



Three Rivers District Council

ASB CASEWORK

PROJECT INITIATION DOCUMENT (P.I.D. Lite)

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Document Control

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Approval

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1 Introduction

1.1 Purpose of the document

The Project Initiation Document (Lite) consolidates information required regarding the fundamental aspects of the project and is the basis against which the project is evaluated and prioritised.

- Why is this project important
- What will the project do, what outcomes will be delivered, what are the success factors and risks
- How much will it cost, what resources are required

*** This document is a "lite" version of the full Project Initiation Document (PID) required when initiating the project fully. The full PID contains additional information.*

- How will the project be implemented, how will it be managed
- When will the project be implemented
- Who will be involved and who will be impacted

1.2 Executive Summary

1.2.1 This growth bid seeks to increase the capacity of the Community Partnerships Unit to respond to increasing high risk ASB casework demand, whilst maintaining support to medium-low risk ASB complaints.

1.3 Project Objectives

1.3.1 To fund a 0.5 FTE Anti-Social Behaviour Officer to increase the capacity of the Community Partnership Unit's response to anti-social behaviour complaints.

1.3.2 To ensure that the Community Safety Intervention Officer is able to respond to the increasing demands of high risk closure order cases in a timely manner, decreasing the risk of harm to local residents from drug related crime and disorder, including knife crime and use of firearms.

1.3.3 To maintain the current satisfaction levels with the ASB service.

1.4 Current issues and priorities

1.4.1 The growth bid seeks to address the following objectives of the strategic plan 2018-21

2.3 We want to support the most vulnerable in our District

2.3.1 Reduce anti-social behaviour and crime

2.3.2 Support vulnerable people

2.4 We will provide a safe and healthy environment

2.4.1 Ensure the safety of people in the district

2.5 We will reduce health inequalities, promote healthy lifestyles, support learning and community organisations.

2.5.2 Contribute to partnership working to reduce health inequalities.

1.4.2 The proposed increase in ASB casework officers will allow the Council to respond to increasing demands of high risk Closure Order Cases associated with drug use and drug dealing whilst maintaining support to low-medium risk ASB victims. The District has experienced an increase during 2018 in the need to make closure order court applications in relation to county lines operating in the District, targeting and cuckooing vulnerable properties. From an average of 2 per year at the time of writing this bid the Council is currently preparing the 10th application in the current year.

1.5 Implications of project not being complete

1.5.1 Officers will prioritise support to high risk cases, reducing support to low-medium risk complaints.

1.5.2 Public satisfaction with the ASB service will decrease.

1.5.3 Public perception of ASB and crime will get worse.

2 Business Case

The business case for the project is about supporting strategic objectives relating to organisational efficiency and effectiveness and use of resources.

Why should this project be undertaken?

- The Community Partnerships Unit has experienced a significant increase in the work associated with Closure Orders over the last 12 months. At the point of writing a total of 8 closure orders have been requested in under 8 months between the Police and Three Rivers District Council. This compares to a maximum of 2 per year in previous years. 2 further closure order applications are currently being prepared at the time of writing.
- The Community Safety Intervention Officer has had a role in gathering evidence to support these applications to court. In most cases witnesses are reluctant to give evidence due to fear of repercussions based on intimidation experienced in the local area. The role of the Community Safety Intervention Officer is to seek evidence to support the closure order applications, to act as a professional witness, protecting

residents from disclosing their identity through the court process, and provide that evidence to the court both through written statements and testimony to the court.

- Recent experience has demonstrated an increase in County lines by which drug dealers from London and other areas such as Luton are 'cuckooing' local properties, in order to provide a base for the local dealing of drugs. Those identified by the Police have been associated with an increased risk of firearms incidents and knife crime. Whilst closure orders have been secured, drug dealers have not always been charged or convicted, leaving them in the local area to target other properties.
- These closure order cases represent a significant risk of harm to residents in surrounding properties, many of whom are children or adults at risk (due to age, disability or other health or social care needs). Without clear action in partnership with the Police and Housing Providers there is a risk that these residents could present as homeless to the Council increasing pressure on temporary accommodation. There is also a risk of actual harm to residents surrounding these cases, with increased evidence of physical violence, and weapons being used.
- The Community Partnership Unit has therefore afforded these cases priority resulting in less capacity to respond to other anti-social behaviour complaints. The service has introduced a triage system to risk assess and prioritise cases in order to manage team resources and customer expectations. However the workload from low-medium risk cases continues to come in.
- By funding an additional 0.5 FTE Anti-social behaviour officer the service will be able to support the rise in closure order cases, whilst providing on-going support to low-medium risk ASB complainants. The role of the ASB Officer will be to deal with day to day ASB enquiries and complaints of a low-medium level. This will free up the resources of the Community Safety Intervention Officer to focus on closure order and other more complex ASB cases, including radicalisation casework, and child and adult safeguarding related cases.
- This will enable the service to maintain a high satisfaction rate with ASB casework services and maintain Three Rivers as the safest place to live in Hertfordshire.

