



Report to Customer and Communities Committee

6 May 2015

Title: Anti-Social Behaviour Performance Update 2014/15

Report of: Director of Customers and Communities

Purpose of Report

1. The purpose of this report is to provide committee with an annual update on work undertaken to tackle anti-social behaviour (ASB) and associated performance undertaken during 2014/15.

Background

2. The report provides a summary of performance results between April 2014 and March 2015. This performance is broken down further by neighbourhood area and is included in Appendices 1 to 8.
3. Further detail is provided on our partnership work and progress in relation to safeguarding, supporting vulnerable victims; domestic abuse and hate crime.

Performance Update

4. During this period 1748 new cases were opened, this is a 13% decrease compared to the same period last year where 2008 cases were opened. Although there has been a decrease in the overall cases investigated, there has been a 9% increase in cases investigated by the neighbourhood relations team (NRT). This reflects an increase in more complex social issues where a multi-agency approach is required for example mental health, self-neglect and drug and substance misuse or where more formal or legal action is required to resolve issues.
5. There were 435 current ASB cases open at the end of March 2015. This is an increase of 14% compared to the end of March 2014 where 376 were open. This can be attributed to cases where robust action has been taken however delays have occurred due to several factors including; court waiting times, complex cases involving longer term interventions and partnership working.
6. The ASB cases opened during this period are broken down by case type in Appendix 9.

7. 1670 cases closed during this period. Of these cases 1575 (94%) were resolved without the need for legal action, compared to 96% for the same period last year, indicating that more formal actions have been taken to resolve cases.
8. The top 3 category case types reported during this period are:
 - Noise Nuisance (489)
 - Domestic Violence (275)
 - Animal Nuisance (172)
9. Noise Nuisance remains consistently the highest reported type with 30% of all incidents reported during this year relating to noise nuisance.
10. During this period 675 Legal or Formal Actions were taken; this equates to 2.67 legal or formal actions being taken every week
11. A breakdown of formal and legal actions for this period is detailed in Appendix 10.

Service Standard performance

12. During this period 1,748 cases were opened of which 1,731 (99%) cases were acknowledged and investigation begun within the agreed timescales. Performance remains the same as the previous year where 2008 cases were opened and 1,989 (99%) cases met the standard.
13. During this period 1670 cases were closed with 1670 (100%) customers were sent a case closure letter prior to the investigating officer closing the case.
14. Overall Performance Indicators are detailed in Appendix 11.

Customer Satisfaction

15. During this period 208 customers were surveyed following the closure of their ASB case. Of these, 195 (94%) customers stated that they were satisfied with how their case was investigated which is slightly higher than the previous year's performance at 93%.
16. 15 customers told us that they were dissatisfied with the outcome of their ASB case. Of these, three said their complaint was still ongoing, three said they have had further issues and felt their case was not fully resolved, one customer was dissatisfied that a counter allegation had been made against them and that this was also investigated, one customer was dissatisfied that the process by which complaints for private sector and council tenants differs in how they are handled, 6 customers felt that more could have been done to resolve their case, and of those 1 customer felt that the case took too long to resolve.
17. These cases were reviewed by a Neighbourhood Relations Manager and all of the cases were investigated correctly in line with procedure; however three cases have been discussed with investigating officers regarding the detail of feedback given to customers.

Vetting and Exclusions

18. During this period, we received 392 Safer Estates Vetting requests. Of these, 310 were in relation to male applicants and 82 were female applicants. Of the 392 requests received, 145 met the criteria to be excluded from the Housing Register, 217 did not meet the criteria to be excluded and were given access to housing and 30 are currently being processed.
19. A breakdown of the vetting requests is detailed in Appendix 12.

Hate Crime

20. During this period, 49 Hate Crime reports have been received by TGHC.
21. There are currently 13 cases relating to Hate Incidents being investigated in partnership with other agencies.
22. A breakdown of Hate Crime cases are detailed in Appendix 13.

Hate Crime Security Measures

23. Seven repairs have been completed for victims of Hate Crime during this period. As security measures are discussed with all customers who report Hate Crime, the low take up rate reflects positively that the majority of our customers who report Hate Crime feel safe within their properties.

ARCH Hate Crime Reports

24. A request for more detail on the overall number of hate crime reports within the borough was noted at the previous committee meeting.
25. During this period, 233 reports were recorded on ARCH, the multi agency database for hate crime reports. This was an increase of 18% on the same period last year where 192 reports were made.
26. The recorded incidents remained fairly consistent each quarter: -

Quarter One – 50

Quarter Two – 48

Quarter Three – 56

Quarter Four - 49

27. We are currently awaiting an evaluation of year end data and will share relevant findings within our next report. However to place reports in context, between April to December, crime and ASB which was deemed to be hate related accounted for less than 1% of reported incidents across the borough.

School Based Anti-Discriminatory Arts Activities

28. Further to discussion at the Hate Crime & Tension Monitoring group about the need to effectively engage with young persons, subsequent meetings were arranged between NRT our Involvement team, community safety and GemArts an arts development organisation to discuss how this engagement could be progressed.

29. This has led to match funding from the Community Safety Board and TGHC Involvement fund to commission GemArts to deliver two school based arts projects.
30. During the sessions, young persons will discuss and research topics which will explore anti-discriminatory themes in particular racism, disability and religion. They will then work with professional artists to create artwork to be used as educational resources. Examples could include a poster campaign or an animation film using young person's ideas and designs and will be professionally presented by GemArts artist. This will then be a resource which can be used by the school, TGHC and partners to promote and share learning.
31. The two schools which have been chosen to deliver the projects are Thomas Hepburn Community Academy and Joseph Swan Academy. Both schools were identified after considering hate crime reports and both local and national community tensions. It is intended these projects will be delivered before the end of summer term and an update will be provided to committee within the next report

Domestic Abuse

32. There are currently 54 cases relating to Domestic Abuse cases being investigated in partnership with other agencies.
33. The new cases opened in 2014/15 and also the closure reasons for this period are detailed in Appendix 14.

