

<b>For Consideration</b>	
<b>Public/Non Public*</b>	<b>Public</b>
<b>Report to:</b>	<b>Joint Audit &amp; Scrutiny Panel</b>
<b>Date of Meeting:</b>	<b>17<sup>th</sup> June 2014</b>
<b>Report of:</b>	<b>Paddy Tipping Police Commissioner</b>
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<b>Agenda Item:</b>	<b>15</b>

## **AUDIT OF IMPLEMENTATION OF FORMER POLICE AUTHORITY'S ANTI-SOCIAL BEHAVIOUR (ASB) SCRUTINY REPORT RECOMMENDATIONS**

### **1. PURPOSE OF THE REPORT**

- 1.1 The purpose of this report is to provide the Panel with Baker Tilley's internal audit report in respect of the Force's implementation of the recommendations arising from the former Police Authority's Scrutiny of ASB. **Appendix A** contains the full report.
- 1.2 For Panel members to review the Force responses to each of the 32 recommendations and provide the Commissioner with assurance that the recommendations have been implemented as far as possible.

### **2. RECOMMENDATIONS**

- 2.1 That the Panel discuss and note the progress made.
- 2.2 That the Panel agree that the Force has implemented (as far as possible) the recommendations of the former Police Authority's Scrutiny report in respect of ASB.
- 2.3 If the Panel do not agree with the recommendation at 2.2, to make recommendations as to what further action should be taken.

### **3. REASONS FOR RECOMMENDATIONS**

- 3.1 On 14<sup>th</sup> November 2012 the former Police Authority approved the ASB Scrutiny Committee report (Chaired by Melanie Futer) and the Force agreed to implement the recommendations.
- 3.2 On 5<sup>th</sup> December 2012, the Commissioner met with five of the ASB victims who took part in the focus groups and agreed to ensure that the recommendations would be implemented.

#### **4. Summary of Key Points**

- 4.1 On the 14th December 2011, the former Police Authority approved the creation of a Scrutiny Committee with the power to review areas agreed by the Police Authority. Between July and November 2012 five Members of the Police Authority supported by the Performance and Policing Policy Officer planned and undertook a scrutiny of antisocial behaviour within Nottinghamshire.
- 4.2 The Scrutiny Committee received oral and written evidence from both Police and Partners and victims on a range of antisocial behaviour issues. It also undertook various site visits to obtain evidence through observations.
- 4.3 The Scrutiny Committee focused on victims experiences, Partnership working and best practice. Ten scrutiny questions pertaining to neighbourly ASB arose from the three ASB victim Focus Groups which were used by Members to obtain further evidence and test the validity of victims views.
- 4.4 The Scrutiny Committee concluded that in the main the views of the victims attending the Focus Groups were substantiated.
- 4.5 Having considered the issues from a number of perspectives, Members identified a number of gaps in service provision and made 32 recommendations which if implemented should make both Nottinghamshire Police and Partners more effective in tackling neighbourly antisocial behaviour.
- 4.6 On 14<sup>th</sup> February 2013, the Joint Audit and Scrutiny Panel received an update report from the Force on the implementation of the 32 recommendations.
- 4.7 As part of the approved internal audit periodic plan for 2013-14 Baker Tilley (formerly RSM Tenon) have undertaken a review to follow up progress made by the Office of Nottinghamshire Police & Crime Commissioner and Nottinghamshire Force to implement the recommendations that were made as part of the former Police Authority's Scrutiny of ASB.
- 4.8 Baker Tilley completed their initial follow up in August 2013 and has repeated the exercise in January 2014. At the time of their initial review in August 2013, specifically given the nature of the recommendations and the reliance on other partners and organisations to implement and address the recommendations, across both County and City, it was suggested that it would be beneficial to set up a Task & Finish Group, to be chaired by an Assistant Chief Constable. Following their update in January 2014, this had been in place and a number of the recommendations have since been implemented.
- 4.9 Taking account of the issues identified in the report and in line with Baker Tilley's definitions, in their opinion the Nottinghamshire Office of the Police & Crime Commissioner & Nottinghamshire Force has demonstrated reasonable progress in implementing actions agreed to address the recommendations.

## **5. Financial Implications and Budget Provision**

5.1 None - this is an information report.

## **6. Human Resources Implications**

6.1 None - this is an information report.

## **7. Equality Implications**

7.1 None

## **8. Risk Management**

8.1 Failing to implement the ASB Scrutiny recommendations may lead to lost opportunities to reduce incidents of ASB and service provision to victims.

## **9. Policy Implications and links to the Police and Crime Plan Priorities**

9.1 The Commissioner is committed to reducing ASB by 50% during the term of his office and to ensure that victims are treated as people, not cases. The recommendations of the former Police Authority ASB Scrutiny report if implemented may help to support these objectives.

