



Report to Customers and Communities Committee

7 November 2013

Title: Anti-Social Behaviour Performance Update:
April to September 2013

Report of: Director of Customers and Communities

Purpose of Report

1. The purpose of this report is to provide a performance update for the period April to September 2013, as well as an update on anti-social behaviour (ASB) procedure developments.

Background

2. The report details a summary of ASB performance results and achievements during the first two quarters of this year. This performance is broken down further by neighbourhood area in appendices one to eight. Progress in relation to ASB service developments is also included.

Performance Update

3. During this period 1133 new cases were opened. When compared to the same period last year this represents an increase of 12 %. Within the new cases opened there has been an increase in a number of different reported case categories when compared with the same period last year. These categories are; unruly children, animal Nuisance, noise nuisance and domestic abuse. There are no identifiable trends or hotspot areas for the increase in these types of ASB cases.
4. As at 30 September 2013, there were 495 cases currently being investigated across the borough; this is a decrease of 24% compared to the same period last year. Compared with the same period last year both the number of cases opened and cases closed have significantly increased during this period, while the current case load has decreased. This shows that we have been able to resolve customer's ASB cases at an earlier stage.
5. The top three types of ASB issues recorded during this period are,
 - Noise Nuisance 328
 - Animal Nuisance 132
 - Domestic Abuse 127

6. Compared to the same period last year, Noise Nuisance remains the most reported issue by customers. Animal nuisance has replaced youth disorder as the second highest reported issue and Domestic Violence has remained the third highest reported issue.
7. During this period we made 1073 referrals to other agencies in relation to supporting customers during the investigation of ASB cases. This is a 17% increase compared with the same period last year. These are broken down by Office in appendices 1 to 8.
8. Between April and September 2013, we closed 1107 cases. Of these closed cases 1082 (98%) were resolved without the need for ASB legal action. This is an increase compared to the same period last year where 97% of cases were resolved without the need for ASB legal action. The reasons for case closure are included in appendices 1 to 8.
9. Between April and September 2013, we took 373 Formal and Legal Actions. This equates to three actions being taken each working day. This is a 25% increase on the same period last where we took 279 legal and formal actions and that equated to 2.3 actions being taken each working day.
10. The Formal and Legal Actions are broken down below: -

• Formal Warnings Issued	333
• Notice of Seeking Possession Served	26
• Possession Granted	2
• Eviction carried out	1
• Injunctions	5
• Extension of Introductory Tenancy	3
• Notice of termination Served	3
11. Analysis of the legal actions undertaken has shown that the actions are across all neighbourhoods and that they vary in terms of case category. Therefore there is no identifiable trend for the increase when compared to the same period last year.
12. Details of how we have performed against the performance indicator and service standards are included in Appendix 9.

Customer Satisfaction

13. During this period, 1,107 cases were closed, of these 728 cases had Customers. 122 (17%) of cases with customers were surveyed following the closure of their ASB case. Of these, 113 (93%) of customers stated that they were satisfied with how their case was dealt with and 111 (91%) of customers were satisfied with the outcome of their case.
14. There were 13 customers (10%) who were dissatisfied during this period, nine of which stated that they were still experiencing problems, two were unhappy with the outcome of the case, one customer said that they were not advised what actions would be taken to resolve their complaint and one was dissatisfied due to the lack of regular feedback given by the investigating officer. All cases were reviewed and attempts made to contact customers to discuss their dissatisfaction, these actions confirmed the following outcomes: -

15. Two customers had left their homes since their ASB case was closed and were unable to be contacted. One related to dissatisfaction that Council departments could not take enforcement action. One case was re-opened and referred to NRT which has subsequently been closed and agreed with the customer. One customer was contacted by a Neighbourhood Relations Officer and confirmed the problems had since stopped. Three customers stated that although the problems had stopped they were worried about repercussions or further ASB problems. One Customer remained unhappy with the outcome and felt that although the problems had stopped that their neighbour should have been evicted.
16. Of the four other cases, these were reviewed by NRT Managers and discussed with the investigating officers; two cases were found to have been correctly investigated and in two cases appropriate advice was provided regarding the need to provide customers with agreed feedback on their cases.

Hate Crime Incidents

17. During this period, we received 30 Hate Crime incident reports; this is a 7% decrease compared to the same period last year. The new Hate Crime incidents reported related to: -
 - Race 20
 - Disability 5
 - Religion 1
 - Sexuality 4
18. See the table below for further details: -

Year	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Total
2008/09	1	8	17	6	32
2009/2010	8	11	13	13	45
2010/2011	8	10	18	10	46
2011/2012	16	16	2	15	49
2012/2013	10	22	10	17	59
2013/2014	10	20			30

19. We closed 31 ASB cases relating to Hate Crime incidents during this period. The closure reasons are detailed below: -
 - Resolved without the need for legal action 19
 - Written warning 1
 - No Hate Crime evidenced 3
 - Non-engagement from Customer 3
 - Customer re-housed by TGHC 1
 - Referred to support agencies 1
 - Perpetrator terminated tenancy 1
 - Customer terminated tenancy 1
 - Perpetrator served with NOSP but not pursued at court 1
20. We are currently investigating 18 cases relating to Hate Crime incidents.
21. Where cases are closed as a result of no evidence, discussions are held with relevant partner agencies and other referrals that may be able to provide support are considered at this stage.

Domestic Abuse

22. During this period, we received 127 new reports of Domestic Abuse; this is an increase of 25% compared to the same period last year when we received 95 incident reports. The new Domestic Abuse reports related to: -
- Physical 63
 - Emotional 20
 - Psychological 10
 - Financial 1
 - MARAC – For info only 33
23. We closed 145 ASB cases relating to Domestic Abuse during this period. The closure reasons are detailed below: -
- Resolved without the Need for Legal Action 41
 - MARAC – Information Only 65
 - Victim Re-housed 15
 - Perpetrator Re-housed 1
 - Victim Terminated Tenancy 10
 - Referred to Agencies for Support 3
 - Not evidenced 2
 - Perpetrator Terminated Tenancy 1
 - Warning Issued 1
 - Non-engagement from Customer 5
 - Perpetrator served with NOSP but not pursued at court 1
24. We are currently investigating 34 cases relating to Domestic Abuse.
25. Where cases are closed as a result of no evidence, discussions are held with relevant partner agencies and other referrals that may be able to provide support are considered at this stage.

Customer Assessment Tool

26. Between April and September 2013, we carried out 474 assessments with customers which related to 439 cases. The scores were as follows: -
- High Priority 109 (23%)
 - Medium Priority 240 (51%)
 - Standard Priority 125 (26%)
27. All high priority cases were referred to Community Safety and Neighbourhood Policing teams and discussed with partner agencies at the relevant neighbourhood Tasking & Co-Ordination meeting.
28. The number of forms completed during this period highlights that approximately 40% of our ASB cases are being managed by officers using the assessment tool.

Vetting and Exclusions

29. Between April and September 2013, we carried out 179 police vetting checks. Of these, 145 related to male applicants and 34 related to female applicants.

30. Of the 179 vetting checks received, 155 were from TGHC Home Choice, 14 from Gateshead Council's Housing Options Service and 10 were from Gateshead Council's Supported Tenancy Team.
31. Of the 179 vetting checks carried out, 64 met the criteria for Exclusion, 93 applicants were given access to the Housing Register, three were demoted and 19 applications were require further information to make decision. A customer profile breakdown of Excluded applicants is detailed in Appendix 10.

ASB Training Programme

32. Following the recommendations from the TALISMAN scrutiny, learning from customer complaints, satisfaction surveys and consultation with SIG members a training programme has been developed to assist employees to effectively manage ASB cases. Further the training will seek and re-refresh their skills and learning in terms of best practice. The planned training will be delivered during November and December 2013. An update on this training will be provided in a future report.

Legal Tools and Powers

33. During September 2013, the Housing Services Manager attended an Anti Social Behaviour conference, hosted by Northern Housing Consortium. Learning from the conference will be developed to ensure we can prepare to respond to the changes that will be introduced following the implementation of the ASB Police and Crime Bill 2013. Updates in relation to the new legal tools and powers will be provided in future reports.