Security Measures

34. 170 security measures were completed for 118 victims of domestic abuse. This equates to 43% of domestic abuse cases which were investigated. The average cost per security repair is currently £113.96.
35. The provision of security measures for victims who have been personally targeted allows these vulnerable customers to remain in their homes and alleviates subsequent costs which would arise should they wish to be rehoused for example the provision of temporary accommodation.

Operation Encompass

36. A new partnership operation commenced during April 2015 which aims to address the impact of domestic abuse incidents on school age children. This links directly to national research which has identified that 80% of domestic abuse incidents are witnessed or occur when a child is present.
37. This new initiative involves a Police Officer who has been seconded within the Multi-Agency Safeguarding Hub (MASH) undertaking daily research into all domestic abuse related incidents recorded by Northumbria Police within Gateshead. Their research will seek to identify incidents where a child has been present and/or there is a recent domestic abuse history that would reflect significant concerns regarding the welfare of young persons.
38. On identification of an incident that meets the criteria, Police Officers will make direct contact with the school which the young person/s attends. Information will

be shared including the background and nature of the physical abuse incident as well as any actions that have been taken by the police e.g. support plans for victims, arrests of perpetrators etc. Tailored support can then be implemented to ensure the child feels safe.

Customer Assessment Tool

39. Customer Assessment Tools are used by investigating officers on all ASB cases where there is a known customer or victim. The aim of the assessment tool is to enable officers to identify how incidents are affecting a person's well-being and then tailor actions and support around this to reduce risk of harm.
40. Certain case types are unsuitable for the customer assessment tool. For example domestic abuse as this has a specialist assessment known as a Risk Indicator Checklist; other cases such as property condition, criminality, anonymous reports and abuse to staff as in the majority of these case types there is no direct victim/customer.
41. During this period 534 Customer Assessment Tool forms were completed with customers reporting anti-social behaviour complaints which relates to 490 ASB cases.
42. The Customer Assessment Tool scores were as follows: -

High	97 (18%)
Medium	288 (54%)
Standard	149 (28%)
43. All Customers with a high score were discussed with partner agencies at Neighbourhood Tasking and Co-ordination meetings.
44. During this period, 211 Customer Assessment Tool closure reviews were completed with customers prior to case closure. Of these the vulnerability score reduced for 196 Customers and 15 increased. The increased scores were reviewed by NRT Managers and no further actions were identified.

Victim Support

45. Following the loss of funding Gateshead Victim Support office closed on 31 March 2015. A new service is currently being developed by the Northumbria Police and Crime Commissioner, known as Victim's First. We are currently awaiting confirmation whether this service will extend to support for non-victims of crime. Once this detail has been established, a relevant update will be provided to committee.

Housing and Mental Health Outreach Worker

46. Gateshead Council has appointed two Housing and Mental Health Outreach Workers.
47. The posts are part funded by NHS and aim to address homeless issues affecting persons with secondary mental health problems (psychosis, schizophrenia) or where persons require specialist support.

48. These roles will not provide floating support but will act as a link between all services. A briefing has been provided to NRT to promote the need for close working and liaison with cases. An update on referrals and joint working will be provided within the next committee report.

Non-Attendance Panel

49. 101 cases for young people have been discussed during this period. 56 of the cases related to young persons living in council tenancies. Of these cases; eight had a current open anti-social behaviour case. Of these cases; four were open due to property condition concerns, two was open due to a neighbour dispute, one due to an unruly child and one due to unauthorised business activity.
50. Following discussions it was unnecessary to open any subsequent cases; however a referral was made to the Children and Families Assessment Team to raise concerns for children within the household.

Safeguarding Adults

51. During this period, 28 referrals were made by TGHC to the Safeguarding Adults Team.
52. A breakdown of these referrals and the outcomes are detailed in Appendix 15.

Safeguarding Children

53. During this period, seven referrals have been made by TGHC to Safeguarding Children.
54. A breakdown of these referrals and the outcomes are detailed in Appendix 15.

Children's Services Research

55. 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.
56. During this period, we have carried out 225 child protection checks.

Families Gateshead Council

57. 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.
58. During this period, there were 398 Families Gateshead checks completed. Of these, 292 were in relation to Council Properties and 106 were non-council.

Multi Agency Safeguarding Hub

59. A Multi Agency Safeguarding Hub (MASH) has been developed in Gateshead. The overarching vision of the MASH is to 'provide a single gateway for all safeguarding, domestic abuse and vulnerable victim referrals; to expedite the

sharing of information in an efficient manner and to protect and safeguard the most vulnerable within the Borough’.

60. The MASH provides a regular opportunity for partners to come together and discuss some of the most vulnerable residents in Gateshead with the purpose of ensuring appropriate, coordinated, proportionate and timely intervention. The MASH provides a platform for partners to devise appropriate referral pathways and a mechanism for sharing information.
61. Partners in the MASH aim to support those vulnerable individuals who previously may not be eligible for intervention or support from services and who are often termed ‘medium risk’ by partners. This prevention approach aims to prevent risk levels of those individuals, from escalating. Updates in relation to the development of the MASH will be included in the next committee report.

Missing and Exploited Group

62. Further to an update in the previous committee report, the name of the Missing and Sexually Exploited Group (MEG) meeting has been changed to Missing, Sexually Exploited and Trafficked Group (MSET)
63. We have been attending this meeting to support our partners to safeguard those children and young people from Gateshead who repeatedly go missing from home or care, and those who are vulnerable as they are termed Children Missing Education(CME) and to improve outcomes.
64. The group identify trends and individuals at risk of sexual exploitation and the key objective is to decrease the risks to those young people and reduce the numbers of repeat missing episodes.
65. During March’s meeting research was undertaken into 11 young persons; two of which were living in council tenancies. We were tasked from the meeting with providing further checks regarding two persons linked to cases to support risk assessment and ongoing agency involvement.
66. Updates will be provided to the committee within future reports.

