

Office of the Police and Crime Commissioner for Surrey

Anti-Social Behaviour Service: Guide for Bidders

Introduction

Victims of anti-social behaviour (ASB) can feel helpless and frustrated, referred from one organisation to another seeking an intervention that will put an end to the problems they are experiencing. In many cases victims are some of the most vulnerable in our society and even what is perceived as 'low level' ASB, when targeted and persistent, can have devastating effects on their lives.

The reforms to the ASB tools and powers available to professionals, introduced by the ASB Police and Crime Act 2014, are designed to put victims at the heart of the response to ASB and give professionals the flexibility they need to deal with any given situation. This is a positive step in the right direction but whilst front line staff are dealing with the ASB offenders, those victims that are experiencing repeat incidents of ASB, or are less able to cope due to their vulnerability, need to be supported better.

The Surrey ASB Strategy Group, in partnership with the Office of the Police and Crime Commissioner for Surrey and Surrey Police wish to support victims of anti-social behaviour in Surrey, with particular focus on those who are at high risk of harm.

Evidence

ASB Caller Satisfaction Survey

The Surrey Police ASB Caller Satisfaction Survey 2015/16 highlights that over a third of callers to Surrey Police feel that ASB has impacted their quality of life. In particular, those who are repeatedly exposed to ASB or who are involved in Neighbourhood issues are more likely to feel their quality of life is affected. Supporting this, those saying they had contact with the police about a similar incident twice or more previously were over twice as likely to feel that ASB had impacted their quality of life (69.1%) than first time callers (27%). Closely related to this, is those calling the police about nuisance neighbours issues who were also over twice as likely to feel that ASB has impacted on their quality of life (73.5%)

The survey also highlighted that half the callers referred to another organisation were dissatisfied with the service provided by that organisation. This included delays in dealing with the issue and being passed backwards and forwards between agencies.

During Jan - March 2016, a total of 224 ASB callers to Surrey Police were asked whether they would use services offered by an independent support organisation for victims of Antisocial Behaviour.

Respondents were asked:

If a free independent support service was available for anti-social behaviour victims, what would you like them to offer? By independent, we mean an organisation separate from the police, council or other agency that has been dealing with your issue. By support we mean anything from emotional to practical support.

Of these, 136 respondents (61%) indicated that 'yes' they would either, '**definitely**' (25%) or '**probably**' (36%), use the service if it was available.

71 respondents said they would '**probably not**' (20%) or '**definitely not**' (12%) not use the service if it was available.

15 respondents (7%) '**did not know**' if they would use the service if it was available.

126 respondents specified the type of services they would like this organisation to offer. 96 of those 126 respondents (76%) said that they wanted an independent support organisation to offer **practical support or advice, emotional and communicative support** to deal with the impact of the ASB on their daily lives. Some respondents even suggested they would like to be supported by counselling or psychotherapy services.

The further 30 respondents suggested that an independent organisation should provide public information about how to deal with ASB and which organisations to contact, or should improve security, for example by providing foot-patrols or CCTV cameras to deter ASB. A few respondents wanted Restorative Justice schemes to help the offender understand the impact of their behaviour, or neighbourhood schemes/meetings to improve local awareness of ASB.

Over the last financial year, there were a total of 31861 recorded ASB incidents reported to Surrey Police. This equated to 16.2% of all recorded incidents.

Surrey ASB Strategy 2014-2017

Surrey's Anti-Social Behaviour Strategy Group has developed a Multi Agency Anti-Social Behaviour Strategy (2014-17) which identifies a key priority to focus on 'Putting Victims First'. The aspiration of the priority is to provide effective support to victims of anti-social behaviour, ensuring that there is a better understanding of the impact of ASB on people's lives and ensure that there are processes in place to protect victims from further harm.

Independent Review

The ASB Strategy Group commissioned Resolve - ASB to conduct a review of the vulnerability aspect of the ASB Strategy, focusing on whether there is a robust process in place to assess, identify and support vulnerable victims of ASB to provide reassurance to the Group.

Recommendation: The lack of a specialist victim support service for vulnerable victims of anti-social behaviour is recognised as a risk and therefore it is recommended that the Surrey Office of the Police and Crime Commissioner consider commissioning a service that could operate County wide.

Best Practice

A piece of work commissioned by Surrey Police earlier this year was asked to look at the following question: **"How are Police Forces, nationally, delivering Victim care and supporting their Victims of crime and ASB, focusing on those Forces who are currently performing well nationally in terms of their 'Victim Satisfaction' figures as well as in-house methods; and what elements of best practice from other Forces could be emulated in Surrey."**

Their findings reflected that the higher performing Forces in terms of Victim Satisfaction, offer a mixed model of services to Victims of crime, outside of, and further to the Police investigation/remit. An example of this is where Northumbria's OPCC set up the 'Victims First' charity which gives victims free emotional and practical support. All officers are required to complete a needs assessment with victims and if a need is identified, they are signposted to Victims First.

Proposed Service Guide

1. Geographical requirements

The provision will need to be delivered across the whole county. Using data provided it is expected that there will be some areas of higher need which the Provider(s) will need to be able to meet.

Unfortunately, if the victim suffered the anti-social behaviour inside Surrey but lives outside the county area support cannot be offered.