Customer Involvement

34. During this period, the ASB Service Improvement Group has met on three occasions which were attended by a total of 11 customers.
35. The group have received a presentation on value for money which has helped members to develop a better understanding of performance information and to identify practical examples of efficiencies.
36. Further the group were given an explanation on the background and aims of the Safetyworks initiative. The group considered draft versions of pre and post questionnaires and their views were fed back to the initiative steering group.
37. In addition they viewed the partnership DVD and raised a number of constructive comments. This included suggestions on how funding could be obtained to help deliver the training to young persons in future years. Further discussion on the group's comments will be shared with partners during the evaluation of the Safetyworks! initiative. An update will be provided to the committee within the next report.

Knowledge Exchange Partnership

38. Following on from his research undertaken during 2011 into the role of specialist ASB officers, Dr Kevin J Brown from Newcastle University's Law School, approached us to discuss a knowledge exchange partnership.

39. It was proposed this would involve Dr Brown providing detailed advice and analysis on the pending ASB legislative changes which would help us to swiftly revise our policies, procedures and practices. Further that Dr Brown presentation skills and knowledge could be utilised to deliver training across the partnership including to frontline officers, police officers and as a legal specialist to the judiciary. In response and subject to approval from TGHC and Safer Gateshead, Dr Brown would use the experience gained to produce academic articles and research into the use of ASB tools and powers.
40. After discussing the proposal with the Council's Community Safety section it was decided to progress the Exchange partnership on the basis that Dr Brown would spend a six month placement for 2.5 days per week that would see him dividing his time between both TGHC and Community Safety.
41. The cost of the knowledge exchange relates to Dr Brown's salary and would partially be met by a funding application to the Economic and Social Research Council (ESRC). Further indirect 'payments in kind' that relate the usage of our equipment e.g. computers, photocopier, printing materials and room hire can be deducted from the sum.
42. However as this would not fully meet the required costs, a funding application was therefore presented during September 2013 to the Community Safety Board. The Board endorsed the knowledge exchange and agreed to provide match funding for the sum of £2,508.07.
43. Dr Brown is now drafting the application and should the bid be successful it is envisaged that the joint working arrangements would be established by March 2014, which would mean that Dr Brown's placement would coincide with the new legal tools and powers coming into force. An update will be provided to the committee within future reports.

ASB Conference

44. The Council's Community Safety team have organised an ASB conference and exhibition to be held at the Dryden Centre during November which will involve presentations and workshops for a range of partner agencies including, TGHC, Police Officers and specialist ASB officers from Registered Providers. The conference will involve guest speakers from; Social Landlords Crime & Nuisance Group (SLCNG), Home Office ASB Policy team and Newcastle University. An update will be provided to the committee within the next report.

Impact on Tenants

45. Our partnership approach ensures we continue to focus on the customer priority of tackling anti-social behaviour effectively, supporting vulnerable victims and having a positive impact on tenants, their families and communities.

Link to Values

46. The report relates to the following values of the company:-
 - Being customer focussed, innovative and professional
 - Being motivated, trained and committed across the company
 - Embracing equality

- Being a listening and learning organisation

Risk Management Implications

47. Tackling anti-social behaviour effectively has continued to be a key priority both nationally and locally for tenants in Gateshead.

Financial Implications

48. The Head of Corporate Services confirms there are no financial implications arising directly from the recommendations of this report.

Value for Money

49. The proposed ESRC knowledge exchange partnership represents value for money in obtaining the services of leading academic at a significantly reduced cost.
50. The ASB Conference will be free of charge and will allow officers to benefit from knowledge from expert speakers. Learning from the event will be further disseminated throughout the Company and improve our approach to tackling ASB.

Equality and Diversity

51. Ensuring we have access to specialist services and resources to support the most vulnerable residents, regardless of what diverse needs they may have is crucial in tackling ASB. Further developing our approach to managing risk for customers will enhance the service provided.

Health Implications

52. By accessing partnership arrangements and developing a holistic approach is enabling us to continue to address the underlying causes of ASB, supporting both victims and perpetrators. This will impact positively on the health and well being of individuals.

Environmental Implications

53. There are no environmental implications as a result of this report

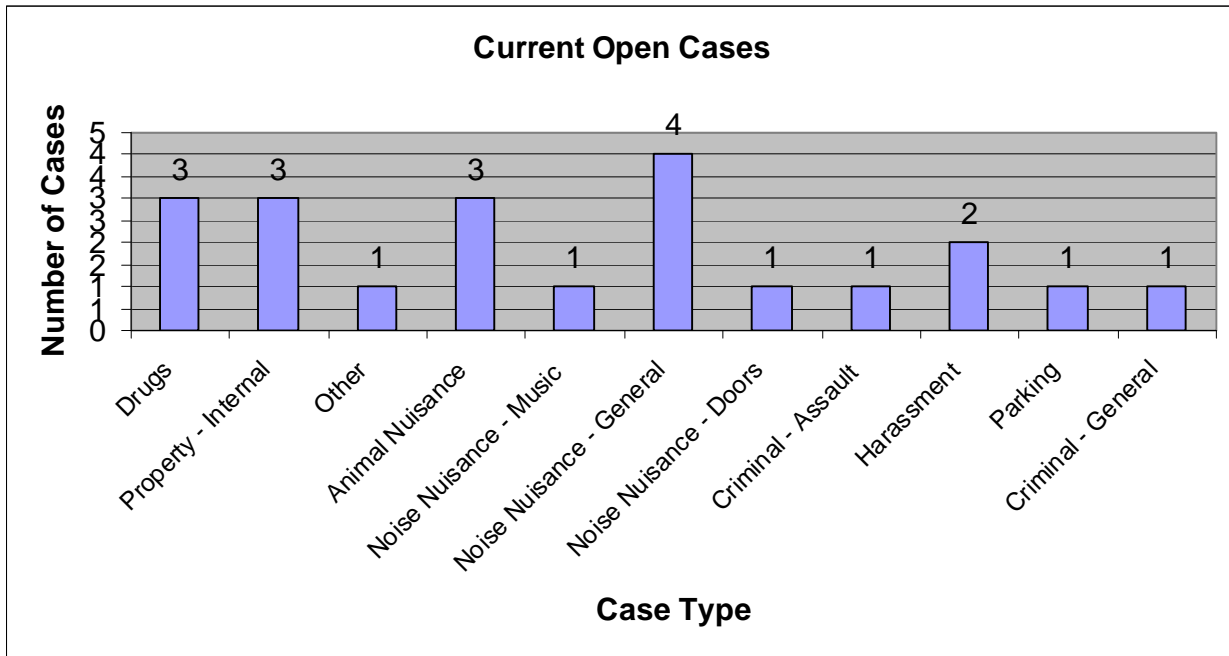
Recommendation

54. The views of the committee are sought on whether it is satisfied with the anti-social behaviour update for the period April to September 2013.

Central

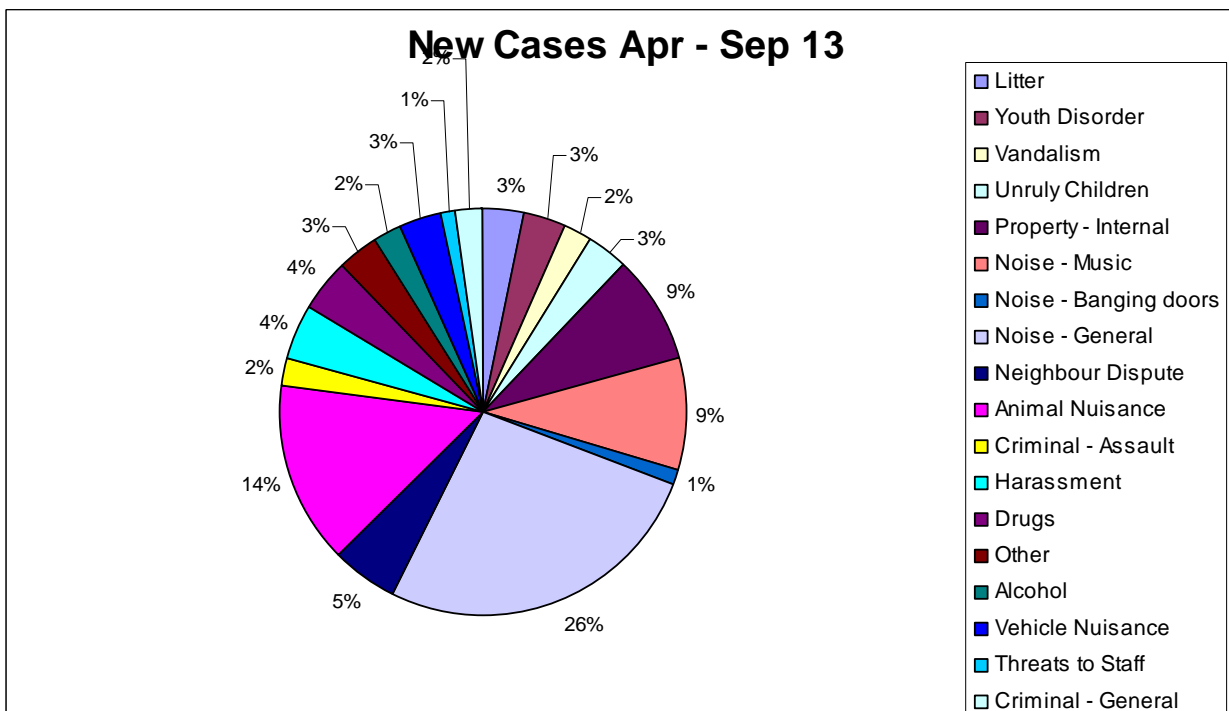
Current Caseload

The current caseload for Central Housing Office at the end of September 2013 is 21 open cases. This can be broken down further by case type.