Multi-Agency Public Protection Arrangements

67. During this period 12 MAPPA panel meetings were attended which discussed the risk management issues relating to 16 cases.

Customer Involvement and consultation

68. The ASB Service Improvement Group (SIG) has met on five occasions during this period.
69. Further to a discussion with the group on average length of time to resolve ASB cases, two neighbourhood relation officers shared case studies with the group relating to recent case investigations. Officers spoke about two cases; one which we were able to resolve swiftly and one where the investigation took longer due to complex social issues and requirement for multi-agency working. A number of questions were asked in relation to factors which impact on our ability to resolve cases; court waiting times; conclusion of criminal prosecutions; partnership

working; gaps in investigation; communication issues and where initial progress is not maintained e.g. internal and external property conditions.

70. An overview was provided to the group on the key changes introduced as part of the ASB Crime & Policing Bill 2014. In light of the new powers the group have been asked to review our current 'neighbourhood nuisance' leaflet'. This will be discussed in more detail at their next meeting to help us to update this leaflet. A relevant update will be provided to the next committee.
71. Quarter 3 performance information was shared with the group and they have agreed their workplan for 2015/16. In agreeing their workplan the group have identified key themes they would like to address and help us review; this includes; noise nuisance; hoarding; restorative justice and our approach to cross tenure issues.
72. The group have requested the workplan can have a degree of flexibility and be reviewed at the end of each meeting to ensure sufficient time can be allocated at future meetings to relevant topics and themes as necessary.

Restorative Justice

73. Gateshead Council has refreshed the graded response to tackling ASB to ensure restorative justice is embedded within all stages of the ASB process.
74. During March 2015, three NRO's have attended training and development sessions to ensure they have the necessary skills to undertake restorative based activities. Safer Communities are currently leading on producing an overall framework to promote the consistent use of restorative justice by partner agencies. An update on the progress of this development will be provided within future reports.

Legal Tools and Powers

75. Further a previous update to committee, the new ASB injunction came into force during March 2015. Known as the civil injunction this order replaces the previous Anti-Social Behaviour Injunction (ASBI) and Anti-Social Behaviour Order (ASBO). Although these orders have been repealed transitional arrangements exist for any current orders to allow them to be effective until their expiry date.
76. Key features of the new injunction are that it can be obtained against any person aged over ten years and that orders can include 'positive requirements' that require someone to do anything which it is believed will assist in preventing further ASB. This could include; attending an alcohol awareness course, accepting tenancy support, or attending an initial assessment with a support worker.
77. If the respondent is a tenant, or a household member, or a visitor and a breach of their injunction occurs, then possession proceedings can be issued for which the new absolute (mandatory) can be relied upon. The aim of the absolute ground is to make it quicker to obtain possession as the incident has already been proven elsewhere. Updates will be provided to the committee on the use of the new legal tools and powers within future reports.

Impact on tenants

78. We gather customer's views throughout the year in relation to ASB performance via surveys and through Involvement activities. Tackling ASB effectively continues to be a priority for our customers. Failure to tackle incidents effectively would negatively impact on tenants and their families and therefore we continue to develop and improve our approach, working in partnership with a wide range of agencies to tackle underlying causes of ASB.

Link to Values

79. The report is aligned to the following values of the company:-
- Fair
 - Customer Focussed
 - Open and Honest
 - Accountable
 - Inclusive, valuing diversity
 - Innovative

Risk Management Implication

80. Through the use of the customer assessment tool we continue to seek to identify the risks to our customers at the earliest opportunity. Further we share data appropriately with other agencies so that tailored measures can be put in place to prevent and reduce the serious risk of harm to our customers

Financial Implications

81. There are no financial implications arising directly from this report.

Value for Money implications

82. Working in partnership and addressing underlying causes at the earliest opportunity enables us to tackle ASB effectively. Considering longer term sustainability of issues impacts on reducing the likelihood of reoffending and repeat victimisation.

Equality and Diversity Implications

83. Access to partnership working and specialist services enables us to address behaviours and underlying causes of ASB, with a view to resolving issues in the long term, supporting the most vulnerable victims and perpetrators.

Health Implications

84. Engagement with Housing and Mental Health Outreach workers and mental health teams, will allow us to adopt a holistic approach towards making a positive impact on the wellbeing of vulnerable customers.