## **10. Changes in Legislation or other Legal Considerations**

10.1 None which affects the content of this report.

## **11. Details of outcome of consultation**

11.1 Baker Tilley has shared a copy of their report with the Force.

## **12. Appendices**

A. Baker Tilley Internal Audit Report - Follow up of Scrutiny Panel Recommendations – Anti-Social Behaviour (4 February 2014)



# Nottinghamshire Office of the Police and Crime Commissioner

Internal Audit Report (13.13/14)

FINAL

Follow up of Scrutiny Panel Recommendations – Anti-Social Behaviour

5 February 2014

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Draft report issued	4 February 2014	Auditors	Patrick Green, Head of Internal Audit Angela Ward, Client Manager
Responses received	5 February 2014		
Final report issued	5 February 2014	Client sponsor	Charlotte Radford, Chief Finance Officer
		Report distribution	Charlotte Radford, Chief Finance Officer Phil Gilbert, Performance & Policing Policy Officer

The matters raised in this report are only those which came to our attention during our internal audit work and are not necessarily a comprehensive statement of all the weaknesses that exist, or of all the improvements that may be required. Whilst every care has been taken to ensure that the information provided in this report is as accurate as possible, based on the information provided and documentation reviewed, no complete guarantee or warranty can be given with regard to the advice and information contained herein. Our work does not provide absolute assurance that material errors, loss or fraud do not exist.

This report is prepared solely for the use of Board and senior management of Nottinghamshire Office of the PCC. Details may be made available to specified external agencies, including external auditors, but otherwise the report should not be quoted or referred to in whole or in part without prior consent. No responsibility to any third party is accepted as the report has not been prepared, and is not intended for any other purpose.

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# 1 Executive Summary

## 1.1 Introduction

As part of the approved internal audit periodic plan for 2013/14 we have undertaken a review to follow up progress made by the Office of Nottinghamshire Police & Crime Commissioner and Nottinghamshire Force to implement the recommendations that were made as part of the Scrutiny Panel review of Anti - Social Behaviour (ASB).

We completed the initial follow up in August 2013 and have repeated the exercise in January 2014. At the time of our initial review in August 2013, specifically given the nature of the recommendations and the reliance on other partners and organisations to implement and address the recommendations, across both County and City, we suggested that it would be beneficial to set up a Task & Finish Group, to be chaired by an Assistant Chief Constable. Following our update in January 2014, this had been in place and a number of the recommendations have since been implemented.

Staff members responsible for the implementation of recommendations were interviewed to determine the status of agreed actions. Where appropriate, audit testing has been completed to assess the level of compliance with this status and the controls in place

## 1.2 Conclusion

Taking account of the issues identified in the remainder of the report and in line with our definitions set out in Appendix A, in our opinion the Nottinghamshire Office of the Police & Crime Commissioner & Nottinghamshire Force has demonstrated reasonable progress in implementing actions agreed to address the recommendations.

The recommendations that have been made by the Scrutiny Panel focus on an 'invest to save' approach, i.e. getting it right first time. It should be noted that a number of the recommendations record some action being taken to address the implementation, however a number of recommendations rely on the efforts of local partners and other organisations and where this is the case the full implementation of the recommendation could not always be confirmed.

Given the nature of the recommendations and the reliance on other partners and organisations to implement and address the recommendations, across both County and City, we suggested that it would be beneficial to set up a Task & Finish Group, to be chaired by an Assistant Chief Constable. Following our update in January 2014, this had been in place and a number of the recommendations have since been implemented.

One of the key messages from this review, is that although efforts have been made to address the recommendations, there needs to be a thorough linkage back to the supporting governance framework for ASB. Therefore, although some processes and procedures have been amended, to reflect the Scrutiny Panel report, these amendments to documentation and processes needs to be linked back to the overarching ASB Policy & Procedure. If there is no clear link to the Policy & Procedure there is a risk that the new documentation, changes to processes will not be appropriately communicated, have no robust standing and will be forgotten over time.

Similarly, it is noted that the Force is working hard on developing a training programme for ASB. Although training is encouraged, it would be beneficial to ensure the training takes place and is focused on the revised ASB Policy and Procedure, incorporating all revised changes, so that training can be efficient and effective.

It is recommended that the area of ASB be included for internal audit coverage in the first quarter of 2015/16, once the revised changes to the legislation and powers regarding ASB have been introduced and embedded. At that point, it is suggested that a further scrutiny of the complete area, as opposed to just a follow up, be completed, to reflect the legislative changes and the efforts that the Force and partners are making.

## 1.3 Limitations to the scope of the audit:

This review only covered recommendations previously made within the Scrutiny Panel ASB report and did not review the whole control framework of ASB. Therefore, we are not providing assurance on the entire risk and control framework of ASB.

Our work does not provide any guarantee or absolute assurance against material errors, loss or fraud.

