



Work Place Assignment

National BTEC Professional Award in Neighbourhood Nuisance and Anti Social Behaviour Case Work Supervision

10 Hours of learning

Introduction

During the taught classroom based days two new important areas that will effect how you operate were explained to you.

1. The Community Crime Fighters Training and Agenda.

The specific areas and concepts you will need for this assignment from this agenda are:

- Tools and Powers Packages
- Crime & Disorder Mapping

2. The Anti-social Behaviour Enforcement and Support Tools - Information Pack for Members of Parliament

This guide published by the Home Office in January 2009 is intended to be a comprehensive reference source to enable members of parliament (MPs) to identify where responsibility lies for tackling different aspects of anti-social behaviour.

It is intended that both initiatives will help MPs and Communities challenge practitioners in their area if a local problem appears to be getting needlessly out of control in relation to;

- Noise nuisance and housing related anti-social behaviour
- Environmental anti-social behaviour
- Anti-social behaviour related to alcohol, illegal drugs, prostitution, and other public order offences
- Youth-related anti-social behaviour
- Transport-related anti-social behaviour



Task 1 (2 hours)

Read the MP's Guide and remind yourself of your notes from the taught days regarding Community Crime Fighters and Crime Mapping.

Task 2 (8 Hours)

You are required to set out a report of no more than 1,500 words to contribute to an overall report being prepared for submission to your senior management team

Eventually from the final report the senior management team will draft a letter to your local MP and utilise some of the report to review policy.

You will need to reference your organisations policy or practice in the report or identify if this is not available.

You should utilise the SNA Case Builder and reference it in this report or use your own operational system functionality, if you utilise one, and your lesson notes material from the taught days.

Background

Reproduced below are;

- A memorandum from your senior management team to you requesting your assistance regarding the MP's letter.
- Two Suggestions from new members of your team concerning a senior management team 'quick wins' request.
- An extract from the letter from the local MP to your senior management team.



Memorandum

From: Secretariat Senior Management Team

To: ASB Team Supervisor

Firstly we have today received a letter from the local MP outlining various issues she wants our organisation to address concerning neighbourhood nuisance.

We have only included below the MP's comments we wish you to report on.

If you have any other salient information concerning the points raised please include them in your report to us.

A response is being drafted and we require your input to that draft response to ensure we properly report on how your team is managed and operates.

Please feel free to include any organisational change recommendations you feel we could make over any of issues raised.

Secondly we are keen to ensure that the case building software we use best helps you and your team.

We have received two suggestions from your team from the 'quick win' question.

Can you report on how the software we use helps or hinders the issues raised by the MP and the suggestions?

Regards

Secretariat Senior Management Team



We run a Suggestions Box for performance improvement.

The latest question sent out was.

'Can any member of the ASB Case Working Team identify any 'quick wins' in the performance of case working'

There have been two responses received from new members of your team.

Suggestion 1 - Communicating better

As a new member of the team I think we can improve quickly if we coordinate better on investigations and communicate better.

I do not think we are coordinating investigations very well as I have found that in just one month I am taking statements or interviewing potential witnesses who are involved in other complaints or cases which are embarrassing for me as it makes it look like I do not know what is going on.

I recently met a Community Crime Fighter who has been talking to the local MP. She asked me how we allocate ASB Case Workers to different investigations and how much I am supervised to make sure my investigation is properly managed. I could not answer him satisfactorily.

From my answers he was also very concerned that we did not have a system to look after statements, evidence and case files.

The Crime Fighter seemed to know what he was talking about and asked me how I decided on lines of enquiry and how this was related to how much time I would allocate to each case. Again I am not entirely sure on this.

I mentioned to him that I do not go to joint agency meetings and did not know what they were.

I hope my recommendations below are helpful;

1. We communicate better
2. I receive more training



Suggestion 2 – ASB Coordinators

I am working with another agency person on a case. That person goes to joint partnership meetings and groups that they attend.

I do not go to any of these meetings at the moment and am not sure how to become involved.

I think it would help us if I attended and would be a 'quick win' for the organisation as we would influence others and learn from the experience.

MP Letter Extract

As you are aware we have recently been issued with a new guide by the Home Office to enable us to work more closely with organisations such as yourselves concerning Anti Social Behaviour.

You know we have continual problems concerning noise by some residents and tenants on the various estates late at night and from some problem families.

I have also been approached by a representative of the community who has been trained by the Home Office as the local Community Crime Fighter.

Whilst I do not want to go into specific ASB complaints here I do wish to know your response to the following points.

1. How will you introduce Crime Mapping into your ASB investigations? Particularly how you apply the 'people and places' way of working.
2. What is the decision making process between ASB case working practitioners and supervisors on how an investigation is planned and how the decisions during any part of the investigation are logged?
3. How do you decide on the resources (people and money) you are going to apply to each investigation?
4. The Community Crime Fighter has expressed concern to me that you do not appear to be members of any joint agency groups in tackling ASB.
5. I intend to write to all of my constituents on practical advice, from the guide and on how best to liase with your ASB Manager on noise nuisance and housing related anti-social behaviour, including environmental anti-social behaviour. So are you content the information you give out will compliment my advice from the MP's guide.