, however, been delivered. Referring to recycling performance and capacity over the Christmas period, officers explained that there was an increase in the volume of both recycling and residual waste over this period and the Authority had concentrated on the collection of residual waste as recycling was generally able to be stored until collection. It was acknowledged that problems could arise in respect of litter when a kerbside sort system was in operation, but resources were not currently available for a commingled operation.

Referring to the lower than budgeted income from commercial waste, officers stated that work was taking place to ensure that future forecasts were robust to address the issue of significant variations occurring.

Councillor Warters expressed his objection to the use of the word “success” in respect of the 20mph South Bank pilot project and stated that a more neutral word should have been used. He also commented that the term “preferred bidder” should have made clear that this was the only bidder, although it was acknowledged that “preferred bidder” was a term used in procurement.

Referring to the reduction in the numbers on the council house waiting list, officers were asked to forward the data to those involved in the Local Plan.¹

Resolved: That the financial and performance information provided in the report be noted.

Reason: To update the scrutiny committee of the latest finance and performance position.

Action Required

1. Forward the information

SW

37. Draft Final Report - A Boards Scrutiny Review

Members considered a report which presented the findings from the A-Boards Task Group review together with draft recommendations for the Committee’s endorsement.

In response to the issue raised under Public Participation, it was agreed that any further written comments from the York Blind and Partially Sighted Society would be submitted to the Cabinet Member for consideration.

Referring to possible enforcement measures that could be put in place (para 2 of the report), clarification was sought as to whether PCSOs would have the capacity to carry out this role. Officers explained that the enforcement arrangements contained within the report were only suggestions and would require more detailed consideration.

Consideration was given to the following options:

Option A – Maintain the current arrangements

Option B – Introduce voluntary guidelines

Option C – Introduce a policy for the use of A-boards with or without a licensing scheme

Option D – Introduce a total ban

Option E – Introduce a combination of the above i.e.

- (i) The introduction of a policy allowing the use of A-boards under strict criteria
- (ii) The policy to include a list of streets where the use of A-boards is prohibited at all times due to the limited widths of footways
- (iii) That appropriate resources be identified to ensure the full and proper enforcement of the new policy. This to include consideration of the potential for improved cross directorate/team working outlined in paragraph 44 of the report

Members suggested that, in order to enable the effectiveness of a policy to be monitored, the arrangements should be in place for a two year trial period, this would also ensure that other options such as a licensing system were kept open.

Resolved: That the draft recommendations made by the Task Group, as detailed in paragraph 46 (i.e. Option E) of the report, be endorsed but that the arrangements be implemented initially for a trial period of two years.

Reason: To conclude the work on this review in line with scrutiny procedures and protocols.

38. Update on Implementation of Outstanding Recommendations from previously completed Taxi Licensing Scrutiny Review

Members considered a report which provided a further update on the implementation of the recommendations arising from the previously completed Taxi Licensing scrutiny review and which asked Members to sign off any of the remaining recommendations which were now fully implemented.

Members noted that an Unmet Demand Survey had been carried out and that the findings had been presented to the Gambling, Licensing and Regulatory Committee who had determined that no new hackney carriage vehicle licenses would be issued at this time.

Members were informed that a new Taxi Licensing Policy would be drafted over forthcoming months and would address some of the issues raised in the review. The draft policy would go

through a consultation process prior to its consideration by the Gambling, Licensing and Regulatory Committee.

Members queried whether there had been any interest in the introduction of taxi buses for use in rural areas (recommendation xiii). Officers stated that they were not aware of any providers putting forward schemes for consideration. It was agreed that the Chair of the Economic and City Development Overview and Scrutiny Committee would raise this issue with the relevant Cabinet Member.

Resolved: (i) That the report be noted.

(ii) That the outstanding recommendations be reviewed once the new Taxi Licensing Policy is in place.

Reason: To raise awareness of those recommendations which are still to be fully implemented.

