



## Report to Customers and Communities Committee

27 February 2014

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**Title:** Anti-Social Behaviour and Safeguarding Partnership Update – April to December 2013

**Report of:** Director of Customer and Communities

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### **Purpose of Report**

1. The purpose of this report is to provide an update on anti-social behaviour (ASB) and safeguarding partnership working and neighbourhood activity.

### **Background**

2. The report provides details of the partnership work undertaken between April and December 2013.
3. This includes updates on work undertaken to tackle hate crime, domestic abuse, fire safety awareness, hoarding and preventative work on safeguarding in partnership with other agencies.
4. Progress against the Safer Gateshead strategic priorities across all neighbourhoods is reported within appendix one. These priorities are: -
  - Crime, ASB & Confidence
  - Protecting & Supporting Vulnerable Victims and Communities
  - Harm Caused by Substance Misuse
  - Reduce Re-Offending
5. A further strategic assessment to identify community safety priorities for 2014/15 was undertaken during November and December 2013. Subject to consultation with local residents and stakeholders an update will be provided to the committee within the next report.

### **Domestic Abuse Cases**

6. During this period a total of 212 new cases were reported, as compared to 144 for this period in 2012/2013. This is an increase of 32%. These reports can come from a variety of sources, including direct from customers, from other agencies, from neighbours, our repair service, and our employees.

## Sub Categories

7. To help us to effectively address domestic abuse and identify trends, investigating officers now record the specific sub category of behaviour towards victims. These are:

**Physical** – Aggressive behaviour usually resulting in physical injury.

**Emotional** – Behaviour that causes the Victim to feel worthless and uncared for.

**Psychological** – Mistreatment with the intent to cause mental or emotional harm.

**Financial** – Withholding or controlling all finances.

8. The types of Domestic Abuse reported during this period are as follows:

88 – Physical

28 – Emotional

30 – Psychological

2 – Financial

9. Cases investigated during this period have been broken down by gender, age and neighbourhood area and are included in appendix two

## Closed Cases

10. 215 cases were closed or resolved. A breakdown of the standard closure reasons is included in appendix two.

## Current Open Cases

11. There are currently 53 open cases of domestic abuse as at 30 December 2013. This is an increase of 10% compared with the same period last year where 48 cases were open. Current cases are broken by neighbourhood as follows:

Neighbourhood Area					
Central	Inner West	West	East	South	Total
11	6	8	7	21	53

## Referrals to Other Agencies

12. To ensure that victims and alleged perpetrators of domestic abuse receive the relevant support 60 referrals have been made to the following agencies:

Housing Options	32
MARAC	18
Housing and Wellbeing Outreach Team	10
Safer Families	8

## Multi Agency Risk Assessment Conference (MARAC)

13. During April 2013 to December 2013 NRT attended 19 MARAC meetings and have completed 355 research forms. The information provided on these forms includes tenancy details, rent arrears, anti-social behaviour cases, any

outstanding or pending legal actions that TGHC may be pursuing, as well as any local knowledge or intelligence.

14. Further detail regarding the number of research forms in relation to council tenancies and subsequent actions taken following MARAC meetings are included within appendix two.

### **Domestic Abuse Training**

15. Further to a previous update to committee refreshed domestic abuse training to include content on; completing risk indicator checklists, forced marriage and honour based violence is now available to all agencies to be delivered via a multi-agency pool of trainers that includes two Neighbourhood Relations Officers who have completed accredited training.

### **Repairs & Security Measures**

16. 128 repairs have been completed during this period, which has benefited 88 customers.
17. Information and further detail regarding the invoiced costs of security measures for this period will be included within the next committee report.

### **Hate Crime**

18. During this period 43 new Hate Crime cases were reported. This is a slight increase compared to the same period last year when we received 42 cases. Of the 43 new reports, 31 were racial, 6 were disability, 5 homophobic and 1 religion.
19. All 43 cases reported during this period resulted in further action being taken.

### **Open Cases**

20. There were 13 ongoing cases in relation to Hate Crime as at 31 December 2013. This is a decrease of 31% when compared to the same period last year where 19 Hate Crime cases were open.

