



Leicestershire  
Constabulary

**ASB**

**Programme of Work 2009/11**

**CORPORATE DEVELOPMENT DEPARTMENT**  
**ASB Programme Of Work**

Project Title:	ASB Programme Of Work		
Project Leader:	Ch Supt Masters	Date:	2009/11
Project team:	Ch Insp Streets/Glenn Brown, Ivan Odell, Toby Day, Natalie Smith, Phil Caswell		

# 1 ASB Case Management

	1.1 ASB Case Management System	1.2 National Position	1.3 Operating Protocols
Task	To project manage implementation of a Force wide ASB Case Management System (Sentinel)	To research and integrate the 'national' ASB case management approach into 'local' case management procedures	To develop system operating protocols for ASB case management system including system administration tasks. Risk – additional Bureaucracy to be avoided.
Responsibility	Glenn Brown / CI Adam Streets / Sgt Jim Horn	Insp Ivan Odell / Sgt Horn	Sgt Horn
Deliverable/ Additional data	<p>Linked to Force Confidence Plan.</p> <p><b>RISK</b> – if the interface between Sentinel and Vantage is not successfully implemented the product does not become viable. If this is the case we will need to revert to CIS as an ASB case management tool.</p>	<p>Feb 15<sup>th</sup> - Research was conducted with both NPIA and Home Office regarding the national ASB case management system proposals. It would appear that the term 'case management system' is a little misleading. It actually refers to the Government Connect Consortium project to produce a secure data link between partner agencies and not a full case management system as we would understand it to be. The view is that the national work does not conflict with what we are doing locally and may in time actually enhance it.</p> <p>Of note is an undertaking by Home Office to develop a national risk matrix for use at point of contact this links to action 6.1 and requires follow up on progress.</p>	Pending delivery of test Sentinel database/system
RAG status			
Target completion date	Phase 1 City June/July 2010 Phase 2 County Oct 2010	February 2010	April 2010
Date Completed & Relevant Comments			

	1.4 Training	1.5 Compliance	1.6 Partnership Interface
Task	Work with L and D and Vantage technologies to develop a case management training programme.	To establish a compliance, audit and performance management regime for the ASB case management tool	To explore the feasibility of interfacing Sentinel with Local Authority case management systems
Responsibility	Insp Day / Sgt Horn	Sgt Horn / Insp Fletcher	C/I Adam Streets / Sgt Horn
Deliverable/ Additional data	Linked to 8.1 wider training for ASB		Feb – Funding secured from the county task and spend group to progress two scoping exercises – one at Blaby and one at North West. Sentinel service providers commissioned to undertake feasibility and cost study.
RAG status			
Target completion date	April 2010	June 2010	July 2010
Date Completed & Relevant Comments			

	1.7 Establish minimum standards of investigation	1.8 CIS Pilot	
Task	Introduce set of minimum investigation standards linked to ASB risk Matrix and the ASB case management system	In the event of Sentinel not fulfilling our requirements be ready to roll out CIS pilot. Linked to 1.1	
Responsibility	Insp Day and Insp Odell	Ch Insp Streets/Glenn Brown	
Deliverable/ Additional data		On the 19 <sup>th</sup> March COG agreed to a CIS pilot based on issues with sentinel interface. On the 29 <sup>th</sup> we launched CIS pilot at two LPUs. In progress.	
RAG status	April 2010		
Target completion date			
Date Completed & Relevant Comments		All training material developed in preparedness	

## 2. Victim Offender Location Management

	2.1 Tasking 1 & 2	2.2 ICSB/Partnership Tasking	2.3 Identification of repeat
Task	To review and where necessary make recommendations to strengthening the level 1 and 2 ASB tasking arrangements.	To review and where necessary make recommendations to improve partnership working / tasking.	To establish Force guidance and procedures for the identification and recording of repeat ASB victims
Responsibility	D/Supt Phil Smith	D/ Supt Phil Smith / Natalie Smith	Insp Day/Odell
Deliverable/ Additional data			This action captures the work currently being completed by CMD in relation to Genie II checks on initial contact but needs to result in an end to end procedure with strict governance. Feb 15 <sup>th</sup> - Guidance regarding the initiative to make better use of GENIE2 to identify repeat victims has been produced and circulated to the Force via Intranet and verbal briefing to BCU C/Insp. The audit showed good compliance by CMC but limited by others in the Force. The audit was discussed at PDG and has been circulated to reinforce the need for compliance. Further audit planned and further work required.
RAG status			
Target completion date	April 2010	April 2010	Feb 2010
Date Completed & Relevant Comments			