39. Workplan 2014-15

Consideration was given to the committee's workplan for 2014-15. Members were invited to put forward suggestions for inclusion on the plan.

Resolved: That the workplan be approved subject to the following addition:

- Update on flyposting and enforcement to be included on the agenda for the next meeting.

Reason: To ensure that the committee has a planned programme of work in place.

Councillor Douglas, Chair

[The meeting started at 5.30 pm and finished at 7.20 pm].

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Community Safety Overview and Scrutiny Committee

4th March 2015

Report of the Director for Communities and Neighbourhoods and the Director of City and Environmental Services

Quarter 3 Finance Monitor for Environmental Services, Public Protection and Housing

Summary

1. This report provides details of the 2014/15 forecast outturn position for Environmental Services, Public Protection and Housing.

Financial Performance - Monitor 3

Finance – forecast outturn overview General Fund

2. The services that relate to Community Safety Overview and Scrutiny committee cross two Directorates (City and Environmental Services and Communities and Neighbourhoods). Service Plan Variations which relate to services within this scrutiny are shown below:

	Net Budget £'000	Outturn £'000	Variance £'000
CES Directorate (Extract)			
Highways, Waste and Fleet	10,618	11,246	628
CANS Directorate (Extract)	10,618	11,246	628
Smarter York	2,466	2,466	0
Communities & Equalities	1,663	1,581	-82
Parking Services	1,056	1,056	0
Public Protection	-489	-544	-55
Community Safety	371	371	0
Housing General	2,007	2,021	14
CANS Directorate (Extract)	7,074	6,951	-123

Note: '+' indicates an increase in expenditure or shortfall in income

'-' indicates a reduction in expenditure or increase in income

3. The main variations by service plan are detailed in the following paragraphs.

Highways, Waste and Fleet (£+628k)

4. A number of pressures exist across the Highways, Waste & Fleet service plan (£628k). There is pressure on the staffing and transport budgets of £351k within waste collection. There is a forecast overspend of £80k due to lower than budgeted income from commercial waste, £72k shortfall in income from garden waste subscriptions, £67k due to the forecast shortfall in dividend from Yorwaste and £247k pressure at Household Waste Recycling Centres primarily due to lower than expected income from charges. These overspends are reduced by a forecast saving of £87k additional income from landfill gas at Harewood Whin.
5. The Travel Management Unit has now been agreed by Corporate Management Team but there is a £112k saving still to be allocated to service areas for which a delivery plan needs to be agreed. This saving will not be achieved in 2014/15.
6. There are mitigating savings in highway maintenance (£280k) mainly from the use of external funding to support maintenance budgets. Other compensatory savings are being sought across the directorate. The reported overspend at Monitor 3 across the CES directorate is £941k.

Communities and Neighbourhoods

7. There is a forecast underspend in communities and equalities mainly from staffing savings within youth services. There are also forecast underspends across public protection mainly due to increased income from bereavement services and registrars. This is offset by various minor variations within housing.
8. Overall, due to pressures elsewhere in the directorate, there is an overspend of £150k reported at Monitor 3 across the CANS directorate.

Finance – forecast outturn overview Housing Revenue Account (HRA)

9. The HRA is budgeted to make an in year surplus of £600k. A review of the budgets shows that the account is expected to overspend by £122k. There is pressure within housing repairs (£500k) however this is offset by a range of savings including lower than forecast rent

arrears and staffing vacancies. The working balance of £12.1m at 31st March 2014 will therefore increase to £12.5m by the end of the 2014/15 financial year which is still in line with the HRA business plan.

Consultation

10. This paper is an information report for Members and therefore no consultation has been undertaken regarding its contents.

Corporate Priorities

11. The information and issues included in this report demonstrate progress on achieving the priorities set out in the Council Plan.

Implications

12. The financial implications are dealt with in the body of the report.
13. There are no human resources, equalities, legal, crime & disorder, information technology, property or other implications associated with this report.