New Cases

Between April 13 and September 13, 91 new ASB cases have been opened in Central area.



Closed Cases

Between April 13 and September 13, 94 cases have been closed within the Central area. The closure reasons are as follows:-

Resolved without the need for Legal Action	46
Written Warning Issued	28
Complaint Investigated - No Nuisance evidenced	5
Non-engagement from Customer	4
Perpetrator Terminated Tenancy	4
Complainant Terminated Tenancy	2
Referred to Other Agency	1
Perpetrator Flit	1
Legal Other	1
Perpetrator Deceased	1
Perpetrator Re-housed	1

Formal Actions

Between April 13 and September 13, 43 written warnings were issued.

Service Standards

Between April 13 and September 13, 91 new cases were opened and 91 100% of these were acknowledged and investigations begun within timescales.

Between April 13 and September 13, 94 cases were closed, of these 94 100% of Customers were sent a closure letter prior to the case being closed.

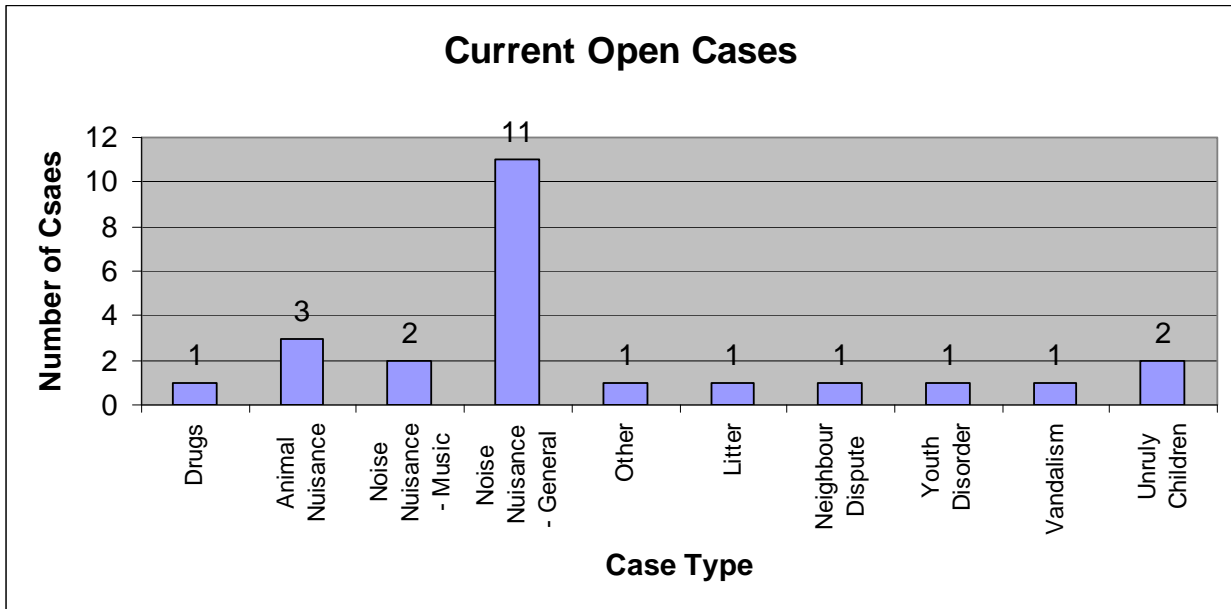
Referrals to Agencies

Between April 13 and September 13, 43 referrals have been made to other agencies.

Dunston

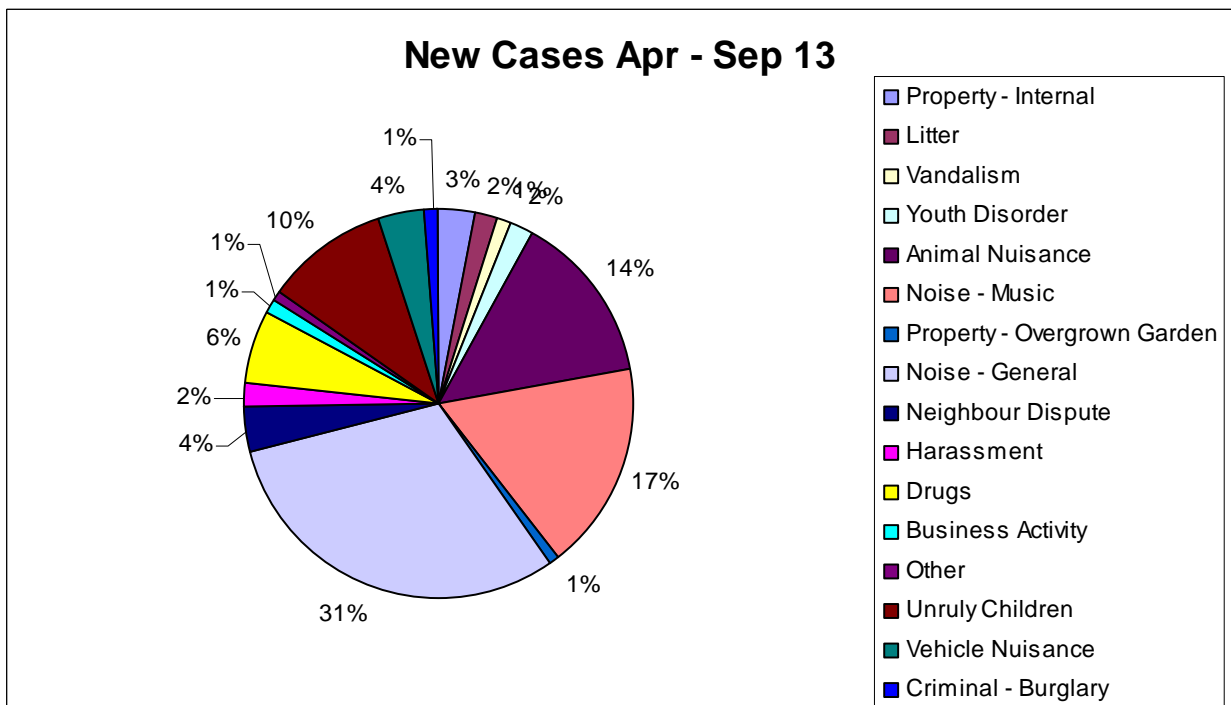
Current Caseload

The current caseload for Dunston Housing Office at the end of September 2013 is 24 open cases. This can be broken down further by case type.



New Cases

Between April 13 and September 13, 99 new ASB cases have been opened in Dunston area.



Closed Cases

Between April 13 and September 13, 100 cases were closed within the Dunston area. The closure reasons are as follows:-

Resolved without the need for legal action	37
Written Warning Issued	31
Complaint Investigated – No Nuisance Evidenced	14
Non-engagement from Customer	7
Referred to Other Agency	6
Perpetrator Terminated Tenancy	2
Duplicate Case	2
Perpetrator Deceased	1

Formal Actions

Between April 13 and September 13, 43 written warnings were issued.

Service Standards

Between April 13 – September 13, 99 new cases were opened, of these 97 (98%) were acknowledged and investigations begun within timescales.

Between April 13 – September 13, 100 cases were closed, 100 100% of Customers were sent a closure letter prior to the case being closed.