### **Closed Cases**

21. 45 Hate Crime cases were closed during this period. The reasons for closure are included within appendix two.

### **Hate Crime Policy & Training**

22. An initial review of our Hate Crime procedures was undertaken during December 2013. Following this review we are now updating our Hate Crime Policy to reflect wider definitions of hate crime and different methods available for victims and other parties to report incidents. We will be undertaking further consultation with customers, partners and staff in order to update this policy.
23. To support our approach to vulnerable customers and effectively manage hate crime reports we have agreed with partner agencies to deliver Hate Crime

Awareness training to all neighbourhood housing staff during March and April 2014.

24. It is intended the training will be delivered via a multi-agency approach involving NRT, Community Safety and a Community Engagement Officer from Northumbria Police. An update on the training delivery and Hate Crime policy will be provided within the next committee report.

### **Victim Support Worker**

25. The Community Safety Board has made a commitment to ensure that residents in Gateshead suffering from anti-social behaviour and in particular hate related incidents receive appropriate support throughout the investigation process. An update is therefore enclosed in relation to the referrals made to the Gateshead Victim Support Champion.
26. During this period we made 56 referrals to the Victim Support Champion which equates to 50% of the 111 referrals made by all agencies.
27. Further updates on this role will be provided to the committee within future reports.

### **Mental Health Link Worker (MHLW)**

28. Further to an update within the previous report the South of Tyne NHS Foundation Trust (STFT) have confirmed they have appointed a Mental Health Link Worker.
29. Following discussion with STFT it has been established the role will be more limited than that of previous link workers. To this extent the role will solely focus on cases which meet the threshold for customers with primary care mental health needs for instance; stress, anxieties, depression, traumas or other emotional issues
30. Although it is intended the MHLW will help to promote awareness of mental health issues for staff and customers they will not be based with us and will not work solely on cases which we have referred or that relate to our customers.
31. The MHLW has attended a training session with the neighbourhood relations team during January to introduce himself and discuss his role and pathways for making referrals. In order to raise awareness of his role throughout the company a team brief will be delivered to all employees. It has been agreed that the MHLW will meet regularly with the NRT Manager and updates on the development and progress of this role will be included within future partnership reports.

### **Non Attendance Panel**

32. The panel meets every 3 weeks and has met on 10 occasions during this period; 100 cases for young people have been discussed.
33. 48 of the cases related to young persons living in council tenancies. Of these cases; 6 had current open ASB cases; 5 were garden cases; 1 was a neighbour dispute and 1 unruly children.

34. Following discussions it was not necessary to open any subsequent ASB cases. However in relation to the case involving unruly children a referral was made to the Youth Crime Education Programme (YCEP) as an intervention to prevent the young person's behaviour escalating to criminality.
35. Updates from the Panel meetings will be provided to the committee within future reports on partnership working.

### **Arson Education Project**

36. The project was delivered at the Safetyworks! interactive training centre, to 388 young people from 15 local primary schools, during a two week period between 23 September to 4 October 2013.
37. This involved schoolchildren attending four workshops delivered by TGHC, Northumbria Police and Tyne & Wear Fire Rescue Service (TWFRS).
38. An NRT Manager and NRO developed a presentation with the Youth Offending Team (YOT) on the 'Consequences of ASB for Young Persons', which was delivered by them at 10 of the 16 sessions that were held. A copy of the evaluation for this project is attached at appendix three.

### **ASB Staff Training**

39. Training to assist officers to effectively investigate ASB cases and highlight areas of best practice was delivered by NRT managers during November and December 2013.
40. 52 frontline staff including, neighbourhood relations officers, estate officers and housing managers attended this training and were asked to complete an evaluation of the training they received. All employees positively responded to the training and said they had benefited from attending and that the training had met their expectations.
41. It is now intended the training content will be updated annually and provided for new employees, or to support current employees where an additional training need has been identified.
42. In order to achieve a consistent service for customers tailored training of a shorter duration was subsequently delivered to Housing Management Assistants (HMA's) across all neighbourhoods during December. This concentrated on advice at first point of contact, good customer service and relevant information at the initial stage.

