



Report to Customer and Communities Committee

11 September 2014

Title: Anti Social Behaviour Partnership Update – April to June 2014

Report of: Director of Customer and Communities

Purpose of Report

1. The purpose of this report is to provide a quarterly update on anti-social behaviour (ASB) partnership work, areas of development and neighbourhood activity.

Background

2. The report provides details of the partnership work undertaken between April and June 2014.
3. This includes updates on work undertaken by the neighbourhood relations team (NRT) to tackle hate crime, domestic abuse, supporting victims, and safeguarding children and vulnerable adults.
4. Progress against the Safer Gateshead strategic priorities across all neighbourhoods is reported within appendix one.

Domestic Abuse Cases

5. During this period a total of 74 new cases were reported, as compared to 59 for this period in 2013/2014. This is an increase of 20%. These reports can come from a variety of sources, including partner agencies, residents and self-referrals.

Sub Categories

6. 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.

7. The types of Domestic Abuse reported are as follows:

- 35 – Physical
- 29 – Emotional
- 6 – Psychological
- 3 - Financial
- 1 – Sexual

8. Cases reported during quarter one can be broken down by gender, age and neighbourhood area. See appendix two for further detail.

Closed Cases

9. 72 cases were closed or resolved. Details of the standard closure reasons are also included in Appendix 2.

Current Open Cases

10. There are currently 39 open cases of domestic violence as at 30 June 2014. This is an increase of 23% compared with the same period last year where 430 cases were open. Current cases are broken by neighbourhood down as follows:

Neighbourhood Area					
Central	Inner West	West	East	South	Total
3	2	8	12	14	39

Multi Agency Risk Assessment Conference (MARAC)

11. During April 2014 and June 2014 NRT attended 6 MARAC meetings and have completed 133 research forms. The information provided on these forms includes information relating to tenancy details, rent arrears, anti-social behaviour cases, any outstanding or upcoming legal actions that TGHC may be pursuing, as well as any local knowledge or intelligence.
12. Of the 124 research forms that were completed, 56 (45%) victims lived in council tenancies and 42 (34%) perpetrators were council tenants or were living-in with a council tenant.
13. Further details of actions agreed from the MARAC meetings are included in Appendix 2.

Domestic Abuse Training and Employee Policy Development

14. Two Neighbourhood Relations Officers (NRO's) attended two separate training on Domestic Violence Awareness & Impact on Children. Attendance will allow both to facilitate future multi agency training sessions during this year.
15. During April an NRO attended a Chartered Institute of Housing (CIH) seminar on the role of social landlords and their legal responsibilities. It was identified that a local registered provider, Gentoo are working to develop national standards for housing providers. Further updates on this area of work will be provided in a future report.

16. Following attendance at a recent PCC event, hosted by Gentoo, we are developing a domestic abuse policy for employees. This is in draft format and consultation is currently underway. Initial briefing sessions have been held with all senior managers in the company. In partnership with the council we will develop wider awareness briefing events and also the role of domestic abuse champions. Further updates on progress will be provided at the next meeting.

Domestic Violence Protection Notices/Orders

17. During June new powers became effective to help police officers tackle the perpetrators of domestic abuse, these powers are known as Domestic Violence Protection Notices (DVPN) which are issued by the Police to provide emergency protection.
18. The Notices which must be authorised by a police superintendent to persons aged 18 years and over, contain prohibitions which ban an individual from returning to the victims home or otherwise contacting the victim.
19. A perpetrator does not have to consent to the DVPN and the police must submit an application for a Domestic Violence Protection Order (DVPO) within 48 hours of a Notice being issued (excluding weekends and bank holidays. If granted a DVPO may then be in force for no fewer than 14 days beginning on the day on which it was made and last no more than 28 days.
20. We have attended a number of meetings with partners to discuss the legislation and have contributed towards an agreed information sharing protocol which identifies partner agencies responsibilities when notification is received that a perpetrator has been issued with a DVPN. An update on the new powers will be included within future reports.

