



Report to Customer and Communities Committee

26 February 2015

Title: Anti-Social Behaviour Partnership Update – April to December 2014

Report of: Director of Customer and Communities

Purpose of Report

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

Background

2. The report provides details of the partnership work undertaken between April and December 2014.
3. This includes updates on work undertaken to tackle hate crime, domestic abuse, supporting victims, safeguarding children and vulnerable adults.
4. Progress against the Safer Gateshead strategic priorities across all neighbourhoods is reported within Appendix 1.

Domestic Abuse Cases

5. During this period a total of 197 new cases were reported, as compared to 212 for this period in 2013/2014. This is a decrease of 8%. These reports can come from a variety of sources (see Appendix 2).

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. For this period these are:

120 Physical
64 Emotional
7 Psychological
4 Financial
2 Sexual Abuse

7. Cases reported during this period can be broken down by gender, age and neighbourhood area (see Appendix 2).

Closed Cases

8. This period 211 cases were closed or resolved; a breakdown of the standard closure reasons are included in Appendix 3.

Current Open Cases

9. There are currently 55 open cases of domestic violence as at 31st December 2014. This is an increase of 16% compared with the same period last year whereby 39 cases were open. Current cases are broken down by neighbourhood as follows:

Neighbourhood Area					
Central	Inner West	West	East	South	Total
10	6	10	8	21	55

Multi Agency Risk Assessment Conference (MARAC)

10. During April and December 2014, NRT attended 19 MARAC meetings and have completed 386 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.
11. Of the 386 research forms that were completed, 170 (44%) victims lived in council tenancies and 111 (29%) perpetrators were council tenants, or were living-in with a Council tenant.
12. A breakdown of the perpetrator and victim relationship is included in Appendix 3.

Repairs & Security Measures

13. 130 repairs have been completed during the period April – December 2014. This has benefited 87 customers.
14. The total cost of this is £12,072.93 and provides an average cost per repair of £92.86.

(See Appendix 4 for breakdown of year to date repairs and security measures).

Domestic Abuse Development and Training

15. During November 2014, two Neighbourhood Relations Officers (NRO's) supported the White Ribbon Campaign, an initiative by Tyneside Women's Health, in partnership with Gateshead Council. The campaign actively ran for 15 days and began on 25 November 2014, which coincided with the International Day for the Elimination of Violence against women. An online pledge was also publicised and employees were encouraged to sign up to the pledge to end violence against women and girls.
16. Further to previous updates provided, we now have 10 domestic abuse workplace champions who have been trained to support employees who are the

victims of domestic or sexual abuse. In addition, 25 managers have also attended domestic abuse awareness raising sessions during January 2015.

Hate Incident Cases

17. During this period 35 new Hate Incident cases were reported. This is a decrease compared to the same period last year where 43 were reported. Of the 35 new reports: 18 - racial, 2 – homophobic, 13 – disability and 2 – religion.
18. All cases reported during this period resulted in further action being taken.

Closed Cases

19. During this period, we closed 13 cases relating to hate incidents. The reasons for closure are identified in Appendix 4.

Open Cases

20. There were 15 ongoing cases in relation to Hate Incidents as at 31st December 2014. This is an increase compared to the same period last year where 13 Hate Crime cases were open.

Repairs & Security Measures

21. There were 6 security measures completed for victims of Hate Incidents during April to December 2014 (see Appendix 4 for further details).

Hate Crime Policy & Training

22. Northumbria Police have confirmed an increase in hate crime incidents during this quarter. However this can be partly attributed to the formation of a specialist team of neighbourhood police officers, this team now proactively makes contact with any victim of crime where it is identified they are from black or minority ethnic communities. We are currently working with our partners at the Hate Crime & Tension Monitoring Group on an Engagement Framework, in order to increase confidence and reporting with a number of different communities.
23. Updates in relation to trends in hate crime reporting and partnership working will be included within the next committee report.
24. During November 2014, two training sessions were jointly delivered with Community Safety to 36 employees from the multi-storey team.
25. The objectives of the training were; identify different examples of hate crime and behaviours; how to report and signpost victims to relevant agencies; increase awareness of procedures once a report has been received, including actions which can be taken by partners.
26. Awareness was also raised in relation to the signs and symbols linked to extremist groups and how employees can report these to the relevant agencies.

Mental Health Link Worker (MHLW)

27. During September 2014, the current post holder left their position with South Tyneside Foundation Trust. Regrettably they have been unable to commit to providing us with an alternative link worker at this stage. Should there be any relevant developments or changes to this position an update will be provided to committee.