### **ASB Crime and Policing Bill - Community Trigger Update**

43. This Bill includes a commitment to introduce the 'Community Trigger' approach that intends to give more power to local residents to demand that agencies deal with persistent anti-social behaviour. Following the reported success in a number of pilot areas, the Home Office have recommended that agencies start to consider how to roll out a Community Trigger within their local areas in advance of the future legislation which is due to be enacted in the summer of 2014, in order test how this could work alongside existing multi-agency arrangements.

44. The Community Trigger is designed to provide victims and communities with a greater level of authority to be able to effectively 'demand' agencies to respond to and deal with ASB issues that are not being addressed appropriately within their local area.
45. We have a strong established partnership approach in Gateshead which is assisting us to develop our local approach. A partnership task and finish group has been established to further develop this. A report outlining this area of work will be taken to the Community Safety Board during February.
46. In addition to developing this local approach there is also a regional approach being developed with regular meetings taking place with five local authorities within Northumbria to consider opportunities for joint working and ensure a degree of consistency across the region. Following this Gateshead has agreed to take the lead for developing a 'pilot' Community Trigger and will provide feedback to the wider group.
47. A further update on the implementation of the Community Trigger in Gateshead will be provided in the next committee report.

### **Multi Agency Public Protection Arrangements (MAPPA)**

48. During this period 13 MAPPA panels were attended and involved undertaking research from our records on 26 cases which were discussed within the panel meetings. Further updates on attendance of MAPPA meetings will be provided with future partnership reports.

### **Safeguarding Adults**

49. During this period 11 referrals were made by TGHC to the Safeguarding Adults team. These related to the following neighbourhood areas:

East	3
West	1
South	3
Central	1
Inner West	3

50. The following outcomes were reached: -
  - 2 Cases were investigated by the Safeguarding Adults team but no further action was required.
  - 4 Cases were investigated by the Safeguarding Adults team but did not meet the criteria.
  - 1 Customer has been admitted into the Tranwell Unit and is currently receiving support within the unit.
  - 1 Referral made to the SMART team who provided support.
  - 3 Currently pending feedback on referrals from Safeguarding Team
51. During September 2013 we were invited by the Safeguarding Adults team to facilitate a workshop at a multi-agency practitioner event on the subject of hoarding and self-neglect. The objective of the event was for partner agencies to share and discuss best practice approaches to self-neglect issues.

52. Several case studies were produced by us for partners who attended and these focused on the learning outcomes from recent cases involving hoarding.
53. Additional guidance is now being drafted which will be made available for investigating officers to help empower them to have increased awareness and adopt a holistic approach towards hoarding cases. Relevant updates on this area of work will be provided to the committee within future reports.
54. Further to the above event during October an NRT Manager was asked to provide a presentation to the Safeguarding Adult Managers Network. This focused on the work we have undertaken in relation to several complex cases where safeguarding alerts have been raised. A number of questions were raised which helped partners to understand the broader role of TGHC and what services or support we can offer vulnerable customers.

### **Safeguarding Children**

55. During this period 17 referrals were made by TGHC to Children & Families Safeguarding Children section. These related to the following neighbourhood areas:

East	2
West	2
South	12
Central	1
Inner West	0

56. The following outcomes were reached;
  - 7 Cases were investigated by Children and Families Services but no further action was required.
  - 2 Cases were already open to Children and Families who will continue to support and provide relevant interventions for the family.
  - 3 Referrals pending feedback from Children and Families,
  - 2 Referrals rejected as did not meet the criteria.
  - 3 Have been allocated Social Workers who are currently supporting the families.

### **Children and Families Services Research**

57. NRT have been providing Social Services with supporting information in relation to child protection enquiries since June 2013. The information provided includes ASB cases information and tenancy details.
58. Since June 2013 we have carried out 154 child protection checks.

### **Families Gateshead**

59. Partnership procedures between NRT and Families Gateshead were introduced in June 2013; this involves the appropriate sharing of information around these cases to ensure a holistic approach is provided to supporting the families and addressing their needs.