Repairs & Security Measures

21. 50 repairs have been completed during this quarter which has benefited 36 customers.
22. The total cost of this is £4478.07 and provides an average cost per repair of £89.56. The details are included within Appendix 3.

Hate Incident Cases

23. During this period 14 new Hate Incident cases were reported. This is an increase of 29% compared to the same period last year, where 10 incidents were reported. Of the new reports, 4 - racial, 1 - homophobic and 9 –disability.
24. All 14 cases reported during this period resulted in further action being taken.

Closed Cases

25. During this period, we closed 11 cases relating to Hate Incidents. The reasons for closure are included in appendix three.

Open Cases

26. There were 11 ongoing cases in relation to Hate Incidents as at 30 June 2014. This is a decrease compared to the same period last year where 15 Hate Crime cases were open.

Repairs & Security Measures

27. There were three security measures completed for victims of Hate Incidents during this period, at a total cost of £206.41. Work included installation of external lighting and repairs to external gates.

Hate Crime Policy & Training

28. Hate crime awareness training has been completed with, all neighbourhood staff, during June and July 2014. 61 employees attended 5 training sessions which were jointly delivered by a Neighbourhood Relation Officers and Community Safety Co-Ordinator, from Gateshead Council.
29. The training enable officers to understand; behaviours which constitute hate crime; explore the barriers that exist to report incidents, raise awareness on how to report hate crimes, how to use the ARCH system and which agencies can offer support for victims.

Mental Health Link Worker (MHLW)

30. Monthly meetings continue to take place with the MHLW. To date three referrals have been received and eight enquiries have been made for advice in relation to individual customers. Of these enquiries five were known to secondary mental health services and would not have met criteria for referral the other three customers were not known and appropriate advice was given.
31. A team brief has been delivered to Neighbourhood Relations Officers, Estate Officers and Rent & Income Team employees on making referrals to the MHLW. It is hoped this awareness will help with appropriate signposting to the service and referrals from our customers. Additional discussions are to take place with Community Safety regarding promotion of the role amongst partner agencies and thematic ASB sub groups. An update on these developments will be provided within a future report.

Children's Services Child Protection Checks

32. NRT have been providing data to Children's Services in relation to child protection cases since June 2013. The information provided includes ASB cases information and any relevant tenancy details.
33. During this period we have carried out 73 child protection checks.

Families Gateshead

34. 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.

35. During this period there were 48 Families Gateshead checks completed. Of these 22 were in relation to Council Properties and 26 were non-council.

Non Attendance Panel

36. 29 cases for young people have been discussed during this period. 15 of the cases related to young persons living in council tenancies. Of these cases; 1 had current open ASB case due to a neighbour dispute.
37. Following discussions it was not necessary to open any subsequent ASB cases. However in relation to the case involving a neighbour dispute a referral was made by the panel to the Family Intervention Team who are now supporting the family. A Neighbourhood Relations Officer will attend future Team around the Family meetings to share relevant information.
38. Updates from the Panel meetings will be provided to the committee within future reports on partnership working.

Victim Support

39. 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. This support is available through the Victim Support Champion Victim Support.
40. Following the retirement of the previous post-holder the newly appointed Victim Support Champion met with employees in May, to do introductions and provide an update on their role.
41. During this period we made 4 referrals to the Victim Support Champion which equates to 25% of the 16 referrals made by all agencies.
42. Support provided to each referral is reflective of need. The most common support types offered included: Information provision/.advice; Emotional Support; Practical Support and advocacy.
43. The reduction in referral levels was due to the previous post holder retiring. The vacancy was filled during the period, initially for 12.5 hours per week. This has now increased to a full time basis and they will do case work and start to begin further raising awareness of the service.