Conclusion

14. This report provides an update on quarter 3 performance.

Recommendations

15. The Scrutiny Committee is asked to note the financial information provided in the report.

Reason: To update the scrutiny committee of the latest finance position.

Contact Details

Author:
Patrick Looker
Finance Manager
Tel: 551633

Chief Officers responsible for the report:
Sally Burns
Director of Communities and Neighbourhoods

Sarah Tanburn
Interim Director of City and Environmental
Services

**Report
Approved**



23rd February 2015

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Community Safety O & S Committee**4th March 2015**

Report of Assistant Director – Housing & Community Safety

Anti-Social Behaviour (ASB) Hub – Update

(Information report only)

Summary

1. This report sets out the City of York Council's (CYC) journey to date in transforming its approach to partnership working with North Yorkshire Police (NYP) and the Police and Crime Commissioner (PCC) to tackle Anti-social Behaviour (ASB) and Nuisance through the creation of a multi-agency Anti-social Behaviour Hub.

Background

2. In November 2013 Cabinet agreed to the establishment of a multi-agency ASB Hub and the development of a Neighbourhood Enforcement Officer role which would include accredited powers from the Chief Constable under the Community Safety Accreditation Scheme (CSAS) being awarded to the post holders.
3. Following Cabinet approval a significant amount of development work has been undertaken across both CYC & NYP to develop an integrated approach to dealing with ASB & Nuisance behaviour within the city.
4. Critical to the success of the new ways of working was ensuring that a new partnership team was put in place bringing together existing staffing resources and where appropriate look to augment existing resources. This new team comprises the Council's Neighbourhood Enforcement Officers (previously called Street Environment Officers), the Housing Tenancy Enforcement Function and NYP Police Officers. In March 2015 the Council's domestic noise nuisance function will transfer into the team with their role being integrated into the Neighbourhood Enforcement Officer role.
5. A key part of the development of the new ways of working was the integration of council and police resources into a single co-located

team. In May 2014 NYP reorganised its operational policing model for York which resulted in 6 Police Officers being dedicated to working on ASB / Nuisance and they relocated to West Offices to work as part of the hub under the day to day direction of the Council's Neighbourhood Safety Manager.

6. Working in partnership with NYP and the Police and Crime Commissioner we have been successful in two bids for funding from the Police Innovation Fund (PIF) totalling £440k. In addition to this a successful bid into the council's Delivery & Innovation Fund (DIF) for £115k over two years has also been successful, giving a grand total of additional funding to support this work of £555k. This funding is being used to deliver:
 - Additional 4.5 fixed term Neighbourhood Enforcement officers (fixed term to 31st March 16)
 - Training
 - Mental Health Co-ordinator (fixed term to 31st March 16)
 - Integrated IT system
 - Transport costs
 - Legal costs
 - Community Inclusion Projects
 - Interim & Final Evaluation

Current Approach

7. The main focus of the new way of working is that all reports of ASB / Nuisance behaviour are reviewed daily and then on a risk basis tasked to the appropriate officer. Medium to high risk cases are allocated to the appropriate officer from the hub to take the lead and ensure a coordinated response to the complainant. Medium to low risk cases are tasked to the Neighbourhood Enforcement Officers, Estate Manager or Police & Community Support Officer (PCSO) dependant on who is the most appropriate officer.
8. On a weekly basis a wider partner meeting takes place including Trouble Families, Youth Offending Team, Housing Services and Legal Services to ensure that a holistic approach is taken to any emerging themes.
9. As a result of the additional funding to support the Neighbourhood Enforcement Officer capacity we have been able to develop an operational shift pattern for this role to ensure that officers are able to address the instances of ASB / Nuisance behaviour at the time they

happen. The current proposed shift pattern (expected to start in April) has officers working a range of shifts from standard 9am – 5pm Monday – Friday, 12 Noon to 8pm on a Thursday and Friday and 6pm to 3am on a Friday and Saturday.