	2.4 IOM	2.5 Prevention	
Task	To review the City approach to ASB IOM management and roll out best practice to the County	To develop a researched ASB prevention plan to include Schools/College liaison and licensing enforcement	
Responsibility	Insp Day/BCUs	Insp Day	
Deliverable/ Additional data			
RAG status			
Target completion date	April 2010	June 2010	
Date Completed & Relevant Comments			

### 3 Problem Solving

	3.1 Tools and Powers	3.2 Use of Technology/Problem Solving Database	3.3 Culture
Task	Introduce an interim database solution for capturing ASB tools and powers used until such time as Sentinel goes live	Review if current systems/technology is sufficiently robust to record problem solving activity, if not identify opportunities to improve that capability.	Commission an independent review via the NPIA to ascertain the problem solving culture of our police officers and identify areas of good practice/areas of weakness to feed into the training needs analysis process.
Responsibility	Insp Ivan Odell	Sgt Caswell	Sgt Caswell NPIA Field Officer
Deliverable/ Additional data	Meeting held 15/02 with BCU reps, I.T. MOPI and Data Protection. ASB offender management currently kept on a variety of spread sheets across the Force with no standards or governance applied and no process for identifying repeat offenders other than at LPU level. Use of CIS is variable. Consensus is that the most pragmatic and proportionate solution is to introduce a single standard spread sheet for the Force which is accessible by all and searchable as a Force for both offenders and victims. Work on developing this in consultation with BCUs is now taking place. Lead time for imp 3 weeks. 30/03 -Ready to go live but pending CIS pilot decision	Consider use of Task Master	
RAG status			
Target completion date	April 2010	April 2010	May 2010
Date Completed & Relevant Comments			

	3.4 Library of good practice	3.5 Link to ASB case Management	
Task	Review and identify where staff can access good practice about problem solving and signpost it.	Identify a means by which problem solving plans can be linked to ASB case management system	
Responsibility	Sgt Caswell	Sgt Caswell and Sgt Horn	
Deliverable/ Additional data	Link 3.2		
RAG status			
Target completion date	May 2010	May 2010	
Date Completed & Relevant Comments			

#### 4 Shared Access to Services

	4.1 Review 101 (Single Non Emergency Number)	4.2 – shared services – other options	
Task	Review existing 101 police forces to identify good practice and identify potential options for the Force	To keep under review other potential opportunities for shared services – i.e. Total Place Agenda	
Responsibility	Natalie Smith	Glenn Brown / T/ACC Garnham	
Deliverable/ Additional data	Feb 15 <sup>th</sup> Update – visits made to Sheffield and Cardiff. Briefing paper being prepared for the 16 <sup>th</sup> Feb SCCB. Visit planned to HO to find out national position with a view to an options paper being prepared for early March. 30/03 Meeting booked 12/03 to agree way forward		
RAG status			
Target completion date	Interim Report due end of Feb 2010	Ongoing	
Date Completed & Relevant Comments			

## 5 Victim Support- Improving Support for Victims of ASB

	5.1 Victim Packs	5.2 VSS Referrals	5.3 Circle of Need
Task	To develop victim packs, specifically including victims of anti social behaviour	To develop the opportunity of referring anti social behaviour victims to VSS	Examine the opportunities to incorporate the circle of needs concept into ASB service design (Local Auth ASB initiative to understand victims needs)
Responsibility	Louise Smith	Glenn Brown	C/ I Sally Chivers
Deliverable/ Additional data	Feb 16 <sup>th</sup> - Design now agreed Content being gathered The first launch will be via a dedicated micro site Date of launch April 2010	This action is to include the City pilot (short term funded) which will be reviewed to inform national debate. The work required here is to seek national support and funding opportunities to roll out a wider victim support scheme for victims of ASB.	
RAG status			
Target completion date	April 2010	Interim Report March 2010	May 2010
Date Completed & Relevant Comments			