60. Between June 2013 and December 2013 there were 385 Families Gateshead checks completed. Of these, 228 were in relation to Council properties and 157 were non-council properties.
61. During September 2013 NRT attended a practitioner event for partner agencies. At the event we provided a stall which allowed partners to share information about their services and establish networking and best practice opportunities for joint working to help address issues customers may be experiencing with their tenancies

### **Customer Involvement**

62. The ASB Service Improvement Group (SIG) has met on 4 occasions during this period where they have further explored value for money in relation to direct costs for service delivery and overall satisfaction rates. An NRO also attended the Leasehold SIG during October where they gave a presentation to customers and answered their questions in relation to ASB performance and legal actions taken to resolve cases.
63. Further to discussion with the ASB SIG, customer's comments were used to help develop the content of ASB staff training. This was in relation to the investigation of complaints involving other tenures, where the group felt clear guidance should be provided on responsibilities and what actions could be taken to resolve complaints about perpetrators living in non-council owned properties.
64. The group have also considered performance in relation to the first 2 quarters and have requested that specific information on the reasons for dissatisfaction is shared with them at future meetings. In addition the evaluation of the customer assessment tool (CAT) was provided for quarter one. The group are currently being consulted on developing their work plan and objectives for 2014/15. An update on this will be provided within the next committee report.

### **Link to Values**

65. The report relates to the following values of the company:-
  - Being customer focused, innovative and professional
  - Being motivated, trained and committed across the company
  - Embracing equality
  - Being a listening and learning organisation

### **Risk Management Implications**

66. The consequences of failing to support vulnerable victims are clearly recognised within our approach to ASB case management. This involves the early identification of risk and promotion of joined up working via appropriate referrals to statutory and third sector and voluntary support agencies.

### **Financial Implications**

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

### **Value for Money implications**

68. There are no additional value for money implications.

### **Equality and Diversity Implications**

69. Reviewing our procedures to tackle hate crime will ensure we can effectively support the diverse needs of vulnerable victims. Further this will seek to provide equality of access for all groups to report Hate Crime

### **Health Implications**

70. Through the development of a partnership agreement with South of Tyne Foundation Trust (STFT) we are seeking to promote the health and wellbeing of our customers

### **Environmental Implications**

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

### **Consultation Carried Out**

72. During October 2013 partner agencies, customers and employees were consulted on the review of our ASB Policy & Procedure guidance. This has helped develop a best practice approach towards tackling ASB and supported the delivery of bespoke staff training.

### **Recommendation**

73. The views of the committee are sought on the update on the anti-social behaviour (ASB) and safeguarding partnership working and neighbourhood activity.

Neighbourhood Updates

## **Central Neighbourhood Update**

### **Crime, ASB & Confidence**

Following reports from customers and the caretaker of the block regarding verbal abuse including threats to kill, an interim Anti-Social Behaviour Injunction (ASBI) was obtained within 48hrs against a tenant of Priory Court.

A full Injunction Order and attached power of arrest is now in place which has excluded the tenant from entering the block where they live.

As the tenant has refused to terminate their tenancy a Notice of Seeking Possession (NOSP) was served and we are currently waiting for a trial date to be set for the County Court where we will seek an eviction order.

In relation to reports about noise and the keeping of a dog within a communal block a tenant of Warwick Court was issued with a Notice of Seeking Possession during July.

Due to the tenants refusal to remove the animal this case was progressed to court in September where we were awarded full possession of the property and the tenant was subsequently evicted in October.

A Notice of Seeking Possession was served on a tenant of Priory Court after a number of complaints were received regarding smells emanating from a flat within the communal block.

Following several inspections of the property being undertaken and a failure to improve to a satisfactory standard a Court Hearing was applied for.

A 12 month Suspended Possession Order (SPO) was granted during October and we are now working with this customer to improve the property condition and develop their life skills which will allow them to sustain their tenancy.

An Introductory Tenant of Keats Walk was served with a Notice to Terminate in October 2013 due to noise and criminal convictions. This was not pursued as the perpetrator chose to voluntarily terminate their tenancy

### **Protecting & Supporting Vulnerable Victims and Communities**

Following a conviction in relation to an assault and complaints about noise an Introductory Tenant of Warwick Court was issued with a Notice to Terminate (NOT) during July 2013. A court hearing was held during October where an eviction order was granted and the tenant was subsequently evicted in December 2013

Despite being evicted we were notified this person had returned to the block and committed a physical assault on another resident.

