

## **REQUEST TO FUND ASB CASE MANAGEMENT SYSTEM**

### **PURPOSE OF THE REPORT**

1. Tackling anti-social behaviour (ASB) is a strategic aim within the Policing Plan. However effectively tackling it requires a partnership approach and ASB is therefore a priority for the four community safety partnerships (CSPs) in the Humberside Police force area. For partners to effectively tackle ASB it is essential they have the correct tools.
2. North East Lincolnshire CSP wish to purchase a computer based case management system to support their work on tackling ASB. They have approached the Police Authority and requested financial support for this purchase from the Authority's Partnership Reserve. The purpose of this report is to allow Members to consider whether there is a case made out by North East Lincolnshire CSP and, if so, determine whether they wish to provide financial support.

### **BACKGROUND**

3. Problem orientated policing (POP) is about identifying and solving underlying problems within communities rather than simply responding to individual incidents. POP involves the police, local agencies and communities working together to identify specific problems that cause incidents and then tackle them together.
4. North East Lincolnshire CSP use the principles of POP, and its derivative SARA (Scan, Analyse, Respond and Assess), as the basis for their multi agency partnership work to tackle ASB. SARA is also the favoured tool of Humberside Police and their partners.
5. SARA involves accurately recording the nature of problems and developing an agreed partnership response to solve the issue. Each individual SARA case is progressed using paper based activities to record, file and share information. This creates issues because of the incompatibility of partners IT systems as one agency cannot access or update another document or file in real time. Not only does this lead to inefficiency but also the much greater risk that victims do not receive the service they are entitled to.
6. In the case of repeat or vulnerable victims this can lead to increased victimisation or, as happened in the tragic case of Fiona Pilkington and her daughter in Leicestershire, a suicide. It was the Pilkington case that led to a fundamental national review of the way in which police and partners deal with ASB. One of the key issues emerging from that review was the need to improve the way in which partners handled and shared information on ASB.
7. In response to these concerns, and in collaboration with two other areas, North Lincolnshire CSP secured Government funding to develop a Victims and

Vulnerable Persons Index (VVPI) or more simply PRIME. This system operates through a secure internet server and links all agencies into one problem profile. It allows for the identification, 'flagging' and sharing of information on high risk cases so that immediate action can be taken if necessary. This helps prevent further cases occurring and provides for early support to be provided to the victim.

8. Not only does this address the problem of cases 'slipping through the net' and then, possibly, becoming repeat cases but it leads to many tangible benefits such as reduced costs, time saving, reduced perceptions of crime and disorder and ultimately making neighbourhood safer places.

## **INFORMATION**

9. Based on their experience of the current paper based manual system, North East Lincolnshire CSP believes it is essential they move to a computer based system in order to take the fight against ASB to the next level. Given that North Lincolnshire CSP is a neighbour and is also within the Humberside Police force area they believe PRIME is the appropriate system they should migrate to. As well as the business benefits of using PRIME (see appendix 'A') if North East Lincolnshire were to migrate to this system it would allow for a single South Bank process to be adopted. Not only would this support greater partnership working but it would also support the move towards conjoined management arrangements for 'A' and 'B' Divisions.
10. North Lincolnshire CSP are willing to share the benefits of PRIME but because the system is based on commercially developed software there are costs amounting to £25,000 as set out in Appendix 'A'. Because of the Comprehensive Spending Review (CSR) neither North East Lincolnshire CSP, nor its partners, are able to provide the funding necessary to acquire the system. As a result the partnership has requested that the Police Authority consider funding the purchase of PRIME.
11. Discussions have been held with the CSP and the Police Authority has attended meetings and demonstrations of the PRIME system in North Lincolnshire. Consultation has also taken place with the Divisional Commander for 'A' and 'B' Division and senior members of his staff. There is strong support for the acquisition of the system which it is felt will have significant impact upon victim care and satisfaction as well as leading to greater efficiency.
12. One of the residual issues when the force Neighbourhood Policing Implementation Project closed, which the Authority was apprised of, was the need to improve problem solving and consider the acquisition of appropriate software. Unfortunately it was not possible to identify a single system that fitted the existing processes of the four partnerships in the Humberside Police force area. The acquisition of PRIME for North East Lincolnshire would remedy that for the South Bank partners.

## **Evaluation**

13. Subject to funding being available, the PRIME system would be rolled out in North East Lincolnshire on an incremental basis with Immingham selected as the 'pilot' area. It will then be rolled out to other areas of North East Lincolnshire in the following nine months.
14. The CSP has made a commitment to develop performance measures for the system and these would be based around sampling 35 repeat or vulnerable victims tracked through the system. In addition it is suggested that, within 6 months of the implementation, Members seek a more substantial evaluation report to identify emerging findings and evidence that PRIME is delivering the business benefits outlined at appendix 'A' and is making a real difference to the lives of victims in North East Lincolnshire. Subject to discussion with the CSP, this may present an opportunity for North and North East Lincolnshire Police Authority Members to undertake a 'task and finish' scrutiny exercise.