## 6 Service Standards

	6.1 ASB Risk Matrix	6.2 Minimum Attendance Standards	6.3 Policies – Procedures
Task	Establish ASB risk matrix linked to vulnerability in order to ensure effective and appropriate response based on threat, risk and harm	Establish minimum Force ASB standards when in attendance	Ensure there are documented policies and procedures to support service delivery standards
Responsibility	C/I Adam Streets / Insp Day	Ch Insp Streets	C/I Adam Streets / Insp Day
Deliverable/ Additional data	<p>Feb 15<sup>th</sup> Update - A bench marking request went out to all Forces asking for any risk matrix systems currently in use or being developed. There were a number of replies but more Forces indicating that they are in the same position as ourselves. The most promising still seems to be that from Hertfordshire. This needs further discussion to see how we can make best use of this and integrate into current processes</p> <p>Feb 25<sup>th</sup> – early drafts under development –table top exercise booked for 18<sup>th</sup> March to test the concept</p> <p>30/03 Revised template out for consultation</p>	The completion of this action has led to further action at 6.4 to develop a set of partnership ASB standards. See 6.4	
RAG status			
Target completion date	April 2010	Nov 2009	April 2010
Date Completed & Relevant Comments		GET OUT launched Force Wide at LPU Commanders Forum and Neighbourhood training day event Dec 2009 and through SMT briefings supported by posters. Also presented at partnership confidence board Jan 2010. Further roll out required through communications plan at action 7.1	

	6.4 Partnership links	6.5 ASBO Breaches	
Task	Develop partnership (to County/City and District level) minimum anti social behaviour service standards for publication by end of March 2010.	In line with guidance from ACC Edens 1st Feb 2010 ensure that ASBO Breaches are being dealt with effectively and that policies between cps and police are effective. Conduct self assessment against set of minimum standards	
Responsibility	C/I Adam Streets	Supt Harrod CJU	
Deliverable/ Additional data	<p>This is a national objective and in order to prevent duplication of work and significant variation between districts this work is being coordinated to ensure a single version of the truth across LLR.</p> <p>Feb 8<sup>th</sup> First draft out for consultation with the districts and in conjunction with the City Council</p> <p>Feb 15<sup>th</sup> – In response to feedback standards re drafted and circulated and taken to SOG at County Council. Further feedback received and further draft underway</p> <p>31/03 Minimum standards now launched</p>	10/02 This was discussed at the Prosecution Team Strategic Board chaired by Supt Harrod and a protocol is being worked up in conjunction with general timely and efficient processes to ensure justice. Once this is finalised a communication will flow.	
RAG status			
Target completion date	March 2010	April 2010	
Date Completed & Relevant Comments			

## 7 Communications

	7.1 Internal	7.2 External	7.3 Partnerships CDRPs – JAGS
Task	Develop an enhanced internal communication plan, including dedicated anti social behaviour web site	Develop costed external communication plan specifically relating to ASB.	Working with partners to develop collaborative marketing opportunities
Responsibility	Tracy Madelin-Brown/Toby Day	Tracy Madelin-Brown	Tracy Madelin-Brown
Deliverable/ Additional data	This will be a component of the broader confidence communication plan. 25 <sup>th</sup> Feb – Draft prepared and for discussion at meeting on 8th March	This will be a component of the broader confidence communication plan 25 <sup>th</sup> Feb – Draft prepared and for discussion at meeting on 8th March	COI event planned for 4 <sup>th</sup> March with reps from all district comms teams and community safety reps. Campaign calendar will be presented to establish early buy in for 2010/11 campaigns
RAG status			
Target completion date	Feb 2010	Feb 2010	March 2010
Date Completed & Relevant Comments			