## 2 Findings

Each recommendation followed up has been categorised in line with the following:

Status	Detail
1	The entire recommendation has been fully implemented.
2	The recommendation has been partly though not yet fully implemented.
3	The recommendation has not been implemented.
4	The recommendation has been superseded and is no longer applicable.
5	The agreed date for implementing the recommendation has not yet been reached.

				FINDINGS	
Ref	Original Recommendation	Original Impl'n Date	Manager Responsible	Status	Comments / Implications / Recommendations
1	In order to resolve neighbourly ASB incidents more speedily, Police and Partners should place a greater emphasis on securing evidence for other aspects of ASB if present e.g. harassment as opposed to noise nuisance.	June 2013	Supt Fretwell	1	<p><b><u>August 2013 update</u></b></p> <p>The implementation of this recommendation relies on the implementation of the Neighbourly Dispute Pack and the specific training around the requirements of ASB. This also links to the HMIC recommendation that the force need to audit ASB more robustly.</p> <p><b><u>January 2014 update</u></b></p> <p>Within the quarter three compliance pack (October-December 2013) the number of ASB criminal incidents are reported. In addition to this is a column that reports those incidents that should have been crimes, based on evidence available and this reports a 99% success rate. The further issue around training requirements will be addressed as part of the implementation of number 2 below.</p>
2	The Force and Partners to review the appropriateness of offering mediation to neighbours where ASB is generated by one party only.	June 2013	Supt Manley / Supt Beasley	2	<p><b><u>August 2013 update</u></b></p> <p>As part of the audit we discussed in some detail the purpose of offering mediation and whether the mediation provided was working consistently. It was apparent that the mediation was not working consistently, as it is very much down to the individual police officer to mention mediation as an option, when discussing the incident with the victim. There is a review being completed across the Force, to determine</p>



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					<p>whether the Police are the right body to be providing the mediation in the first place. In some cases, it is considered that Victim Support is the body that is better placed to provide the support.</p> <p>It is noted that this issue is being discussed and considered as part of the 'More effective response to ASB' project. The Project Initiation Document (PID) has been reported and amended at the Transition Working Group. The project scope, i.e. what the project intends to deliver are;</p> <ul style="list-style-type: none"> <li>• Core changes to the 'Safer Neighbourhood' working including partnership working</li> <li>• Refreshed training package regarding the 'Safer Neighbourhood' One Nottingham working to reflect the key changes that will be made</li> <li>• Create a new ASB problem solving model</li> <li>• Create a revised operating model when dealing with Anti-Social Behaviour</li> <li>• Systems re-engineered to accommodate new legislation</li> <li>• The creation of a refreshed performance management framework around Anti-Social Behaviour</li> </ul>
					<p>It needs to be ensured that any changes to the project management, needs to be reflected in the Policy for Anti-Social Behaviour.</p> <p><b><u>January 2014 update</u></b></p> <p>Following on from the update above, there is good evidence of mediation being used. It was established that both partners and beat staff have received training in relation to mediation, in order to provide a consistent approach, to respond to ASB, in a joined up approach. Furthermore, within the Victim Survey, there is a specific question around mediation, which is now included.</p> <p>However, as part of our discussions it was noted that given the continual austerity measures, there is an issue with funding of the voluntary services and thus the ability to offer mediation may be reduced, moving forward.</p> <p>The full implementation of this recommendation will be linked to the new training, in light of the new processes and regulation from September 2014.</p>

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3	Police, PCSOs and Partners to be made aware of the limitations and Case Law relating to the statutory definition of nuisance to help manage victims' expectations regarding enforcement actions. Greater emphasis should be placed on securing evidence for the other aspects of ASB if present e.g. harassment.	Nov 2013	Peter Moyes	2	<p><b><u>August 2013 update</u></b></p> <p>The Force has implemented a Neighbourly Dispute Pack that is to be used by Police, and handed to victims. The Pack will be issued to PCSO's and Partners to provide guidance around specifics of case law, securing evidence and managing expectations.</p> <p>Furthermore, there is Working Group that has been set up by Supt Fretwell, that is specifically considering training and development of PCSO's, together with considering what a standard approach looks like, regarding dispute management.</p> <p>In addition, this issue was on the agenda of the NHP Steering Group on 19<sup>th</sup> June. Visits have been made to South Yorkshire who have recently undertook a review of the PCSO role and there is some learning from the approach they have taken. The Divisional Commander CH Supt Khan is leading on this through the Safer Nottinghamshire Board to ensure that a partnership approach is more consistently used for enduring issues such as noise and other ASB.</p> <p><b><u>January 2014 update</u></b></p> <p>The implementation of this recommendation can be linked to number 2 above. The requirement forms part of the new training, as detailed above, in light of the new processes and regulation from September 2014.</p>
4	Local Authority Building Control Officers should place a greater emphasis on ensuring compliance with E2 of the requirements of the Building Regulations 2000 by undertaking sample sound insulation testing for new and converted buildings in respect of dwellings/flats with adjoining walls. In doing so, they will be designing out potential for noise ASB.	April 2013	NYK	1	<p><b><u>August 2013 update</u></b></p> <p>It was noted that this has been raised with the City Housing team and is currently being reviewed by the Tasking and Co-ordination Group. We were unable to access minutes, and therefore are unable to confirm how this had been raised within the City Housing team and the progress and action to date around this particular issue.</p> <p>At the time of the audit, it was confirmed that this had not been raised at the County or with other partners, at this time.</p> <p><b><u>January 2014 update</u></b></p> <p>This issue has now been circulated to all local authorities to gain assurances that this has been addressed. From the responses received, it was confirmed that this issue had been raised and no further action is required.</p>

