



Barnet ASB Project

End of Year Report 2017/2018

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Barnet Anti-Social Behaviour (ASB) Project

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Introduction

The project in its current form has a primary focus on supporting the emotional and practical needs of individual service users, with Restorative Justice and Mediation retained as secondary services to be delivered when appropriate.

In 2017/2018 the project received confirmation of funding to deliver the project 3 days per week until 31/03/2019. In June Victim Support employed a new ASB Caseworker who continues to work together with Victim Support Mediator to make a two-person team with distinct specialisms. The key focus of the project in Q1 and Q2 was building Victim Support's presence at Community Safety MARAC to raise the profile of victims' representation at the meeting. In Q3 and Q4 project focused on building the Caseworker's network with partners including police, probation services and other teams to develop best partnerships wrap round support to all service users.

Number of referrals received

The tables and graph below show the number of cases and service users referred to the project in 2017/2018.

Barnet ASB Project is on target to meet and exceed the objective set for year three (target 60). In 2017/2018 project received total of 79 referrals both for ongoing support and mediation service.

This figure does not include cases that were already open at the start of the reporting period, and if these are included the total number of service users supported during 2017/2018 rises to 89.

Number of ASB referrals in 2017/2018

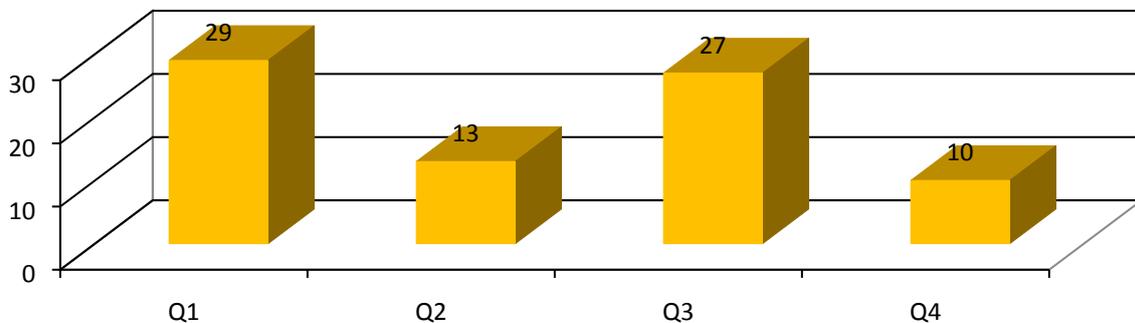


Fig. 1. Number of ASB referrals

Supporting service users at court

In 2017/2018 project supported service users who were giving evidence in court, this included providing service users with pre-trial information, referring service users to Witness Service and liaising with Citizen Advice Bureau to gain additional support to service users requiring legal support. Project provided service users with emotional support during the court proceedings.

Supporting service users at Community Safety MARAC

In 2017/2018 project advocated for 26 service users at Community Safety MARAC, The scope of support requested through Community Safety MARAC is for emotional and practical support, including assisting police to obtain victim impact and witness statements and organising home security items. Victim Support’s attendance and active participation in

the Community Safety MARAC has also enabled new relationships being built with police, probation services, WDP and Jigsaw.

It is not uncommon that a minor crime case will be referred to the Victim Support project worker, who after establishing trust with the service user, is able to identify more complex needs or risk issues (such as for example Hate Crime, Violent crime, arson, cuckooing, stalking and harassment and threats to kill).

Mediation

The number of mediation referrals received has decreased in 2017/2018. In 2017/2018 Barnet ASB mediation received total of 8 referrals.