	7.4 Campaigns	7.5 Corporate ASB vehicle signage	
Task	Review and develop anti social behaviour campaigns	To explore the feasibility of adding ASB signage to marked vehicles to support the existing LPU based ASB vehicle patrols	
Responsibility	Tracy Madelin-Brown/Ch Insp Streets	Sgt Danvers	
Deliverable/ Additional data	Linked to 7.3 – Campaign Calendar presented to CSPB/ Force partnership board and agreed. Corp Comms now leading	15/02 Much work has gone into designing the correct format for this taking into account corporate vehicle livery, diversity, visibility, practicality and the format. A prototype testing the concept has been viewed by ACC and taken to the Safe and Confident Communities board 16/02 for discussion. Agreed to pilot – implementation 10 days 30/03 Following pilot Force wide roll out agreed. Order placed	
RAG status			
Target completion date	Mar 2010	March 2010	
Date Completed & Relevant Comments			

## 8 Training

	8.1 Training Needs Analysis	8.2 Regional Champion Events	
Task	To complete anti social behaviour training needs analysis	To promote the HO led call for community champions events scheduled for Feb/March	
Responsibility	John Bill	Ch Insp streets/BCUs	
Deliverable/ Additional data	This TNA is to look at training in its broadest sense. All training reviews will be coordinated under this one heading with the exception of the sentinel package ( previous consideration was to join Sentinel training with wider ASB inputs but due to small class room inputs required for Sentinel this is not possible and additional training will be delivered as stand alone inputs on a much larger scale).	Information received from HO on 10 <sup>th</sup> Feb, promotion done via VC Relay on 12 <sup>th</sup> Feb to 8000 members. Very little by way of event info on their website so will need revisit and local publication  23rd Feb – North event now released for 5 <sup>th</sup> March. BCU liaison taken place, media advertisement undertaken to market and local NHP team attending to present 30/03 circa 100 attended the event	
RAG status			
Target completion date	March 2010	March 2010	
Date Completed & Relevant Comments	30/03 Initial scoping completed but further work underway		

## 9 Performance/Management of Information

	9.1 Definition of ASB	9.2 Performance Indicators	9.4 CRAVE
Task	To define what we as a Force will regard as Anti Social Behaviour	To review and enhance the ASB performance and management Information	To review and where necessary develop additional performance and analytical products
Responsibility	Insp Odell / Insp Day	Glenn Brown	Glenn Brown / Lindsey Kirby
Deliverable/ Additional data	Paper taken to the first SCCB 16/02 – concept agreed and now detailed proposals required for next board 30/03 further paper taken through March SCCB further work tasked.		
RAG status			
Target completion date	Feb 2010	April 2010	June 2010
Date Completed & Relevant Comments			

## 10 National Influence

	10.1 National ACPO Lead	10.2 External Funding	
Task	To identify opportunities to work with and influence national understanding and policy putting LLR at the forefront of new concepts	To explore the opportunity to obtain external funding for ASB projects	
Responsibility	T/ACC Yeadon	C/I Sally Chivers/Glenn Brown/Adam Streets	
Deliverable/ Additional data	Feb 11 <sup>th</sup> Ch Insp Streets has made direct contact with ACC Edens at a regional event and subsequently linked in with his staff officer who has shared some national thinking around ASB risk matrix work.		
RAG status			
Target completion date	Ongoing	Ongoing	
Date Completed & Relevant Comments			

## 11 Audit/Inspection

	11.1 Confidence Reality Checking Programme	11.2 Area Departmental Benchmarking	11.3 ASB Audit
Task	To incorporate anti social behaviour into the confidence reality checking regime	Establish BCU good practice in relation to procedural compliance and ensure this is shared within the Force	Establish ASB audit programme
Responsibility	Insp Odell	Ch Supt Masters / CI Streets / Glenn Brown	Insp Odell / Glenn Brown / Insp Helen Fletcher
Deliverable/ Additional data			
RAG status			
Target completion date	Feb 2010	May 2010	April 2010
Date Completed & Relevant Comments	ASB is an existing strand within the LPU confidence reality checking programme		