

DUNDEE CITY COUNCIL

REPORT TO: Housing Committee - 15 March 2004
 Personnel Committee - 15 March 2004

REPORT ON: Housing Department - Anti-Social Behaviour Team - Structure and
 Service Delivery

REPORT BY: Director of Housing and Assistant Chief Executive (Management)

REPORT NO: 171-2004

1. **PURPOSE OF REPORT**

1.1 The purpose of this report is to seek the Committee's approval to restructure the Anti-Social Behaviour Team following a review by the Director of Housing and the Assistant Chief Executive (Management).

2. **RECOMMENDATIONS**

It is recommended that the Committee approves the following recommendations:-

2.1 the establishment of one post of Senior Investigation Officer, graded AP4, £19,632 - £21,732;

2.2 one post of Senior Investigation Officer graded AP3, £17,340 - £19,029 be regraded to AP4, £19,632 - £21,732.

2.3 six posts of Investigation Officer, graded AP2, £15,582 - £16,866, be regraded to AP3, £17,340 - £19,029;

2.4 one post of Investigation Officer graded AP2, £15,582 - £16,866, be deleted.

2.5 the establishment of three Assistant Investigation Officers, graded AP1, £14,211 - £15,204 for a temporary period of 2 years.

3. **FINANCIAL IMPLICATIONS**

3.1 The proposed enhancement to service delivery can be met through provision of specific Scottish Executive funding as follows:-

3.1.1 Scottish Executive funded:-

- a) Surveillance Equipment (£28,000)
- b) Out of Hours Service (£37,000)
- c) Additional Staff for Anti-Social Behaviour Team (£53,000)
- d) Hotline for Residents (£7,000)
- e) Police led Community Intelligence Unit (£75,000)

3.2 The impact of other changes to the Anti-Social Behaviour Team can be contained within the Housing Revenue Account.

- 3.3 Funding from the Scottish Executive is available through the “Building Strong, Safe and Attractive Communities” funding for “Other Community Based Initiatives to Tackle Anti-Social Behaviour”. Funding is available for 2 years covering the financial years 2004/2005 and 2005/2006. Policy and Resources Committee Report 795-2003 refers

4 **LOCAL AGENDA 21 IMPLICATIONS**

- 4.1 The key theme of people living without fear of personal violence from crime is addressed by this report.

5 **EQUAL OPPORTUNITIES IMPLICATIONS**

- 5.1 The key theme of crime prevention, community safety and other initiatives to eliminate violence and harassment against people because of their race, gender, sexuality or connection to other target groups is addressed by this report.

6 **BACKGROUND**

- 6.1 The anti-social behaviour team was established in November 2001 with a remit to investigate and respond to complaints where a Council tenant was involved as either a victim or alleged offender. The team has expanded twice in response initially to workload issues and latterly to the team’s expansion to deal with complaints from the private and owner occupied sectors. To date, the team has had a major impact on dealing with anti-social behaviour within our communities, obtaining 34 Anti-Social Behaviour Orders (ASBO’s) and 9 Interim ASBO’s in conjunction with the Legal Services Division and increasing customer satisfaction (those who responded as being very satisfied/satisfied) from 37.9% in 2000/2001 to 69.4% in 2002/2003.
- 6.2 It is recognised, however, that continuous improvement is required to ensure that the success of the service is maintained. Areas of good practice in other Local Authorities have been examined and locally based initiatives have been identified which would assist in improving the service being delivered.
- 6.3 At present the Anti-Social Behaviour Team operate during normal office hours and have a staffing structure as outlined in Appendix 1. The proposed staffing structure for the enhanced service is outlined in Appendix 3.
- 6.4 A “pilot” Out Of Hours project has been in operation since 30 September 2003 which has yielded the results detailed in Appendix 2.
- 6.5 Presently the Anti-Social Behaviour Team have access to noise monitoring equipment through Environmental Health & Trading Standards. However the use of this is restricted to trained staff within Environmental Health & Trading Standards.
- 6.6 Members of the public currently have the option to report a complaint through the corporate helpline outwith office hours, however access to advice on anti-social behaviour is not available at these times.
- 6.7 The current structure can be complemented by the introduction of surveillance equipment, a designated Hotline for all residents of Dundee and the continuation of the Out of Hours Service. This would ensure the provision of a comprehensive service to victims of anti-social behaviour 24 hours a day 7 days a week.