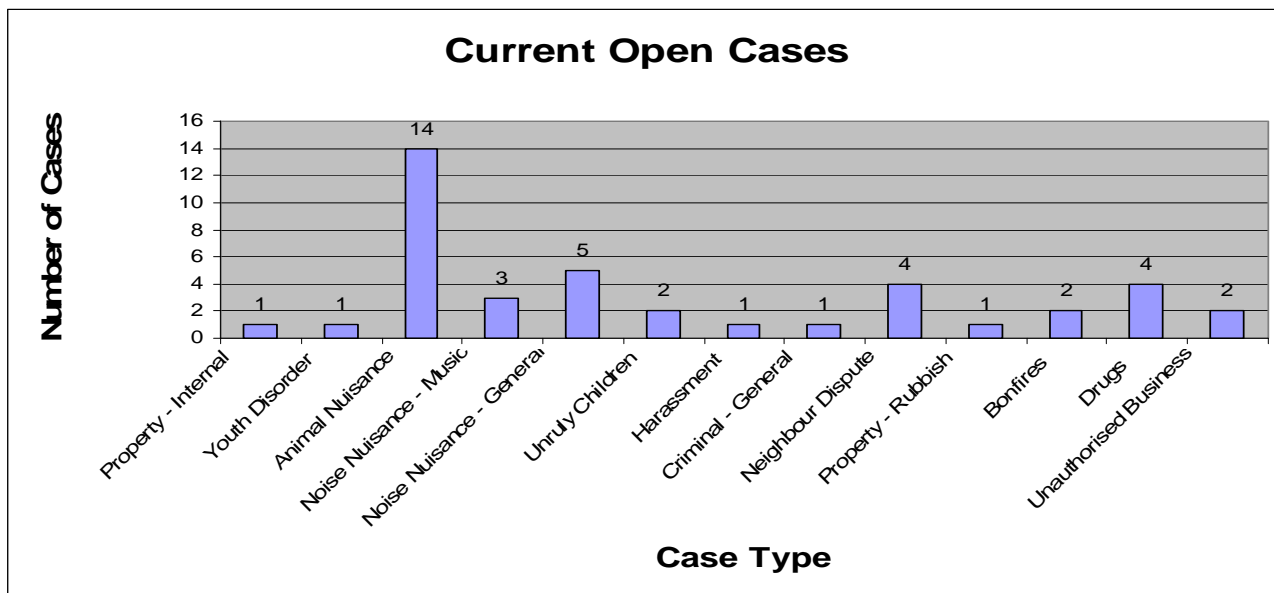
Referrals to Agencies

Between April 13 – September 13, 103 referrals were made to other Agencies.

Blaydon

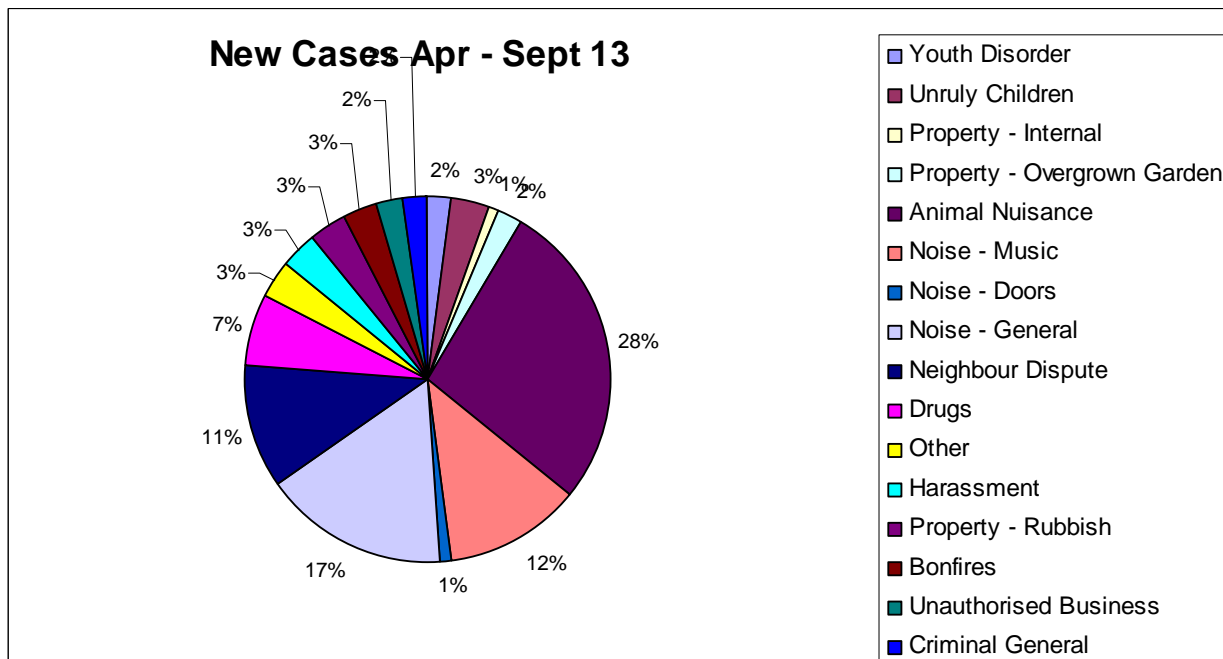
Current Caseload

The current caseload for Blaydon Housing Office at the end of September 2013 is 41 open cases. This can be broken down further by case type.



New Cases

Between April 13 and September 13, 92 new ASB cases have been opened in Blaydon area.



Closed Cases

Between April 13 and September 13, 70 cases were closed within the Blaydon area. The closure reasons are as follows:-

Resolved without the need for Legal Action	36
Complaint Investigated – No Nuisance Evidenced	8
Non-engagement from Customer	8
Duplicate Case	7
Written Warning Issued	4
Referred to other Agency	4
Customer Terminated Tenancy	2
Perpetrator Terminated Tenancy	1

Formal Actions

Between April 13 and September 13, 9 written warnings were issued.

Service Standards

Between April 13 – September 13, 92 cases were opened of these 86 (93%) were acknowledged and investigations begun within timescales.

Between April 13 – September 13, 70 cases were closed, of these 70 100% of Customers were sent a closure letter prior to the case being closed.

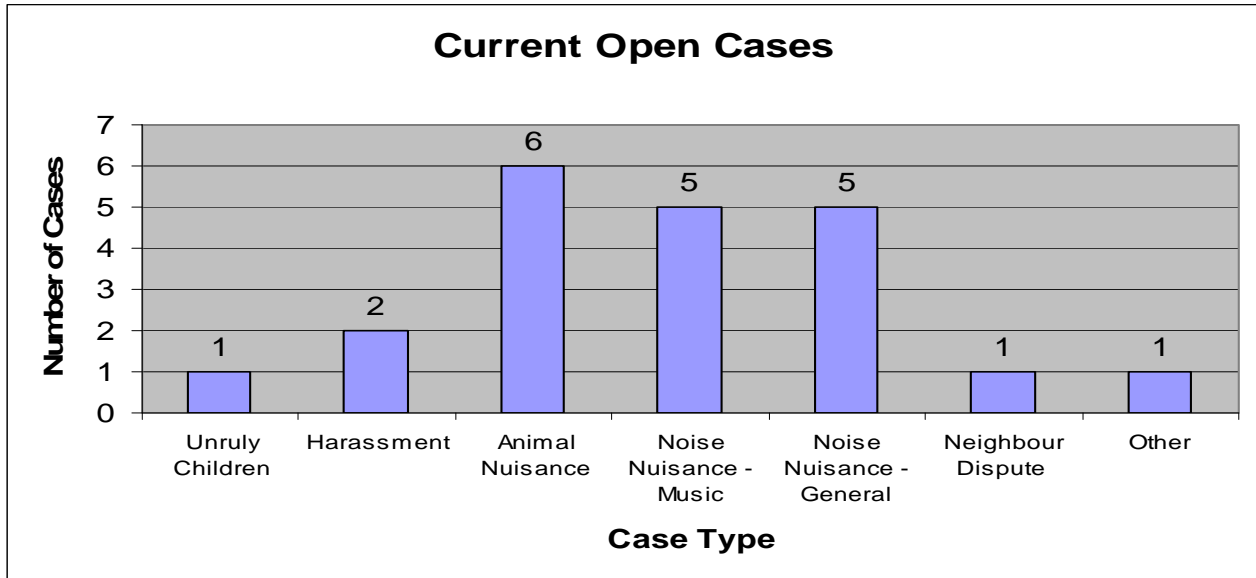
Referrals to Agencies

Between April 13 – September 13, 48 referrals were made to other agencies.