Environmental Implications

85. There are no direct environmental implications arising from this report.

Recommendation

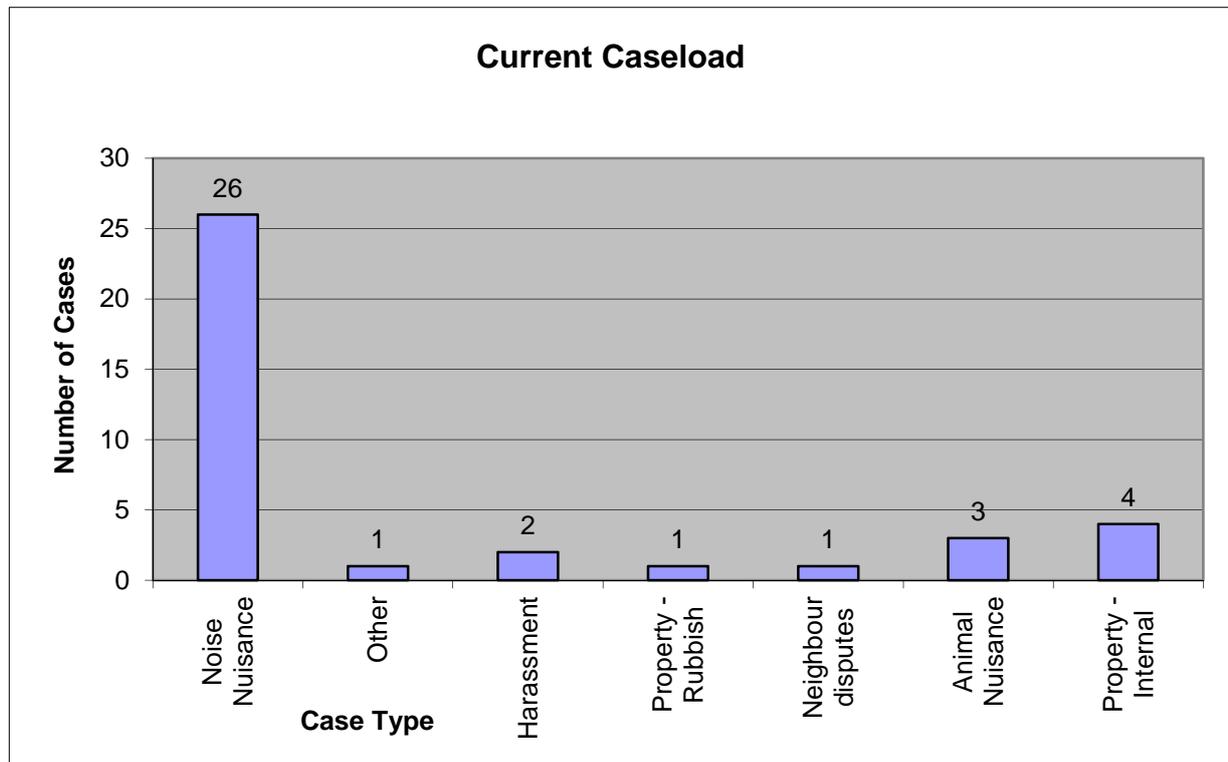
86. The views of the committee are sought on whether it is satisfied with the performance and partnership update for 2014/15.

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Central**Current Caseload**

The current caseload for Central Neighbourhood at the end of March 2015 is 38 open cases. This can be broken down further by case type. This is an increase compared to the same period last year where 26 cases were open.

**New Cases**

Between April 14 and March 15, 152 new ASB cases have been opened in Central area. This is a decrease compared with the same period last year where 183 new cases were opened.

Closed Cases

Between April 14 and March 15, 141 cases have been closed within the Central area. This is a decrease compared with the same period last year where 176 cases were closed.

Formal Actions

Between April 14 and March 15, 102 written warnings were issued. This is an increase compared to the same period last year where 65 warnings were issued.

Service Standards

Between April 14 and March 15, 152 new cases were opened and 150 99% of these cases were acknowledged and investigations begun within timescales. This is similar to the same period last year where 99% of cases met this standard.

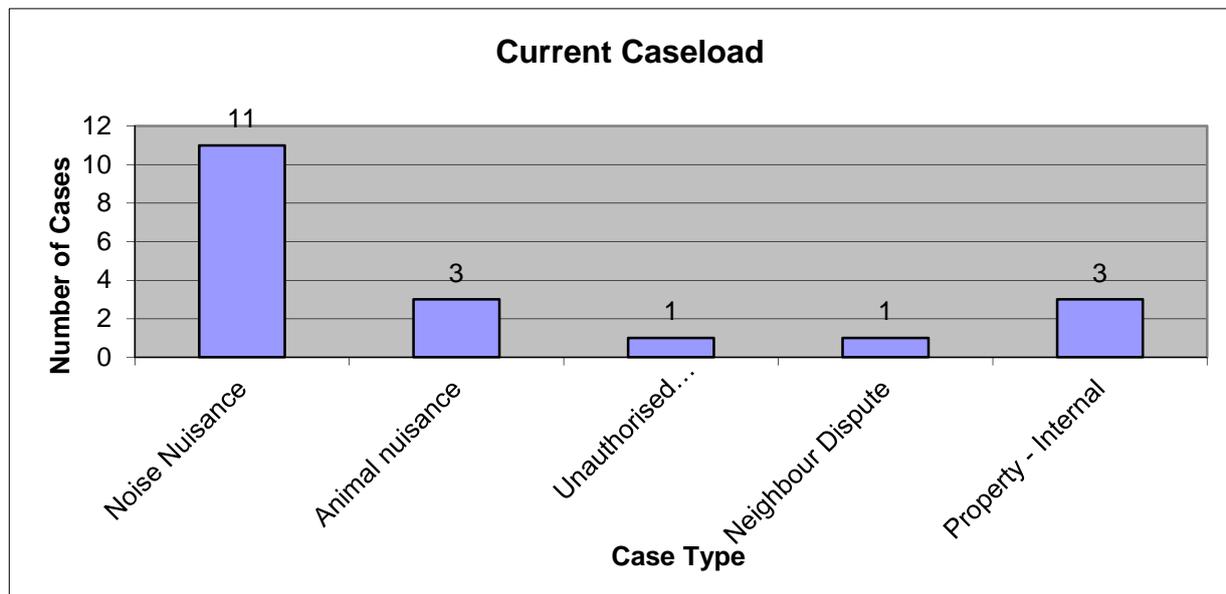
Between April 13 and March 14, 141 cases were closed, of these 141 100% customers were sent a case closure letter prior to their case being closed. This is similar to the same period last year where 99% of cases met this standard.

Referrals to Agencies

Between April 14 and March 15, 44 referrals have been made to other agencies. This is a decrease compared to the same period last year where 65 referrals were made.

Inner West**Current Caseload**

The current caseload for Inner West Neighbourhood at the end of March 2015 is 19 open cases. This can be broken down further by case type. This is a decrease compared to the same period last year where 13 cases were open.

**New Cases**

Between April 14 and March 15, 114 new ASB cases have been opened in Inner West area. This is a decrease compared with the same period last year where 160 new cases were opened.