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5	Where ASB noise appears to be aggravated by poor sound insulation between adjoining properties, Local Authorities should consider taking enforcement action against builders who may have breached Building Regulations. Environmental Health officers should assess and make the referral.	April 2013	NYK	1	<p><b><u>August 2013 update</u></b></p> <p>It was noted that this has been raised with the City Housing team and is currently being reviewed by the Tasking and Co-ordination Group. We were unable to access minutes, and therefore are unable to confirm how this had been raised within the City Housing team and the progress and action to date around this particular issue.</p> <p>At the time of the audit, it was confirmed that this had not been raised at the County or with other partners, at this time.</p> <p><b><u>January 2014 update</u></b></p> <p>This issue has now been circulated to all local authorities to gain assurances that this has been addressed. From the responses received, it was confirmed that this issue had been raised and no further action is required.</p>
6	Notwithstanding the forthcoming changes to the Code of Practice regulating the use of CCTV, and with regard to the importance with which communities place on tackling ASB, Members would invite Partners to review whether they should be more proactive in the use of operations to secure evidence.	April 2013	Supt Fretwell	1	<p><b><u>August 2013 update</u></b></p> <p>Operation Animism (County) and Operation Cacogen (City) are the standard operations that run at key times. It is the responsibility of the local operational teams to decide what proactive evidence capturing operations they run and how these are conducted.</p> <p>It is however, important that the Force gains overall assurance that the best possible approach was used to secure evidence and where the Force consider other methods should have been used or considered that there is a mechanism in place to provide the challenge and scrutiny.</p> <p><b><u>January 2014 update</u></b></p> <p>In discussion with key officers it was established that a review of the Investigation Powers and the authorisation is completed on a regular basis. A review of the Powers from April to October 2013, authorised 12 CCTV incidents, across the region for covert operations.</p>
7	Local Authorities and Housing Associations should review their statutory sound recording equipment and consider replacing it with more state of the art technology if existing equipment is no	April 2013	NYK	1	<p><b><u>August 2013 update</u></b></p> <p>All local authorities have their own equipment and their own process to replace old equipment. This is accepted and understood, however, assurances should be received by the Force, via the groups and partnerships that they are represented</p>

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	longer fit for purpose.				on, to ensure that this recommendation has been actioned. <b><u>January 2014 update</u></b> This issue has now been circulated to all local authorities to gain assurances that this has been addressed. From the responses received, it was confirmed that this issue had been raised and no further action is required.
8	The current Police Attendance Policy should be reviewed to make the best use of available police officer resources. If there is a strong likelihood of an arrest, or gathering evidence then the incident should receive an immediate police visit and should be classified as a grade I attendance, (i.e. attendance up to 15 minutes urban and 20 minutes rural). All other ASB calls for service should be responded through the managed appointment system.	April 2013	Supt Pollard	4	<b><u>August 2013 update</u></b> During the review it was established that the Attendance Management Policy is based on the national guidelines and has not been amended following the Scrutiny Panel report and recommendation. <b><u>January 2014 update</u></b> The Force have considered this particular recommendation and is satisfied that the Attendance Management Policy is in accordance with national guidance. Furthermore, HMIC have commented that the Policy reflects good practice.
9	The level of RIPA authorities in certain parts of the County and feedback from victims, suggests that Local Authorities could be more proactive in RIPA controlled operations. Local Authorities should consider being more proactive in this area to help speed up evidence.			4	<b><u>August 2013 update</u></b> Although Bassetlaw has significantly more RIPA authorities it is unclear from the data how many of these were for ASB cases. This is also true for the City. However, although the data excludes Police RIPA operations, it does show that Bassetlaw Council is much more proactive in the use of RIPA than other authorities in Nottinghamshire. Where there is data available, RIPA operations to tackle ASB per se seems very low when regard is given to the volume of incidents and the nature of incidents which have arisen in the Case Studies reviewed. Following consultation on this report, one Local Authority reported that they will use RIPA authorisations when they are considered necessary to allow the installation of covert CCTV. In their experience it is an investigators judgement call around the need for such evidence collecting methods rather than a simple link that the number of RIPA authorisations approved equals a more proactive investigating authority. It is their opinion that this is a rather crude measure of pro-activeness of enforcement. However, Members