Non Attendance Panel

28. 66 cases for young people have been discussed during this period. 35 of the cases related to young persons living in council tenancies. Of these cases, three had a current open anti-social behaviour case. Of these cases, one was open due to a neighbour dispute, one due to an unruly child and the remainder due to unauthorised business activity. In the case involving unruly children the parent refused to accept their child was the cause of any disorder locally and no evidence was found during the investigation to support the allegations received.

Victim Support

29. During this period, we made seven referrals to the Victim Support Champion which equates to 17.5% of the 40 referrals made by all agencies.
30. Responsibility for commissioning victim services transferred to the Police and Crime Commissioner on 1 October 2014. Victim Support has now been commissioned to provide services to vulnerable victims of ASB and hate crime or victims of crime.

Customer Involvement

31. The ASB Service Improvement Group (SIG) has met on four occasions during this period. Following a request to be provided with more detail regarding what support could be provided to families whose children are causing ASB problems, a presentation was delivered to the group by a Children's Commissioning team manager. This covered the progress to date of the Families Gateshead initiative and how TGHC contribute to this.
32. As the support provided is not mandatory, the group were interested to know how workers were able to engage with dysfunctional and socially excluded families. Further they were keen to know how the initiative measured successful outcomes. In particular could successful outcomes be measured in terms of value for money. It was agreed that the manager would attend a further meeting to share more performance data and information on value for money savings which have been delivered.
33. The group also received a presentation by an NRO on our approach to tackling domestic abuse, including our employee procedure and domestic abuse workplace champion role and training.
34. Discussions have also taken place with the group about their objectives for 2015/16 and a draft workplan has been shared. Once this has been agreed an update will be provided within the next committee report.

Legal Tools and Powers

35. Further to our previous update, the Government has announced a further delay in the implementation of the new injunction, which is now expected to be available from 30 March 2015. A further update will be provided within further reports.
36. In partnership with the council we have continued to meet with the ASB leads from across the Northumbria region to ensure a joint approach to the new tools and powers is being developed and to share best practice and learning within the group.

Multi Agency Public Protection Arrangements (MAPPA)

37. During this period 8 MAPPA panels were attended which involved undertaking research from TGHC records on 12 cases which were discussed within subsequent meetings. Further updates on MAPPA meetings will be provided with future partnership reports.

Northern Engagement into Recover from Addiction (NERAF)

38. During November, NERAF, an independent charity, was established to help individuals recovering from substance misuse. An NRO attended the launch event to gain further awareness on how this service may benefit our customers. Appropriate referrals will be made to the service.

Illegal Money Lending

39. A campaign was run in November, with partners, to raise awareness of Illegal Money lending. Two NRO's were involved in a week of planned activity, which included a door knocking exercise.

Anti-Money Laundering

40. The Proceeds of Crime Act 2002 as amended by the Serious Organised Crime and Police Act 2005, the Money Laundering Regulations 2007 and the Terrorism Act 2000 as amended by the Anti-Terrorism, Crime and Security Act 2001, which broaden the definition of money laundering and increase the range of activities caught by the statutory control framework, imposed new obligations in respect of money laundering. As a result, the new obligations now impact on certain areas of local authority business and require local authorities to establish internal procedures to prevent the use of their services for money laundering.
41. In October, two NRO's attended training to support the Council's responsibility for internal control and reduce the potential of money laundering.
42. A Team Brief was also circulated to all staff and a reminder included in the Weekly Homework. In addition, an Anti-Money laundering Policy has now been developed and is available on the TGHC Intranet.

Safeguarding Adults

43. During April to December 2014, 18 referrals have been made. Referrals were made from the following areas;

East	1
West	2
South	10
Central	3
Inner West	2

44. The following outcomes were reached: -

- 5 Referral accepted and support put in place
- 8 Investigated and no further action required
- 2 Tenants re-housed (One tenant moved to a nursing home due to care needs and the other tenant re-housed as required larger property due to change in family circumstances.
- 2 Referred but did not meet criteria
- 1 Referral accepted by Safeguarding Team. Contact established with tenant, however he declined a service.

45. Officers have been working within a multi-agency group to establish and look at areas of self-neglect. Procedures are now being developed to support this area of work, which also includes an approach to managing hoarding cases.

Safeguarding Children

46. During April to December 2014, 7 referrals have been made. Referrals were made from the following areas;

East	0
West	0
South	5
Central	1
Inner West	1

47. The following outcomes were reached;

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

Social Services child protection checks

48. Neighbourhood Relations have been providing information to Social Services in relation to child protection cases since June 2013. The information provided includes ASB case information and tenancy details.