Closed Cases

Between April 14 and March 15, 96 cases were closed within the Inner West area. This is an increase compared with the same period last year where 165 cases were closed.

Formal Actions

Between April 14 and March 15, 65 written warnings were issued. This is a decrease compared with the same period last year where 74 warnings were issued.

Service Standards

Between April 14 and March 15, 114 new cases were opened, 113 (99%) of these cases were acknowledged and investigations begun within timescales. This is equal to the same period last year where 99% of cases met the standard.

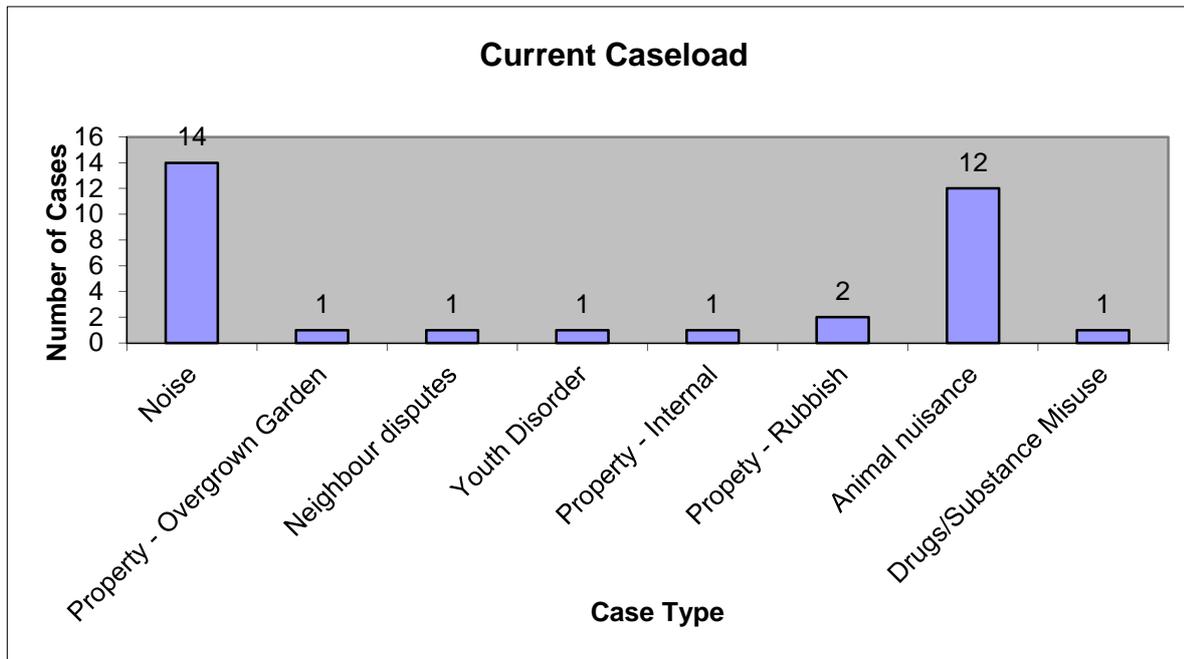
Between April 14 and March 15, 96 cases were closed, 96 (100%) customers were sent a case closure letter prior to their case being closed. This is equal to the same period last year where 100% of cases met this standard.

Referrals to Agencies

Between April 14 and March 15, 104 referrals were made to other Agencies. This is a decrease compared to the same period last year where 169 referrals were made.

West**Current Caseload**

The current caseload for West Neighbourhood at the end of March 2015 is 33 open cases. This can be broken down further by case type. This is an increase compared to the same period last year where 20 cases were open.

**New Cases**

Between April 14 and March 15, 121 new ASB cases have been opened in the West area. This is a decrease compared with the same period last year where 144 new cases were opened.

Closed Cases

Between April 13 and March 14, 144 cases were closed within the West area. This is an increase compared with the same period last year where 140 cases were closed.

Formal Actions

Between April 13 and March 14, 19 written warnings were issued. This is an increase compared with the same period last year where 10 warnings were issued.

Service Standards

Between April 13 and March 14, 144 new cases were opened, 138 (96%) of these cases were acknowledged and investigations begun within timescales. This is equal to the same period last year where (96%) of cases met the standard.

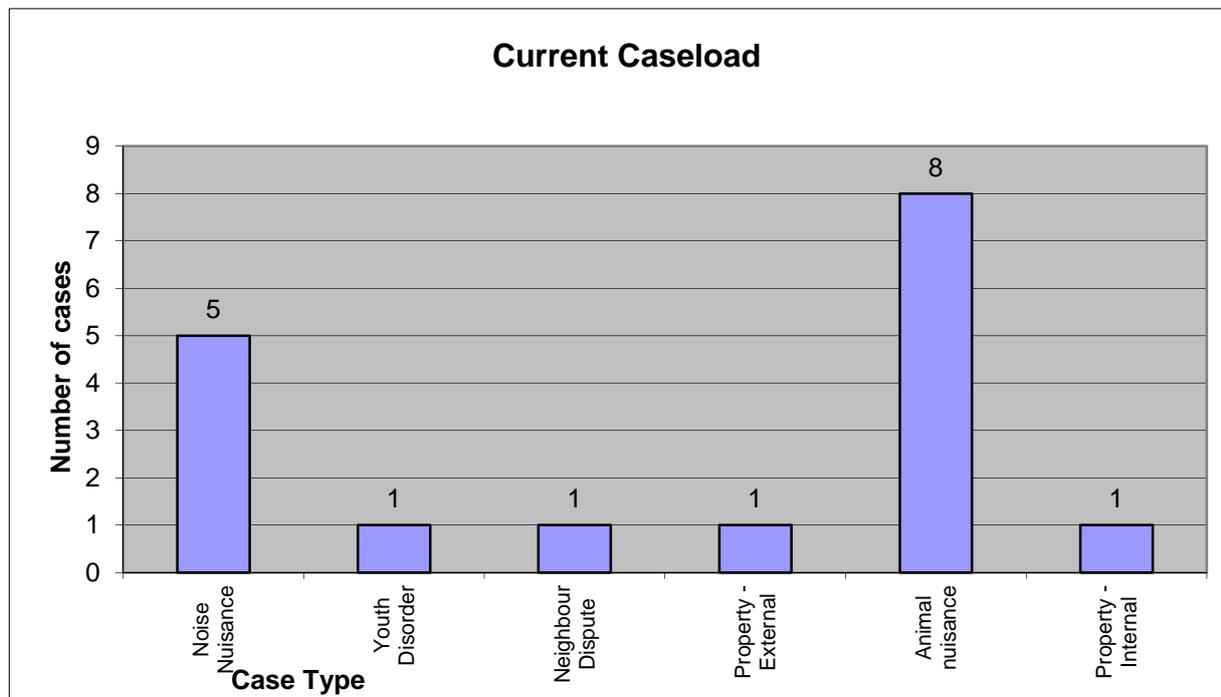
Between April 13 and March 14, 144 cases were closed, 144 (100%) customers were sent a case closure letter prior to their case being closed. This is equal to the same period last year where 100% of cases met this standard.