10. Once all the Neighbourhood Enforcement Officers are in place and trained (April 2015) the officers will be able to utilise both Local Authority and authorised CSAS Powers to deal with the following types of ASB incidents.
 - Parking offences
 - Abandoned vehicles *
 - Cycling on the footpath *
 - Power to deal with begging *
 - Causing harassment alarm & distress *
 - Knowingly giving false alarm of fire
 - Drinking in a designated public area *
 - Fly Tipping
 - Fly Posting
 - Graffiti*
 - Littering *
 - Dog Fouling
 - Powers to seize tobacco & alcohol from young people *
 - Traffic management, including stopping vehicles for testing and traffic control.
 - Noise Complaints
 - ASB in parks and open spaces *
 - Fireworks offences *
11. Those areas marked with an asterisk denote an overlap with current PCSO powers.
12. From a customer perspective, the expected outcome from the new ways of working would be a joined up approach to ASB resolution resulting in the right officer with the right powers being tasked to deal with the complaint.

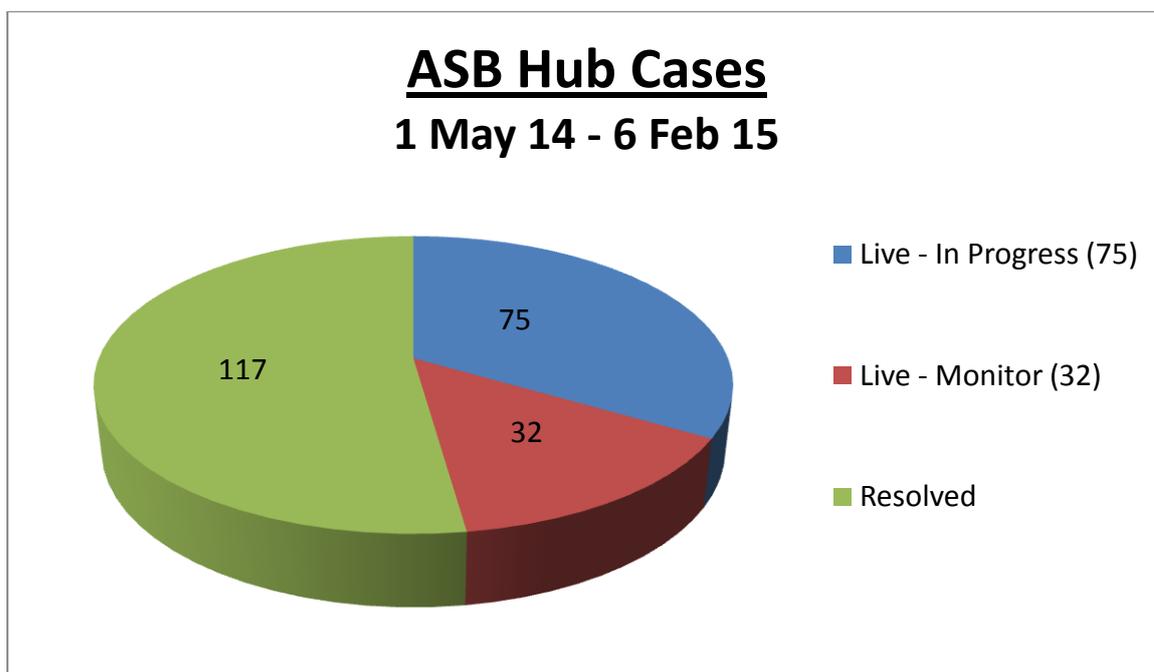
Options

13. This report is for information only.

Analysis of the ASB Hub

14. Since the ASB Hub started working in May 2014, 224 cases have been dealt with by the York ASB Hub. Cases are stored in 3

categories, live in progress, live monitor and resolved, the breakdown as at 6th February 2015 is:



15. When considering the interventions that the ASB Hub has taken or is ongoing, enforcement action has been taken in relation to 61 cases. Initiatives to deal with issues such as Beggars and Street Drinkers are also underway. Injunctions have also been utilised to tackle both anti social behaviour across all housing tenures.
16. Non legal interventions have also been utilised, such as serving a Notice of Seeking Possession, service of Warning Notices or Harassment Information Notices, which in a number of cases have been sufficient to stop further incidents of Anti Social Behaviour. The ASB Hub carry out joint visits and let perpetrators know that incidents reported to either agency will be shared where relevant and that a joined up approach will be used to tackle further problems. The co-location of the Police and Local Authority has enabled visits and warnings to be given to perpetrators quicker than previously, which allows for a swifter response and prevents further problems in the future all resulting in a better outcome for those individuals suffering ASB.
17. Possession proceedings have also been progressed for a number of council tenants which has led to a number of evictions, some tenants have also terminated their tenancies before the eviction has taken place.

18. The New Anti Social Behaviour legislation is currently being applied in the City, Criminal Behaviour Order applications are being made by the ASB Hub and also Public Spaces Protection Orders are being considered and progressed through the Council. Community Protection Notices should be in use for both Council and Police Officers imminently.

Next Steps

19. It is essential that the success of the approach taken is properly evaluated to ensure that it is an effective use of scarce resource and delivers effective outcomes for communities. As part of the PIF bid an external evaluation was included at both an interim and final stage.
20. The interim evaluation was undertaken by independently by York University between September and December 2014 when the Hub had been up and running for 4–6 months. As was expected, a number of teething problems were identified linked to the development of new ways of working and integration of resources from different organisation. A number of recommendations were proposed as part of the evaluation, the majority of which have already been implemented. The key findings of the interim evaluation are attached at Annex 1.

Council Plan

21. The ASB Hub approach strongly supports a number of priorities with in the Council Plan.
 - Building Strong Communities – Addressing the impacts of ASB in our communities will have a positive impact supporting this priority. A key action within the Building Stronger Communities section of the Council Plan was the link between the out of hour's noise nuisance function and NYP. With the noise nuisance function integrated into the new Neighbourhood Enforcement Officer role, this will deliver on this priority as the services would be integrated with the local Safer Neighbourhood Area's.
 - Protecting vulnerable people – It is often the most vulnerable in society who become victims of ASB. Developing improved approaches to addressing ASB helps ensure the most vulnerable are supported.
 - Protect the environment – ASB takes many forms which impact on the environment, the establishment of the Neighbourhood

Enforcement Officer will enable the council to directly impact on those types of ASB in particular fly-tipping and graffiti.

Implications

22. This report is for information only and therefore has no implications.

Risk Management

23. This report is for information only and therefore has no associated risks.

Recommendations

24. Members are asked to:

- a. Note the progress to delivering on the objectives set out within the November 2013 report.

Reason: to ensure that the council actively addresses the issue of ASB on our communities.

Contact Details

Author:
Steve Waddington
Assistant Director – Housing & Community Safety

Chief Officer Responsible for the report:
Sally Burns
Director – Communities & Neighbourhoods

Report Approved **Date** 13th February 2015

Wards Affected: *List wards or tick box to indicate all*

All

For further information please contact the author of the report

Annexes

Annex 1 – Key findings from the Interim Evaluation of the ASB Hub by York University

A BRIEF EVALUATION OF THE YORK ASB HUB

**Sharon Grace and Lisa O'Malley
Department of Social Policy and Social Work
University of York**

December 2014

***Progress on recommendations added by
Steve Waddington
Assistant Director – Housing & Community Safety
City of York Council
February 2015***

EXECUTIVE SUMMARY

This brief evaluation took place during September to December 2014 when the ASB Hub had been running for just 4-6 months. It necessarily focuses on early issues – with a view to informing both the next stage for the Hub and the longer evaluation which will take place over the next year and report in March 2016.