49. From April 2014 to December 2014 we have carried out 143 child protection checks.

Families Gateshead Council

50. 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.

51. During this period there were 224 Families Gateshead checks completed. Of these 127 were in relation to Council Properties and 97 were non-council.

Missing and Exploited Group

52. Further to discussion with Safeguarding Children, we have been invited to attend and contribute towards monthly meetings to discuss young persons who are missing from home or care and are at risk from sexual exploitation. An update on our attendance will be provided in future reports.

Link to Values

53. 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

54. 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 ASB and supporting vulnerable customers remains a priority.

Financial Implications

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

Value for Money implications

56. There is no additional value for money implications.

Equality and Diversity Implications

57. Ensuring we can access specialist services and resources to support the most vulnerable residents, regardless of what diverse needs they may have is crucial in tackling ASB and the underlying causes. .

Health Implications

58. Through promptly identifying Safeguarding issues and high risk vulnerable customers 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

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

Recommendation

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

Central Neighbourhood update

Protecting and Supporting Vulnerable Victims and Communities

Crime, ASB & Confidence

- A Notice of Seeking Possession was served on a tenant at Coatsworth Court in October 2014 following reports of noise nuisance including shouting, swearing and arguing inside and outside of the property. Complaints have continued and Legal Services have been advised to obtain possession of the property.
- In December 2014 a Notice of Seeking Possession was served on a tenant of Cotswold Gardens due to the condition of the garden.
- A Notice of Seeking Possession was served on a tenant of Sunderland Road in December 2014 following complaints of loud music, shouting, swearing and criminal damage. Complaints have continued and Legal Services have been asked to obtain possession of the property.
- A Notice of seeking Possession was served in November 2014 on a tenant in Avenue Road for noise nuisance. The tenant is currently working with support agencies to assist them to manage their tenancy.
- In October a 12 month Suspended Possession Order was granted against a tenant of Priory Court, due to poor property condition. The tenant has failed to comply with the terms of the order and Legal Services have been asked to obtain an eviction warrant.
- A 12 months Suspended Possession Order was granted due to noise nuisance and was breached in October by a tenant in Sydney Court. Legal Services have been asked to obtain a warrant for eviction.
- An Introductory tenant was evicted from St Cuthbert's Court, in October 2014, due to noise nuisance.
- An Introductory tenant at Carr Hill Road was served with a Notice of Termination due to criminal convictions and poor condition of property. Legal Services have been asked to progress with obtaining possession of the property.
- **Protecting & Supporting vulnerable victims and Communities**
- A Notice of Seeking Possession was served on a tenant at Romford Place in November 2014 following reports of noise nuisance and antisocial behaviour, from visitors to the property. This impacted on a number of residents within the community. The tenant is currently engaging with the NRO and improvements to their behaviour have been noted.
- A Notice of Seeking Possession was served on a tenant of Priory Court following reports from a number of customers within the block. Legal Services have been asked to proceed with obtaining possession of the property.

- Operation WAYS took place in the Town Centre in December. This was a Police lead initiative to assess the public perception of crime and disorder, following students moving into the new accommodation at Trinity Square.

East Neighbourhood Update

Crime, ASB and Confidence

- A Notice of Seeking Possession was served on a tenant of Leamside, in October 2014, as a result of their criminal convictions.
- A Notice of Seeking Possession was served in December, on a tenant of Sheraton, after a prosecution for animal cruelty. Legal Services have been instructed to obtain possession of the property.
- A Notice of Seeking Possession was served in December, on a tenant of Coverdale, after they failed to maintain their garden to a satisfactory standard.
- In December, a tenant of Ridley Terrace was served with a Notice of Seeking Possession, after they failed to keep their garden area clear of dog faeces and rubbish.
- In November, a 12 month Suspended Possession Order was granted against a tenant of Redemmarsh due to their conviction for a criminal offence
- In December, a 12 month Suspended Possession Order was granted against a tenant of Woodwynd due to the condition of their garden.
- A tenant of Pattinson Gardens had their eviction suspended in November after they improved the condition of the garden.

Protecting and Supporting Vulnerable Victims and Communities

- In December, two individuals who breached their Anti-Social Behaviour Injunction orders (ASBI), within Felling, were sentenced to 13 weeks each, in prison.
- The Injunction Orders are due to expire in March and meetings have been held with Legal Services, Police and Community Safety with regard to extending the Injunction Orders and seeking a wider exclusion zone.
- An NRO and officers from Community Safety have attended coffee mornings and to engage with local residents in Pelaw around perceptions of ASB and their own personal safety. This led to follow up visits from police officers from the East NPT who provided three tenants with padlocks for their gates and sheds
- Further discussions with customers, identified issues in relation to a vulnerable customer of domestic abuse. TGHC and Safer Families worked closely together with several agencies to ensure the victim was safe in their home

- Following an increase in reports of damage to motor vehicles on Leam Lane, we undertook a joint letter drop and door knocking with Northumbria Police to reassure residents and seek to identify any possible perpetrators. Police also carried out a number of additional patrols in the area and agreed in line with the graded response to forward us details of any person identified as causing the damage. Regrettably no person was subsequently identified, however the problems have stopped and it is hoped that our actions in promoting awareness has helped towards the problem stopping.