- 6.8 The introduction of Assistant Investigation Officers would provide the Anti-Social Behaviour Team with the ability to fully utilise the skills and experience of existing officers. The current structure requires experienced and knowledgeable officers to deal with low level complaints which could be responded to by Assistant Investigation Officers. This would allow Investigation Officers to commit adequate resources to more serious cases of anti-social behaviour including pursuing the necessary legal remedies and in conjunction with the Legal Services Division, work towards expanding the use of ASBO's.
- 6.9 The additional funding available through the "Community Based Initiatives to Tackle Anti-Social Behaviour" as part of the Scottish Executive "Building Strong, Safe and Attractive Communities Initiative, will provide sufficient resources to expand the service provided to victims of anti-social behaviour for the period April 2004 until March 2006. This expansion will provide a dedicated Hotline accessible to all residents of Dundee where advice and assistance on anti-social behaviour issues can be obtained. The current pilot "out of hours" service has proved successful in the short period of time it has been in operation. The continuation of this will provide a more comprehensive service to victims where the behaviour is of a serious nature and / or the victim requires support to progress their complaint. The availability of surveillance equipment will also provide added value to the service currently being provided. Victims will be able to corroborate their complaints through the installation of noise monitoring equipment and / or covert cameras where appropriate.
- 6.10 The introduction of a Police led Community Intelligence Unit will enhance the partnership approach to dealing with anti-social behaviour. The Criminal Justice Act 2003 requires the Local Authority and the Police to create a joint strategy to tackle anti-social behaviour within communities and this Unit will be integral to this process. The use of Anti-Social Behaviour Orders will be extended creatively to address issues of Community Safety outwith the remit of the Housing Service.
- 6.11 In order to introduce the above initiatives, additional staffing for the Anti-Social Behaviour team is essential and can be funded for the next 2 years through the additional Scottish Executive funding being made available.
- 6.12 It may be necessary, depending on the resulting caseload for the Depute Chief Executive (Support Services) to review staffing requirements and a further report on this matter will be brought forward, if appropriate.
- 6.13 A review of the service delivery provided by the Anti-Social Behaviour Team will be made prior to the end of the funding period in April 2006.

7 CONSULTATION

- 7.1 The Chief Executive, Depute Chief Executive (Finance), Depute Chief Executive (Support Services) and the appropriate Trade Unions have been consulted on this report. Dundee Federation of Tenants Associations have also been consulted.

8 BACKGROUND PAPERS

8.1 The following background papers have been used in preparing this report: Report No. 795-2003, Building Strong, Safe and Attractive Communities.

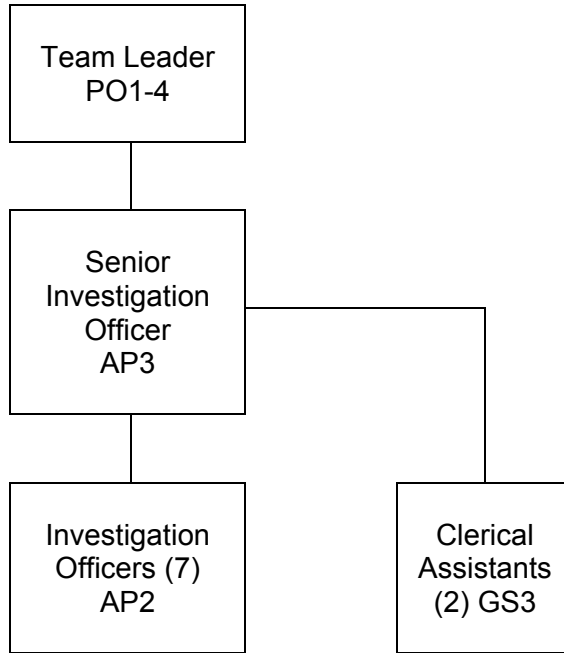
E. Zwirlein
Director of Housing

8 March 2004

J.C. Petrie
Assistant Chief Executive (Management)