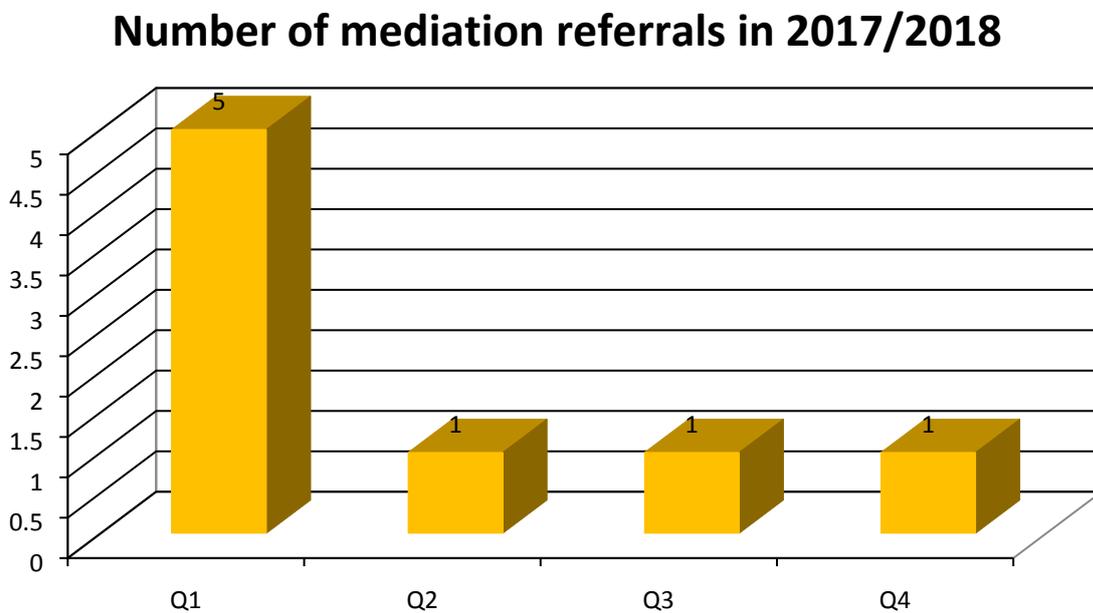


Fig. 2. Number of mediation referrals

Referral sources

In 2017/2018 the highest number of referrals received was directly from Metropolitan police. This is directly linked with Victim Support presence at Barnet Community Safety MARAC and the ASB working group, where police are present. Another contributory factor is the training Victim Support has delivered to the police in Barnet on victim awareness.

Overview of referral sources in 2017/2018

Referral source	Number of referrals in Q3 and Q4	Total number of referrals in 2017/2018	Total percentage in 2017/2018
Metropolitan Police	11	23	29%
Barnet ASB team	15	21	27%
Community Safety MARAC and Community Safety Team	5	12	15%
Victim support multi-crime service	3	4	5%
Self-referrals	1	8	10%
Environmental Health	0	1	1%
Housing	2	10	13%
Total	37	79	100%

Referral sources in 2017/2018

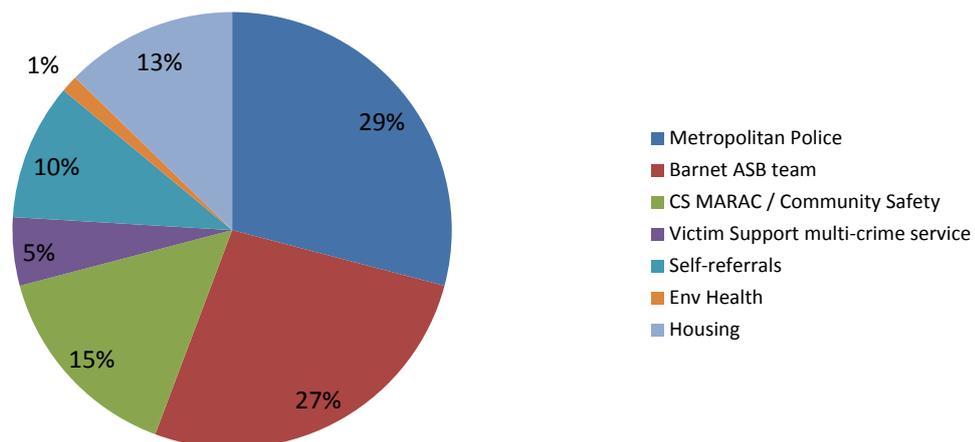


Fig. 3. Referral sources

Referrals to other services

During financial year 2017/2018, a total of 127 referrals were made to other services and organisations. Community MARAC referrals continue to be made directly before the meeting in order to gather detailed information from the service users and to monitor cases between the meetings. With high number of referrals received for service users who have experienced significantly traumatic events including arson, sexual and domestic violence and homicide the Caseworker has developed good connections with Barnet’s mental health services including crisis team.