West Neighbourhood Update

Crime, ASB and Confidence

- A Notice of Seeking Possession was served on a tenant in Winlaton following a conviction of a criminal offence. Legal Services have been asked to obtain possession of the tenancy.
- Property investment work was suspended for a tenant at Tynebank following their threats towards employees and contractors. A Notice of Seeking Possession was served, which modified the tenants behaviour and the work was carried out successfully, without further issue.
- A Notice of Seeking Possession was served on a tenant in Highfield due to the condition of their home. The tenant has been unwilling to engage with support and Legal Services have been asked to obtain possession of the property.
- A warning was issued to a tenant from Hardman Gardens, following complaints of loud music. The tenant has modified their behaviour and no further complaints have been received.
- A tenant, who was convicted of shoplifting, was given a written warning against his tenancy in the Ryton area. The tenant is now working with support agencies to improve their behaviour.
- Legal Services were asked to obtain possession of a property where a tenant of Rowlands Gill has continued to cause nuisance and harassment.
- In October, a 16 month Suspended Possession Order was granted against a tenant of Springwell Close due to their son's criminal behaviour.
- In October a Notice of Seeking Possession was served against a tenant from Crookhill, Ryton, due to criminal activity and not allowing access to carry out essential maintenance to the property. The tenant has accepted support and is engaging with support services.
- Burglary of dwellings has reduced within the neighbourhood by a total of 50%, where criminal damage has increased by 18%.

Protecting and Supporting Vulnerable Victims and Communities

- A vulnerable couple living in William Morris Avenue in Highfield were given advice and support after they received threats and harassment.
- Joint work with the police lead to resolution of a neighbourhood dispute in the Winlaton and Crawcrook area. A number of joint home visits were carried and an amicable solution was agreed by the parties concerned.
- Officers have worked with Northumbria Police in relation to youth disorder on Pipebridge Estate. A number of tenants were visited, to discuss the issues and the impact their children's behaviour was having on the community. There has been a reduction in complaints and where tenants have not modified the behaviour, legal action is being considered.
- Residents in Tynebank, suffering from animal nuisance, have benefited from additional fencing, funded by the Designing out Crime budget.
- Officers have worked in Partnership with officers of Tyne and Wear Fire Service at two properties in the neighbourhood. Tenants have been given safety advice and additional smoke alarms have been provided.
- Additional security measures have been installed for 5 domestic abuse victims and 1 vulnerable victim, at their home. This has included lock changes, additional external lighting and the installation of reinforced glass installation for example.

Inner West Neighbourhood Update

Crime, ASB and Confidence

- In October 2014, a Notice of Seeking Possession was served on a tenant in Dunston following numerous complaints of noise and a large number of police attendances at the property. A 14 day possession order was granted in November and the tenant was evicted in January 2015.
- As the nuisance behaviour continued despite the ongoing possession action, an interim injunction order was also sought and granted in November preventing the tenant from shouting, swearing, arguing, fighting, playing loud music, making other loud noise, threatening violence towards people or property so as to cause nuisance and annoyance.
- A Notice of Termination was served on a tenant in Teams following incidents of fighting and noise at her property. Following the Notice being served, the tenant subsequently terminated her tenancy and has left the property.

Protecting and Supporting Vulnerable Victims and Communities

- During October, Operation Shield was carried out which was a partnership initiative led by Northumbria Police, designed to tackle an increase in crime in the Swalwell area. This operation involved police executing a number of search

warrants, and carrying out intensive foot and mobile patrols to seek to combat the increase in crime and anti-social behaviour and reassure communities and help improve confidence. Test purchases were also carried out in an effort to identify premises that provide alcohol to under-age drinkers. Joint work was also carried out in relation to a number of targets identified by police who were linked to Council tenancies.

- In October excessive timber was located in the demolition area at Clasper Village, which was a potential risk on the approach for bonfire night. The timber was removed and security patrols were increased.

Harm caused by Substance Misuse

- In November partners met to discuss increased reports of anti-social behaviour, linked to residents from Eslington House; where there were concerns the residents were using legal highs. A number of joint initiatives have been agreed, including reparation work via Community payback and Youth Services who will provide outreach work.

South Neighbourhood Update

Crime, ASB & Confidence

- In October, A Notice of Seeking Possession was served on a tenant in Willerby Court due to poor property condition, Immediate Possession was granted in November and the tenant was subsequently evicted.
- An Extension of Introductory tenancy was served on an introductory tenant in Gainford, in October 2014 following reports of noise nuisance including shouting, swearing and arguing inside and outside of the property by the tenant and her children. The introductory tenancy has been extended by 6 months and the complaints have now ceased.
- An Extension of Introductory tenancy was served on a tenant in Appleby Gardens, following reports of noise nuisance including shouting, swearing and arguing inside and outside of the property. The tenant was evicted on October 2014.
- A 12 month Suspended Possession Order was granted by Gateshead County Court due to the poor condition of the garden and failure to allow officer's access to a property in Bramblelaw. The tenant failed to improve the condition and Legal Services have been instructed to apply for a warrant for eviction.

Protecting & Supporting Vulnerable Victims and Communities

- During this period two vulnerable witnesses were provided with support following allegations that they had been subjected to intimidation, violence and blackmail.

- These victims have been rehoused for their safety and through the joint partnership working with Northumbria Police, the Gateshead Housing Company were able to obtain an interim injunction order against the alleged perpetrator, excluding them from the Wrekenton and Springwell areas of Gateshead where the victims reside.
- The order was obtained to try and prevent further incidents and safeguard the victims and their properties and the community.
- An application for funding from the Designing out Crime Budget has been submitted to install fencing, which will protect residents who have suffered from Hate Crime at Highlaws Gardens.

Harm Caused by Substance Misuse

- The Safer Neighbourhoods Group will be focusing on youth disorder, linked to alcohol, identified at the play area at Walldridge Gardens. Youth Services, Tyne and Wear Fire Service and the Police have visited the area to offer appropriate advice and support. The issues will be monitored through the local tasking and coordination meetings.

Source of Domestic Abuse Cases Reported to TGHC:

Source	Number
Tag & Flag referrals	85
Self-Referral	32
Safer Families referral	32
Housing & Independent Living Outreach service (Housing Options)	10
Neighbour complaint	9
MARAC actions to contact customer	17
Police	7
Fire Service	2
Information from Caretaker	3
Total	197

Breakdown of domestic abuse cases reported this period:

Age	Female victim	Male victim	Total
16 – 24	32	2	34
25 - 40	101	3	104
41 - 59	40	4	44
60 +	5	2	7
Unknown	8	0	8
Total	186	11	197

Neighbourhood Area					
Central	Inner West	West	East	South	Total
37	17	34	39	70	197

Case Closure Reasons

- 97 Multi Agency Risk Assessment Conference (MARAC - recorded for partnership arrangements) Cases
- 79 Resolved without the need for legal action
- 11 Customer Re-housed
- 11 Non-engagement from Customer
- 4 Customer ended their tenancy
- 3 Perpetrator ended their tenancy
- 3 Legal Action 'Other' Taken
- 2 Written warning issued
- 1 Referred to other Agency (Barnardos are supporting the family)

211 Total

In two cases the perpetrator of Domestic Abuse received a written warning on their tenancy.

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

Male perpetrator to female victim	317
Male perpetrator to male victim	1
Female perpetrator to female victim	6
Female perpetrator to male victim	17
Family violence	36
Honour Based Violence	3
Under 18 victim and perpetrator	6

Breakdown of Repairs and Security Measures Year to Date:

Security Measure	Number of Repairs
External Lighting	37
Supply & Fit Door Chain	15
Door Viewer	13
Lock Change	22
Fit Alarm	7
Repair Gate	5
Repair Security Light	5
Repair Fencing	4
Reglaze Window	4
Repair to Door	4
Protective Window Coatings	3
Window Locks	2
Fit Mortice lock	2
Repair brick work	2
Letterbox Restrictor Fitted	2
Re-set house alarm	1
Fit Gate	1
Ease window	1
Total	130

Closure Reasons for Hate Crime Cases:

- 8 Resolved without the need for legal action
- 2 Customers Re-housed
- 1 Non-engagement from Customer
- 1 Duplicate Case
- 1 Referred to other Agency

Breakdown of Security Measures for Victims of Hate Crime:

The total cost of this is **£255.04** and provides an average cost per repair of **£42.50**

Security Measure	Number of Repairs
External Lighting	3
Supply & Fit Door Chain	1
Repair Gate & Add Bolts	2
Total	6