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					<p>view this information as corroborative only as the primary evidence from victims suggested that LA's should be more proactive.</p> <p>There was no evidence available to suggest that local authorities should be more proactive in this particular area.</p> <p><b><u>January 2014 update</u></b></p> <p>The Force is unable to receive numbers from the local authorities in terms of RIPA and the purpose of the usage.</p>
10	Police and Local Authorities should not discourage victims from installing CCTV; instead they should seek to provide advice to ensure that suitable equipment is installed and located appropriately to avoid breaches of privacy.	April 2013	Supt Burrows	1	<p><b><u>August 2013 update</u></b></p> <p>The CCTV advice is a stand-alone document. This has been completed and agreed by Legal department. This particular recommendation is also linked to the specific training that is being considered across the Force, around dealing with ASB.</p> <p>The CCTV guidance document is available on the Neighbourhood policing site and awareness has been raised through local briefing and news site. It was established that the Force do not have an 'expert' that goes out to look at what someone is installing, to provide advice and explain requirements.</p> <p>For the ASB Policy, it is important that the CCTV advice that is provided is incorporated within the document.</p>
11	Due to the limited resources available to the police and partner organisations and the range of multi-agency forums available, such as MAPPA, MARAC, complex families and neighbourhood tasking arrangements. A multi-agency risk assessment and matrix should be developed to ensure vulnerable persons panels (VPP) only focus on complex repeat high risk cases that require a multi-agency response.			1	<p><b><u>August 2013 update</u></b></p> <p>The Force has recently agreed a new risk assessment form and issued new guidance for vulnerable persons. The document includes the identification of risk and the document reflects the outcome of a successful trial in Mansfield and Ashfield.</p> <p>This recommendation has been concluded as 'Being Implemented' as although the risk assessment form has been produced, it needs to be confirmed that its usage is consistent and appropriate. Furthermore, this process needs to be included within the ASB Policy and associated procedures.</p> <p><b><u>January 2014 update</u></b></p> <p>The revised risk assessment process has been included within the ASB Policy.</p>

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12	Dedicated support for victims of ASB was identified as critical to reducing ASB and building confidence of victims to provide evidence in court. In a number of cases funding for these posts has not been confirmed for 2013/14. The Police and Crime Commissioner and partner organisations should jointly fund the continuation of these posts.			2	<p><b><u>August 2013 update</u></b> Although it is noted that this forms part of the PCC Policing Plan, as part of the audit we requested information in relation to how the issue has been raised within the partnering meetings and how the profile of the issue has been raised. It was established that this issue is being dealt with at Chief Officer level and no further information was obtained.</p> <p><b><u>January 2014 update</u></b> No further changes noted to the detail above.</p>
13	Repeat visits to neighbourly ASB victims incurs a huge cost to Police, Partners, healthcare and most importantly the victim; the Police and Partners should therefore consider new ways to speed up the evidence gathering process.	April 2013	Supt Fretwell	1	<p><b><u>August 2013 update</u></b> As part of the audit we were informed that all ASB incidents are reviewed every day to identify any repeat or vulnerable victims, via the Daily Performance Review. Repeats and high risk vulnerable people also feature on the Tasking and Co-ordination fortnightly document. The system used at the Call Centre (Vision), allows that once a name, address is input the system flags if it is a repeat caller. The system identifies how many times the caller has contacted the police.</p> <p>It was noted that this is where there is a potential gap in the process. The information highlighted by the Call Centre system should then link to the officer attending the call, either verbally or via blackberry. The Force highlighted this as a current weakness in the process. We requested whether a procedure is in place for the Control Room for clearly notifying officers of ASB cases and the call history. We were informed that there is no specific procedure and it is down to the call handler to complete a review of the call history. It is noted that there is a regular audit of completed ASB calls which confirms if the call history page was reviewed. It was noted that where there are incidents of the history page not being reviewed, this is addressed appropriately.</p>
					Furthermore, we challenged if the Force uses trend analysis, so for example being able to recognise that the victim has contacted the police at a certain time each day and rather than wait for the victim to call, to potentially send officers to the property to have a real opportunity of obtaining evidence, at that particular time. It was established, through discussions that the Force is currently not utilising this level of intelligence, but it is an area that the Force is intending to develop and it can be completed by the Neighbourhood Policing Team (who currently review all ASB calls on a daily basis). This