Overview of referrals to other services in 2017/2018

Referred to other services	Number of referrals in Q3 and Q4	Total number of referrals in 2017/2018	Total percentage in 2017/2018
MARAC	3	10	8%
Mental health support	19	43	34%
Housing support	21	32	25%
Community Safety	4	13	10%
Emergency services	6	8	6%
Social Care	3	8	6%
IPCC	0	2	2%
Highways	0	2	2%
Legal services	4	9	7%
Total	60	127	100%

Referrals to other services in 2017/2018

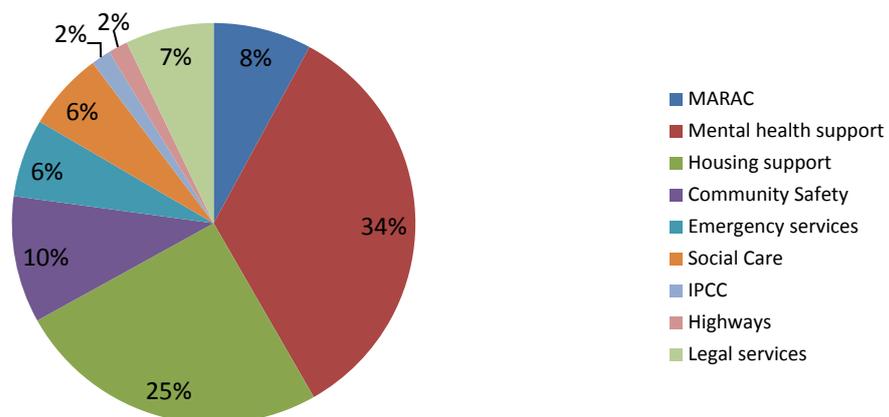


Fig. 4. Referrals to other services

Service user needs and support provided

Although emotional support was the most commonly delivered individual service, in 2017/2018 project has seen a spike in referrals requesting more practical support including help to improve personal and home safety. High advocacy and onwards referrals numbers indicate directly that project developed better connections with partner organisations including police and mental health teams. This gave the Caseworker better ability to discuss with service users the partner services scope of work and limitations and better manage service users' expectation. Moreover, this relationship also enables the Caseworker to advocate for the victims by holding partners accountable.

Overview of service user needs/support provided in 2017/2018

Needs/support	Number of referrals in Q3 and Q4	Total number of referrals in 2017/2018	Total percentage in 2017/2018
Emotional	35	72	21%
Practical Support	35	68	20%
Advocacy	34	60	18%
Mediation	2	8	2%
Personal safety	8	25	7%
Home security	10	10	3%
Housing	22	33	10%
Referral to special support	19	49	15%
ASB powers advice	7	13	4%
Total	172	338	100%

Service user needs/support provided in 2017/2018

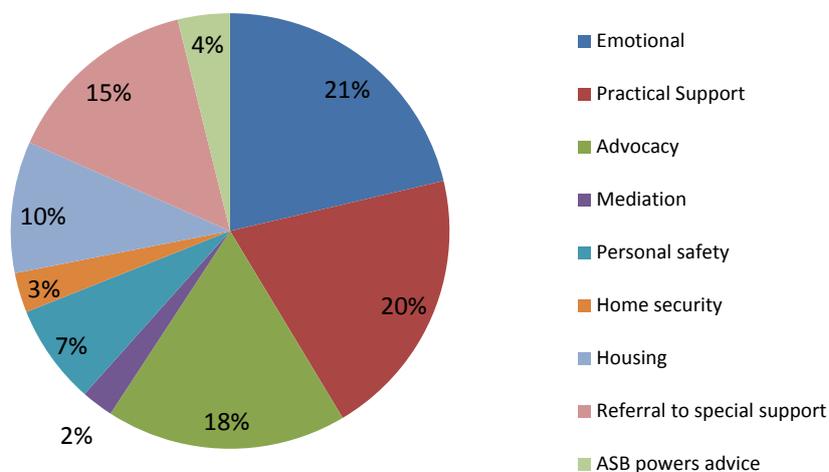


Fig. 5. Service user needs/support

Additional needs

The project supports Barnet residents with a range of issues that fit within the broad definition of ASB. In addition, once a service user is receiving support any additional issues or crimes they raise will be dealt with in an appropriate and sensitive manner that could include signposting or making a referral to another service.

In 2017/2018 the project supported high number of high risk and high needs ASB service users. Those include ASB cases where criminal actions were identified and cases where victims are targeted through serious or violent crimes including ABH, GBH, arson and sexual violence and domestic violence/abuse. The Caseworker participated and chaired task and finish groups and focused on seeking other agencies active participation including monitoring the agreed actions taken by any partners involved.

