

# Local Authority & Service Providers



## Case Study #3 ASB – Anti Social Behaviour

Incorporating

Visualising Transformation™



## County Council – Anti Social Behaviour (ASB)

---

# Case Study #3

### Summary

A county council was working with the police and district councils across a large predominantly rural area. Relatively low crime rates were forecast to increase mainly due to unemployment rises following an increase in school leavers and a population increase in the under 30's. A project to assess and address the situation had been started, seeing some inter-agency work producing Geographical Information (using GIS). Police systems were fragmented and 'crime reports' were issued 6 weeks after the end of month in which they occurred. ASB had been the focus of prior studies from which a cost of £2.8M had been attributed to the problem. The Government had requested an 8% reduction, but the project had stalled due to a high attrition rate and the associated loss of knowledge. SSD were engaged to restore momentum to the project and guide developments to attain the time-bound targets.

### Challenges

It became apparent very quickly that the good intentions of this partnership initiative were undermined by poor channels of communication caused by systemic inadequacies. The late crime reports were delivered in hard copy format in the absence of alternative data delivery options. Data entered into the CRM system wasn't shared and many efforts to produce it were duplicated by various departments leading to conflict and frustration. Information collected wasn't cross-referenced or correlated to occurrence timings or GIS information making the data of little value in respect to achieving outcomes. The previous review hadn't produced any meaningful findings or recommendations requiring SSD effectively 'start from scratch'.



## County Council – Anti Social Behaviour (ASB)

---

# Case Study #3

### Results

Following SSD intervention, the results were wide ranging and extensive, to include;

- Extremely fast project revival in the early stages of intervention.
- In-Year (1<sup>st</sup> year), ‘all-district’ 20% reduction in ASB’
- Extensive service savings via integrated GIS data utilised in this area also deployed to other inter-agency functions and areas.
- Identification of ‘high call rate’ hot spots, previously unidentified.
- Raw data reports produced to demonstrate ‘immediate feedback’ capability
- CRM system analysis led to a re-design which eradicated duplication and produced timely information (within 24hrs from origin) correlated to high quality GIS information, delivered direct to point of use across the inter-agency framework.
- County wide ‘Visual Information’ delivered in <24hrs
- Next day localised analysis availability at all times
- Established a new costing model, synthesising police costs per activity to show over £70M cost’s of which £7M could be saved.
- Delivery of a fully integrated cost-benefit analysis was able to show detailed cashable and non-cashable savings in primary, secondary and tertiary deployment phases.
- In addition to those savings identified, other improvement opportunities included a reduction in insurance costs, improvements to education, lower NEET’s figures and opportunities to re-stimulate run down areas bringing them back into active economic usage.
- ASB categorisation and detailed analysis was established and made accessible across the inter-agency partnership.