Felling

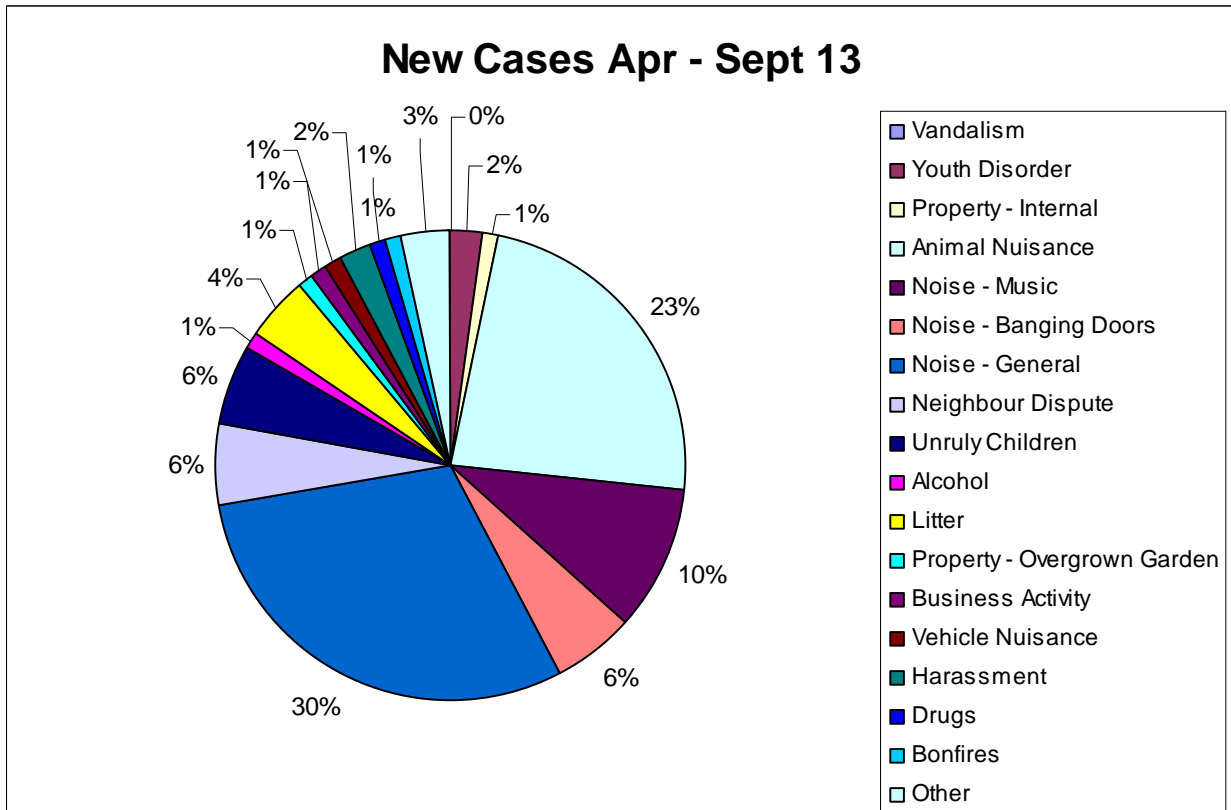
Current Caseload

The current caseload for Felling Housing Office at the end of September 2013 is 21 open cases. This can be broken down further by case type.



New Cases

Between April 13 and September 13, 90 new ASB cases have been opened in Felling area.



Closed Cases

Between April 13 and September 13, 85 cases were closed within the Felling area. The closure reasons are as follows:-

Resolved without the need for Legal Action	36
Written Warning Issued	23
Complaint investigated – No nuisance evidenced	11
Referred to other Agency	4
Non-engagement from Customer	4
Duplicate Case	3
Perpetrator Terminated Tenancy	2
Complainant Terminated Tenancy	1
Complainant Deceased	1

Formal Actions

Between April 13 and September 13, 28 written warnings were issued.

Service Standards

Between April 13 – September 13, 90 cases were opened, 89 (99%) of these were acknowledged and investigations begun within timescales.

Between April 13 – September 13, 85 cases were closed, of these 85 100% of Customers were sent a closure letter prior to the case being closed.

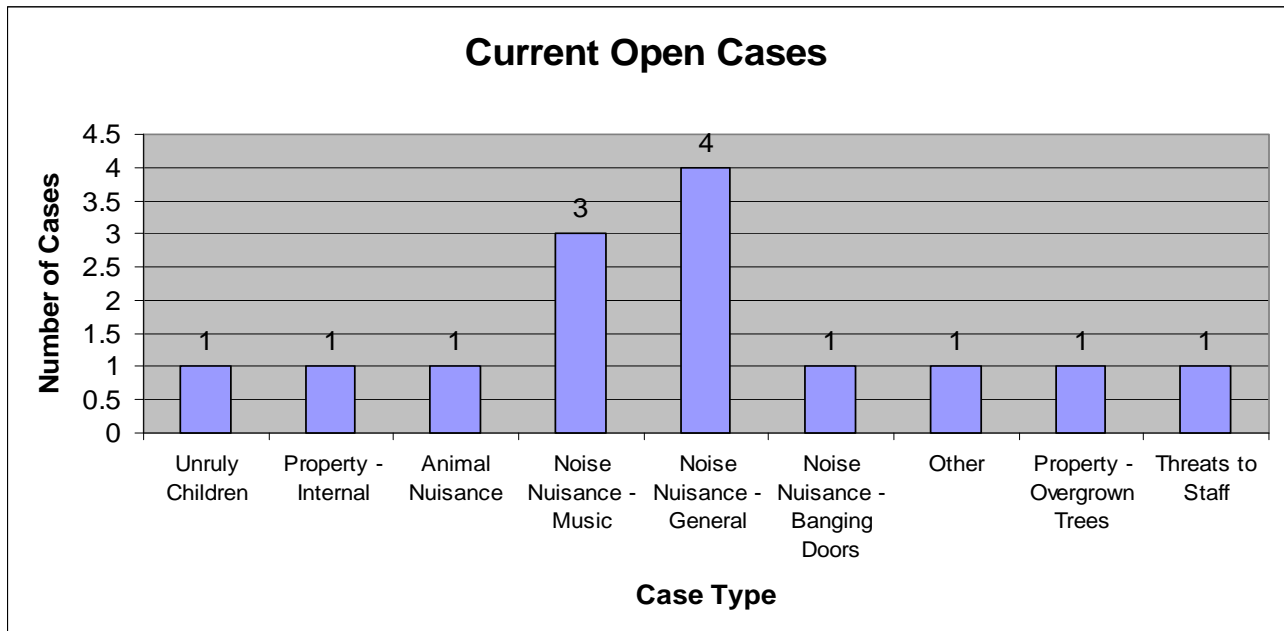
Referrals to Agencies

Between April 13 – September 13, 62 referrals were made to other agencies.

