



# Community Solutions: helping people to help themselves

Community Safety Partnership

# Community Solutions

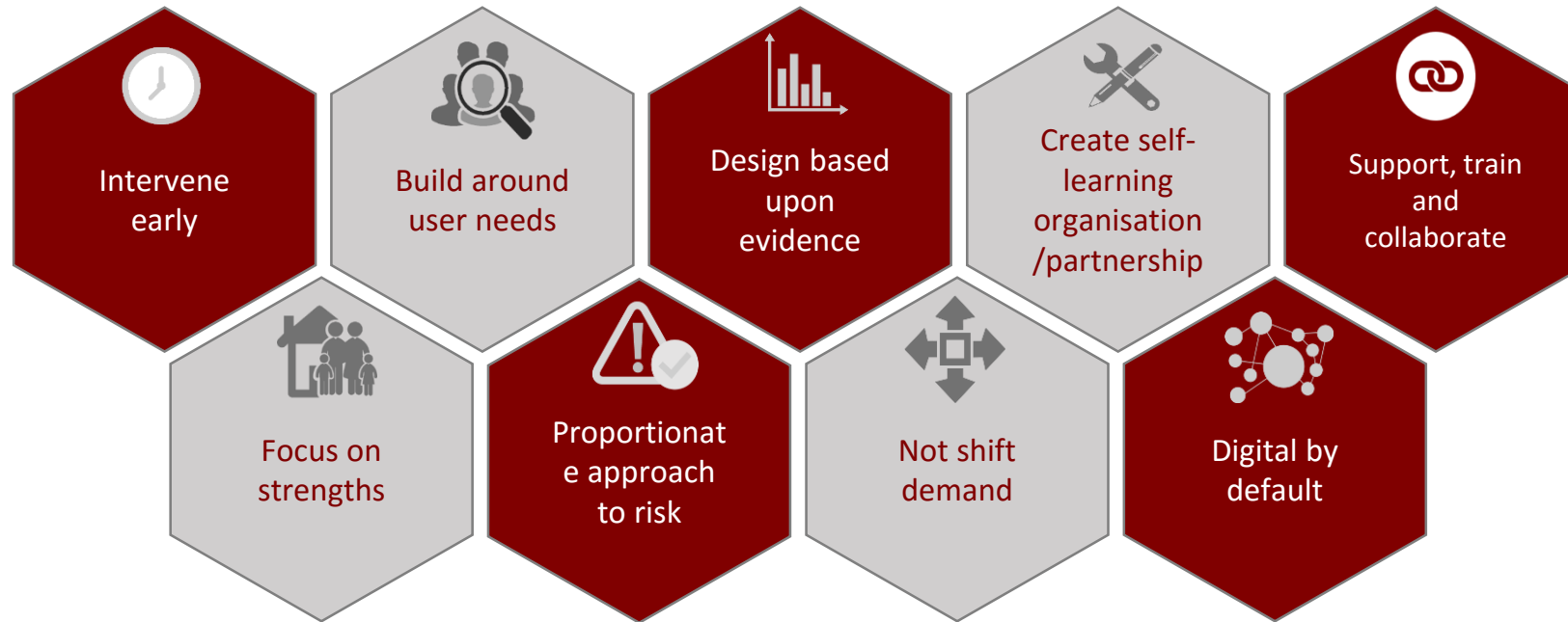
What is Community Solutions?