Referrals to Agencies

Between April 13 and March 14, 94 referrals were made to other agencies. This is an increase compared to the same period last year where 42 referrals were made.

East - Felling**Current Caseload**

The current caseload for the Felling area at the end of March 2014 is 17 open cases. This can be broken down further by case type. This is a slight decrease compared to the same period last year where 18 cases were open.

**New Cases**

Between April 14 and March 15, 126 new ASB cases have been opened in the Felling area. This is a decrease compared with the same period last year where 174 new cases were opened.

Closed Cases

Between April 14 and March 15, 126 cases were closed within the Felling area. This is a decrease compared with the same period last year where 152 cases were closed.

Formal Actions

Between April 14 and March 15, 70 written warnings were issued. This is a slight increase compared with the same period last year where 62 warnings were issued.

Service Standards

Between April 14 and March 15, 126 cases were opened, 173 (100%) of these cases were acknowledged and investigations begun within timescales. This is an increase compared with the same period last year where 99% of cases met this standard.

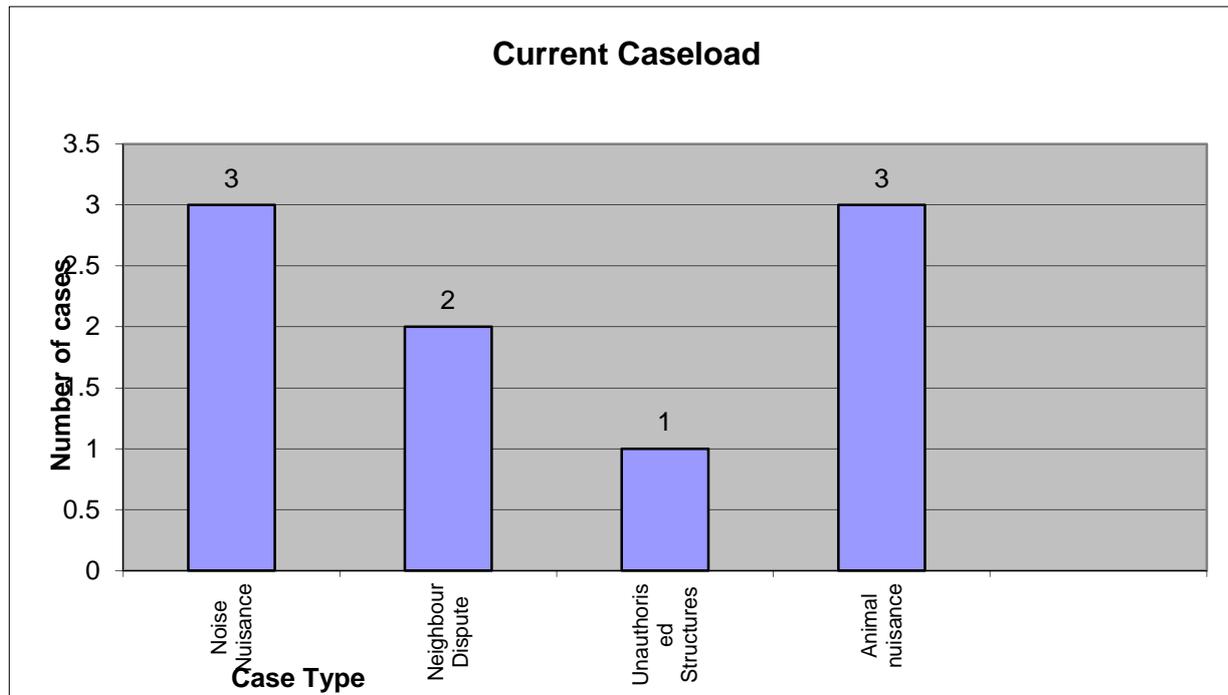
Between April 14 and March 15, 126 cases were closed with 126 (100%) of customers were sent a case closure letter prior to their case being closed. This is equal to the same period last year where 100% of cases met the standard.

Referrals to Agencies

Between April 14 and March 15, 63 referrals were made to other agencies. This is an increase compared with the same period last year where 109 referrals were made.

East - Leam Lane**Current Caseload**

The current caseload for Leam Lane area at the end of March 15 is 9 open cases. This can be broken down further by case type. This is a slight decrease compared to the same period last year where 10 cases were open.

**New Cases**

Between April 14 and March 15, 79 new ASB cases have been opened in Leam Lane area. This is a decrease compared with the same period last year where 148 new cases were opened.

Closed Cases

Between April 14 and March 15, 74 cases were closed within the Leam Lane area. This is an increase compared with the same period last year where 154 cases were closed.