Leam Lane

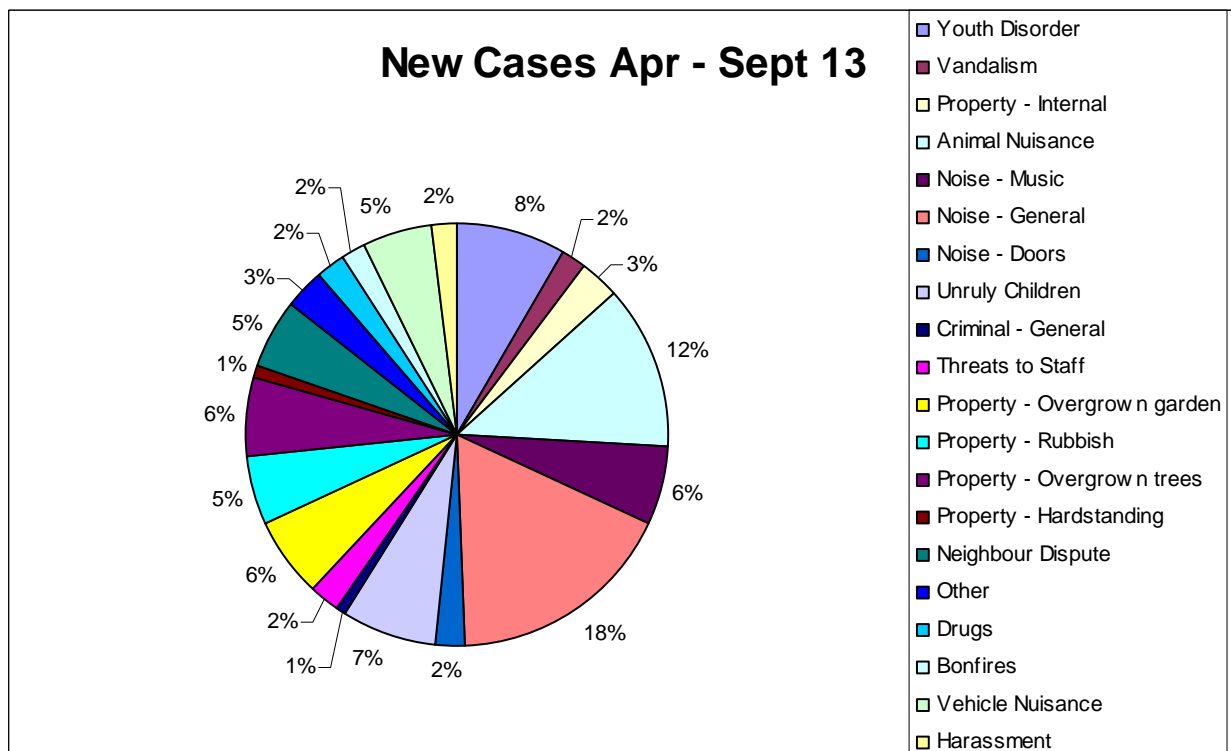
Current Caseload

The current caseload for Leam Lane Housing Office at the end of September 13 is 14 open cases. This can be broken down further by case type.



New Cases

Between April 13 and September 13, 97 new ASB cases have been opened in Leam Lane area.



Closed Cases

Between April 13 and September 13, 102 cases were closed within the Leam Lane area. The closure reasons are as follows:-

Resolved without the need for Legal Action	68
Written Warning Issued	16
Referred to other Agency	8
Duplicate Cases	5
Complaint investigated – No Nuisance Evidenced	4
Mutual Exchange	1

Formal Actions

Between April 13 and September 13, 18 written warnings were issued.

Service Standards

Between April 13 – September 13, 97 cases were opened, of these 97 (100%) of cases were acknowledged and investigations begun within timescales.

Between April 13 – September 13, 101 cases were closed, of these 101 100% of Customers were sent a closure letter prior to the case being closed.

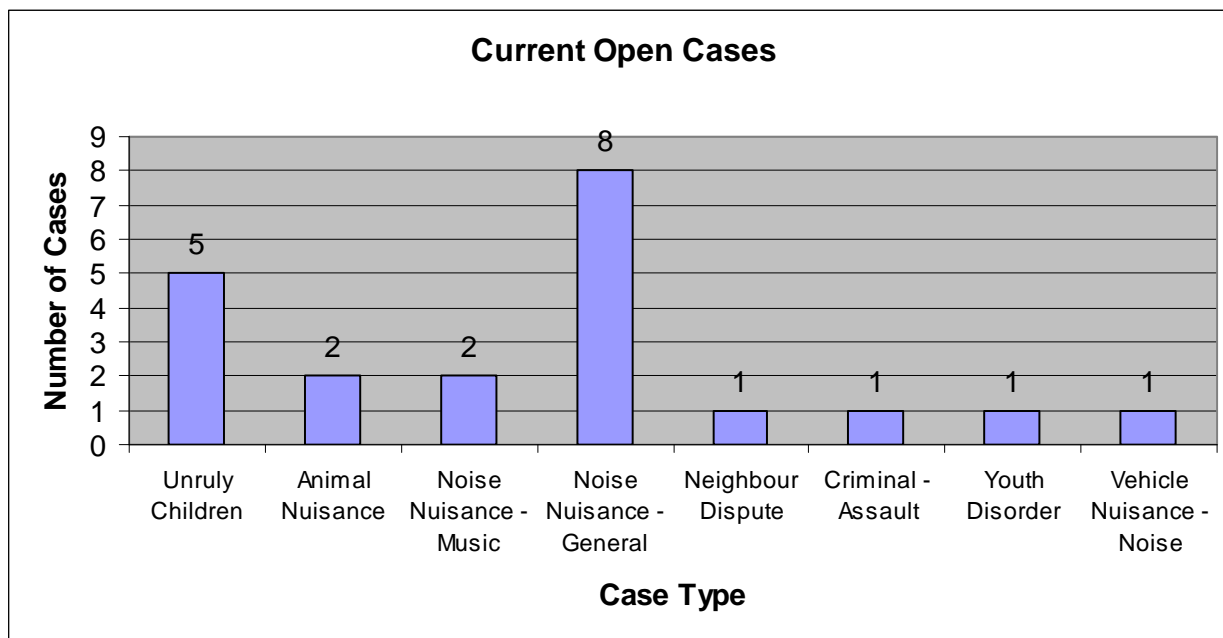
Referrals to Agencies

Between April 13 – September 13, 64 referrals were made to other Agencies.

Birtley

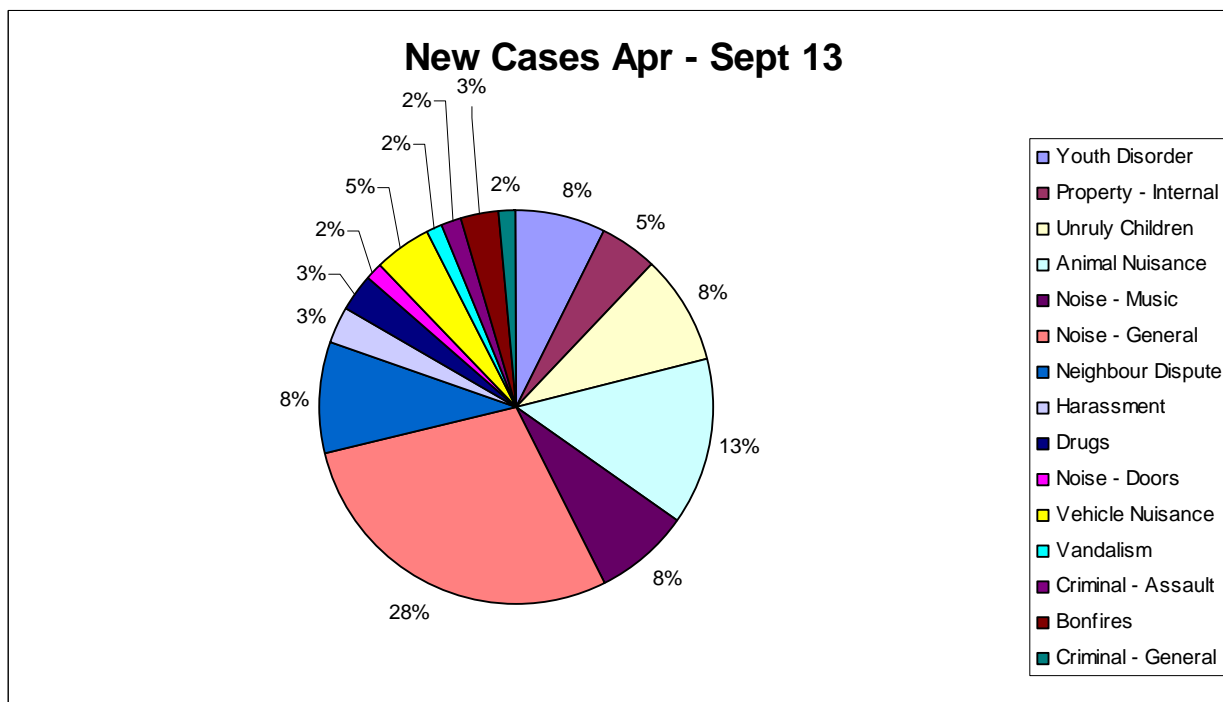
Current Caseload

The current caseload for Birtley Housing Office at the end of September 2013 is 21 open cases. This can be broken down further by case type.



New Cases

Between April 13 and September 13, 66 new ASB cases have been opened in Birtley area.



Closed Cases

Between April 13 and September 13, 69 cases were closed in the Birtley area. The closure reasons are as follows:-

Resolved without the need for Legal Action	54
Non- engagement from Customer	5
Written Warning Issued	3
Complaint Investigated – No Nuisance Evidenced	2
Duplicate Case	2
Perpetrator Terminated Tenancy	2
Deceased Perpetrator	1

Formal Actions

Between April 13 – September 13, 5 written warnings were issued.