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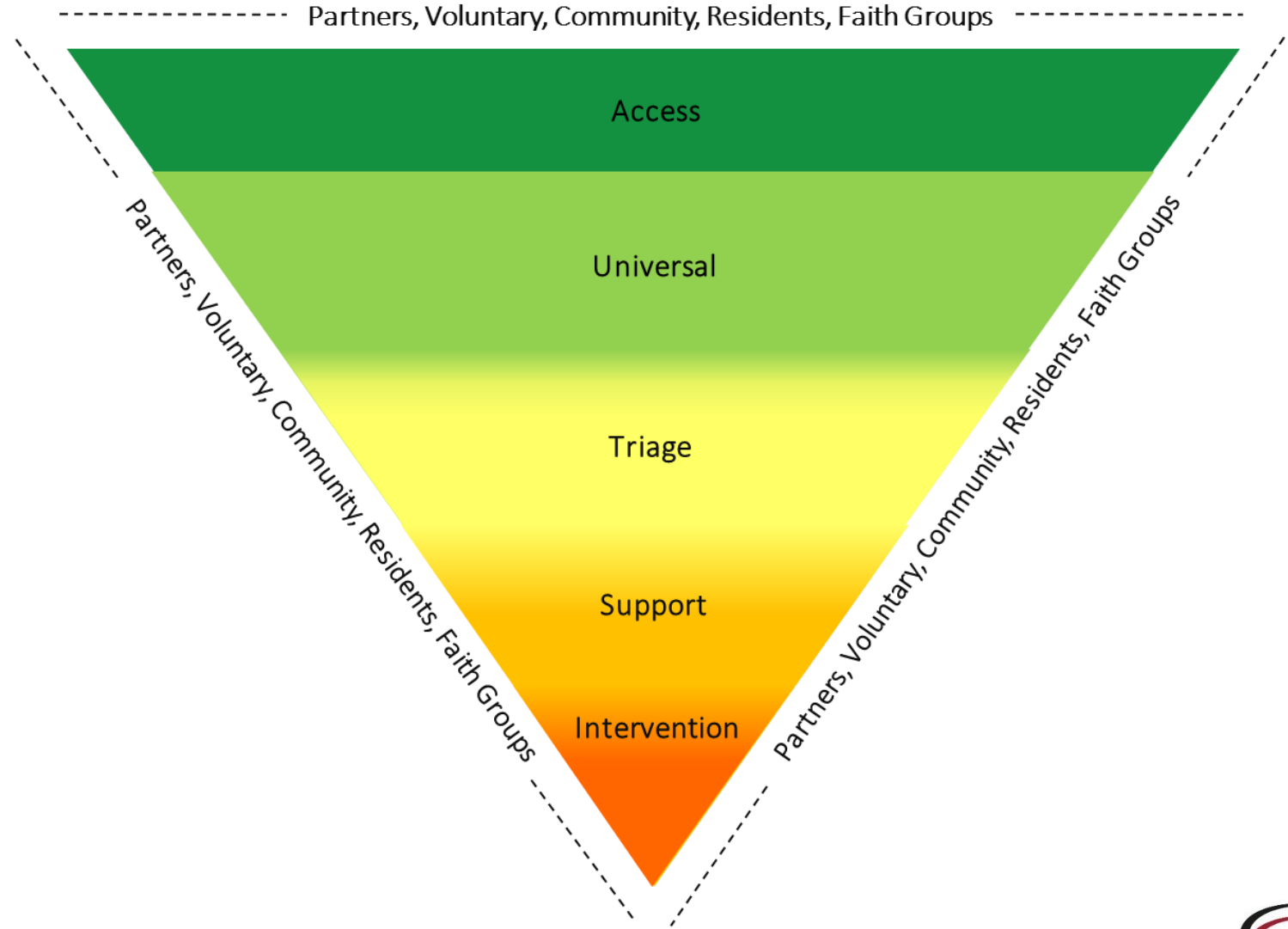
Barking & Dagenham wants to help its residents to become as independent as possible. Community Solutions is a new service with exactly that goal.

To develop the service we will:



# Lifecycle approach

With agreed processes and handoff protocols



# What difference will Community Solutions make?



Better outcomes for residents



Reduce demand into acute services – more upstream intervention



Visible, digital council by default



Empowered and efficient staff – appropriately skilled



Engaged communities and voluntary sector



Increase in self service



Savings delivered

# How will it work?

- 1 A digital enabler
- 2 Plans based on where we are now
- 3 Built around the resident or household
- 4 People make a difference
- 5 Focused on outcomes

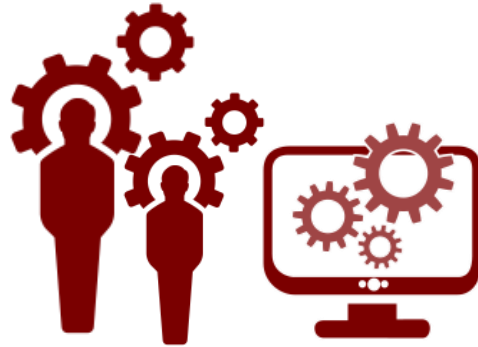
# Data and insight underpins everything

## ComSol Leadership



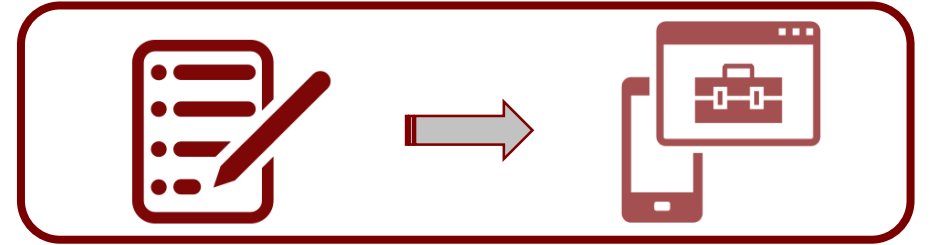
- Horizon scanning to spot trends & issues
- Making links across the Council and beyond
- Listening to people who use services to focus on what matters

## Service Development Team



- Feed operational staff data and insight so they can make informed decisions

## Working with others to share data

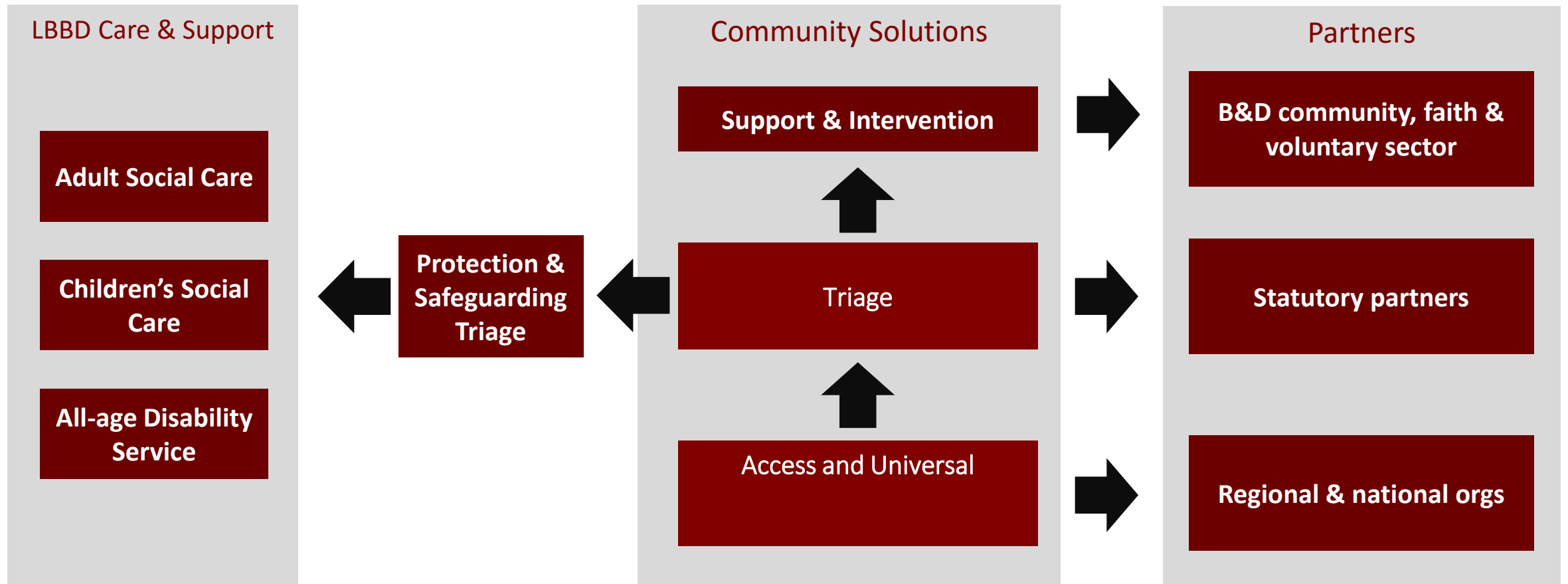


### Define:

- Data sets
- Systems
- Assess processes
- Protocols for safe and appropriate data sharing