The Hub has been received positively by the majority of staff and other departments and agencies associated with its work, and there is generally a shared vision for the Hub revolving around better services for victims and a more holistic approach to dealing with ASB within the City. There is also evidence that the Hub is already making a difference to how the partner agencies deal with ASB, particularly in relation to information sharing and appropriate responses. The main goals of the initial stages of the Hub have been realised and there is strong evidence of commitment and support for the Hub to continue. There is also evidence that the Hub could provide the basis for best practice in dealing with ASB across North Yorkshire.

Positive messages

- Respondents clearly felt that the co-location of agencies within the Hub had significantly improved the quality and speed of information sharing which had led to earlier, more appropriate and effective interventions.
- Hub members felt they were starting to see results even in long term, intractable cases.
- Both ASB police and housing officers felt that they benefited from joint visits and had gained knowledge and perspective on managing ASB from working with one other.
- The systematic daily overview of ASB cases across the city was particularly appreciated by senior management who felt they had a better understanding of the nature and patterns of ASB cases.
- The introduction of the weekly interagency meeting was viewed as a highly successful initiative improving the efficiency and effectiveness of responses.
- The reallocation of responsibility for ASB to the Hub had allowed Safer Neighbourhood Teams (SNT) to focus on crime.

- Whilst there were still some teething problems there was general consensus between frontline staff and management about what these problems were and an understanding of what was required going forward.

Barriers to success

- The lack of an adequate IT system created cumbersome and time-consuming data inputting which drew officers away from casework.
- Communication between ASB Hub police officers and wider police force was not satisfactory for either party leading to confusion about where responsibilities for managing ASB cases lay.
- The implementation of the Hub, and efforts at staff engagement by senior management has not reduced uncertainty or anxiety among some staff about their roles or future.
- Frontline staff felt under-managed and desired closer specialist supervision and support. There was also a lack of administrative support.
- The accommodation in West Offices is inadequate and inappropriate and had led to concerns about a lack of confidentiality when dealing with sensitive material.
- Many interviewees identified poor connections with mental health services as a significant gap in developing an effective response to ASB cases.
- The overlap between ASB and crime led to some confusion about responsibilities and limitations of remit amongst frontline staff.

Recommendations

- That better accommodation is allocated to the Hub which is for Hub staff only and which allows for conversations and data to be shared without risk of breaches of confidentiality.

Update – As part of the review of accommodation within West Offices alternative locations for the ASB Hub are being considered that would address the perceived confidentiality issues

- That if such a room is not available, a confidentiality agreement for non-Hub staff members sharing accommodation should be developed.

Update – Dependant on above

- That better communication channels are developed between the Hub and the wider police force which can lead to a greater understanding about ownership of cases.

Update – A meeting has taken place between the ASB Hub, CYC staff and SNT's to further develop communication channels. This included discussions on regular problem solving workshops so teams can build an understanding of each others roles

- That systems for feeding in local knowledge from SNTs officers should be established which can lead to better recorded of good quality information and a greater understanding of the role of the Hub.

Update – It has been agreed that Neighbourhood Enforcement Officers will attend the daily SNT briefings to ensure information is shared.

- That an ASB Hub flag should be included on NICHE.

Update – ASB flag has been included on NICHE

- That a mental health link worker and a victims' link worker be recruited to the Hub.

Update - A mental health link worker has been procured through the Together York project and final contracts are being put in place. The worker is to start in the Hub March 2015. We are working with the PCC to establish a victim support link for ASB cases.

- That consideration is given to the development of a single reporting function directly connecting complainants to the Hub.

Update - This has been discussed by the partners and whilst a single reporting number sounds attractive, current NYP and CYC reporting methods would not be able to support the introduction of this at this time. There are also concerns that this may lead victims to inadvertently ring the single number instead of 999 where emergencies occur. This

recommendation will not be implemented but will be kept under review.

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