Service Standards

Between April 13 – September 13, 66 cases were opened, of these 65 (98%) cases were acknowledged and investigations begun within timescales.

Between April 13 – September 13, 69 cases were closed with 68 99% of Customers being sent a closure letter prior to the case being closed.

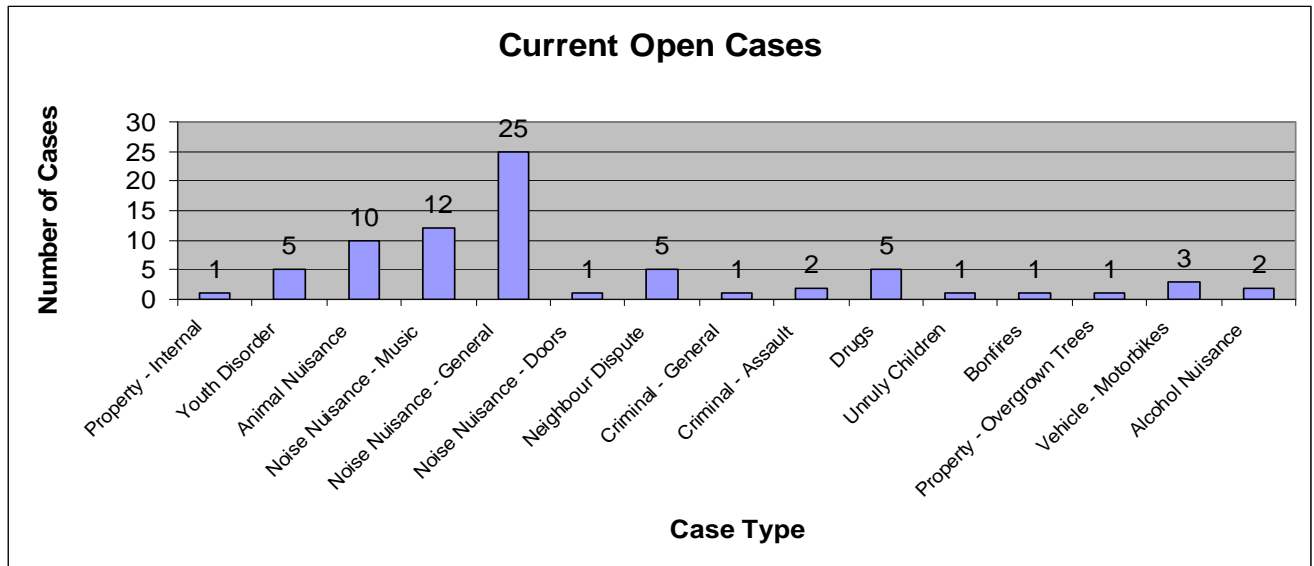
Referrals to Agencies

Between April 13 – September 13, 102 referrals were made to other agencies.

Wrekenton

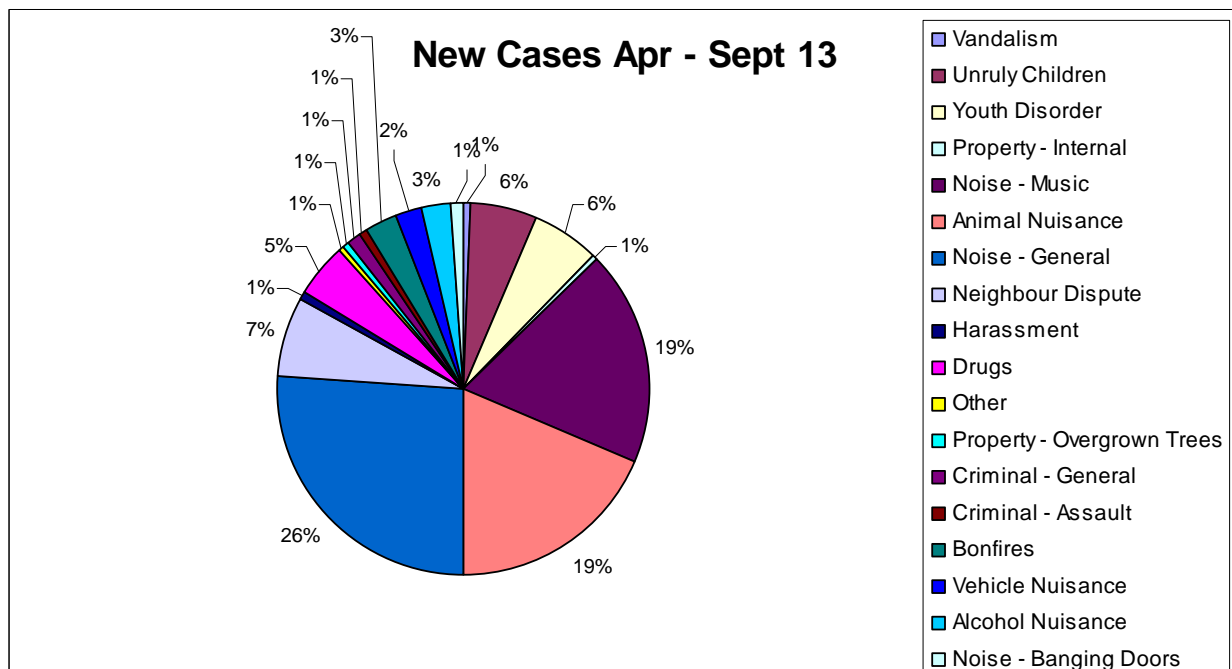
Current Caseload

The current caseload for Wrekenton Housing Office at the end of September 2013 is 75 open cases. This can be broken down further by case type.



New Cases

Between April 13 and September 13, 188 new ASB cases have been opened in Wrekenton area.



Closed Cases

Between April 13 and September 13, 173 cases were closed in the Wrekenton area. The closure reasons are as follows:-

Resolved without the need for Legal Action	121
Written warning Issued	28
Complaint Investigated – No Nuisance Evidenced	9
Non-engagement from Customer	4
Duplicate Case	4
Referred to other Agency	2
Perpetrator Terminated Tenancy	2
Complainant Terminated Tenancy	1
Perpetrator Re-housed with TGHC Support	1
Perpetrator Flit	1

Formal Actions

Between April 13 – September 13, 39 written warnings were issued.

Service Standards

Between April 13 – September 13, 188 cases were opened, 187 (99%) of cases were acknowledged and investigations begun within timescales.

Between April 13 – September 13, 173 cases were closed, of these 173 100% of Customers were sent a closure letter prior to case closure.

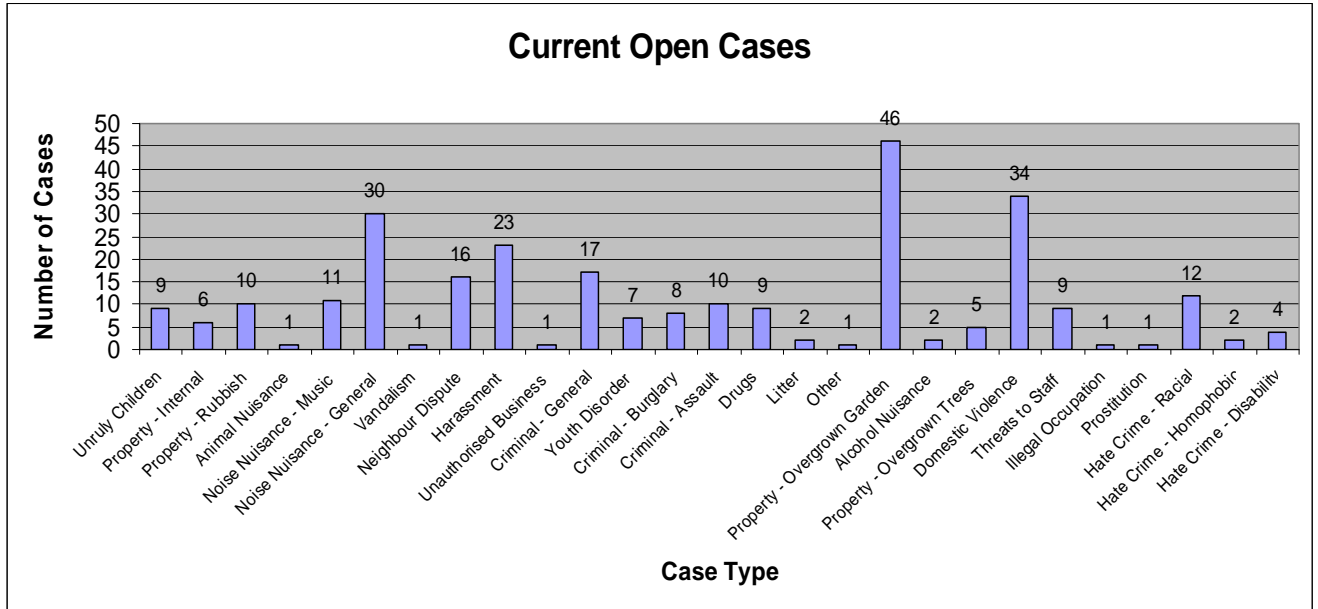
Referrals to Agencies

Between April 13 – September 13, 63 referrals were made to other agencies.