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					<p>is something that we would encourage. Furthermore, every fortnight, a Tasking and Co-ordination meeting takes place, which reviews repeat offenders / locations and victims. It is encouraging that this information is available, but it would be beneficial to drill down on the information to identify trends and therefore have the ability to focus limited resources efficiently and effectively.</p> <p><b><u>January 2014 update</u></b> In discussion with the key officers it was established that through the Tasking &amp; Co-ordination documents includes all repeats/profiles, whether the call history page was viewed and highlights violent incidents for review and investigation.</p>
14	District Councils should review and adopt the working practices of the City Council's Community Protection Services twin track approach (civil and criminal) to resolving neighbourhood ASB cases.	April 2013	Richard Antcliff	1	<p><b><u>August 2013 update</u></b> It was established that this is now routine across the County. An example is the Safer Mansfield Enforcement meeting where both civil and criminal sanctions are discussed. A request for evidence of this being in place across all authorities across Nottinghamshire has been made, but no evidence has yet been received.</p> <p><b><u>January 2014 update</u></b> Email correspondence has been reviewed to provide evidence of consistency across the county.</p>
15	The Police and Partners should establish a procedure for identifying repeat victims of neighbourly noise ASB and where the landlord is unresponsive to the victim's complaints, take steps or provide support to encourage appropriate action.	April 2013	Supt Burrows	2	<p><b><u>August 2013 update</u></b> is a new noise protocol (partnership) in the City that has been developed. This is currently being reviewed by the County. Chief Inspectors for the districts are currently leading on this.</p> <p>On review of the protocol it was established that the document mentions repeat victims of neighbourly noise and actions to be taken.</p> <p><b><u>January 2014 update</u></b> In terms of the County following the noise protocol (partnership) in the City, it has been agreed to adopt the protocol to suit individual areas. The full implementation of the recommendation links to the training around the legislative changes and the opportunities that this provides around noise, from September 2014. (Refer to number 2 above)</p>

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16	The Chief Executive of the Police Authority to brief the PCC on the issues arising out of this scrutiny especially those which pertain to the victim, so he can take this into account when he develops his strategy for supporting victims in 2013.		Kevin Dennis	1	<b><u>August 2013 update</u></b> Extensive briefings have been provided to both the PCC and DPCC this year. A number of the recommendations have been incorporated into the Police and Crime Plan and are subject to further delivery through other work streams. The findings of the ASB scrutiny will be incorporated into the Consultancy Tendering brief for Victims and Witnesses later this year in readiness for when the Commissioner takes this responsibility in October 2014. A preliminary scoping piece of work has already been completed on this work to identify the opportunities and interest across the region in taking this work forward.
17	The Force and Partners to consider enhancing training for frontline staff in interpersonal skills especially victim empathy to improve victims encounter and satisfaction levels.	June 2013	L and D	1	<b><u>August 2013 update</u></b> There is Working Group (Neighbourhood Policing Group) that has been set up by Supt Fretwell, that is specifically considering training and development of PCSO's, together with considering what a standard approach looks like, surrounding dispute management. Supt Fretwell has met with the regional learning and developing lead to consider what enhanced training will look like and how this could be delivered. Once agreed, a business case will be developed to address how this will be achieved. <b><u>January 2014 update</u></b> Training has taken place around this and specifically valuing victims. As part of the training victims have been spoken to by the Neighbourhood Inspectors to understand how victims felt and were dealt with by the Force, as a victim. Furthermore, key training is being delivered by the Regional Training, to provide a consistent approach.
18	Police, Partners and Victim Support should consider establishing Focus Groups (for victims and reluctant neighbour witnesses) as part of mainstream activity.	April 2013	Ch Supt Khan	2	<b><u>August 2013 update</u></b> Victims Groups are in place and the Force is looking to encompass ASB within these groups. Supt Fretwell is looking at local case specifically, whereby there has been a long running ASB case and lessons are being learnt from the case. The focus group has been held locally with the police and the victim discussing the case. There is some significant learning that has come from the process and Chief Inspector Winter will be circulating this to all Chief Inspector colleagues.



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					<p><b><u>January 2014 update</u></b></p> <p>Some work has been completed locally but the full implementation of this recommendation will also link to the value in victim work that is being completed by the Deputy Police and Crime Commissioner, that has overtaken the original recommendation</p>
19	The Force should consider introducing procedures which would allow officers attending repeat victims of neighbourly ASB to be briefed on the history of incidents.	April 2013	Supt Pollard	2	<p><b><u>August 2013 update</u></b></p> <p>This is an area of operational business that should be routine, however in discussion with SUPT Fretwell it was established that this is not happening consistently, with the first attending officer. Refer to comments included at number 13 above.</p> <p><b><u>January 2014 update</u></b></p> <p>Refer to the comments at number 13 above.</p>
20	Police and Partners should explore whether there are improved technological solutions available to aid evidence gathering in tackling neighbourly ASB.	April 2013	Paul Dickinson	1	<p><b><u>August 2013 update</u></b></p> <p>We obtained and reviewed evidence from the Partnerships Coordinator where he had contacted colleagues across other forces to understand the technology that was being used to assist with tackling neighbourly ASB. The responses indicate that there are not currently any differences between what is being used at Nottinghamshire</p> <p>Although it is reassuring to note that there appear to be no significant differences in the technology that is being used at Nottinghamshire compared to elsewhere, it could also be interpreted that the other forces have not thought about doing anything different as well. Therefore, it would be useful to understand if the Force have completed a cost benefit analysis of using CCTV or purchasing cameras – in terms of the cost incurred against the resource time deployed to keep attending ASB incidents.</p> <p><b><u>January 2014 update</u></b></p> <p>Due to the continued austerity measures it is unlikely that any other technological solutions will be made available, with the exception of the required body cameras</p>