How will project success be measured?

- The success rate and number of closure orders obtained within the District
- The satisfaction level of customers of the ASB service
- The perception of ASB as a problem in the local area
- The perception that local public services are working to make the local area safer
- The number of ASB enquiries handled by the ASB Officer

2.1 Project Definition

- 2.1.1 To employ a 0.5 FTE anti-social behaviour officer within the Community Partnership Team to undertake ASB casework with low-medium risk cases.
- 2.1.2 To prioritise the work of the Community Safety Intervention Officer to high risk ASB cases, and in particular, Closure Order applications, in partnership with the Police and local housing providers

2.2 Outputs and Outcomes

Outputs

- To support up to 12 closure order applications per year, in partnership with the Police and housing providers.
- To respond to 200 new low-medium risk ASB complaints per year

Outcomes

- To provide reassurance to victims of high risk ASB and crime in the District through robust partnership responses to drugs, drug dealing and associated ASB.
- To provide support and resolution to victims of high risk ASB in the district.
- To provide support and resolution to victims of low-medium risk ASB in the district.

2.3 Benefits

By increasing the capacity of the Community Partnerships team to deal with ASB complaints, experienced staff resources can be allocated to high risk cases, whilst new staff provide support to low-medium risk cases.

The project may also provide a route to develop more staff skills in this area that will provide future resilience to staff changes.

3 Project Costs

3.1 Project costs

Staffing – ASB Staff 0.5 FTE additional staff per year.

2019/20	£16,840
2020/21	£17,370
2021/22	£17,720

Estimates based on scale 6 post with 32% on-costs.

3.2 Financial viability

The estimated cost of violent crime by the UK Peace Index (UKPI) was £124 billion per year in the UK equivalent to £4,700 per household. This includes the cost of police investigations, courts, prisons and loss of productivity. Comparatively this increase in both ASB and Legal staff resource is less than the cost of violent crime for seven households per year.

With an expected 8-12 closure orders per year, each affecting 10-20 households, there will be a total of 80-240 households protected from the risk of violent crime through ensuring the Council has resources to support these priority cases.

3.3 Resources and skills

- 3.3.1 The new role will be based in the Community Partnerships Unit. This Unit already has the expertise to supervise work in this area.
- 3.3.2 There is the potential to recruit someone from the Customer Service Centre into this role.

Has the project been agreed by the Head of ICT?

Yes	
No	X

3.4 Equalities

Is this project responding to an Equality Impact Assessment?

Yes	
No	X

If yes, please provide brief details of the EIA...

Has an Equality Impact Assessment been undertaken for this project?

Yes	X
No	

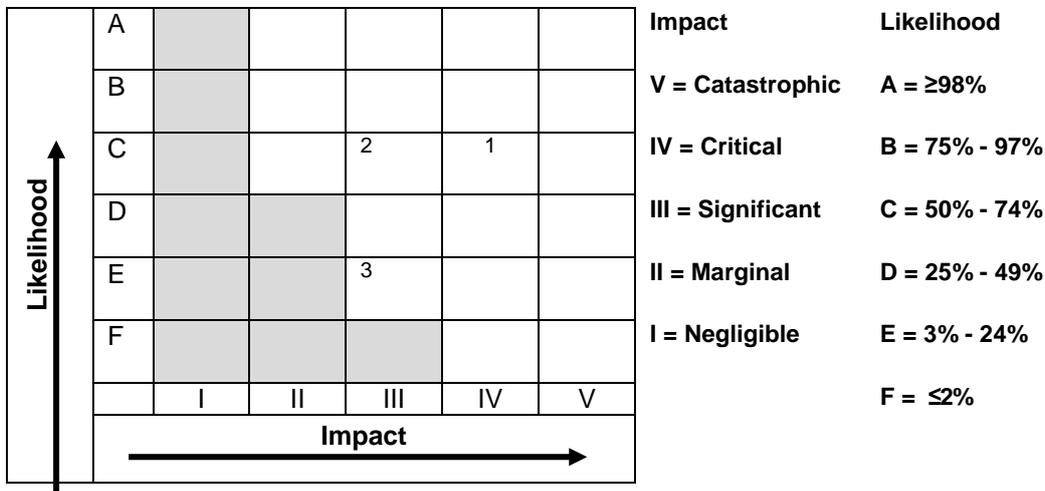
If yes, what are the outcomes and how do these link to the project?

The growth bid will reduce the likely inequalities of ASB on the community by ensuring that the Council can respond to low, medium and high risk complaints.

3.5 Risks

Initial Risk Log

Likelihood and Probability Key



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Risk	Level of Risk		Required actions	Owner
	Impact	Likelihood		
1. The Council is unable to respond to the rise in Closure Order applications.	IV	C	Increase staffing resources for closure orders.	AS
2. The Council is unable to respond to low-medium risk ASB cases	III	C	Increase staffing resources for ASB casework	AS
3. The risk in ASB casework is higher than the increase in staffing capacity	III	E	Prioritise casework based on risk. Review demands and resources requirements.	AS