Multi Agency Public Protection Arrangements (MAPPA)

44. During this period 2 MAPPA panels were attended which involved undertaking research from our records on 2 cases which were discussed within subsequent meetings. Further updates on MAPPA meetings will be provided with future partnership reports.

Safeguarding Adults

45. During quarter one of 2014/2015, 4 referrals have been made. Referrals were made from the following areas;

East	0
West	1
South	0
Central	2
Inner West	1

46. The following outcomes were reached;

- 2 Awaiting feedback which has been requested from the safeguarding team
- 1 Referral accepted by Safeguarding Team. Initial Meeting held – decided in the meeting that it did not meet criteria
- 1 Customer spoken to by Safeguarding Team. Customer did not want any support or assistance.

Safeguarding Children

47. During quarter one of 2014/2015, 3 referrals have been made. Referrals were made from the following areas;

East	0
West	0
South	3
Central	0
Inner West	0

48. The following outcomes were reached;

- 1 Did not meet the criteria
- 2 Cases were investigated by Social Services but no further action is required.

Social Landlords Crime and Nuisance Group (SLCNG)

49. Committee will recall the work undertaken in partnership with other agencies to address arson education with school children and the subsequent evaluation that was undertaken. We have submitted the arson education programme to the SLCNG awards for 2014 under the category of 'Best Project Award'. Shortlisting will take place in September and an update will be provided following this.

ASB, Crime and Policing Bill update

50. In January 2014 the Strategic Task and Finish Group prioritised the introduction of the Community Trigger. A report was endorsed at the Community Safety Board in February 2014 that set out the mechanisms that were to be implemented in order to adopt the approach locally. This included agreement from services and partners on: identification of threshold criteria used to activate a Community Trigger, single point of contact, confirmation on how vexatious complaints will be managed, development of an escalation process as well as the need to develop a Northumbria-wide approach.

51. The Community Trigger process has been presented to the Northumbria ASB Leads as well as the Northumbria Police Strategic ASB Working Group. It has been agreed that the alignment of a single approach across Northumbria will enable cross-border collaboration and would support partner agencies and

services operating across Northumbria by ensuring a degree of consistency. Following consultation with the PCC we are now ready to pilot the local Community Trigger in the coming weeks.

52. Development work is also continuing around the implementation of the new legal tools and powers which will come into force before the end of this year. Partner agencies are reviewing procedures and joint working arrangements to reflect the new powers. The council's Legal Services team have been meeting with all internal groups, including ourselves, to look in detail at the new powers, how they will be used in practice, what criteria is required and also constitutional amendments that are needed. The partnership Graded Response document is also being updated. The next meeting will also be looking in more detail at training needs for staff. A further update on progress will be provided to committee at the next meeting.

Customer Involvement

53. The ASB Service Improvement Group has met once during this period where disability hate crime was discussed in particular the reduction in reporting and how this could be addressed. Discussion also took place on the issue of nuisance from garden fires and the group were consulted on the content of draft guidance documents for officers and customers on the subject and related issues.
54. A presentation was given from a Community Safety Manager on the strategic assessment and current crime trends. Feedback was provided on the launch of the Community Trigger and the group were also thanked for comments they had provided on draft leaflets to promote the pilot scheme. As the group raised a number of questions on the initiative it was agreed that they would receive further feedback from the evaluation of the pilot scheme at a future meeting, which has been added to their work plan.
55. We have also attended a Value for Money Service Improvement Group where we discussed efficiencies with customers which we have implemented to our vetting procedures.
56. A Neighbourhood Relation Officer jointly attended the Northern Pride event with the Involvements & Diversity team during July. At the event we distributed a specially designed questionnaire which sought to gather LGBT community's views and experience of hate crime and in particular if they had ever reported incidents. Prior to the event employees who met with Sue Sim, Chief Constable of Northumbria Police and Vera Baird, Police Crime Commissioner for Northumbria who discussed our approach to tackling hate crime. An update on the valuation of questionnaire responses will be provided within the next report

Link to Values

57. 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

58. Tackling anti-social behaviour effectively has continued to be a key priority both nationally and locally for tenants in Gateshead. The company's Commitment to addressing this issue is recognised through our business plan priorities.

Financial Implications

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

Value for Money implications

60. There is no additional value for money implications.

Equality and Diversity Implications

61. 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.

Health Implications

62. Through promptly identifying Safeguarding issues we seek to promote the health and wellbeing of our customers and further work with partners to remove customers from serious risk of harm.

Environmental Implications

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

Recommendation

39. The views of the committee is sought on how satisfied it is with the quarterly update on anti-social behaviour (ASB) partnership work, areas of development and neighbourhood activity.

Appendix 1: Neighbourhood Updates

Central Neighbourhood Update

Protecting and Supporting Vulnerable Victims and Communities

Crime, ASB and Confidence

- A number of customers reported loud music from a property within St Cuthbert's Court and Notice of Termination was served upon the Introductory tenant. Legal services have been advised to obtain possession of the property.
- Following a conviction in relation to an assault and complaints about noise, a tenant within Priory Court was served with a Notice of Seeking Possession.
- A tenant from St Cuthberts Court has been served with a Notice of Seeking Possession following their conviction of a number of offences, committed within the locality of the property.
- A Notice of Seeking Possession has been served on a tenant in Sydney Court due to noise nuisance and failure to allow access to inspect the property. Legal Services have been instructed to progress for possession of his home.

Protecting and Supporting Vulnerable Victims and Communities

- During April and May 2014 a multi-agency meeting took place, due to concerns and issues arising following a number of rough sleepers within the multi-storey blocks within the neighbourhood. Numerous agencies attended including TGHC, Police, Probation, 24/7 and Gateshead Council Officers. A joint action plan has been compiled to ensure the issues are addressed and appropriate action has been considered.
- Demolition has commenced within phase 2 and 3 of the demolition area in Bensham. There are still some residents remaining in Dunsmuir Grove.
- A Lighter Nights campaign started from Monday 31st March which involves regular patrols in known hot spot areas for ASB rubbish fires. In Central area a key area for this focus will be Deckham. Partners are requested to keep an eye out for accumulation of rubbish and fly-tipping and report it to get it removed. A leaflet has been produced which TWFRS staff and volunteers are distributing across Gateshead, targeting hotspot area.
- Deliberate fires in Central Neighbourhood Management Area are equal to the Gateshead average. There were 16 deliberate secondary fires, within the neighbourhood.

- Burglary offences in the neighbourhood account for more than a third of all burglaries in Gateshead. Over half of all domestic burglaries are to private properties. 35% of all burglary offences are to privately owned properties, while 14% are to properties managed by registered social landlords

East Neighbourhood Update

Crime, ASB and Confidence

- In April 2014 a Notice of Seeking Possession was served on a tenant in Lecondale due to their criminal convictions. An application was made to Legal Services to apply for possession of his home.
- In May 2014 a Notice of Seeking Possession was served on a tenant in Heatherwell Green due to the condition of their garden. An application was made to Legal Services to apply for possession of the property.
- A 12 month Suspended Possession Order was granted at Gateshead County Court in May 2014 against a tenant on Old Fold Road due to numerous complaints of loud music.
- A 24 month Suspended Possession Order was granted in May 2014 against a tenant of Lumley Gardens due to the criminal behaviour of the tenant and her partner, who is currently in prison.
- A 12 month Suspended Possession Order was granted in May 2014 against a tenant of Pensher Street East due to the criminal behaviour of the partner of the tenant.
- A 24 month Suspended Possession Order was obtained in May 2014 against a tenant in Low Well Gardens due to the criminal convictions of her partner, who is currently in prison.
- In June 2014 a Notice of Seeking Possession was served on a tenant in Sir Godfrey Thomson Court due to his criminal convictions. Legal Services have been instructed to obtain a court date to apply for possession of his home.
- Also, in June 2014 a Notice of Seeking Possession was served on a tenant in Ridley Terrace due to the behaviour of him and his visitors, all of which was alcohol related.

Protecting and Supporting Vulnerable Victims and Communities

- An Injunction Order granted in March 2014 to prevent nuisance behaviour towards residents in Ridley Terrace was breached in April and May 2014. At a court hearing in May 2014 the Judge was satisfied the breaches were proven and imposed a 7 week prison sentence, suspended for the duration of the injunction.

Harm Caused by Substance Misuse

- In 2013/14 there were 36 fewer presentations at Accident & Emergency from residents living in the neighbourhood.

West Neighbourhood Update

Crime, ASB and Confidence

- A Notice of Seeking possession was served on a tenant in Ryton, who received a 12 month prison sentence for drugs offences. The tenant later terminated their tenancy.
- In June, The Housing Company obtained a Postponed Possession order against a tenant at Ullswater Crescent for drugs convictions.
- In April a Notice of Seeking Possession was served on a tenant from the Bagnall Grange estate after Gateshead Council made a successful prosecution for Housing Benefit and Council Tax fraud. The tenant was served with the papers after being convicted of claiming over £6000 pounds extra benefit.
- In June TGHC was awarded possession of a property, in the Chopwell area, due to anti-social behaviour, rent and condition of property.
- The Bleach Green Estate demolition is progressing and the remaining tenants are being relocated. The Police and Fire service are regularly patrolling the area.
- Further joint working was conducted in June after ISOS housing association contacted The Housing Company about one of their vulnerable tenants from Springwell road. Police had identified that the tenant; male with learning Difficulties was having problems with harassment from a group of youths. The police identified individuals from CCTV recordings and it was arranged that the parents of Housing Company tenants would be interviewed. 4 separate cases were opened and the issues were logged on the ARCH system. After an interview has taken place it was reported that the vulnerable man was no longer having problems.
- A vulnerable tenant from the Ryton area has been moved to temporary accommodation due to harassment. This was done in partnership with the Police.

Inner West Neighbourhood Update

Crime, ASB and Confidence

- Following a Notice of Seeking Possession being served on a tenant in Swalwell, TGHC attended court and was awarded a Suspended Possession order. This was in relation to the behaviour of the tenant's son, in particular causing

nuisance and annoyance. As a result of his behaviour, a vulnerable resident was given police support and moved to another area of the borough to prevent further risk of harm.

- TGHC has provided information for Northumbria Police who are seeking to apply for a CRASBO in relation to the same individual. This is currently being progressed by the police via court and the ASB panel.
- An Extension of Introductory Tenancy was awarded in Whickham North for excessive noise from the property after the police had to be called a number of times. TGHC worked closely with Northumbria Police and used the information provided by the police in order to use as evidence of the nuisance. No further complaints have been received since the notice was served, and the case has since been closed.
- Clasper Village demolition is progressing and residents are currently being rehoused. Any crime information continues to be discussed at fortnightly partnership meetings.
- TGHC has attended court on two separate occasions in April and gained SPO's for two tenancies in Dunston and the Teams relating, to the condition of their gardens. These will remain in place for 12 months.
- Referrals continue to be made to agencies in order to provide extra support for our customers. A family in the Teams area was referred to Families Gateshead in April, following complaints from the neighbours about alcohol nuisance and general anti-social behaviour at the address.
- Extra security measures have been installed at a property in Sunnyside following reports of harassment from neighbours. The case is currently being investigated as a HATE crime and vulnerability.
- Three referrals have been made for extra security measures due to domestic violence victims.
- Through designing out crime, an intermediate fence was erected in the Whickham North area, for an on-going neighbour dispute.

Protecting and Supporting Vulnerable Victims and Communities

- The number of hate-related incidents recorded in the Inner West has fallen slightly, with one fewer incident reported. Almost two thirds were race-related (19 incidents) and verbal abuse continues to be the most common form of abuse reported (present in 80% of incidents). There has been a shift in the location of alleged incidents over the past year; the number of incidents reported in the Whickham North ward has increased by 300% - an additional 12 incidents.

South Neighbourhood Update

Crime, ASB and Confidence

- A Notice of Termination was served on a tenant on the Lyndhurst estate in April following a number of complaints of disturbance to other residents. Further reports of nuisance have been received, and an application to court has been made to recover possession of the property.
- During May, TGHC and Northumbria police visited a number of residents around Springwell and Wrekenton who had been the victims of shed burglaries to offer locks and give additional advice on crime prevention and security.
- In June, an injunction was granted due to the anti-social behaviour of a tenant at Allerdene. Following this and subsequent discussions with the tenant concerned, he made the decision to terminate his tenancy. A sensitive let has been requested for this property to offer residents some extra reassurance.
- Due to the partner of our tenant causing nuisance and harassments to elderly neighbours we attended Gateshead County Court and were granted a Suspended Possession Order.
- An injunction was also in place to prevent the tenant's partner from causing nuisance. This injunction was breached and we supported a customer who attended court on our behalf to give evidence. The outcome of this hearing was where a 28 day prison sentence was imposed on the perpetrator. We applied for a warrant due to the breach of the SPO. We are due at court on 18th September for a decision after this warrant was appealed against.
- Following information being received from Tasking and Co-Ordination Meeting that youths were causing problems in a park on a private estate; a number of joint visits were carried out with Northumbria Police. The youth's names had been taken by the police and they identified a number of them lived in Council tenancies. Four visits were undertaken to homes with Neighbourhood Relations Officer and Police Officers and parents spoken to about the possible implications on their tenancies.

Harm Caused by Substance Misuse

- In 2013/14 there was an increase in the number of presentations at A&E from residents living in this neighbourhood compared to 2012/13. More than a fifth of all presentations A&E involved residents living in this Neighbourhood. Seven in 10 presentations are male, a similar proportion to that recorded in other areas. The highest proportion of victims are those aged 20-24; a quarter of victims are within this age bracket.

Domestic Abuse

Age	Female victim	Male victim	Total
18 – 24	14	1	15
25 - 40	41	3	44
41 - 59	11	1	12
60 +	2	1	3
Total	68	6	74

Neighbourhood Area					
Central	Inner West	West	East	South	Total
13	10	14	16	21	74

Case Closure Reasons

- 38 Multi Agency Risk Assessment Conference (MARAC - recorded for partnership arrangements) Cases
- 24 Resolved without the need for legal action
- 4 Customer Re-housed
- 2 Perpetrator ended their tenancy
- 1 Written warning issued
- 1 Customer ended their tenancy
- 1 Referred to other Agency (Barnardos are supporting the family)
- 1 Non-engagement from Customer

72 Total**Actions taken from MARAC meetings**

Tag address	133
Check address	3
Offer additional security	2
Link in with IDVA re house move	2
Feedback MARAC	1
Submit research	1
Interview perpetrator	1
Supply police with victim's contact details	1
Encourage victim to engage with Safer Families	1

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

Male perpetrator to female victim	113
Male perpetrator to male victim	0
Female perpetrator to female victim	2
Female perpetrator to male victim	6
Family violence	10
Honour Based Violence	0

Hate Crime**Breakdown of security measures.**

Security Measure	Number of Repairs
External Lighting	16
Supply & Fit Door Chain	8
Door Viewer	8
Lock Change	4
Repair Gate	4
Repair Security Light	3
Window Locks	2
Fit Mortice lock	1
Re-set house alarm	1
Repair brick work	1
Ease window	1
Total	50

Closure reasons for Hate Crime cases

- 6 Resolved without the need for legal action
- 3 Written warning issued
- 1 Perpetrator ended their tenancy
- 1 Legal Action Taken against Perpetrator