Formal Actions

Between April 14 and March 15, 41 written warnings were issued. This is an increase compared with the same period last year where 31 warnings were issued.

Service Standards

Between April 14 and March 15, 79 cases were opened, 79 (100%) of these cases were acknowledged and investigations begun within timescales. This is an increase compared with the same period last year where 97% of cases met the standard.

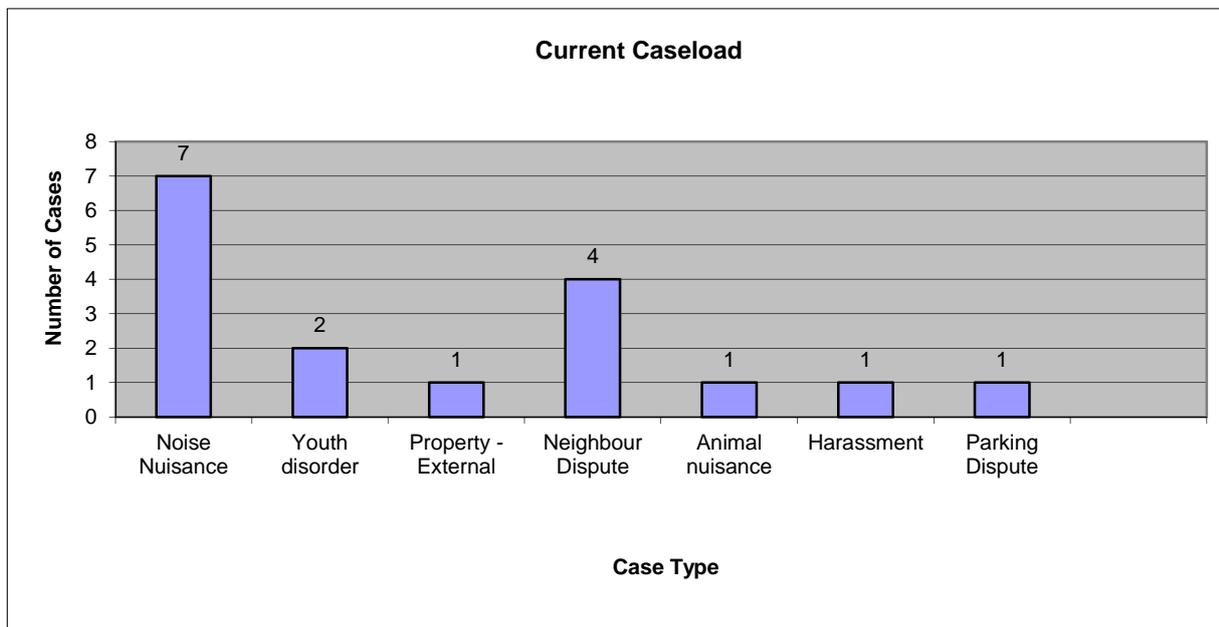
Between April 14 and March 15, 74 cases were closed, 74 (100%) customers were sent a case closure letter prior to their case being closed. This is equal to the same period last year where 100% of cases met this standard.

Referrals to Agencies

Between April 14 and March 15, 49 referrals were made to other Agencies. This is a decrease compared with the same period last year where 104 referrals were made.

South - Birtley**Current Caseload**

The current caseload for Birtley area at the end of March 2015 is 16 open cases. This can be broken down further by case type. This is a decrease compared to the same period last year where 20 cases were open.

**New Cases**

Between April 14 and March 15, 80 new ASB cases have been opened in Birtley area. This is a decrease compared with the same period last year where 100 new cases were opened.

Closed Cases

Between April 14 and March 15, 70 cases were closed in the Birtley area. This is a decrease compared with the same period last year where 102 cases were closed.

Formal Actions

Between April 14 and March 15, 13 written warnings were issued. This is a decrease compared with the same period last year where 5 warnings were issued.

Service Standards

Between April 14 and March 15, 80 cases were opened, 79 (99%) of these cases were acknowledged and investigations begun within timescales. This is equal to the same period last year where 99% of cases met the standard.

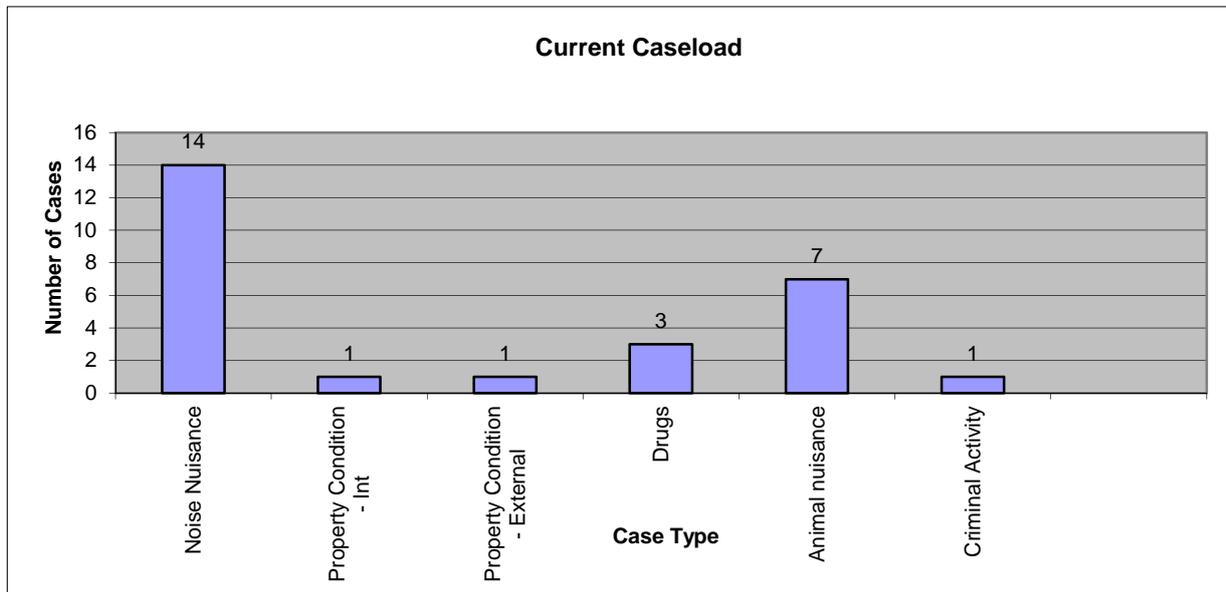
Between April 14 and March 15, 70 cases were closed with 70 (100%) customers were sent a case closure letter prior to their case being closed. This is equal to the same period last year where 99% of cases met this standard.

