

The Highland Community Planning Partnership

Chief Officers' Group – 26 March 2015

Agenda Item	10.
Report No	COG 11/15

INVERNESS RESPONSE TEAM

This report provides an update on the progress of the Inverness Community Safety Partnership initiative namely, Inverness Response Team which is designed to address local antisocial behaviour issues on a daily basis, sharing resources to ensure early intervention in preventing and tackling community concerns, thereby freeing up resources invested in dealing with acute problems, delivering better outcomes and achieving value for money.

BACKGROUND

Inverness Response Team is a partner led approach developed to take forward the good practice and positive outcomes of ;

Operation Notebook - an existing and ongoing multi-agency operation, its activity aims to "make people feel, and be safer, by tackling antisocial behaviour in and around residential properties within our communities.

and

Operation Respect - aimed at the city centre and reducing street violence and disorder within public spaces and incidents linked to licensed premises by working with key partners to make our streets safer and to reduce the risk to the public.

Both of which are longstanding and successful initiatives where key partners work together to reduce antisocial behaviour within our communities and public spaces.

The focus of the Team is on prevention and early intervention with the recognition that effectively tackling low level antisocial behaviour can reduce the number of such incidents which can often escalate into more serious cases.

The core partners who participate in the daily tactical process include:

- Highland Council
- Scottish Fire and Rescue Service
- Police Scotland

The following partners participate on a case by case basis:

- Albyn Housing Society
- Cairn Housing Association

- Street Pastors
- Inverness BID
- Apex
- VSS
- NHS Highland
- Care and Learning Service
- Alcohol and Drugs Partnership

During the period under review the Team have developed and agreed a Operating Protocol and Information Sharing Protocol.

OBJECTIVES

To develop a Inverness Response Team based on best practice and partnership working.

- Collaborative planning and service delivery to achieve more efficient and sustainable solutions to community safety priorities.
- Systematic analysis of information collected from all relevant Partners and analytical products to direct activities.
- Operate at a tactical level but not exclusively.
- Create a Response Team which will in the long term be based in a dedicated office environment for community safety partners.
- Evolve over time in terms of membership and act as a catalyst for further integration and partnership working.
- Improve information flow from communities, their representative and colleagues direct to the professionals involved in the daily tactical process.
- Support other thematic groups deliver the Highland Single Outcome Agreement.

OUTCOME AND BENEFITS

Since going live in September 2014, the main outcomes and benefits of the Response Team have been:-

- A new multi agency Tasking and Co-ordinating process which has become embedded in daily working practice whereby partners participate in a daily conference call to review incidents of anti social behaviour reported over the previous 24 hour period.

- Emphasis is placed on partnership working, relevant and proportionate actions are identified to ensure a dynamic response to deal with community concerns. This has the benefit of preventing any repetition of emerging issues.
- More efficient and effective use of resources by avoiding the duplication of effort for agencies who previously worked in isolation.
- The Team is quicker to identify problems, jointly agree actions plans and jointly deliver the service to the community, as a consequence the solutions are more sustainable.
- Significant multi agency contribution to improve community safety in relation to antisocial behaviour, community fire safety and violence priority business areas.
- Clear evidence of some excellent partnership working, with improved communication, information sharing and intelligence gathering between the partners.

PERFORMANCE

Between 09/09/2014 and 27/01/15, Inverness Response Team have reviewed and responded to approximately 346 complaints involving anti social behaviour at 139 separate addresses within the Inverness area.

To date, issues addressed at 110 of these addresses have been completely resolved to the satisfaction of all parties or have substantially reduced the effects of anti social behaviour on the community. The remaining 29 addresses or problematic areas are subject of ongoing partnership involvement through the Response Team.

The daily meeting (conference call) is focussed and as a consequence takes approximately 15 minutes depending on volume of incidents reported in the previous 24 hours.

OPERATION NOTEBOOK -

The following is a table of incidents of anti-social behaviour which meet the criteria for Operation Notebook. Since the introduction of the Inverness Response Team it is evident that the level of ASB within N Division and within the Inverness Area command and the 7 Wards of the Inverness Area have reduced and as a consequence the reduction on demand to services is being sustained.

Of note for the periods for Oct/Nov/Dec 14 and Jan 15 additional address have been added which do not meet the strict criteria. The team have reduced

the demand of the high tariff addresses and now have capacity to identify new emerging addresses/issues and respond quicker in order to prevent issues/concerns escalating.

Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15
63 %	57 %	66 %	62 %	45 %	62 %	57 %	50 %	50 %	40 %	50 %	40 %

Of those repeat addresses the number which are consider “high-hitters” i.e 3 incidents or above for the month has shown a decrease. This can be attributed to the early intervention by the collective efforts of the Inverness Response Team.

Incidents are acted upon quicker thereby reducing repeat calls and reducing further demand on services.

Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15
30 %	60 %	45 %	65 %	33 %	63 %	56 %	55 %	57 %	27 %	35 %	18 %

REFERRALS TO THIRD SECTOR -

VSS- 2 referrals which has been successful in meeting the needs of the complainers and preventing further calls to agencies.

Befrienders- 1 referral which is ongoing.

SFRS- 4 referrals which have resulted in visits and appropriate advice/action in order to prevent domestic dwelling fires.

CASES ESCALTED TO ANTI-SOCIAL BEHAVIOUR GROUP -

There has been no requirement to date to escalate any case to the local ASBPG for consideration of further legal action such as a Anti-social Behaviour Order as the Inverness Response Team has successfully managed to deal with the cases..

Two cases have been referred to the Procurator Fiscal for consideration of a criminal ASBO which would be issued on conviction for repeat incidents of anti-social behaviour.