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					that are to be worn to record all activities.
21	Members would advocate that all frontline staff tasked to resolve neighbourly ASB incidents should receive joint partnership training in the new ASB powers and best practice solutions both civil and criminal.	Nov 2013	Peter Moyes	2	<p><b><u>August 2013 update</u></b> This is the core function of the ASB Transition Group. Refer to the details included at number 2 above and number 23 below.</p> <p><b><u>January 2014 update</u></b> This is the core function of the ASB Transition Group. Refer to the details included at number 2 above and number 23 below.</p>
22	A Briefing/Crib sheet should be prepared for all attending VPP/CPP meetings to alert Partners as to the range of powers at their disposal.	June 2013	Paul Dickinson	4	<p><b><u>August 2013 update</u></b> It was established that the Partnerships Co-ordinator is reviewing the options available to see how this can be achieved.</p> <p><b><u>January 2014 update</u></b> It was established that this recommendation has been considered by the Force and agreed that a briefing / crib sheet is not necessary, given that the members of the VPP/CPP panels are professional and aware of the powers at their disposal. Furthermore, it is considered that the briefing / crib document would be lengthy, given the range of powers available. We have therefore categorised the recommendation as superseded.</p>
23	Police, Partners and Local Authority training providers should use the case studies considered as part of this scrutiny process to test if there are any gaps in the new ASB tools and powers.	April 2013	Supt Fretwell	1	<p><b><u>August 2013 update</u></b> The Force has representation on the national group advising of new powers. The draft ASB powers have been circulated by the Chief Officer Support Team internally to police and externally to key individuals for dissemination through their own organisations.</p> <p><b><u>January 2014 update</u></b> It was noted that the outcome of the case studies that were used as part of the Scrutiny Review would probably need to be reviewed to establish if they remain appropriate, given the legislative changes.</p>
24	VPP chairs should receive bespoke partnership training to better equip them with extensive knowledge of partners tools and powers and ASB case management.	June 2013	Paul Dickinson	4	<p><b><u>August 2013</u></b> At the time of the audit no bespoke training had taken place. It was established that the Partnerships Co-ordinator was reviewing the options available.</p>

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					<b>January 2014</b> Refer to the comments at number 22 above.
25	An annual Best Practice event should be organised and attended by Police and Partnership practitioners (e.g. Community Safety Managers and Neighbourhood Police Inspectors) to consider innovative solutions to tackling neighbourly ASB.	April 2013	Supt Fretwell	1	<p><b>August 2013 update</b></p> <p>It was established that this has been actioned. The most recent event was held on 4<sup>th</sup> June, which was attended by both partners and police from across the Force area. It was noted that an individual, who is a renowned expert in problem solving, facilitated the day. The subsequent feedback session is arranged for October 2013. The feedback session is to be a Dragons Den style feedback session, where the best three performing problem groups will be awarded extra funding to help their problem solving activity.</p> <p>The 4<sup>th</sup> June event was promoted as being different from the previous best practice sessions and it was modelled on a successful problem solving training event that was held in Mansfield and Ashfield CSP areas in 2010. The theory being that working on a real problem rather than a hypothetical issue would encourage partners to work effectively on a problem that would make a difference.</p> <p>It was noted on further discussion that the facilitator had not been briefed on the findings of the ASB Scrutiny Review, it would have been even more beneficial and useful if the session had incorporated the feedback from the ASB Scrutiny Review, i.e. that response in such circumstances is key. It is suggested that for any future events, that any relevant feedback from either internal reviews or audits be fed into the session, to ensure the session reflects recent findings and concerns.</p>