Overview of additional needs in 2017/2018

Additional needs	Number of referrals in Q3 and Q4	Total number of referrals in 2017/2018	Total percentage in 2017/2018
Assault	25	32	14%
Hate Crime	21	49	21%
Criminal damage	10	22	10%
Noise	15	32	14%
Harassment	33	51	22%
Drugs related	6	20	9%
Parking	1	6	3%
Youth related	5	12	5%
Burglary	2	4	2%
Total	118	228	100%

Additional needs in 2017/2018

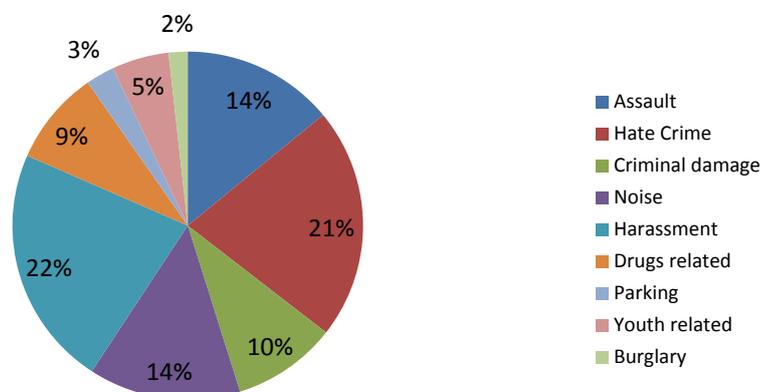


Fig. 6. Additional needs

Service user demographics

Gender

Data relating to gender and ethnicity of service users supported continues to indicate that women are over-represented amongst service users referred to the project. There are a number of possible interpretations of this data. This may suggest that women in Barnet are more likely to experience ASB as compared to men. The data reported above could equally represent an increased likelihood of being referred to or taking up services amongst the female population of Barnet.

Overview of service user gender in 2017/2018

Service user gender	Total number of referrals in 2017/2018	Total percentage in 2017/2018
Male	25	32%
Female	54	54%
Total	79	100%

Ethnicity

2011 census data indicate that the ethnic breakdown of the Borough as a whole is as follows: white (64%), Asian (18%), black (8%), mixed ethnicity (5%), other (5%) (ONS, 2016a).

Overview of service user ethnicity in 2017/18

Service user ethnicity	Total number of referrals in 2017/2018	Total percentage in 2017/2018
Asian	14	18%
Black British	9	11%
White British	33	42%
White Other	14	18%
Not Given	9	11%
Total	79	100%

Age

2011 census data indicate that the average age of people in Barnet is 37, while the median age is lower at 35. (ONS, 2016a).

Overview of service user age in 2017/18

Service user age	Total number of referrals in 2017/2018	Total percentage in 2017/2018
18-25	11	14%
26-35	11	14%
36-45	15	19%
46-55	12	15%
56-65	14	18%
66+	9	11%
Not given	7	9%
Total	79	100%

Additional activities

Much of the work conducted by the Project is not fully captured by the quantitative measures discussed throughout this report. As such, additional activities and processes are discussed here in order to better illustrate the range of services delivered.

Volunteers

The project worked with student placements from Westminster and Middlesex universities to offer volunteering opportunities to year 3 students of Criminology and Social psychology. Barnet ASB Caseworker will be working in 2018/2019 with local communities in Barnet to gather a pool of specialist ASB volunteers.

Closer working with the Community Safety MARAC

The project continues to represent Victim Support as a core member of the Barnet community MARAC. The meetings are extremely productive and enable Caseworker to raise any issues which were hard to resolve outside of the meeting. The project continues to receive referrals directly from MARAC. The Caseworker also raises all partners' awareness of victims' needs.

Co-location

The project now co-locates 2 days per week in North London Business Park. This arrangement enables the Caseworker to liaise more effectively with colleagues from the MASH team or CAFT Team who are able to support the Caseworker with for example accessing supporting information about vulnerable service users to better risk and need assess.

Cross-borough work

The Project officer attends regular Victim Support ASB Practitioners Meetings where all ASB officers share best practice and updates on new ASB policies.

Senior Service Delivery Manager regularly attends the Capsticks ASB Leads Pan-London meetings and ASB MARAC sub-group. Given the breadth of new powers relating to ASB (and the different ways in which these are being applied by different boroughs in London) there is a particular benefit to sharing knowledge at a strategic level.