An Interim Anti-Social Behaviour Injunction (ASBI) was obtained the same day excluding the known male from entering Warwick Court or from further communicating with the victim.

A full Injunction Order was then obtained at the return hearing two weeks later which is in place for 12 months and includes a power of arrest to the exclusion order preventing the perpetrator from entering Warwick Court

### **Harm Caused by Substance Misuse**

A Notice of Seeking Possession (NOSP) was served in November 2013 on a tenant of Camborne Grove for drugs related offences. This is currently being progressed to court

## **East Neighbourhood Update**

### **Crime, ASB & Confidence**

In November a tenant was evicted from Ridley Terrace which was due to over 60 complaints of noise nuisance – shouting, fighting, banging and running up and down stairs.

A tenant was evicted on the Abbotsford Road Estate in September due to the poor condition of their garden and for failing to allow TGHC access to her property to carry out inspections.

A tenant on Old Fold was served with a Notice of Seeking Possession due to the garden being extremely overgrown and full of rubbish. No improvements were made and Legal Services were instructed to pursue the matter at court.

The joint tenants failed to attend court or to instruct anyone to submit a defence on their behalf and the judge granted TGHC a 28 day possession order in January 2014. If the tenants do not hand in the keys after the 28 days then an application will be made for their eviction.

A Notice of Seeking Possession has been served on a tenant in Lumley Gardens due to the criminal behaviour of her and her boyfriend. Legal Services were instructed to obtain a court date for possession of her home and the case will be heard at court in March 2014.

### **Protecting & Supporting Vulnerable Victims and Communities**

Following concerns being raised by Northumbria Police that a vulnerable adult was being exploited by numerous people 4 ex-parte injunctions with a power of arrest were obtained against residents in the East Hill Road area.

These injunctions had an exclusion zone and banned the perpetrators from approaching the victim and asking him for money or asking him to buy things for him.

One perpetrator breached the injunction and received a 6 week prison sentence which was suspended for 6 months.

The police also raised a safeguarding adults' alert and this resulted in multi-agency meetings being held to discuss the concerns and manage the risks.

Two Anti-Social Behaviour Injunctions were obtained without notification after residents of Ridley Terrace reported incidents of threatening and abusive behaviour towards them from a former tenant and their partner

An exclusion order with power of arrest was attached to both orders which forbid the individuals from entering Ridley Terrace or communicating directly or indirectly with known persons

Details of the Orders were shared with Northumbria Police who subsequently arrested both after they were found to be present in Ridley Terrace. The female perpetrator was given a 2 month suspended prison sentence for the breach whilst the male had his breach hearing adjourned to be held on a later date.

## **West Neighbourhood Update**

### **Crime, ASB & Confidence**

Following a directions hearing we are currently awaiting a trial date for a tenant of Milton Road the possession application is being taken due to the persistent offending of the tenant's son.

The young person has failed to engage with agencies or to moderate their behaviour. As their behaviour relates to criminal offences the Police have submitted an application for an ASBO on conviction at his next court hearing in April.

After being informed that a young person residing with their grandmother had been given a custodial sentence for several offences committed within the locality a Notice of Seeking Possession was served in August.

Due to the nature of offences the NOSP was pursued to court where a Suspended Possession Order was agreed on terms, which allowed the grandmother to remain living in her home on the condition her grandson did not return to live at the address and does not visit her home.

### **Protecting & Supporting Vulnerable Victims and Communities**

Two injunction orders were successfully granted November at court to protect vulnerable victims in the Rowlands Gill and Highfield area.

The orders prevent two prolific offenders from entering the area and have contributed to a reduction in their offending since they were released from prison.

### **Harm Caused by Substance Misuse**

In December, Newcastle County Court gave a tenant from Ryton, 14 days to leave the property. This was following the service of a Notice of Termination on a tenant who has caused persistent nuisance in a block of flats. Complaints included allegations of racist abuse, loud music and alcohol related nuisance.

Despite efforts to ensure the tenant attended a residential rehab course, he left the placement after a few days and following further complaints legal action followed immediately.