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26	<p>Partners should consider providing legal expertise to assist Private Landlords and smaller Housing Associations by providing advice over legal proceedings for breaches of tenancy and:</p> <p>a. Help with the identification of the landlord (land registry check)</p> <p>b. Encourage the landlord to take appropriate enforcement action</p> <p>c. Advise landlords on drafting suitable terms and conditions of their tenancy agreement which specifically tackle breaches of ASB.</p> <p>d. Assist landlords with advice and support on how to enforce short-hold tenancy agreements e.g. taking statements and preparing civil enforcement cases.</p>	April 2013	Supt Fretwell	2	<p><b><u>August 2013 update</u></b></p> <p>This recommendation has not been addressed.</p> <p><b><u>January 2014 update</u></b></p> <p>It was noted that this is being implemented with the City having recently introduced a Private Landlord Scheme, that incorporates the key elements of the recommendation</p>
27	Chief Executive of the Police Authority to write to the Home Office and Local Authorities requesting that Local Authorities and the Police be granted powers to control irresponsible landlords who fail to take enforcement action against tenants causing neighbourly ASB.	Jan 13	Kevin Dennis	1	The Commissioner sent a copy of the ASB Scrutiny Report to the Home Office in January 2013 requesting that the findings be taken into consideration when drafting the new ASB Act. Feedback from the Home Office reveals that the Commissioner's submission was incorporated into the Select Committee's considerations. In addition the Commissioner's Office was represented at a Home Office consultation event and provided feedback on how the new legislation could be drafted to better support victims. Not all of the recommendations have been addressed but the new powers overall should provide better support for victims especially in respect of speeding up the process.

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28	Police and Partners should seek to liaise with Housing Associations and Private Landlords if applicable to provide advice on the suitability of relocation of persistent and prolific offenders who have caused neighbourly ASB.	April 2013	Supt Fretwell	1	<p><b><u>August 2013 update</u></b> This has been raised at a previous forum, chaired by the Community Safety portfolio lead. This issue was raised as part of that meeting and was to be taken to the local housing provider meeting / forum. We have requested an update on how the recommendations from that meeting have been progressed but no update has been received.</p> <p><b><u>January 2014 update</u></b> It was established that the Portfolio holder has provided feedback to the PCC and it is to be incorporated within the Policing Plan.</p>
29	Police and Partners to consider introducing an offender management program around tenants evicted or moved for causing neighbourly ASB to ensure that there are control measures in place (as far as permissible) to prevent neighbourly ASB with new neighbours.	April 2013	Supt Fretwell	2	<p><b><u>August 2013 update</u></b> During the audit it was established that there is no Offender Management Process in place, for ASB. Any movement of people from one address to another is dealt with at a local level between authorities. This is completed locally and there are no formal processes in place to cover this. Assurances need to be provided to the Force, that this is being managed effectively and the information that is being reported and received is reliable and robust to base decisions on.</p> <p><b><u>January 2014 update</u></b> Refer to the comments at number 30 below.</p>
30	In order to support Recommendation 26, Police and Partners to consider ways in which an offender's history of neighbourly ASB can be tracked across districts.	April 2013	Supt Fretwell	2	<p><b><u>August 2013 update</u></b> This will form part of the E-CINS project, which is being implemented. E-CINS has been purchased by Ashfield District Council and it is our understanding that the City is now also purchasing it. E-CINS is a web based database that can manage a variety of types of cases and Ashfield have purchased it to case manage ASB vulnerable victims and perpetrators. It is being used to manage the Vulnerable Persons Panel. The database allows quicker information sharing and is being used mainly by the Housing provider and local authority at this time, as information sharing protocols have not yet been finalised.</p> <p>Through discussions it was established that the Force will be live with the system in the very near future. Furthermore, the Force is organising an event to show the system to all the other authorities, with the aim of increasing the interest in the system as it needs to be purchased in partnership.</p> <p><b><u>January 2014 update</u></b> As above.</p>

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31	Notwithstanding the proposed changes to the current ASB Tools and Powers, the Force to liaise with the CPS to make arrangements to establish a dedicated Solicitor to prosecute ASBO breaches who should be provided with the civil evidence leading to the ASBO and evidence of the breach.	Nov 2013	Peter Moyes	2	<p><b><u>August 2013 update</u></b> At the time of the audit this had yet to be taken to the Local Government Justice Board, to ascertain the practicalities around the implementation of the recommendation.</p> <p><b><u>January 2014 update</u></b> Historically, there always used to be a specialist solicitor and through the Transition Group and the linkage to the Local Criminal Justice Board and once the new powers are known and in place, this recommendation will be considered as to whether it is appropriate.</p>
32	The Police and Crime Commissioner should take the lead to address the mental health issues identified in this scrutiny report. This work should be completed in partnership with the Health and Wellbeing Board for Nottingham and Nottinghamshire.	April 2013	Supt Fretwell	2	<p><b><u>August 2013 update</u></b> The Police and Crime Plan contains a priority objective 6 'prevention, early intervention and reduction in re-offending'. The Commissioner has made a commitment to work in partnership to address the mental health needs of offenders and the impact of substance'.</p> <p><b><u>January 2014 update</u></b> This work will be taken forward as a priority within his second year of his office, but he has already met with key mental health providers to gain a better understanding of the problem and how they impact on policing. With the Chief Constable he is supporting street triage where mental health workers patrol with police officers to deal with people in mental distress across the county.</p>