

## Customers and Communities Committee

6 November 2014



**Title:** Anti-Social Behaviour Performance Update  
April to September 2014

**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 2014; 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 936 new cases were opened. When compared to the same period last year this represents a decrease of 17%. Analysis of the data has identified a reduction in Estate Officer cases by 180 (16%), whilst Neighbourhood Relation cases have remained consistent. Further analysis is required to identify the reasoning behind these figures.
4. As at 30 September 2014 there were 481 cases currently being investigated across the borough; this is a decrease of 3% compared to the same period last year.
5. The top three types of ASB issues recorded during this period are:

Noise Nuisance	245
Domestic Abuse	137
Animal Nuisance	93

6. Compared to the same period last year, noise nuisance remains the most reported issue by customers. Domestic abuse has replaced animal nuisance as the second highest reported issue. Animal nuisance is the third highest reported issue.

7. Between April and September 2014 we closed 787 cases. Of those cases closed 735 (93%) were resolved without the need for ASB legal action. This is a decrease compared to the same period last year where 98% of cases were resolved without the need for ASB legal action. The reasons for case closure are included in appendix one – eight.
8. Between April and September 2014 we took 300 Formal and Legal Actions. This equates to 2 actions being taken each working day.
9. The Formal and Legal Actions are broken down below:

Formal Warnings Issued	253
Notice of Seeking Possession Served	28
Possession Granted	1
Eviction carried out	5
Injunction Served/Granted	1
Extension of Introductory Tenancy granted	3
Notice of termination Served	4
Suspended Possession Orders Granted	5
10. During this period we made 742 referrals to other agencies in relation to supporting customers during the investigation of ASB cases. These are broken down by Office in appendix one – eight.

### **Customer Satisfaction**

11. During this period 787 cases were closed, of these 521 cases had customers. 117 (22%) of cases with customers were surveyed following the closure of their ASB case. Of these 111 (95%) of customers stated that they were satisfied with how their case was dealt with and 110 (94%) of customers were satisfied with the outcome of their case.
12. There were 9 customers (92%) who were dissatisfied during this period, six of which stated that they were dissatisfied with the handling of their case and seven dissatisfied with the outcome. All cases were reviewed and attempts made to contact the customers to discuss their dissatisfaction. These actions confirmed the following: -
  - One related to dissatisfaction that a counter allegation had been made against them and that this had also been investigated. One customer was dissatisfied that the process by which complaints are dealt with for private and council tenants is different. Two related to the customer moving but still being aware that there were issues ongoing in the area. One customer had moved and contact could not be established.
  - The remaining four cases were reviewed by the NRT Managers and discussed with the investigating officer. All four cases were found to have been correctly investigated and appropriate advice given.

### **Hate Crime Incidents**

13. During this period we received 23 Hate Crime incident reports; this is a 23% decrease compared to the same period last year. The new Hate Crime incidents reported related to:

Race	11
Disability	10
Religion	0
Sexuality	2

14. See the table below for further details.

Year	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Total
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	13	12	55
2014/2015	14	9			

15. We are currently investigating 15 cases relating to Hate Crime incidents.
16. Closure reasons for the period April to September 2014 are broken down in appendix 10.

### **Domestic Abuse**

17. During this period we received 137 new reports of Domestic Abuse, this is an increase of 8% compared to the same period last year when 127 incident reports were received. The new Domestic Abuse reports related to:-

Physical	80
Emotional	47
Psychological	7
Financial	3

18. We are currently investigating 64 cases relating to Domestic Abuse.
19. Closure reasons for the period April to September 2014 are broken down in appendix 10.

### **Events**

20. The Police and Crime Commissioner recently hosted a domestic abuse event in Gateshead aimed at employers both in the private and public sector. This was attended by TGHC and our repairs partner Mears. Following the event and relevant consultation we have developed a policy to support employees who are victims of domestic abuse. Training for those employees who have volunteered to undertake the champion role is scheduled to take place during October. Following on from this, training for managers will be delivered in partnership with the council. The proposed policy will be presented to the November Resources Committee for consideration and approval.

### **Customer Assessment Tool**

21. Between April and September 2014, we carried out 311 assessments with customers which related to 306 cases. The scores were as follows:

High Priority	55 (18%)
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Medium Priority 166 (53%)  
Standard Priority 90 (29%)

22. 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.

### **Vetting and Exclusions**

23. Between April and September 2014 we carried out 174 police vetting checks. Of these 131 related to male applicants and 43 related to female applicants.
24. Of the 174 vetting checks received, 159 were from TGHC Home Choice, 10 from Gateshead Council's Housing Options Service and 5 were from Gateshead Council's Supported Tenancy Team.
25. Of the 174 vetting checks carried out 53 met the criteria for exclusion, 111 applicants were given access to the Housing Register, 7 were demoted and 3 applications require further information to make a decision. A customer profile breakdown of excluded applicants is detailed in appendix ten.

### **Legal Tools and Powers**

26. Further to previous updates provided, the Community Trigger pilot was launched in October 2014.
27. The mandatory ground for possession is now in place for social landlords which will be used in serious cases. The Government have announced a delay in the implementation of the new injunction and it is anticipated that it will be available for use from January 2015.
28. The Neighbourhood Relations Managers recently attended a Northern Housing Consortium Conference and will use the learning to update policies and procedures and brief employees.

### **Fire Safety Initiative**

29. Further to the update provided in the last committee report we are pleased to advise that the application to Social Landlords Crime and Nuisance Group awards was shortlisted for the category of best partnership. Although we weren't selected within the top 3 the judging panel awarded a commendation for this piece of work. In particular, they highlighted the quality and impact of the DVD produced.

### **Customer Involvement**

30. The ASB Service Improvement Group (SIG) has met on three occasions during this period. Customers have been consulted on our procedure to tackle untidy gardens. In particular comments were obtained from the group in relation to the wording of letters sent as part of this procedure. Further the group have received updates on year end performance from 2013/14, ASB Police and Crime Act 2014, Domestic Abuse Annual report and the revised performance indicator targets for the current year.

31. The group have asked for more detail in relation to the nature of ASB and actions taken that resulted in eviction orders being obtained. Further they have asked for more detail regarding support provided to families whose children are causing ASB problems. These topics will be added to the SIG work plan and discussed within future meetings. An update on the work of the ASB SIG will be included within the next committee report.

### **Impact on Tenants**

32. 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**

33. 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**

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

### **Financial Implications**

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

### **Value for Money**

36. Working in partnership with other agencies enables us to address behaviours and underlying causes, looking at longer term sustainability of ASB issues and less likelihood of re-offending.

### **Equality and Diversity**

37. 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**

38. By accessing partnership arrangements with health services we are providing additional support services to help address the underlying causes of ASB and also to support victims and witnesses. This will impact positively on the health and well being of individuals.

### **Environmental Implications**

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

### **Recommendation**

40. The views of the committee are sought on how satisfied it is with the performance update on tackling anti-social behaviour.

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Contact: Deborah Ewart – Housing Services Manager

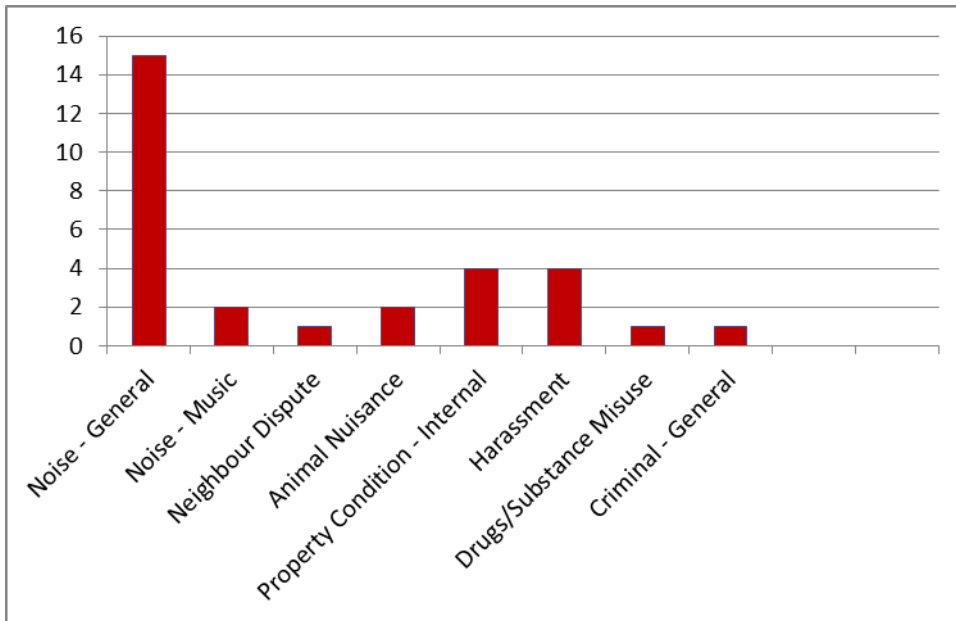
Tel No (0191) 433 6164

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**Central**

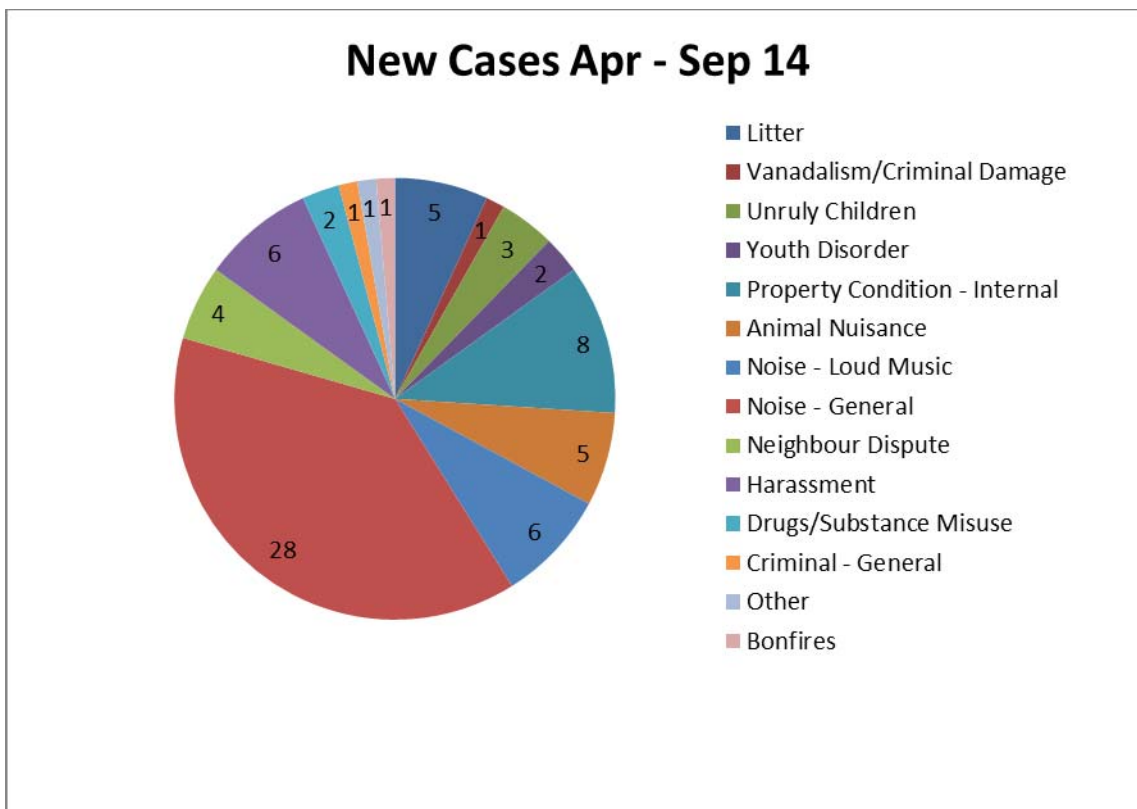
**Current Caseload**

The current caseload for Central Housing Office at the end of September 2014 is 30 open cases. This can be broken down further by case type.



**New Cases**

Between April and September 2014, 73 new ASB cases have been opened in Central area.



## **Closed Cases**

Between April 2014 and September 2014, 63 cases have been closed within the Central area. The closure reasons are as follows:-

Resolved without the need for Legal Action	36
Written Warning Issued	14
Complaint Investigated - No Nuisance evidenced	4
Non-engagement from Customer	4
Perpetrator Terminated Tenancy	1
Complainant Terminated Tenancy	2
Referred to Other Agency	1
Legal Other	1

## **Formal Actions**

Between April 2014 and September 2014, 20 written warnings were issued.

## **Service Standards**

Between April 2014 and September 2014, 73 new cases were opened and 73, 100% of these were acknowledged and investigations begun within timescales.

Between April 2014 and September 2014, 63 cases were closed, of these 62 98% of Customers were sent a closure letter prior to the case being closed.

## **Referrals to Agencies/Services**

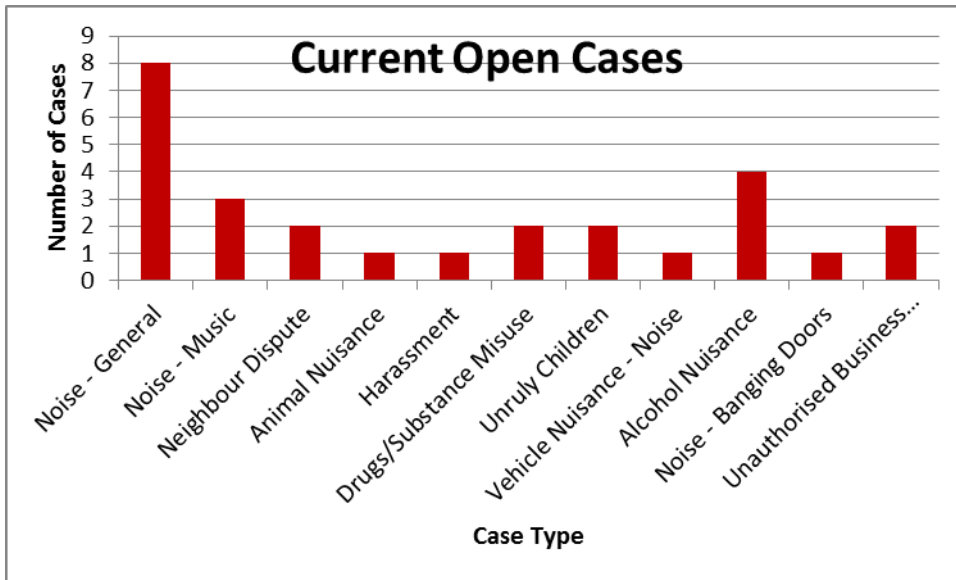
Between April 2014 and September 2014, 30 referrals have been made to other agencies/services.



**Inner West - Dunston**

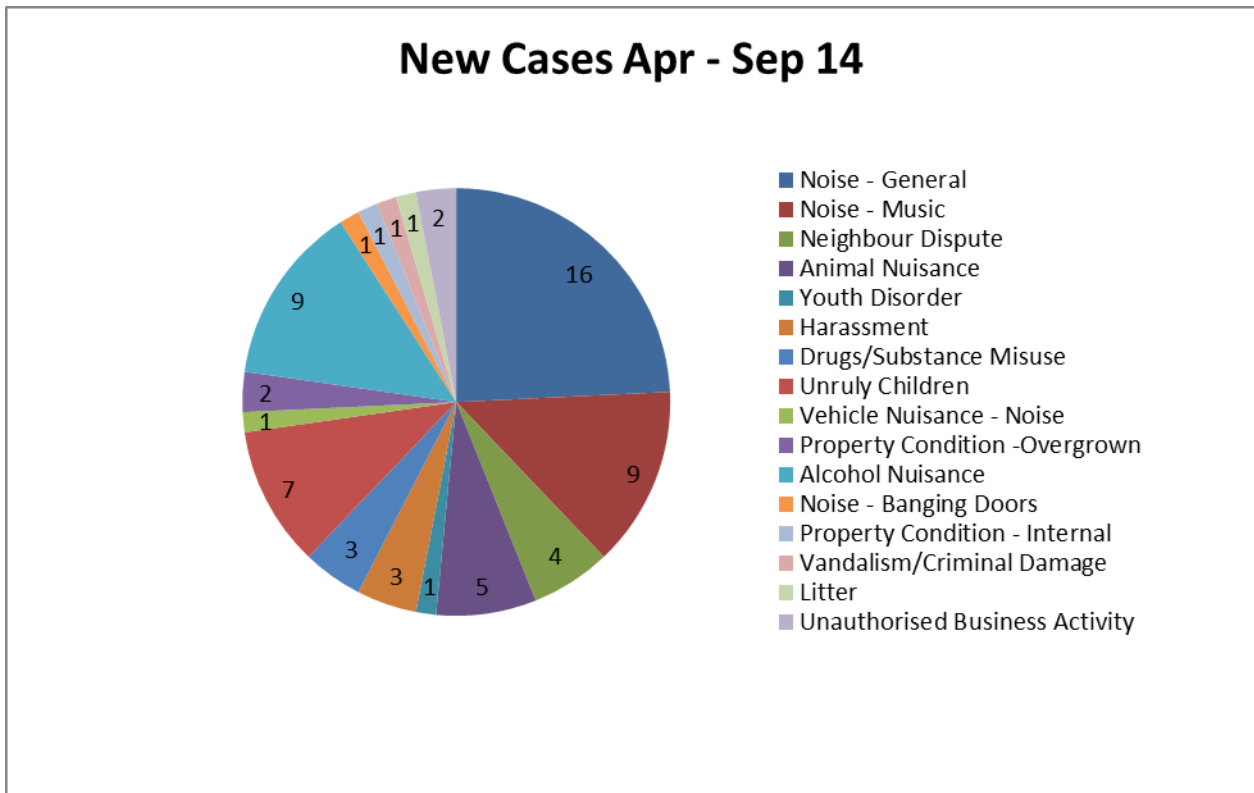
**Current Caseload**

The current caseload for Dunston Housing Office at the end of September 2014 is 27 open cases. This can be broken down further by case type.



**New Cases**

Between April 2014 and September 2014, 58 new ASB cases have been opened in Dunston area.



## **Closed Cases**

Between April 2014 and September, 34 cases were closed within the Dunston area. The closure reasons are as follows:-

Resolved without the need for legal action	13
Written Warning Issued	10
Complaint Investigated – No Nuisance Evidenced	6
Non-engagement from Customer	4
Referred to Other Agency	1

## **Formal Actions**

Between April 2014 and September 2014, 17 written warnings were issued.

## **Service Standards**

Between April 2014 and September 2014, 58 new cases were opened, of these 58 (100%) were acknowledged and investigations begun within timescales.

Between April 2014 and September 2014, 34 cases were closed, 34 100% of Customers were sent a closure letter prior to the case being closed.

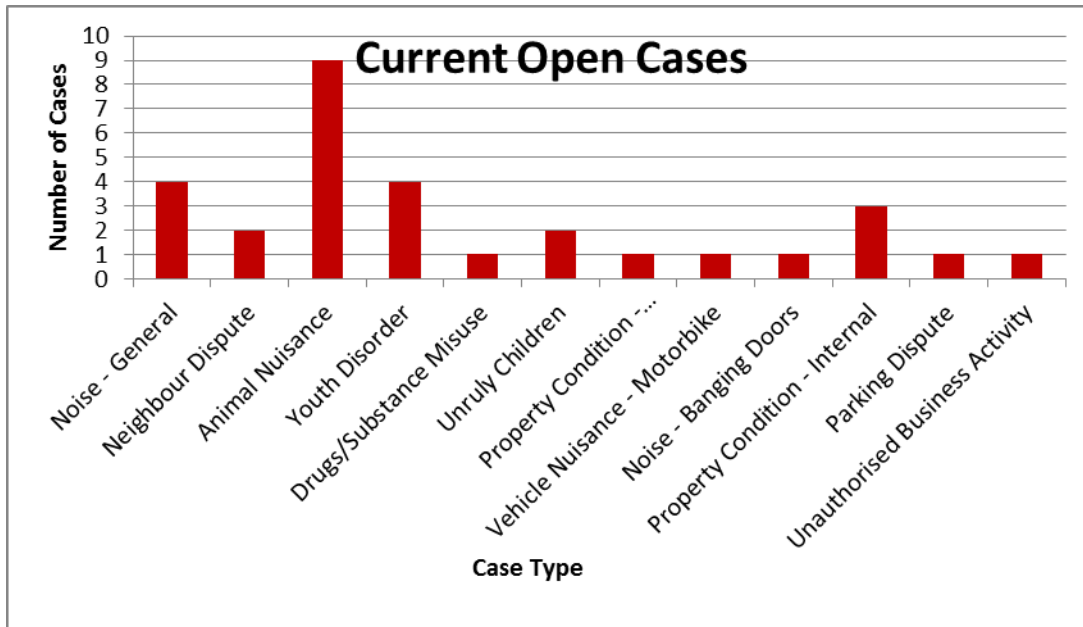
## **Referrals to Agencies**

Between April 2014 and September 2014, 61 referrals were made to other Agencies.

**West - Blaydon**

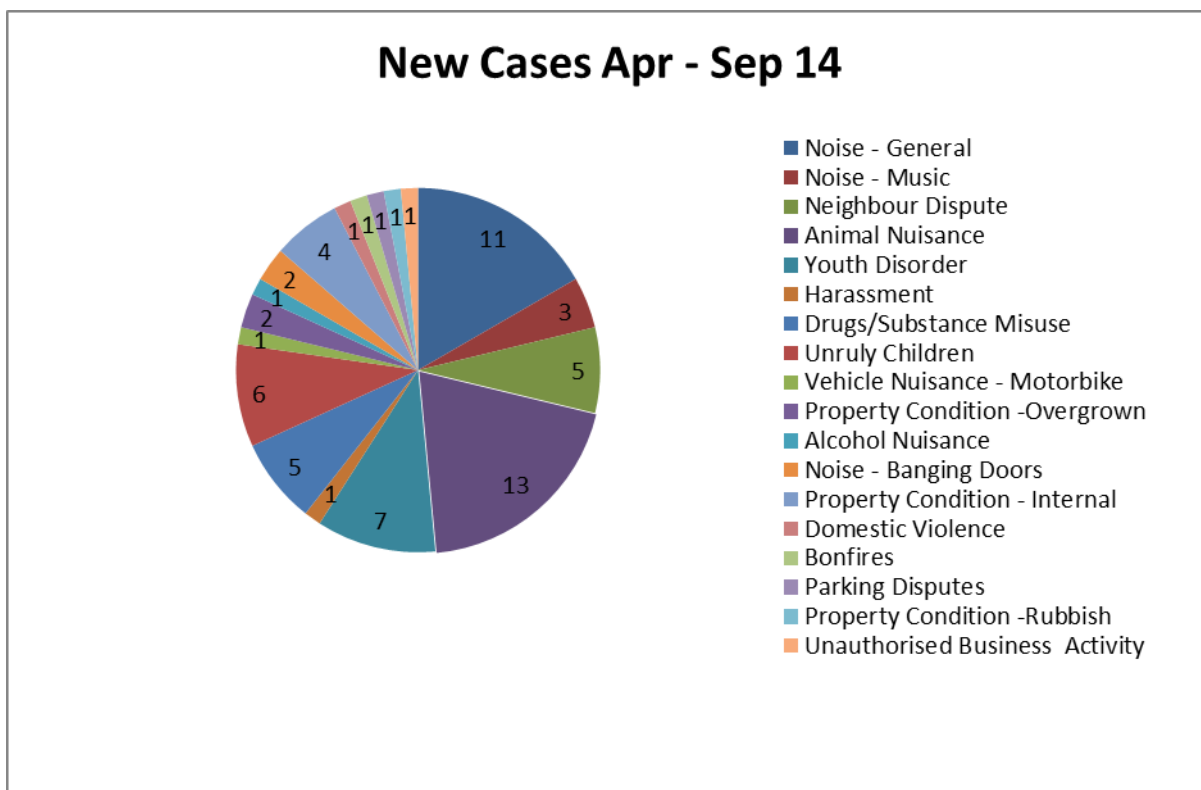
**Current Caseload**

The current caseload for Blaydon Housing Office at the end of September 2014 is 31 open cases. This can be broken down further by case type.



**New Cases**

Between April 2014 and September 2014, 66 new ASB cases have been opened in Blaydon area.



## **Closed Cases**

Between April 2014 and September 2014, 54 cases were closed within the Blaydon area. The closure reasons are as follows:-

Resolved without the need for Legal Action	35
Complaint Investigated – No Nuisance Evidenced	11
Non-engagement from Customer	1
Written Warning Issued	1
Referred to other Agency	2
Verbal Warning	1
Legal Action – Eviction	1
Legal Action – Possession	1

## **Formal Actions**

Between April 2014 and September 2014, 2 written warnings were issued.

## **Service Standards**

Between April 2014 and September 2014, 66 cases were opened of these 66 (100%) were acknowledged and investigations begun within timescales.

Between April 2014 and September 2014 54 cases were closed, of these 54 100% of Customers were sent a closure letter prior to the case being closed.

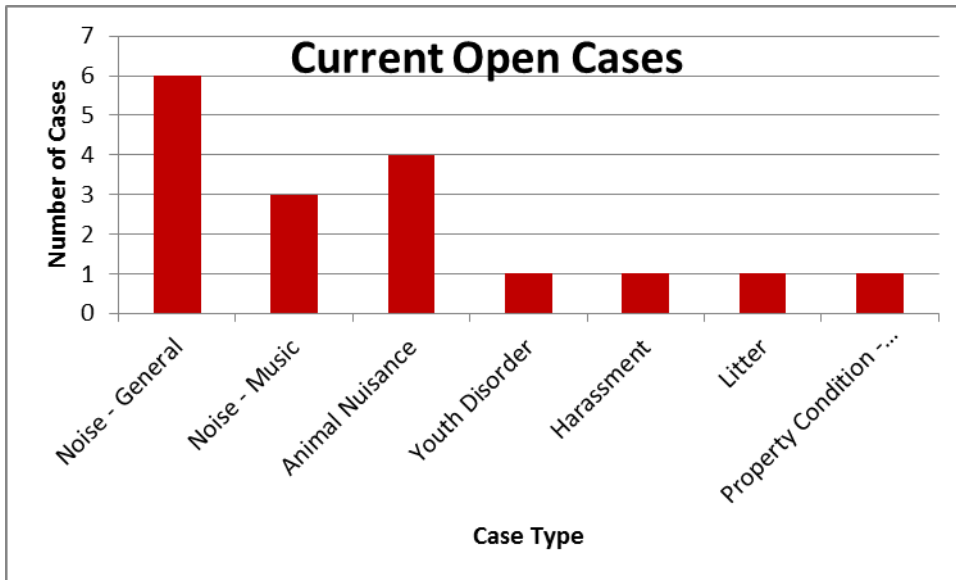
## **Referrals to Agencies**

Between April 2014 and September 2014, 52 referrals were made to other agencies.

**East - Felling**

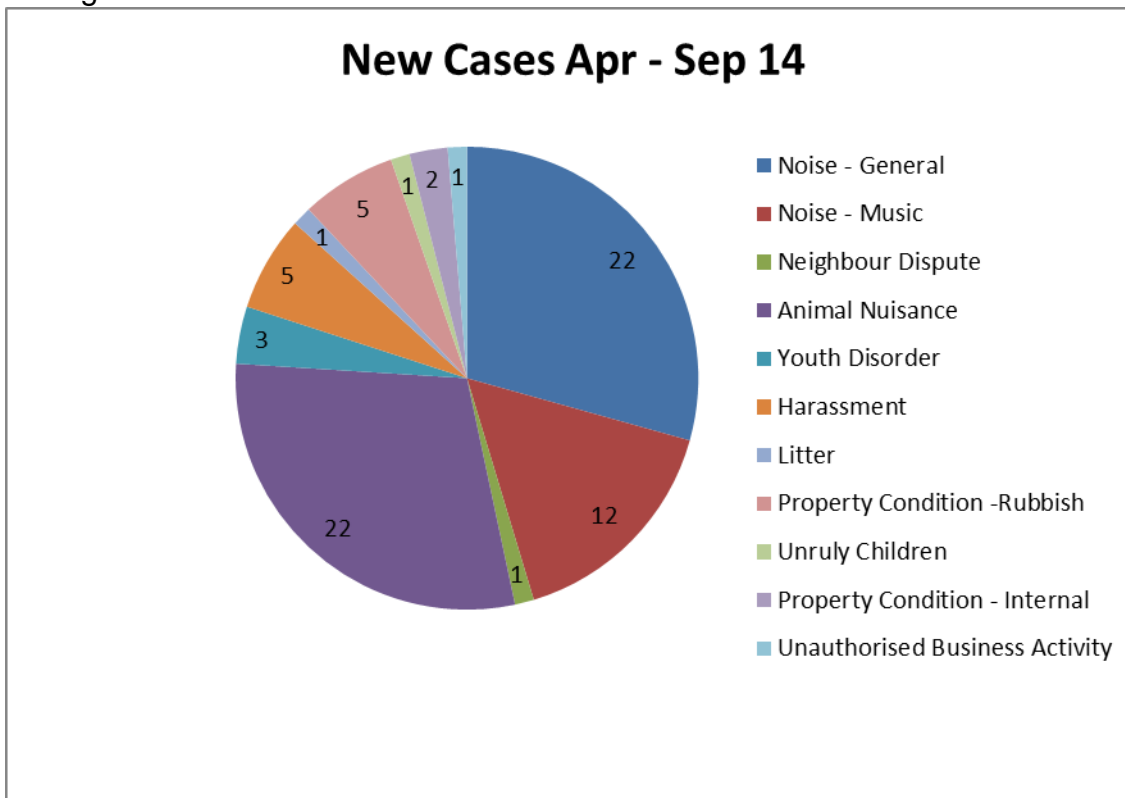
**Current Caseload**

The current caseload for Felling Housing Office at the end of September 2014 is 17 open cases. This can be broken down further by case type.



**New Cases**

Between April 2014 and September 2014, 75 new ASB cases have been opened in Felling area.



## **Closed Cases**

Between, 63 cases were closed within the Felling area. The closure reasons are as follows:-

Resolved without the need for Legal Action	30
Written Warning Issued	15
Complaint investigated – No nuisance evidenced	13
Non-engagement from Customer	3
Perpetrator Terminated Tenancy	1
Complainant Terminated Tenancy	1

## **Formal Actions**

Between April 2014 and September 2014, 13 written warnings were issued.

## **Service Standards**

Between April 2014 and September 2014, 75 cases were opened, 75 (100%) of these were acknowledged and investigations begun within timescales.

Between April 2014 and September 2014, 63 cases were closed, of these 63 100% of customers were sent a closure letter prior to the case being closed.

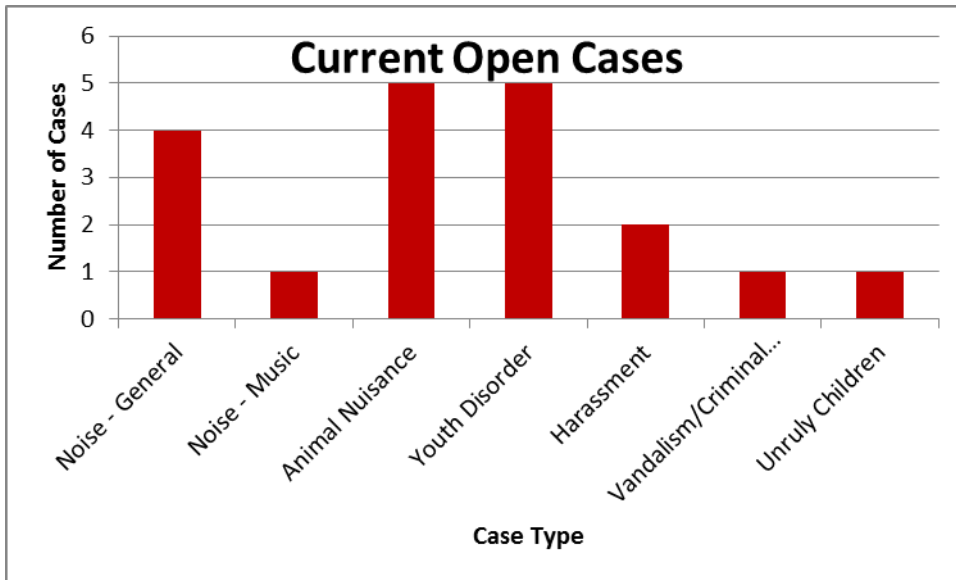
## **Referrals to Agencies**

Between April 2014 and September 2014, 41 referrals were made to other agencies.

**East - Leam Lane**

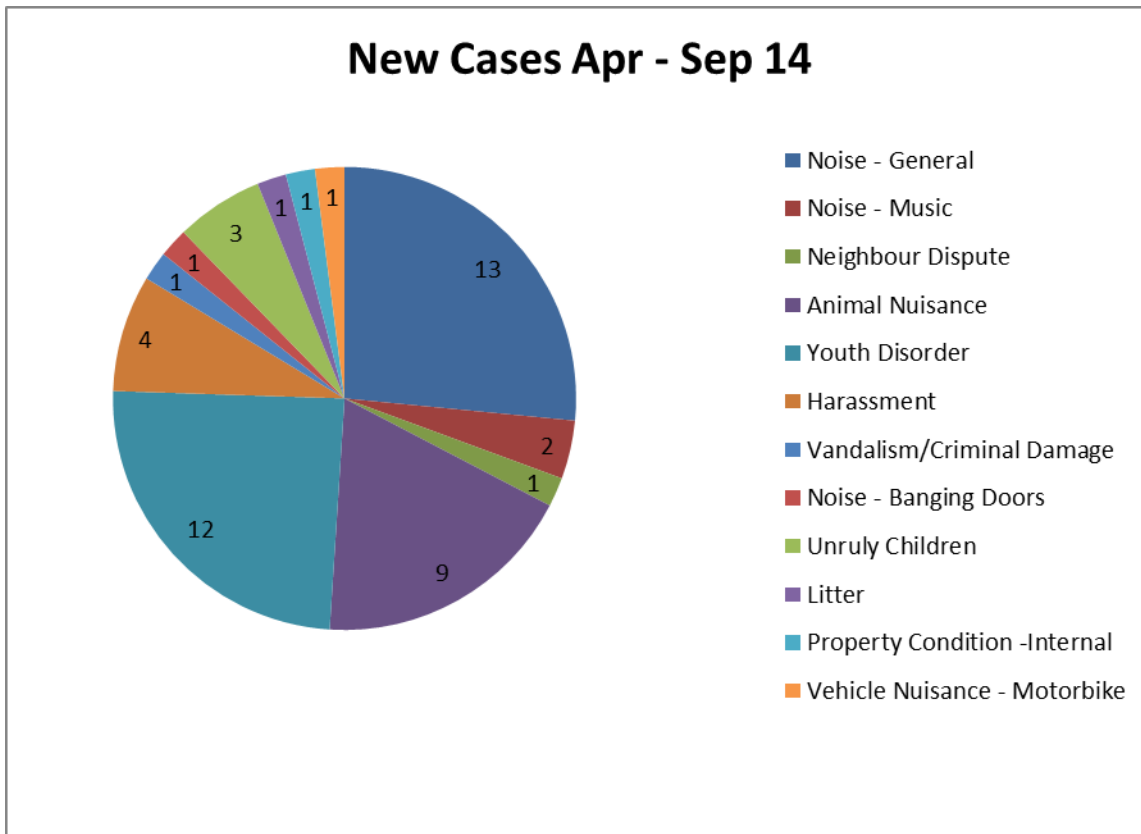
**Current Caseload**

The current caseload for Leam Lane Housing Office at the end of September 2014 is 19 open cases. This can be broken down further by case type.



**New Cases**

Between April 2014 and September 2014, 49 new ASB cases have been opened in Leam Lane area.



## **Closed Cases**

Between April 2014 and September 2014, 39 cases were closed within the Leam Lane area. The closure reasons are as follows:-

Resolved without the need for Legal Action	23
Written Warning Issued	9
Referred to other Agency	2
Complaint investigated – No Nuisance Evidenced	4
Non-engagement from Customer	1

## **Formal Actions**

Between April 2014 and September 2014, 7 written warnings were issued.

## **Service Standards**

Between April 2014 and September 2014, 49 cases were opened, of these 49 (100%) of cases were acknowledged and investigations begun within timescales.

Between April 2014 and September 2014, 39 cases were closed, of these 39 100% of Customers were sent a closure letter prior to the case being closed.

## **Referrals to Agencies**

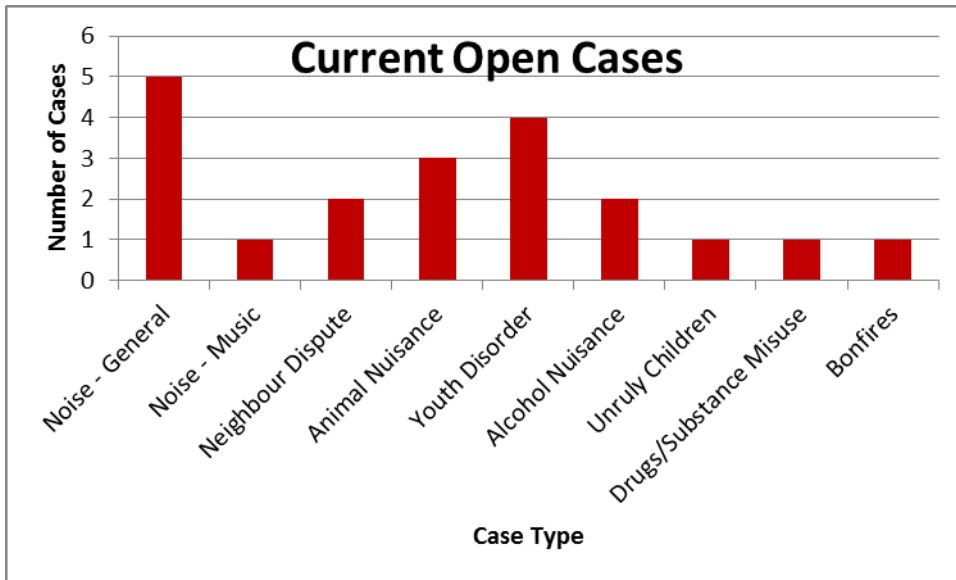
Between April 2014 and September 2014, 23 referrals were made to other Agencies.



**South - Birtley**

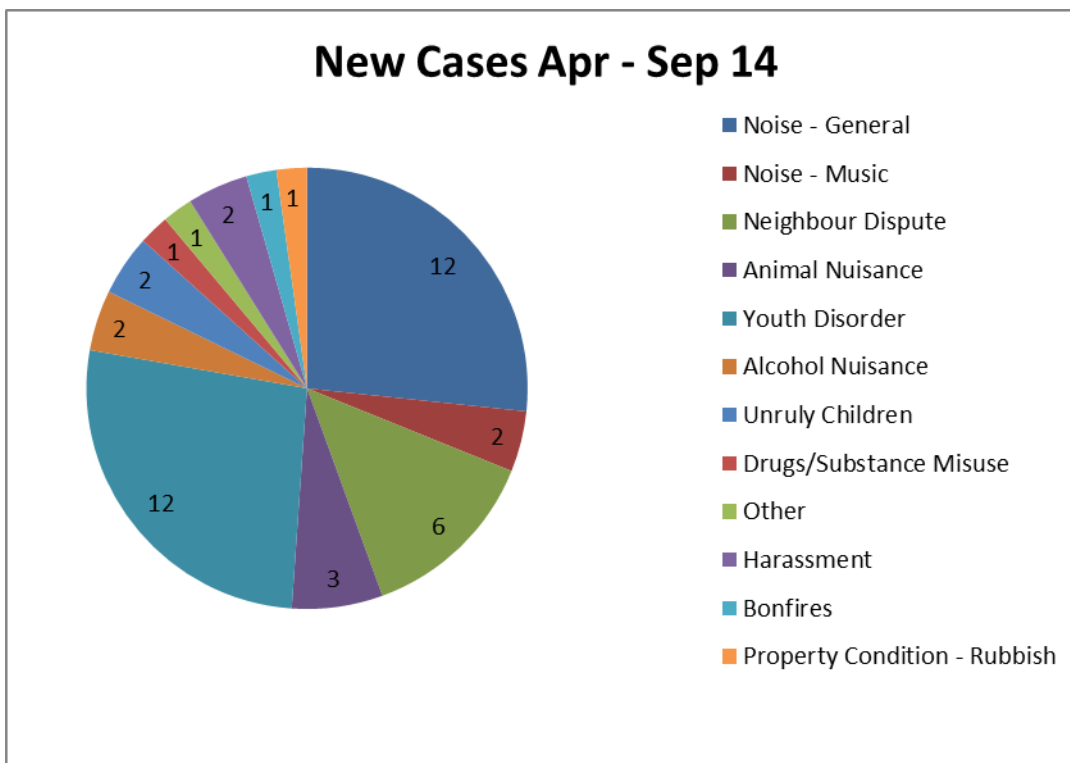
**Current Caseload**

The current caseload for Birtley Housing Office at the end of September 2014 is 22 open cases. This can be broken down further by case type.



**New Cases**

Between April 2014 and September 2014, 45 new ASB cases have been opened in Birtley area.



## **Closed Cases**

Between April 2014 and September 2014, 38 cases were closed in the Birtley area. The closure reasons are as follows:-

Resolved without the need for Legal Action	29
Non- engagement from Customer	2
Complaint Investigated – No Nuisance Evidenced	4
Customer Terminated Tenancy	1
Perpetrator Terminated Tenancy	1
Referred to other Agency	1

## **Formal Actions**

Between April 2014 and September 2014, 0 written warnings were issued.

## **Service Standards**

Between April 2014 and September 2014, 45 cases were opened, of these 45 (100%) cases were acknowledged and investigations begun within timescales.

Between April 2014 and September 2014, 38 cases were closed with 38 100% of customers being sent a closure letter prior to the case being closed.

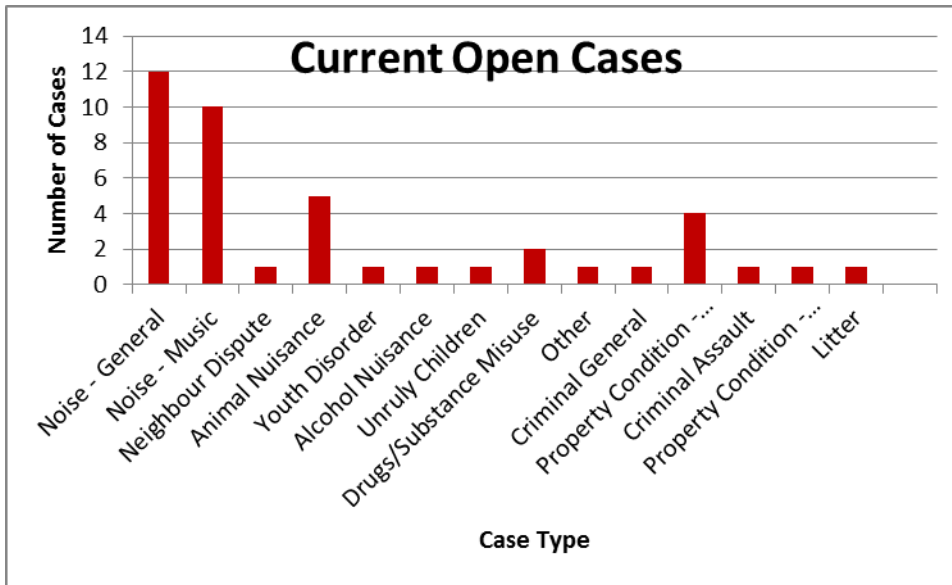
## **Referrals to Agencies**

Between April 2014 and September 2014, 68 referrals were made to other agencies.

**South - Wrekenton**

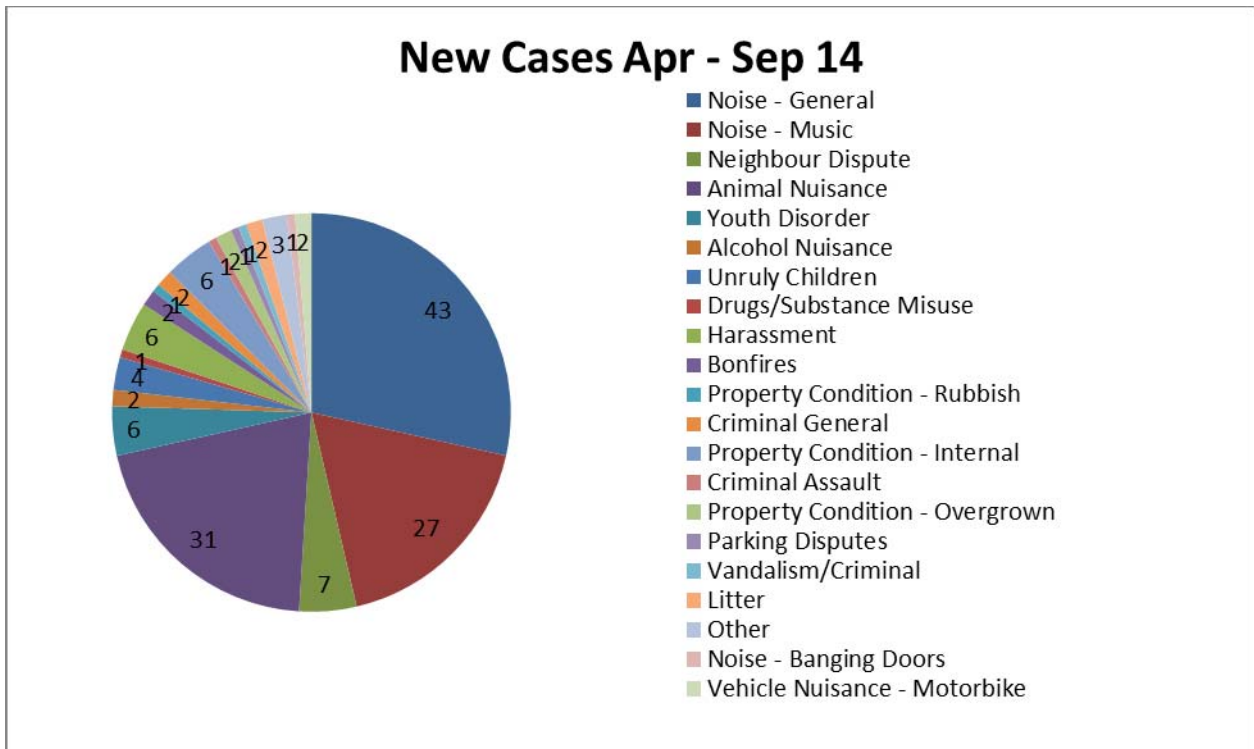
**Current Caseload**

The current caseload for Wrekenton Housing Office at the end of September 2014 is 42 open cases. This can be broken down further by case type.



**New Cases**

Between April 2014 and September 2014, 151 new ASB cases have been opened in Wrekenton area.



## **Closed Cases**

Between April 2014 and September 2014, 130 cases were closed in the Wrekenton area. The closure reasons are as follows:-

Resolved without the need for Legal Action	73
Written warning Issued	22
Complaint Investigated – No Nuisance Evidenced	17
Non-engagement from Customer	3
Verbal Warnings	2
Referred to other Agency	8
Perpetrator Terminated Tenancy	2
Perpetrator Re-housed with TGHC Support	1
Perpetrator Flit	1
Legal – Other	1

## **Formal Actions**

Between April 2014 and September 2014, 40 written warnings were issued.

## **Service Standards**

Between April 2014 and September 2014, 151 cases were opened, 149 (99%) of cases were acknowledged and investigations begun within timescales.

Between April 2014 and September 2014, 130 cases were closed, of these 130 100% of Customers were sent a closure letter prior to case closure.

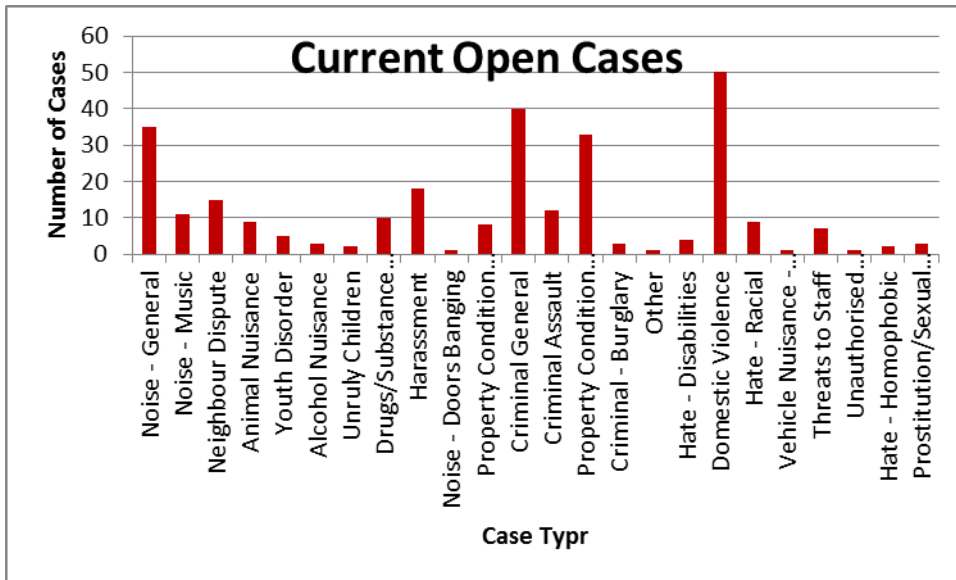
## **Referrals to Agencies**

Between April 2014 and September 2014, 63 referrals were made to other agencies.

**Neighbourhood Relations Team**

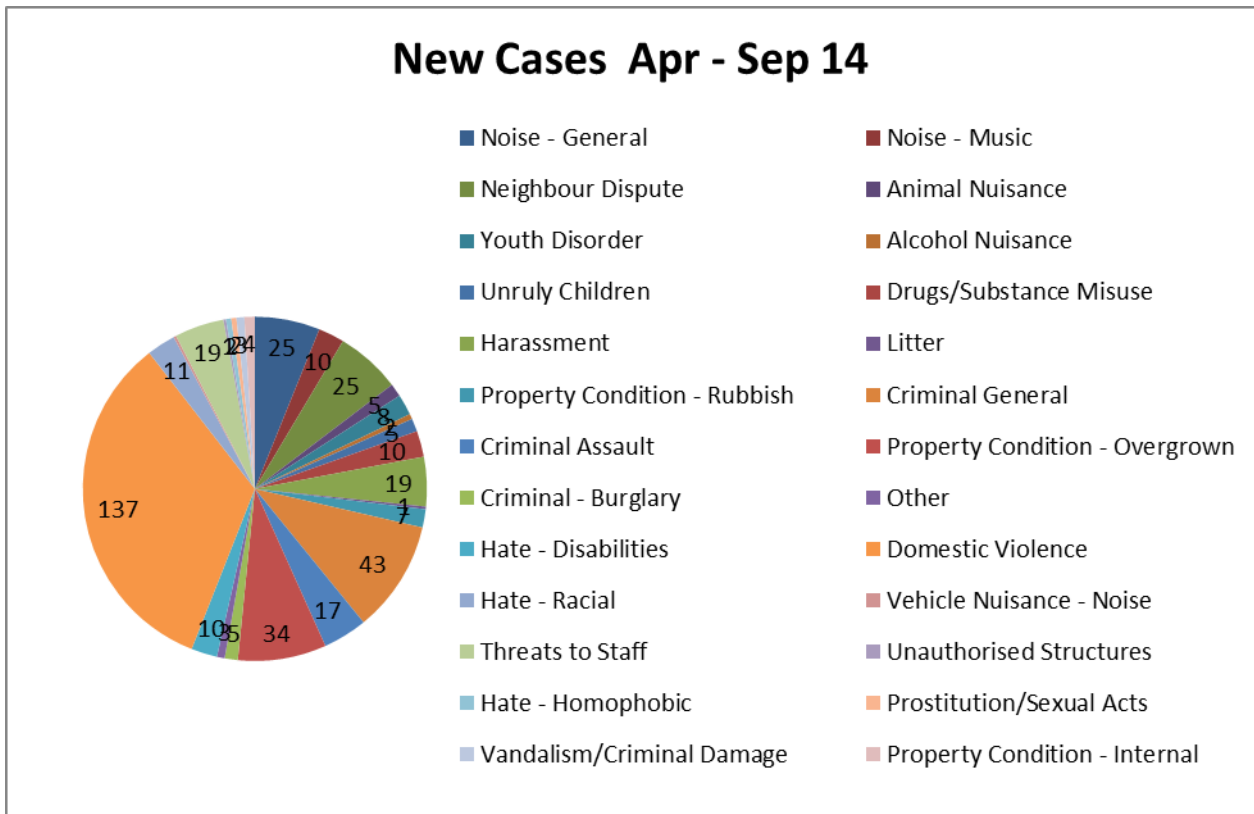
**Current Caseload**

The current caseload for The Neighbourhood Relations Team at the end of September 2014 is 293 open cases. This can be broken down further by case type.



**New Cases**

Between April 2014 and September 2014, 409 new ASB cases have been opened by the Neighbourhood Relations Team.



## **Closed Cases**

Between April 2014 and September 2014, 342 cases were closed within the Neighbourhood Relations Team. The closure reasons are as follows:-

Resolved without the need for Legal Action	136
Written Warning Issued	45
MARAC – Information Only	60
Complaint Investigated – No Nuisance Evidenced	17
Complainant Re-housed	3
Perpetrator Terminated Tenancy	15
Non-engagement from Customer	12
Referred to Other Agency	2
Legal Action - NOSP served not pursued	14
Legal Action – Eviction	6
Legal – Other	15
Complainant Terminated Tenancy	7
Perpetrator Deceased	1
Legal – Possession	8
Perpetrator - Flit	1

## **Formal Actions**

Between April 2014 and September 2014, 152 written warnings were issued.

## **Service Standards**

Between April 2014 and September 2014, 409 cases were opened, of these 406 (99%) of cases were acknowledged and investigations begun within timescales.

Between April 2014 and September 2014, 342 cases were closed with 342 100% of customers being sent a closure letter prior to the case being closed.

## **Referrals to Agencies**

Between April 2014 and September 2014, 519 referrals were made to other agencies.

## How We've Performed – Year to Date

Measure	Target	Cumulative 2014/2015 (Last year)	Overall Performance 2013/2014
<b>Performance Indicator</b>			
The number of hate crime incidents reported	<b>Increase</b>	23 (30)	55
% of hate crime incidents that resulted in further action	100%	100% (100%)	100%
The number of Domestic Violence incidents reported	<b>Increase</b>	137 (127)	282
% 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	96.5%	93% (98%)	96%
Satisfaction with the way ASB complaints are dealt with	93.5%	95% (93%)	93%
Satisfaction with the outcome of ASB complaints	91%	94% (91%)	91%
<b>Service Standards</b>			
% of ASB cases responded to and investigations begun within the timescale	99%	99% (98%)	99.8%
% of cases closed where the customer was sent a closure letter prior to case being closed	N/A	100% (99%)	99%

### Hate Crime Closures

We closed 18 ASB cases relating to Hate Crime incidents during this period. The closure reasons are detailed below:

Resolved without the need for legal action	12
Written warning	3
Non-engagement from Customer	1
Perpetrator terminated tenancy	1
Customer terminated tenancy	1

### Domestic Violence Closures

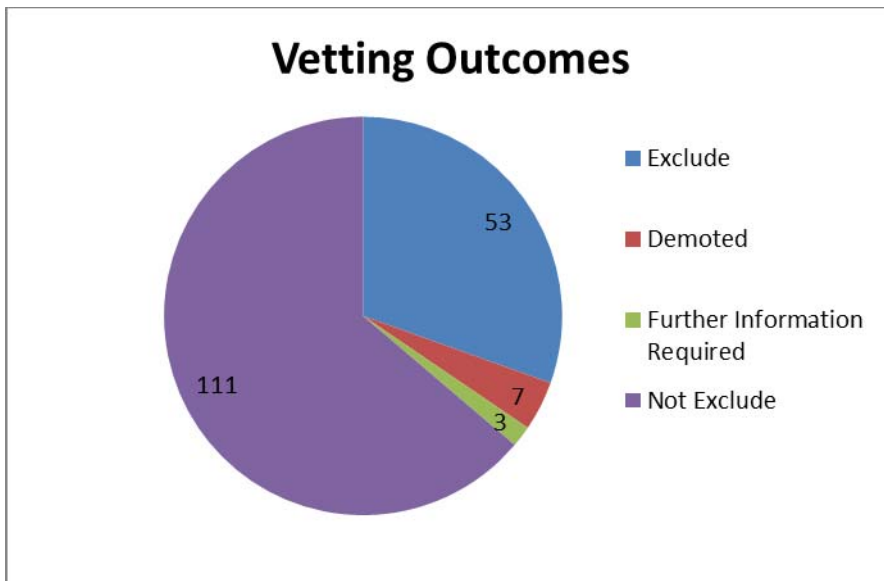
We closed 123 ASB cases relating to Domestic Abuse during this period. The closure reasons are detailed below:

Resolved without the need for legal action	46
Written warning	2
Non-engagement from Customer	6
Customer re-housed by TGHC	4
Referred to support agencies	1
Perpetrator terminated tenancy	2
Customer terminated tenancy	1
MARAC – For info only	59



### Vettings and Exclusions

Between April and September 2014, 174 vettings were received, 131 were in relation to male applicants and 43 were female applicants.



Of the 53 applicants put forward for possible exclusion, 41 were male and 12 were female.

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