Neighbourhood Relations Team

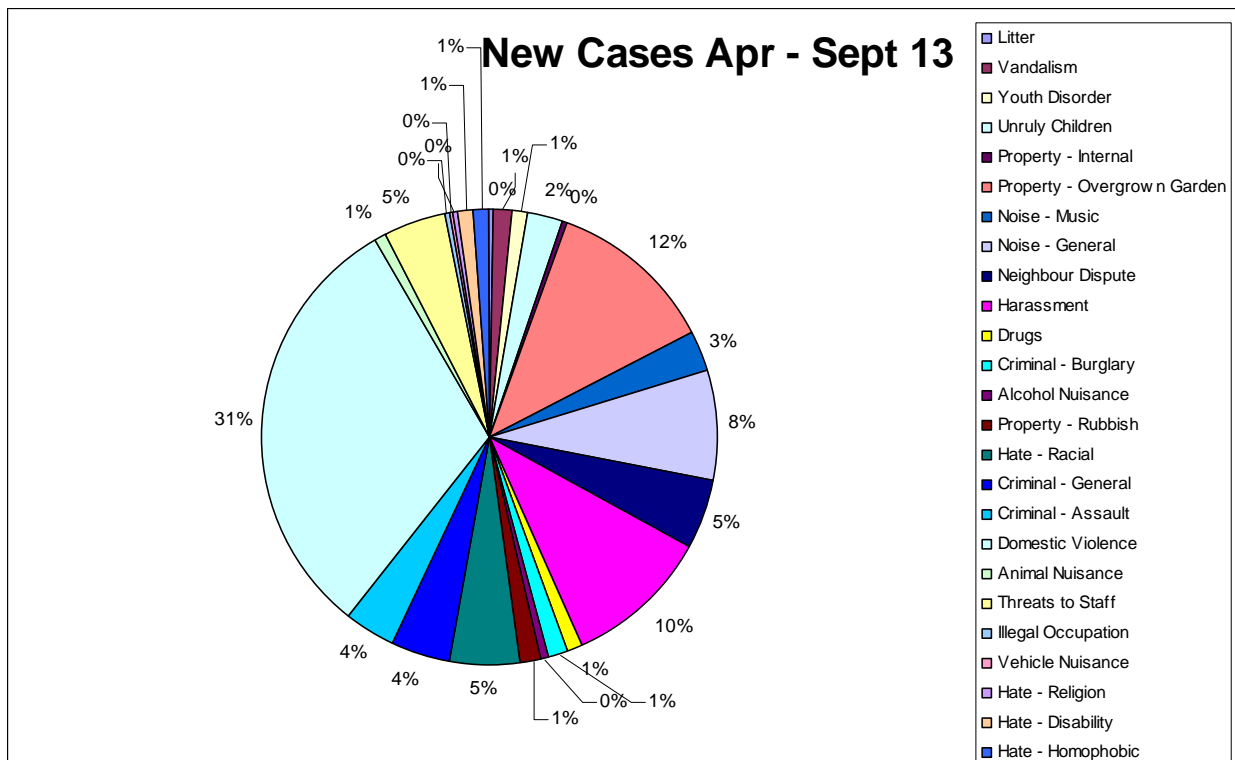
Current Caseload

The current caseload for The Neighbourhood Relations Team at the end of September 13 is 278 open cases. This can be broken down further by case type.



New Cases

Between April 13 and September 13, 410 new ASB cases have been opened by the Neighbourhood Relations Team.



Closed Cases

Between April 13 and September 13, 414 cases were closed within the Neighbourhood Relations Team. The closure reasons are as follows:-

Resolved without the need for Legal Action	181
Written Warning Issued	42
MARAC – Information Only	58
Complaint Investigated – No Nuisance Evidenced	25
Complainant Re-housed	23
Perpetrator Terminated Tenancy	17
Non-engagement from Customer	10
Referred to Other Agency	8
Legal Action - NOSP served not pursued	13
Legal Action – Eviction	5
Legal – Other	3
Complainant Terminated Tenancy	17
Perpetrator Re-housed	3
Legal – Possession	2
Duplicate	5
Perpetrator - Flit	1
Legal Action – Injunction	1

Formal Actions

Between April 13 and September 13, 188 legal and formal actions were taken; 40 Legal actions and 148 written warnings were issued.

Service Standards

Between April 13 – September 13, 410 cases were opened, of these 410 (100%) of cases were acknowledged and investigations begun within timescales.

Between April 13 – September 13, 414 cases were closed with 414 100% of Customers being sent a closure letter prior to the case being closed.

Referrals to Agencies

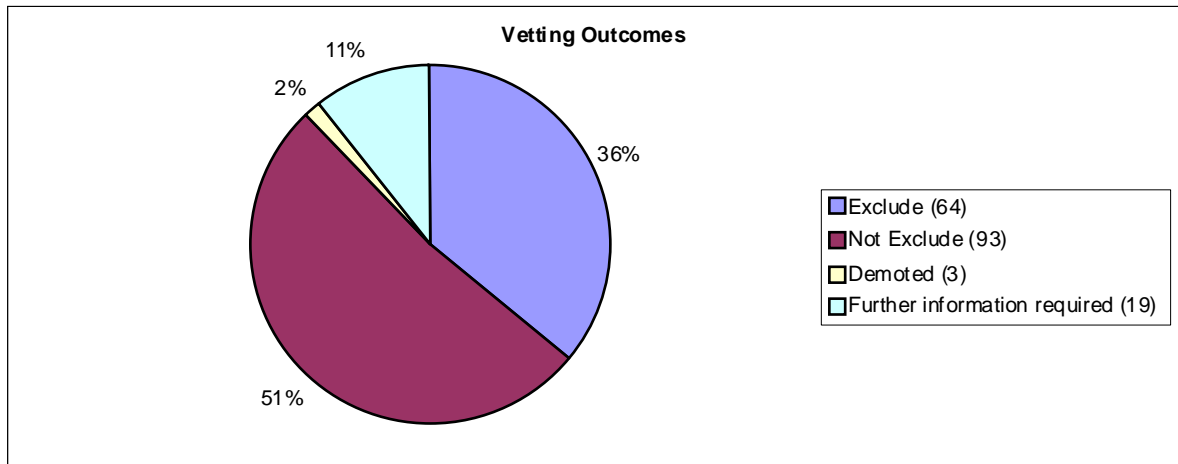
Between April 13 – September 13, 587 referrals were made to other agencies.

How We've Performed – Year to Date

Measure	Target	Cumulative 2013/2014 (Last year)	Overall Performance 2012/2013
Performance Indicator			
The number of hate crime incidents reported	Increase	30 (32)	59
% of hate crime incidents that resulted in further action	100%	100% (100%)	100%
The number of Domestic Violence incidents reported	Increase	127 (95)	212
% of Domestic Violence incidents that resulted in further action	100%	100% (100%)	100%
% of ASB cases that are resolved without the need for ASB legal action	96%	98% (97%)	97%
Satisfaction with the way ASB complaints are dealt with	94%	93% (94%)	93%
Satisfaction with the outcome of ASB complaints	93%	91% (91%)	91%
Service Standards			
% of ASB cases responded to and investigations begun within the timescale	98.5%	99% (98%)	98%
% of cases closed where the customer was sent a closure letter prior to case being closed	N/A	99% (99%)	99%

Vetting and Exclusions

Between April 13 and September 13, 179 vettings were received, 145 were in relation to male applicants and 34 were female applicants.



Of the 64 applicants put forward for possible exclusion 56 were male and 8 were female.

The possible exclude cases can be further broken down by age, gender and ethnicity:

