

## **Safe In The City Casework Services Hate Incidents and ASB**

### **1. Introduction and Context**

This report primarily deals with the service offer from the Casework Team. Where the team is integrated with partner agencies their relevant services are also reported on here.

In September 2011 the Partnership Community Safety Team Hate Incident and Anti-social Behaviour Teams integrated into one Casework Team in order that the good practice interventions and powers that have been successfully applied to deal with anti-social behaviour, based on the risk and harm approach, could also be applied to hate incidents. These include those that are motivated by hostility or prejudice based on a person's (actual or presumed) religion, race, ethnic or national origin, culture, sexual orientation, gender identity and disability. It was also recognised that those most at risk of harm were often reporting hate incidents and ASB together.

In April 2012 the Partnership Community Safety Casework Team was one of a number of front line services which integrated with the Neighbourhood Policing Team in the city in the new Safe in the City (SITC) Delivery Unit bringing swifter and more sustainable solutions relating to community safety to communities through increased co-location and joint working between the Casework Team and 108 Police Officers and Police Community Support Officers.

The Casework Team currently comprises of a manager, a senior caseworker, six caseworkers, a PCSO and a police officer. The Team also receives dedicated advice and time from a council solicitor. The team generally manages about 60 cases at any one time. These tend to be the most serious cases with the most high risk perpetrators and the most vulnerable victims. In addition to managing a caseload each member of the team has a specific role in developing the service.

Since May 2012 the Casework Team has operated a duty system with a dedicated phone line and email address, through which all cases are triaged and dealt with.

### **2. Service Principles and Service Standards**

The Casework Team will provide a high quality direct service to victims and will support other service providers to deliver a similarly high quality service in Brighton and Hove.

The Team will work with individuals and communities to prevent and reduce the harm caused by hate incidents and anti-social behaviour in Brighton &

Hove in such a way that communities have a high level of trust and confidence in the service provided and are encouraged to report such crimes and incidents.

The Team will use a range of legal and civil remedies and supportive interventions which support and protect victims and witnesses and which encourage and require perpetrators to address and change their behaviours. The team will work with a range of partner organisations in order to achieve successful outcomes including the police, council housing, registered social landlords, children's services, probation, adult safeguarding agencies, local businesses and voluntary sector organisations.

The Casework Team and some partners have agreed to operate within certain ASB service standards. This will shortly include hate incidents as well. These currently include an initial assessment within one working day, a full risk and vulnerability assessment, the offer of a single point of contact and agreement on a lead agency, agreement on the most suitable frequency and method of updates and of course the preferred outcome.

The Casework Team engages with both perpetrators and victims but individual caseworkers will not work with perpetrators and victims on the same case.

The team will administer The Community Trigger, a government pilot scheme which enables communities to ensure a response to ASB where none has been forthcoming.

### **3. Working with partners**

Experience shows that resolutions to ASB and hate incidents rely on co-ordinated multi-agency responses. Well developed multi-agencies protocols and procedures are in place in Brighton and Hove. The Govt White paper 'Putting Victims First' published in May 2012 cites partnership working in Brighton and Hove as good practice.

The Casework Team has been a key partner with others in developing a Multi Agency Risk Assessment Tasking (MARAT) meeting, the implementation of ECINS, a cloud based internet case management system and the introduction of The Community Trigger.

The Casework Team will continue to be at the centre of refining and honing those practices to further improve services.

The majority of cases are initially reported directly to police. The police have reviewed the ASB and hate crime response across the force and a series of recommendations have been implemented including, more robust tagging and flagging of incidents, dedicated ASB and hate crime co-ordinators and the introduction of the vulnerability risk assessment.

The ASB Housing and Social Inclusion Team tackle ASB and hate crime relating to council housing. A number of other social landlords are signed up to Service Standards and have clear practices for dealing with ASB.

Where necessary the casework team will use Anti-social Behaviour Orders, Premises Closure orders and injunctions to protect individuals and communities.

There are on average 45 ASBOs in place in the city. The vast majority are against adults. There are on average two or three premises closure orders a year.

The manager of the Casework Team will work with the Community Safety Managers for Cohesion and Refugees and Migrants and the LGBT Community Safety Officer who are all part of the wider Community Safety Team. Together they will work directly with communities and community fora to deliver agreed outcomes which are captured in the Community Safety, Crime Reduction and Drugs Strategy.

#### **4. Reporting Incidents**

Reports can be made directly to the Casework Team via the duty desk which has a dedicated phone line staffed between 09.00 and 17.00 on weekdays, an answer machine service is in operation out of office hours.

Call on [01273 292735](tel:01273292735) or email direct on [communitysafety.casework@brighton-hove.gov.uk](mailto:communitysafety.casework@brighton-hove.gov.uk), or via the SITC website (under development).

Reports can be made directly to police on [101](tel:101) or at: [www.sussex.police.uk](http://www.sussex.police.uk)

Reports can be made directly to Council Housing on [01273 293030](tel:01273293030) or at: [www.brighton-hove.gov.uk/index.cfm?request=c1251335](http://www.brighton-hove.gov.uk/index.cfm?request=c1251335)

True Vision receives third party or anonymous reports: [http://www.report-it.org.uk/report a hate crime](http://www.report-it.org.uk/report_a_hate_crime)

The Community Trigger pilot can be accessed at: <http://www.brighton-hove.gov.uk/index.cfm?request=c1265534>

Many social landlords and statutory service providers will also receive reports direct as well.

Incidents can also be reported to a number voluntary sector and community groups who will pass on incidents to the Casework Team or the appropriate agency. The Team is currently working with a number of community and third sector groups to improve their understanding of the need to collect data and reports and pass them on to the team appropriately. This will enable service providers to build a more accurate picture of levels and trends particularly relating to hate crime which is believed to be significantly under reported.

## **5. Dealing with reports**

Reports received by the Casework team are triaged when they are received.

The Casework Team will initially lead on new ASB cases where the victim is not a tenant of a social landlord.

The Casework team will initially lead on new hate incidents that are not reported to police.

Within one working day, the victim will be offered a vulnerability assessment which takes into account the effect on and harm caused to the victim. Information will be gathered which will build an accurate picture of what has happened or been happening.

The victim will be asked what they would like to happen and what outcome they would like to be achieved. A lead agency will be allocated to the case and referrals made to other services if necessary (such as neighbourhood policing team). If necessary, complicated cases may be considered at a meeting of all agencies involved in order to agree a way forward and to help reduce risks quickly.

A specific point or person of contact will be allocated and options and agreements will be made on how to report further incidents and how feedback on progress can be provided.

The Casework Team will refer all other new cases on to relevant partners as appropriate.

With existing cases where the Casework Team is not the lead agency but there is concern reported on the quality of service received from the lead agency the Casework Team will prompt the lead agency for an update, brief them of the clients concerns and advise the client accordingly.

## **6. Data Collection and analysis**

The Duty System in place in the Casework Team is primarily used to allocate, track and manage cases. The Casework team can provide data on the number and type of cases, resolutions and how long cases take to be finalised. This data can be used with data provided by the police, other council departments, health and other service providers to build an overall picture of levels and trends.

The aggregated data can be analysed and recommendations made regarding the future provision of services based on community tensions, underreporting relating to individual groups and gaps in reporting from statutory providers. It is proposed that the SITC Analyst would provide these reports and make

recommendations working with service managers. This analysis will be shared with community groups.

## **7. Transparency and service improvement**

The Casework Team will facilitate a lay visitor scheme where accredited members of the community can come in, watch the team at work and select individual cases to check. The Team will also continue to work with Brighton University to sample check cases and report on client satisfaction.

The police also carry out customer surveying relating to ASB.

The police and Casework Team also attend all LATs and community of interest groups to report on performance and trends and listen to community concerns.

Robust data collection together with informed analysis, community auditing, customer surveying and direct feedback from community groups will all enable service improvement. Existing service improvement outcomes are captured in the Community Safety, Crime Reduction and Drugs Strategy these are constantly under review. Managers are held to account for performance against the outcomes in the strategy by the Safe in the City Partnership which is chaired by the Chief Executive of BHCC.

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