## **OPTIONS, RISKS AND OPPORTUNITIES**

15. The acquisition of PRIME would provide the opportunity to deliver the benefits outlined at appendix 'A'. If the system was not acquired then the North East Lincolnshire CSP and its constituent partners would continue to use a paper based approach to problem solving with the attendant risk that victims might not receive a service appropriate to their needs or, worse, suffer repeat offences because of the slower and less efficient way in which the paper based system works. An additional advantage of PRIME is that the system has the potential to be developed in the future to deal with hate crime, domestic violence, integrated offender management and neighbourhood management.
16. An issue Members may wish to take into account when coming to a decision is the election of the Police and Crime Commissioner. Although we cannot pre-judge their views on PRIME, we do know that community safety will be a key strategic issue for them and they will have the power to commission community safety work; PRIME is just such an example.
17. Members could defer the matter of PRIME for the incoming Commissioner. However they may consider that, with over 12 months to run until the Commissioner arrives, a decision needs to be made now on the basis of what the evidence says as to the potential benefit of PRIME to improve the handling of ASB.
18. If a decision is made to fund PRIME now, it will provide the Authority with time to carry out some meaningful evaluation. This will allow for the identification of best practice and such an exercise, and any evidence it produces, would clearly be of great benefit to an incoming Commissioner particularly in helping inform their future decision making on grant making.

## **POLICING PLAN AND PERFORMANCE**

19. Strategic Aim two of the Policing Plan is to tackle ASB and the acquisition of PRIME would link directly to this aim. Strategic Aim one in the Policing Plan is to improve local trust, confidence and overall satisfaction. PRIME would provide

opportunities to impact upon performance in this area as well.

20. If Members supported the provision of funding to acquire PRIME the Police Authority could make it a provision of any grant that North East Lincolnshire CSP provides evidence of how the system is impacting positively on performance to reduce ASB and improve victim satisfaction.

### **IMPACTS ON OR LINKS TO COLLABORATION**

21. The development of PRIME is an example of collaboration between North Lincolnshire CSP partners, Humberside Police, the Home Office and other police forces. Extending the system to cover North East Lincolnshire would lead to further partnership collaboration and cost savings.

### **FINANCIAL IMPLICATIONS**

22. The acquisition of PRIME requires £25,000 for the licence and associated costs that will last for two years. At this time there is no funding available within the North East Lincolnshire CSP to support this purchase consequently they have approached the Police Authority for funding. The Authority sets aside specific reserves for future policy purposes and has four revenue reserves one of which is designated a Partnership Reserve. This Reserve was created during 2008/9 to allow the Authority to continue existing schemes that were previously funded by partner agencies. The balance on the Reserve as at 31<sup>st</sup> March 2011 stood at £335,000.
23. If Members supported the grant of £25,000 to North East Lincolnshire CSP for the purchase of a licence for PRIME then it should be understood by the CSP that such a grant does not create an obligation on the Authority (or its successor the Commissioner) to continue to fund the system when the licence expires. Given the fact that PRIME is expected to lead to increased efficiencies then the Authority would expect the CSP partners to use any savings to provide revenue funding to mainstream PRIME in future years.

### **LEGAL IMPLICATIONS**

24. There are no legal implications associated with this report. The Police Authority is a statutory partner on the CSP and there is no legal obstacle to the grant of funding between one statutory partner and another. Indeed the Crime and Disorder Act envisaged that partners would share resources and costs associated with achieving common goals of reducing crime and disorder.

### **EQUALITY AND DIVERSITY AND HUMAN RIGHTS**

25. The responsible authorities that make up the CSP are all public bodies and have individual policies relating to the way in which their agency handles ASB so as to ensure equality and human rights compliance. However if Members support this request for funding the acquisition of PRIME would improve the service that all victims receive and therefore reduce the possibility they would be subject to repeat offences.

## **RECOMMENDATIONS**

26. It is recommended that Members:

- (i) Consider and discuss the contents of this report;
- (ii) Determine whether they wish to grant monies to North East Lincolnshire CSP to fund the acquisition of PRIME from funds held in the Authority's Partnership Reserve;
- (iii) If funding is approved, the Strategic Development Manager (Communities and Partnerships) works with lead Members from North and North East Lincolnshire to undertake a formal scrutiny to identify the business and other benefits delivered by PRIME. Such work to commence 6 months after the implementation of the system.

**KEVIN SHARP**  
**Chief Executive**

Contact Officer: Paul Cheeseman, Strategic Development Manager

Telephone: Extn 3735

Background documents: None

## **PRIME Business Benefits**

- A single uniform cross agency SARA system that can be accessed and updated by all agencies.
- Clearer and easier management of all ASB cases.
- Actions more easily tracked and actions not completed easily identified.
- Readily accessible records held in one place leading to an improved audit trail for identification of repeat victims of ASB.
- Reduction in the rate of incidents of ASB.
- Real time working.
- Clearer focus on the needs of victims.
- Increased victim satisfaction.
- Increased public confidence.
- Savings in Police Officer/PCSO time.
- Less meetings-312 hours less per year for ASB panel.
- Victim Meetings/Liaison meetings-500 hours less per year.
- Multi agency meetings-100 hours less per year.
- Total approx £28,000 savings for above.

## **Breakdown of Costs**

- Joint licence costs with North Lincolnshire for two years. Total of 25 full time users at any one time. £10,000.
- Unnilink cost to extend the system (under current licence) and format for North East Lincolnshire £3,000.
- One month programmer time on internal formatting of PRIME to cover each neighbourhood policing team area £3,000.
- System administration over life of licence £3,000.
- Staff training and use of online distance learning package £2,000.
- Production of DVD training video to reduce time spent training new staff £4,000

**Total Cost £25,000**