8 March 2004

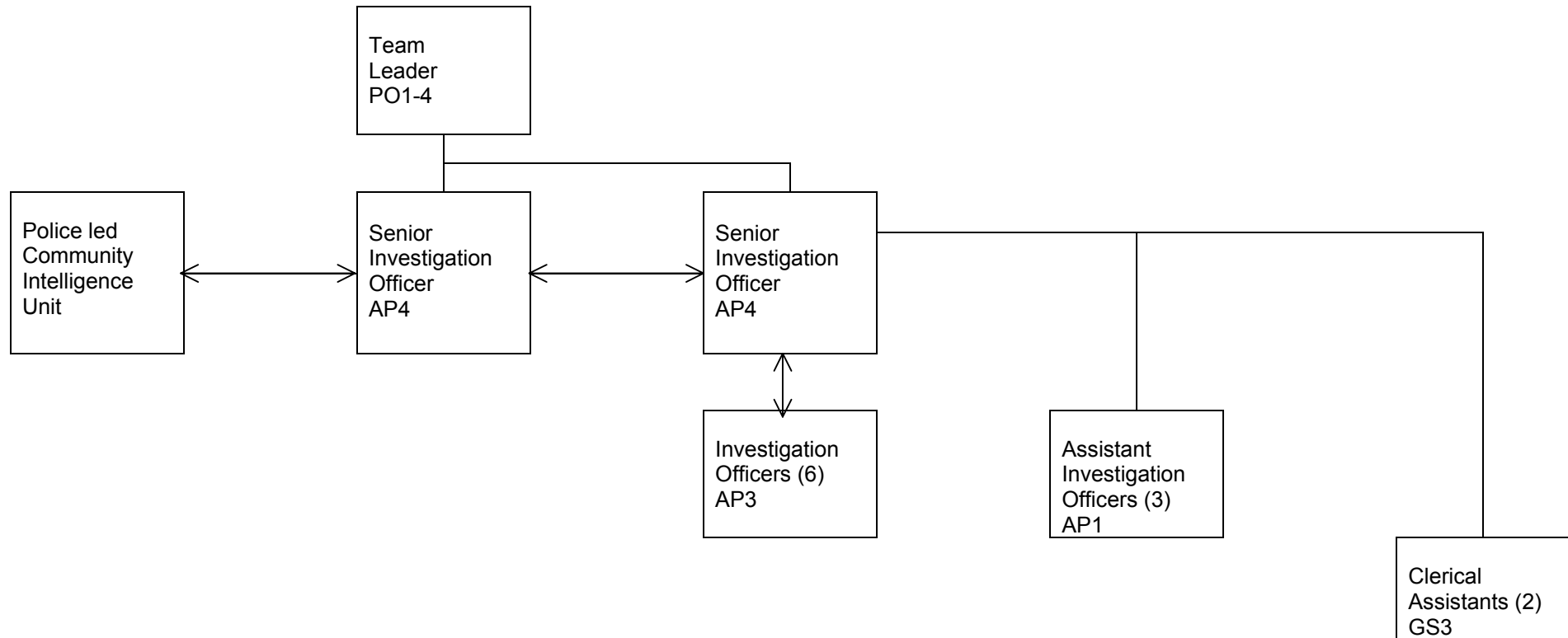
CURRENT STRUCTURE



ANALYSIS OF PILOT OUT OF HOURS SERVICE

NUMBER OF CASES REGISTERED (30/09/03 – 15/12/03)	28
TOTAL CALL OUTS TO DATE	39
CALL OUTS MIDWEEK - 1700 - 2200 HRS	6
CALL OUTS MIDWEEK - 2200 - 2400 HRS	1
CALL OUTS WEEKENDS - 1200 - 2400 HRS	24
CALL OUTS WEEKENDS - 2400 - 1200 HRS	8
	39
RESPONSES BY ASBT	
ADVICE GIVEN	22
ATTENDANCE BY ASBT	17
	39
OUTCOMES OF ATTENDANCE BY ASBT	
NO ACTION NECESSARY	8
POLICE CALLED	9
	17
OUTCOMES OF POLICE ATTENDANCE	
WARNING ISSUED	5
POLICE CHARGES	3
BREACH OF ASBO	1

Of the calls received it has been possible to resolve the matter through offering advice to the caller in more than 50% of situations. However when attendance has been necessary on 17 occasions, 9 of these has necessitated police attendance due to the seriousness of the disturbance. This has resulted in 3 charges of Breach of the Peace and one charge of Breach of Anti-Social Behaviour Order.

PROPOSED STRUCTURE**Additional Services:**

Out of Hours Service available to victims involved in current investigations

24/7 Hotline available for all residents

Surveillance Equipment

Joint Police Initiative