Following a drugs death in a tenants property in Crookhill, partner agencies have worked together closely to protect a vulnerable tenant and take steps to ensure that no further incidents happen at the address.

Temporary accommodation and security measures were provided to safeguard the customer after threats had been received. Following intensive work by NRT and the Police the tenant was able to return to the property in September and the case closed in November.

## **Inner West Neighbourhood Update**

### **Crime, ASB & Confidence**

Following a directions hearing in November we are currently awaiting a trial date for a tenant in Swalwell. The possession application is being taken due to the persistent offending of the tenant's son.

The young person has failed to engage with agencies or to moderate their behaviour. As their behaviour relates to criminal offences the Police have submitted an application for an ASBO on conviction at his next court hearing in April.

A NOSP was served on the tenant of Teams in July after they failed to improve the condition of their garden areas to a satisfactory standard.

As the tenant has continued to fail to address matters an application has been made for a court hearing which will be held in February where they could risk losing their home.

An eviction took place of a tenant in Sunnyside during December 2013 after the tenant failed to cut back their overgrown gardens following a court hearing in September

A tenant of Dunston was served with a Notice of Seeking Possession due to their overgrown garden. They subsequently failed to cut the garden back and an application was therefore made to the County Court where during December 2013 a Judge awarded a Suspended Possession Order against the tenant.

### **Protecting & Supporting Vulnerable Victims and Communities**

Hate-related incidents recorded in the Inner West NMA have fallen slightly.

The majority were race-related whilst incidents of threatening behaviour have increased.

There has been a shift in the location of alleged incidents over the past year. In the first six months of 2012/13 only three incidents were reported in the Whickham North ward; However during 2013/14 this figure increased to seven.

## **South Neighbourhood Update**

### **Crime, ASB and Confidence**

Police have identified that there has been an increase in burglary other than dwelling crimes during the past 12 months

Analysis of these crimes highlighted that Springwell and Beacon Lough East were most affected estates.

To address these issues and reduce offending the South Community Police Team has applied through the SNG for funding to supply 100 shed locks with fitted alarms.

This initial project will be arranged and managed directly by the Police in the first instance. However TGHC are to explore the use of Design our Crime funds to purchase more locks which would support vulnerable victims and to widen the project to other estates within the South neighbourhood.

During August the Neighbourhood Policing worked alongside an NRO as part of a designated police operation, 'Operation Knight' which was a response to increased reports of crime and disorder in the Chowdene area.

Increased patrols were undertaken by the Police to prevent further incidents and provide reassurance to local residents.

Four joint visits with Police were undertaken to tenant's homes which resulted in two written warnings being issued

The operation supported Northumbria Police's 'Report it to Sort It' campaign aimed at encouraging the reporting of ASB so that the Police and partner agencies can take actions in relation to the problems.

The SNG has agreed to look at underreported violence as an issue. To this extent it has been suggested that an information pack could be developed by the group and to seek to work more closely with Safer Families and the Housing and Wellbeing Outreach support team in relation to supporting victims of Domestic Abuse

Partners have reported ongoing issues with ASB and litter within Beacon Lough Park a site visit is to be arranged by SNG members for the purpose of looking at current lighting around the park

### **Protecting & Supporting Vulnerable Victims and Communities**

The terms of the an Injunction Order granted during September 2013 to prevent nuisance behaviour towards residents living in older persons bungalows at Wrekenton were breached during July and August.

At a court hearing in September, the Judge was satisfied the breaches were proven and therefore imposed a two month prison sentence which was suspended until 23 December 2013. The Injunction Order was similarly extended this date

Despite the Order being extended and a suspended prison sentence being imposed for future breaches, the perpetrator again engaged in abusive behaviour towards other residents.

We are currently waiting a court hearing in respect of these matters and a witness is being supported by an NRO to attend court and provide evidence.

During November an interim Anti-Social Behaviour Injunction was obtained after a member of staff reported they had been forcibly shoved by a tenant within Lough Court.

The interim order was further extended at a court hearing in December where an application was made to adjoint proceedings to seek possession of the property.

Due to the severity of the incident and previous ASB complaints a request will be made to evict this tenant once a future hearing date has been confirmed.