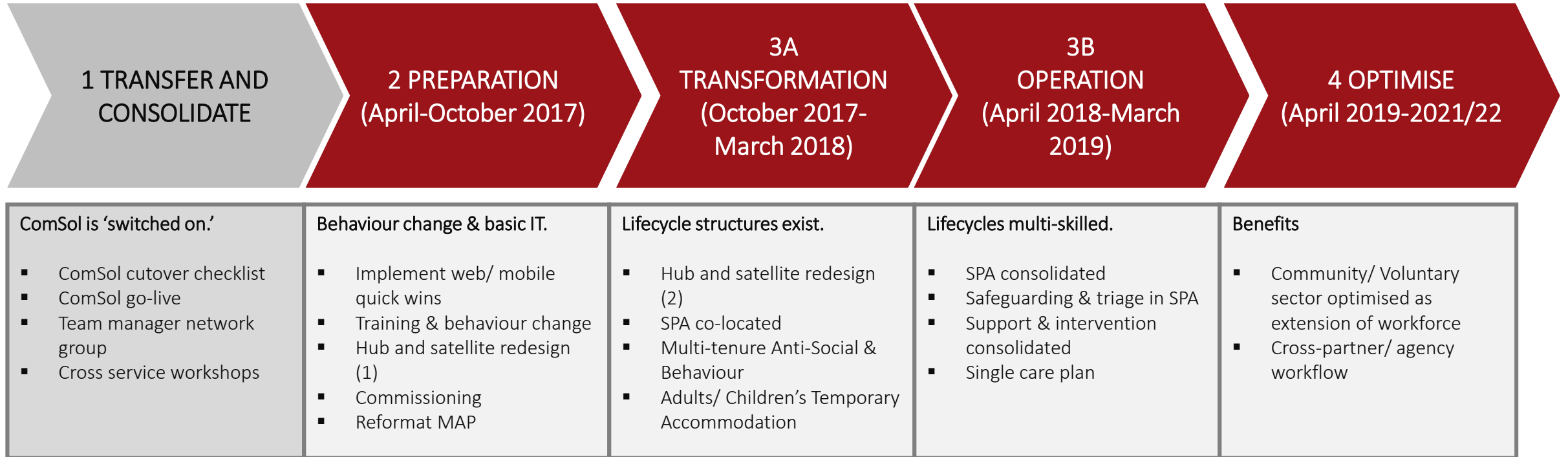
# How Community Solutions with work with others

Community Solutions will only succeed if strong partnerships are built within and beyond the Council.



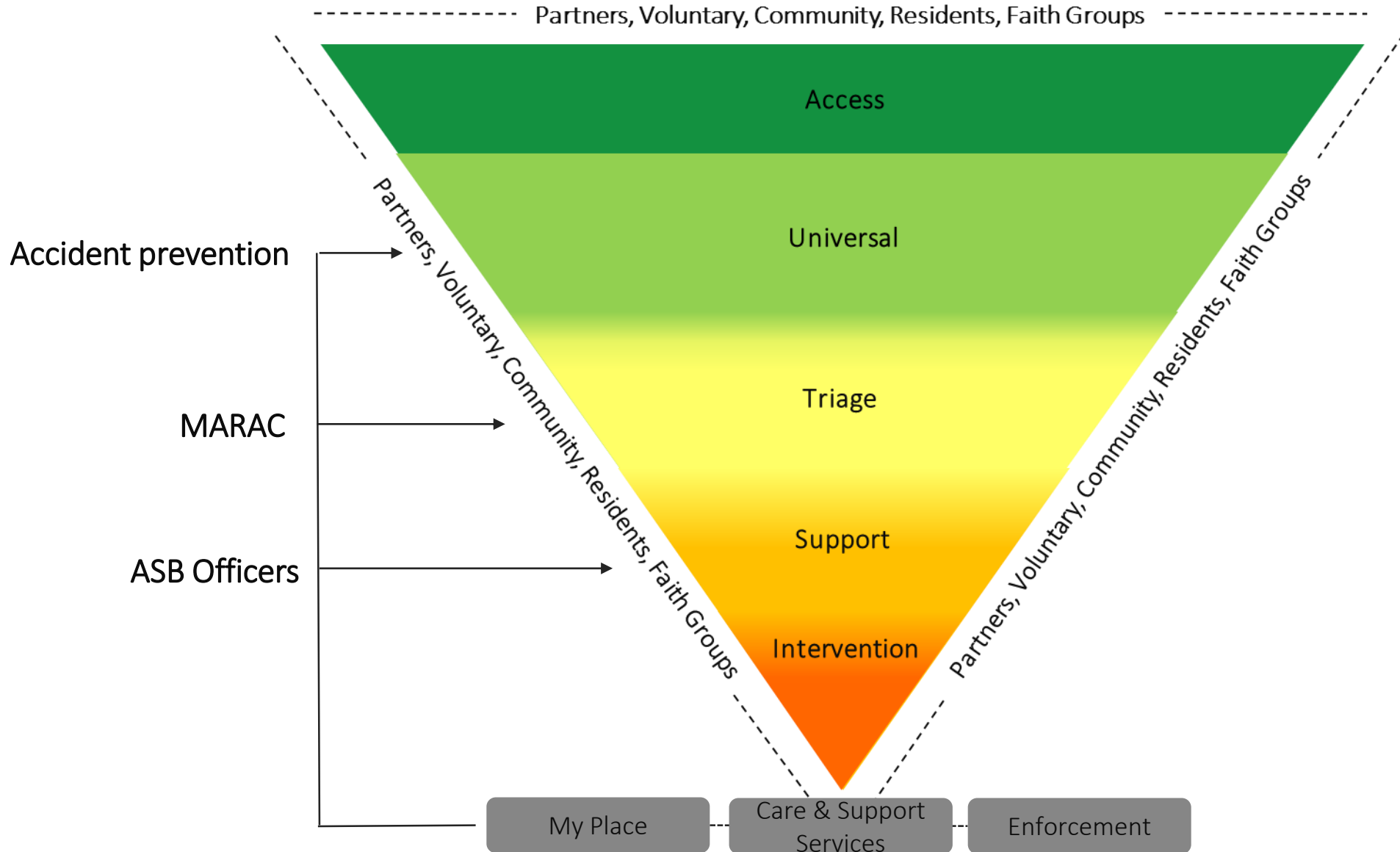


# Community Solutions service design and build will be based on the following stages

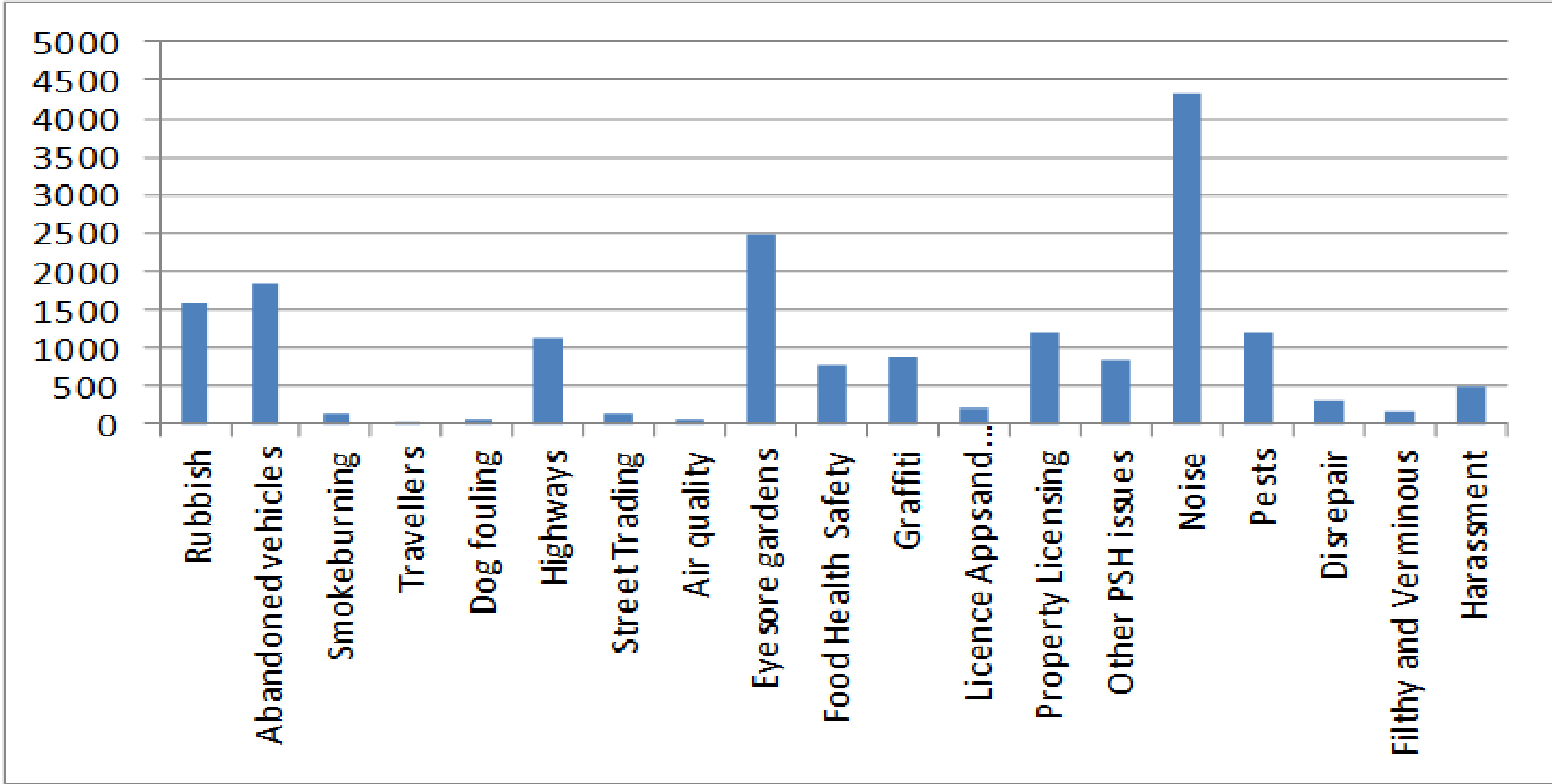


