

Title: Resident Scrutiny report on the ASB Service. Youth Service SLA	Meeting: THH Board	
Report authorised by: David Thompson, Acting Director of Neighbourhoods	Date of the meeting: 24 th April 2013	Item No. 9
Report author: Trevor Kennett, Neighbourhood Area & ASB Manager	Classification: Open – published .	Report type: Discussion & Information
Business Priorities: Reducing and preventing anti social behaviour by encouraging residents to be good neighbours supports all of our business plan priorities.		
Impact for Customer: Reducing the number of problems, such as anti social behaviour and encouraging residents to work with us to tackle issues they face is a core principle for THH in delivering services. This report looks at the implications of implementing the detailed recommendations made in the Resident Scrutiny report on the ASB Service.		
Diversity Impact: Tackling anti social behaviour to improve the quality of life for residents supports our commitment to put residents at the heart of everything we do. Maintaining a high standard of performance in tackling ASB also ensures that services are appropriate and flexible enough to meet resident’s needs and preferences; helps fulfil their full potential, to be part of and participate in their community.		
Cost and Income Implications: As our services to tackle ASB are based around preventative tools that stop anti social behaviour before it happens, this approach supports THH as being Lo Cost because if preventative actions work expensive and time consuming staff interventions are not required.		
Risk Management: This report supports and helps address the following organisational risks as stated in the Strategic Risk Register: 3 – Making a difference 5 – Organisational Coherence		
Summary: In the summer of 2012 the first resident-led in-depth scrutiny exercise of the ASB service run by Tower Hamlets Homes was undertaken by the Residents’ Scrutiny Panel. This report looks in detail at the implications of implementing the recommendations made by residents in that scrutiny report in relation to Youth Services.		

Recommendations:

Discussion: That the Board discuss the issues raised and comment.

Decision: That the Board support and approve the recommendations made by officers in section 4 of this report.

1.0 INTRODUCTION

- 1.1 At the Board meeting held on the 19th February 2013 members discussed the recommendations from officers relating to implementing the Resident Scrutiny Review's recommendations specifically around youth services.
- 1.2 Officers reported that 8 out of the 9 recommendations made by the Review would be implemented by the end of April 2013.
- 1.3 The 9th recommendation was that 'Tower Hamlets Homes enter into a Service Level Agreement with the Youth Service so that their Rapid Response Unit could deploy Youth Workers to ASB hot spots on the request of the Housing Management staff'. This recommendation was not supported by officers as evidence has shown that the majority of young persons causing the nuisance behaviour are aged over 19, which is the maximum age the Youth Service can work with and any service level agreement would require substantial revenue funding.
- 1.4 The Board considered a number of issues and the following was requested:
- 1.5 'Members felt there was a need to look at a more negotiated approach in terms of what the Youth Service could provide to the organisation. If issues could be resolved before they escalated in neighbourhoods there would be no need for calling in the Rapid Response Unit (RRU). The Board requested that a written report examining these issues be brought to the Board, incorporating both proactive work and reactive work. If there were resources required to implement joint working between THH and the Youth Service these should be set out within the report'.
- 1.6 This report sets out and examines these issues incorporating both proactive and reactive work and any identified resources required.

2.0 Outreach Youth Services in Tower Hamlets

- 2.1 The Rapid Response Team (RRT) is part of Tower Hamlets Council's Youth Service and is made up of very experienced youth workers. They operate in close co-operation with schools, the police, residents, and the youth service more widely. Through a range of targeted activities, they help young people who may be involved in anti-social behaviour, territorial conflict or substance misuse, to engage in more positive activities, and to reduce local conflict.
- 2.2 The RRT provide a range of diversionary activities to 13 to 19 year olds in Tower Hamlets. Activities include one-to-one support, group work, day trips, educational visits, residential trips and accredited courses. The team has

developed a wealth of knowledge and experience in dealing with youth conflict and mediation. When issues arise, they respond to call-outs and are often requested by the police to support events across the borough. In addition to this support, the RRT's work falls into four main strands:

- **The mobile youth project** - The team operate mobile units; vehicles which are taken most nights of the week, to identified areas across the borough where numbers of young people gather. Themed differently, each of the units is equipped with state of the art gadgets to attract young people and encourage them to spend their free time more effectively and avoid youth conflict. The RRT offer group work, activities, one to one support, trips and accredited courses from the vehicles and have enjoyed great success in helping to reduce levels of youth crime and anti-social behaviour.
- **Early intervention and prevention** - Alongside its partners, the RRT runs the Youth Inclusion Programme (YIP). The YIP works intensively with 13 to 16 year olds who are at risk of offending, engaging in crime, becoming socially excluded and/or behaving in ways that may require a multi-agency response. The project works in targeted areas of Tower Hamlets, based on local wards. Young people are referred to benefit from programmes of personal support and group work to help them stay focused.
- **Detached and street youth work** - In order to engage with young people who are harder to reach, the RRT staff spend a lot of time in the local community, speaking to young people in their own environment and on their terms. The team's mobile units (please see above) are very effective in building a sense of trust and encouraging young people to access services they might not otherwise.
- **Accredited training** - The RRT also organise accredited courses for young people to help develop their skills and build their confidence. Course topics include think-smart, conflict resolution and mediation, first aid, food hygiene and video and music production.

3.0 Current Partnership with Youth Services

- 3.1 Tower Hamlets Homes currently have an agreed working partnership with the Council's Youth Service for the use of youth clubs in THH managed venues, this has recently been increased from 30 to 40 youth centres.
- 3.2 THH also work with the Youth Service as part of the multi-agency Community Safety Partnership Group, which enables THH to request the Rapid Response Team to be tasked for a short time period (normally 2 weeks) in ASB hot-spot areas within our

managed estates. Tasking is restricted, as an identified hot-spot area is reliant on a high number of resident calls to the ASB Reporting Line (0800 917 5 918) and the Police's non-emergency number (101).

4.0 Proposed new Service Level Agreement with the Youth Service

- 4.1 Following discussions with the senior management team of the Council's Youth Service and to try and satisfy the requirements of the recommendations made by the Resident's Scrutiny Panel and the Board the following SLA is proposed:
- 4.2 The Youth Service will provide three qualified youth outreach workers to exclusively work for THH four times a week. Some flexibility will be built into the SLA but working days and times will normally be Thursday to Sunday nights.
- 4.3 The SLA will provide an enhanced youth service resource and link between youth officers, the youth clubs and the THH ASB Team. The youth outreach workers will be tasked by THH housing management to work in agreed hot-spot areas and areas where THH feels that preventative youth work will help prevent ASB before it becomes a problem.
- 4.4 The SLA will cover a unique working partnership that includes an engagement programme, sign-posting activities as well as reactive youth work for young people up to the age of 25 years.
- 4.5 The cost of this SLA will be £25,000 per annum, which will be funded through the Neighbourhood Services budget.
- 4.6 The SLA can commence in May 2013.