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COMISIYNYDD
HEDDLU A THROSEDDU
DYFED-POWYS
POLICE AND CRIME
COMMISSIONER

REPORT / SUMMARY DECISION SHEET

PURPOSE: COMMISSIONER DECISION- REF. DLI014

Timing: Urgent / Pressing / Routine
(Specify date required and why, where possible)

Title: Contract for Anti Social Behaviour Service

Category of Decision / Business Area Impact: Commissioning e.g. Primary Legislation, Statutory Requirement, Finance, Performance, Complaints etc. (amend as appropriate)

Executive Summary:

Gwalia was commissioned in June 2014 to provide a service for the referral, management and reduction of antisocial behaviour. The contract covered the period 1st June 2014 to 31st March 2017 with one additional permitted extension to the contract period, of one year's duration. Whilst the service has evolved considerably since its inception, with the delivery continually flexing to meet the needs identified by the Force and other partners, for a number of reasons the service has still not reached its full potential in terms of delivering a comprehensive service to reduce ASB.

If the Gwalia contract were allowed to cease on 31st March 2017, the Commissioner would not be in a position to provide an alternative service that could overcome the issues currently being experienced. It will take some time, and further work with partner agencies, to resolve the issues outlined within the report. However, at present there is no simple solution until progress is made.

The workshop referred to within the report was the first step of working with partner agencies to identify the successes and failures of the current arrangements in order to provide a proposed model for future service provision. It is proposed that a series of additional workshops be held over the coming months to further explore these options in readiness for service development from 1st April 2018 onwards. In the meantime, it is proposed that the extension period for the existing service be utilised to allow for completion of the electronic links and resolution of the information sharing challenges.

Recommendation:

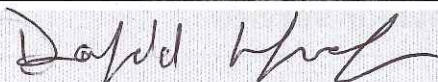
The Commissioner is asked to utilise the extension period to allow the contract with Gwalia to be extended until 31st March 2018.

Police and Crime Commissioner for Dyfed-Powys

I confirm I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the Nolan Principles for Conduct in Public Life.

The above request has my approval / does not have my approval / I note the information contained within the report (delete as appropriate)

Signature:



Date:

17.11.2016



Commissioning of anti-social behaviour service

1. Purpose of Report

To consider the future of the anti-social behaviour contract currently provided by Gwalia.

2. Options Appraisal

N/A

3. Background / Issues for consideration

Gwalia was commissioned in June 2014 to provide a service for the referral, management and reduction of antisocial behaviour (ASB). The contract covered the period 1st June 2014 to 31st March 2017 with one additional permitted extension to the contract period, of one year's duration.

The outcomes to be achieved by the service were:

- Reduction in repeat and vulnerable victims of antisocial behaviour
- Consistent risk assessment of all victims
- Improved quality of life for communities affected by antisocial behaviour
- Service user satisfaction
- Quicker, more appropriate use of partners' expertise
- Seamless work across geographical boundaries

The service has evolved considerably since its inception, with the delivery continually flexing to meet the needs identified by the Force and other partners. This has included the introduction of a mediation service, with trained facilitators, in an attempt to address the numerous civil disputes which do not reach criminal levels but create ongoing unrest for communities and resource requirements for partner agencies.

However, for a number of reasons the service has still not reached its full potential in terms of delivering a comprehensive service to reduce ASB. Processes and practice in each policing division and within local partner agencies vary across the counties, creating a considerable challenge in attempting to deliver a centralised service, identical across the Force area.

Information sharing has been a significant barrier; the Information Sharing Protocol has taken far longer than anticipated, a number of partner agencies still do not have access to secure email accounts to enable access to referral information, minutes and actions from multi-agency meetings and officers are awaiting disclosure training to ensure information is shared appropriately and within the relevant legislation. This has stifled progress of the service and at times has made the multi-agency problem solving groups ineffectual. A recent workshop held with Police and partner agencies to process map the ASB work and address the existing barriers showed that information sharing was the main issue currently being faced across multi-agency working.

Further difficulties have been encountered with attempting to secure an electronic link between Gwalia's React case management system and the Force's ASBIS system. Detailed work to establish a connection between electronic referrals from Dyfed Powys Police and React began in June 2015 but a live transfer has only been achieved over 15 months later. This link was anticipated to be up and running early in 2015/16 to enable Gwalia to focus on the coordination of enforcement action amongst partners and provision of support to victims. However, without this link in place, staff are still relying on the labour intensive task of manually entering all referrals received into React. This has essentially meant that the service has been held back from the planned developments within the original bid for service.

If the Gwalia contract were allowed to cease on 31st March 2017, the Commissioner would not be in a position to provide an alternative service that could overcome the issues currently being experienced. It will take some time, and further work with partner agencies, to resolve the issues outlined above. However, at present there is no simple solution until progress is made. The electronic link between React and ASBIS, once fully established, will begin to free up resource and will enable both the Force and other partner agencies to view and update one central source of ASB referral information. This will be a significant step forward and one that has never been achieved in the time since Community Safety Partnerships were established.

The workshop referred to earlier in the report was the first step of working with partner agencies to identify the successes and failures of the current arrangements in order to provide a proposed model for future service provision. It is proposed that a series of additional workshops be held over the coming months to further explore these options in readiness for service development from 1st April 2018 onwards.

In the meantime, it is proposed that the extension period for the existing service be utilised to allow for completion of the electronic links and resolution of the information sharing challenges.

4. Legal issues

The existing contract ceases on 31st March 2017. Within the terms and conditions of the contract is one additional permitted extension to the contract period, of one year's duration, which would take service delivery up to 31st March 2018.

5. Financial Implications/Assessment of Value For Money

The current contract runs at a cost of £229,000 per annum. This provides a team of 6 staff, along with training, travel, management and administrative support and the React case management system.

6. (Strategic) Risk analysis

The purpose of providing a service for the management of anti-social behaviour is to ensure that partners share information appropriately and take joint enforcement action to address perpetrators, whilst providing appropriate support for victims. To allow the service to cease with no identified alternative would pose a risk in terms of the identification and protection of vulnerable victims.

7. Contribution to the Police and Crime Plan

The service provides one of the key points of contact for assessing the needs of antisocial behaviour victims and enabling access to support services. Support for victims will form a fundamental part of the new Police and Crime Plan.

8. Implications for Regional / Collaborative/ Partnership Working

The current service has highlighted some of the significant challenges in working across partner agencies, across geographical boundaries and with varying information systems. It is vital that partners be involved in the ongoing planning of future services to ensure that any commissioned service is fit for purpose for all stakeholders.

9. Media Handling Considerations

N/A

10. Miscellaneous Implications: (Include consideration of implications of: Equality and Diversity, Crime and Disorder Act, Children and Young People, Human Rights, Environmental and National Park, Biodiversity and Sustainability Issues

N/A

11. Appendices

N/A

12. Background / Supporting papers

N/A

13. Contact details

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14. Public Access to Information

Information in this form is subject to the Freedom of Information Act 2000 (FOI Act) including the exemptions set out within the Act and other relevant legislation. Where the exemptions or other restrictions are applicable, this form will be edited prior to being made available on the OPCC website within 5 working days of the decision being made by the Police and Crime Commissioner.

15. Officer Approval

Chief Executive / Assistant Chief Executive / Chief Financial Officer (Delete as appropriate)

I have been consulted about the proposal and confirm that financial and legal advice have been taken into account in the preparation of this report. I am satisfied that this an appropriate request to be submitted to the Commissioner

Signature

Date