# Community Solutions – Community Safety & ASB focus

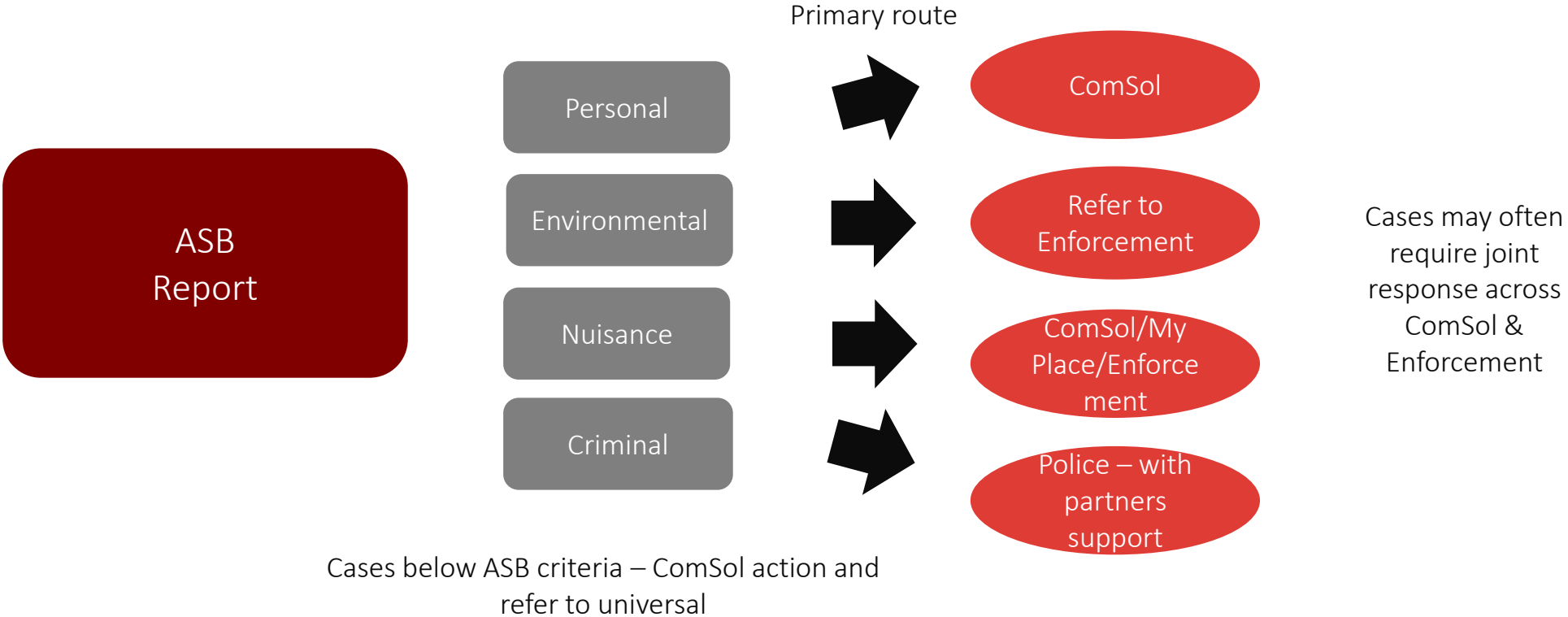
# The operating model will reflect these lifecycles