2. Required Provision

We appreciate that anti-social behaviour can be on-going and persistent. It can also take some time for agencies to find a suitable solution to the problem. Therefore, all three strands should be designed to help the victim manage and cope with the continuing problems.

Based on our understanding of victims of anti-social behaviour the provision required will consist of three strands;

- Empathy
- Coping Strategies
- Signposting and support

Empathy - Listen

Feedback from victims is they just wanted to be heard and listened to. First and foremost the service provided should be a listening one. There should be a level of needs-led face to face contact and the person who visits the victim should be able to make them feel confident in opening up and explaining their concerns and fears. The first visit should always be face to face and include commencing an individual victim care plan.

Coping Strategies – advice and recommendations

Often those caught up in an on-going anti-social behaviour case need advice or a fresh pair of eyes to look at a situation and suggest different ways of doing things. Broadly there are two different coping strategies; problem focused or emotional focused. The service should provide advice on coping strategies and whilst this might not solve the problem it could improve their day to day lives. Another strategy to consider would be to work with victims on increasing their confidence and ability to deal with the situation they face themselves.

Signposting and Support – putting the victim on the right path

When a victim raises a particular issue and difficulty accessing a service we would expect the service worker to be able to signpost the victims to the appropriate services to deal with the issue. Where the victim is struggling to engage services to deal with the ASB issue we would expect the service to make contact with the appropriate agencies to ensure that the victims' voice/concerns have been heard and to support them so they can regain control of their situation.

The victim will hopefully open up about concerns and fears so we would expect the service to be able to signpost the victim onto support groups and services to help them cope and recover. In the cases where it is being dealt with by way of enforcement, the service provider could, for example, support the victim by giving evidence on behalf of the witness at court using hearsay evidence.

3. Referrals

Initially, referrals will come from only 2 sources:

- **Surrey Police** – a direct referral can be made to the provider where, following assessment, a victim has been identified as a repeat and/or vulnerable victim of ASB and is being managed by the ASB and Neighbourhood

Teams. The officer in charge must also make a concurrent referral to CIAG for the ongoing multi-agency management and review of the case. Referrals will be made via the SafetyNet system.

- **Other organisations** – a direct referral can be made to the provider where, following assessment, a victim has been identified as a repeat and/or vulnerable victim of ASB and is being managed by that organisation. The officer in charge must also make a concurrent referral to CIAG for the ongoing multi-agency management and review of the case. Referrals will be made via the SafetyNet system.
 - **Community Trigger** – trigger requests will go directly to the provider with interim support being put in place whilst the investigation takes place as per existing processes. If the referral fits the Trigger Criteria the Provider will organise a meeting with the Community Safety Manager and all other interested/involved partner agencies to discuss the issue, to feedback and discuss the plan of action with time scales to the victim/referrer. A referral will also need to be made to CIAG.
4. **Case Management** – it is vital that the service provides updates to the lead officer in the case (OIC) on any concerns they might have in regards to the victim and the way the issue is being dealt with. This will ensure that the victim is at the centre of any plans that an agency is devising to deal with the issue. All activity should be logged via SafetyNet (an online case management system), and updates provided on a quarterly basis at the Community Incident Action Group. Should the provider experience issues with any other provider agency involved in the case an escalation process will be put in place starting with the CIAG chair and then upwards to the Community Safety Partnership and the Community Safety Board.

5. Outcomes

As a minimum, the provider will be performance monitored against the following measures;

- Number of referrals
- Number of referrals taken up
- Attempted contact
- Successful contact
- Advice and Action taken
- Victim Satisfaction feedback

The provider and commissioner should co-design key performance indicators that will be able to demonstrate positive outcomes. Monitoring will be undertaken by the Anti-Social Behaviour Strategy Group which will report into the Victim Care Board. The Provider will be invited to attend the ASB Strategy Group. Monitoring will take place on a quarterly basis and the Provider will be expected to submit outcome data and information prior to the meetings. An annual report will also be required and separate reporting conditions may form part of the application agreement for the OPCC Community Safety Fund.

6. Supporting Data for Referral Numbers

In the first year of operation providers should base their costs to deliver the service on **150 referrals**.

The below data has been used as a guide to determine the number of victims potentially taking up support and it is predicted the number of victims requiring this service will be in the region of 150-200 referrals per year as not all those identified will be suitable or agree to a referral to the service.

Surrey Police

During the last calendar year approximately 100 callers into the contact centre were recorded as repeat and/or vulnerable victims of ASB who would be automatically offered the service following referral from the contact centre to the ASB/Neighbourhood teams.

Community Incident Action Groups (CIAG)

The CIAGs across the county have an average of 10 cases a year that involve vulnerable victims of ASB. This equates to a further 110 potential cases across the County.

7. Summary

- ASB victim satisfaction is low and continues to be on the decrease
- A survey of ASB victim suggests the majority would welcome a free independent support service
- An independent review has recommended that the Surrey Office of the Police and Crime Commissioner consider commissioning a service to support vulnerable/repeat victims of ASB that could operate County wide
- The number of referrals is estimated to be between 150 – 200 per annum but for the first year of operation the provider should base their costs on a total of 150 referrals.