The Injunction order will remain in place until the next court hearing and has an attached power of arrest which prevents the perpetrator from engaging or threatening to engage in violent or abusive behaviour towards the victim, other residents and/or employees and contractors.

A tenant within Elisabethville reported problems with persons cutting through and loitering within her garden area which is in close proximity to a cut leading to another street.

After visiting the customer it was established they felt extremely vulnerable and a Design out Crime Bid was submitted during December to erect additional fencing to prevent person being able to enter their garden.

The bid was approved and fencing has now been erected and following a discussion with the victim they have confirmed the problems have now stopped and that they now feel far more safe and secure in their home.

Further to two serious assaults which had occurred within the locality of the Beacon Lough East multi storey blocks discussions took place with Northumbria Police.

Although it was established that the assaults had related to known persons visiting the location and not current residents it was agreed that due to the nature of the offences TGHC and Northumbria Police would undertake targeted work to provide community reassurance to residents of the blocks

This involved an NRO and Estate Officer with responsibilities for multi storeys and 2 Police officers visiting every tenant within the 3 blocks to encourage reporting of ASB and to find out if any residents were experiencing any current issues.

Where it was not possible to obtain a reply a contact cards were left and following the visits the responses from residents confirmed that residents did not have fears or concerns.

## Domestic Abuse Cases

### Victim Gender & Age:

Age	Female victim	Male victim	Unknown	Total
17 – 24	29	1	-	30
25 - 40	72	1	-	73
41 - 59	52	7	-	59
60 +	15	1	-	16
Unknown	11	2	21	34
<b>Total</b>	<b>179 (84%)</b>	<b>12 (6%)</b>	<b>21 (10%)</b>	<b>212</b>

### Cases by Neighbourhood:

Neighbourhood Area					
Central	Inner West	West	East	South	Total
48	17	39	58	50	212

### Case Closure Reasons

- 100 Multi Agency Risk Assessment Conference (MARAC - recorded for partnership arrangements) cases
- 59 Resolved without the need for legal action
- 18 Rehoused by homeless
- 12 Customers ended their tenancy
- 10 Non-engagement from customer
- 3 Investigated – No Domestic Violence evidenced
- 3 Perpetrator Re-housed with TGHC Support
- 3 Referred to other agency to investigate
- 2 Perpetrator ended their tenancy.
- 2 Complainant Re-housed with TGHC Support
- 2 NOSP Served but not pursued
- 1 Written Warning Issued

In one case a perpetrator of Domestic Abuse received a written warning on their tenancy; however no legal actions have been taken against perpetrators during this period. This is mainly due to the nature of the cases where victims have felt unable to provide evidence or statements, or where it was felt enforcement action would heighten the risk to the victim and their family.

## Multi-Agency Risk Assessment Conference (MARAC)

### Research Undertaken

Of the 105 research forms that were completed during this period, 45 (43%) victims lived in council tenancies and 38 (36%) perpetrators were council tenants or were living-in with a council tenant.

The cases that were researched involved different perpetrator/victims of domestic abuse. See below for details

Male perpetrator to female victim	282
Family violence	58
Female perpetrator to male victim	6
Honour Based Violence	3
Male perpetrator to male victim	2
Female perpetrator to female victim	2
Under 18 victim and perpetrator	2

### Completed Actions:

Actions agreed from the MARAC meetings during the are as follows:

Tag address	310
Offer additional security	22
Further research	15
Feedback MARAC	9
Discussing housing situation	5
Signpost to other support services	4
Raise warning alerts against perpetrators	2
Make referral to Housing Options Team	2
Request additional Neighbourhood police patrols	1
Provide police with perpetrators new address	1
Arrange joint visit with Safer Families	1
Review fire safety assessment	1
Chase up outstanding repairs	1
Issue written warning against Perpetrator	1
Provide update Re: prison visit to see Perpetrator	1

## Hate Crime

### Case Closure Reasons:

Resolved without the need for legal action	27
Non-engagement from customer	7
No nuisance evidenced	3
Written Warning Issued	2
Perpetrator terminated tenancy	2
Compliant terminated tenancy	1
Legal Action	1
Customer Re-housed with TGHC Support	1
Referred to other Agency	1