# ASB – cases relevant to ComSol / Enforcement / My Place (2016)



# ASB cases are allocated using the following approach



### Key Observations

What constitutes ASB is broad. Multi-agency case conferences vehicle for shared approach

Environmental issues – enforcement (environment / noise team) in first place

Professional judgement alongside need & risk assessment inform allocation

SLAs and clear policy statement to be developed for ASB

Prevention and non-enforcement resolution first aim & exhaust

ComSol responsibility for victim ongoing support

## Handovers – key points

- Updated protocol in place between ComSol, My Place and Enforcement
- ComSol acts as the ‘front door’ for ASB cases – providing the initial triage of cases and routing to appropriate service
- PEN approach will be used as business as usual through to October 2017
- Multi-service case discussion (or panel meeting) to determine who does what and when on all cases where a joint response to reported issues may be appropriate
- The officer who picks up the initial report / customer (whether in My Place, ComSol or Enforcement) is responsible for initiating the multi-service discussion
- ASB Coordinator post will be placed in Enforcement and is responsible for Estate Police team tasking and ensuring smooth handovers across services

## Quick win opportunities and actions (April to October 17)

ITEM	DESCRIPTION
①	Open up access to IT systems Enable ASB officers to have access to appropriate systems on rule based permissions
②	Enable online ASB reporting Build new ASB eform and put online. Increase online reporting. Begin channel shift.
③	Trial self-diagnose Trial a 'lite' online reporting and risk tool to enable residents to self-assess and determine what type of action may follow and to guide provision of IAG. Uses 'lite' version of existing risk tools
④	Protocol and SLA Review protocol and establish SLA Establish formal SLA with enforcement and My Place to include specific timescales and definitions on treatment of cases. Review to be informed by item 5 below.
⑤	Review of PEN approach PEN approach to triage / initial assessment to be reviewed post April – retained as business as usual for April
⑥	Deep dive case review Deep dive case review of complex and high volume cases across ASB and enforcement to evidence base handoff triggers to inform protocol for April 18
⑦	Insight Establish priorities for insight hub to assist targeted prevention and resource allocation i.e. DV, high risk cases, repeats. Informed by item 6 above
⑧	Perpetrator support Work with commissioners to explore commissioning or provision of dedicated support for perpetrators to reduce prevalence of repeat and escalating behaviours
⑨	Tenure blind service Integrate community safety and housing ASB within new ComSol model. Include ASB presence in SPA to enable early triage and resolution plus cross-skilling. Enable greater capacity cross borough. Common screening / triage at earliest point

# A range of actions and sanctions can be used to deal with ASB – summarised below and ranging from informal action through to legal enforcement action

LEVEL OF INTERVENTION



ITEM	DESCRIPTION
<b>Self-resolution</b>	Encourage and promote parties to work together to resolve issues amicably and without need for further action
<b>Simple resolution</b>	May include signposting to appropriate agencies / sources of advice and support such as victim support or early intervention services provided in our open access children centres
<b>Mediation</b>	Provide mediation where this is deemed acceptable and agreed to by parties. Uses in-house accredited mediators to prevent future problems, providing support to help people resolve their differences
<b>Restorative solutions</b>	Interventions aimed to address person / family behaviours e.g. family intervention, change behaviour, positive action, referrals to other agencies for specific targeted intervention e.g. mental health
<b>Warnings</b>	Written and verbal warnings of further action if behaviour does not improve
<b>Acceptable Behaviour Contracts</b>	An agreement between the perpetrator and us to stop the behaviour
<b>Parental Contracts</b>	An agreement between the parent and us to promise parental control over their child's behaviour
<b>Good Neighbourhood Contracts</b>	An agreement between the perpetrator and neighbour to stop the antisocial behaviour
<b>Fixed Penalty Notices</b>	Issued for a variety of offences that are deemed ASB – predominantly classified under environment enforcement
<b>ASB Injunctions</b>	Aa legal order which demands that the perpetrator stops acting antisocially
<b>Action Against Tenancy</b>	In the most serious cases we may work with the perpetrator's landlord to take tenancy action against the perpetrator/s, which could result in eviction
<b>Police / Legal</b>	Police action will be taken where the instance is considered to be criminal and against the law such as murder, theft, violence