Referrals to Agencies

Between April 14 and March 15, 146 referrals were made to other agencies. This is a decrease compared to the same period last year where 164 referrals were made.

South - Wrekenton**Current Caseload**

The current caseload for Wrekenton area at the end of March 2015 is 27 open cases. This can be broken down further by case type. This is a decrease compared to the same period last year where 48 cases were open.

**New Cases**

Between April 14 and March 15, 249 new ASB cases have been opened in Wrekenton area. This is a decrease compared with the same period last year where 336 new cases were opened.

Closed Cases

Between April 14 and March 15, 246 cases were closed in the Wrekenton area. This is a decrease compared with the same period last year where 330 cases were closed.

Formal Actions

Between April 14 and March 15, 89 written warnings were issued. This is an increase compared with the same period last year where 68 warnings were issues.

Service Standards

Between April 14 and March 15, 249 cases were opened, 246 (99%) of these cases were acknowledged and investigations begun within timescales. This is equal to the same period last year where 99% of cases met the standard.

Between April 13 and March 14, 246 cases were closed, 246 (100%) customers were sent a case closure letter prior to their case being closed. This is equal to the same period last year where 100% of cases met this standard.

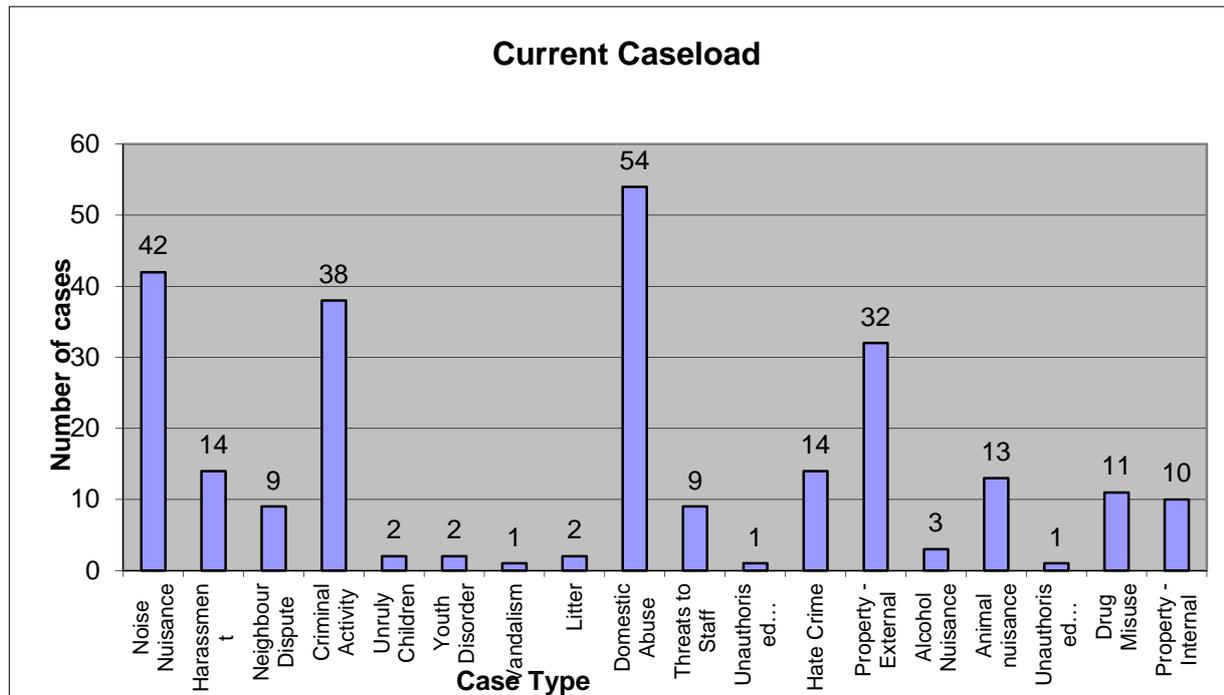
Referrals to Agencies

Between April 14 and March 15, 90 referrals were made to other agencies. This is a decrease compared with the same period last year where 142 referrals were made.

Neighbourhood Relations Team

Current Caseload

The current caseload for The Neighbourhood Relations Team at the end of March 2015 is 258 open cases. This can be broken down further by case type. This is an increase compared to the same period last year where 221 cases were open.



New Cases

Between April 14 and March 15, 829 new ASB cases have been investigated by the Neighbourhood Relations Team. This is an increase compared with the same period last year where 763 new cases were investigated.

Closed Cases

Between April 14 and March 15, 808 cases were closed within the Neighbourhood Relations Team. This is an increase compared with the same period last year where 874 cases were closed.

Formal Actions

Between April 14 and March 15, 276 legal and formal actions were taken; 90 Legal actions, Notice of Seeking Possession Served 58, Suspended Possession Order 8, Extension of Introductory Tenancy Served and Granted 7, Injunction/Interim Injunctions 6, Evictions 3, Acceptable Behaviour Agreement Signed 2, Notice of Termination Served/Granted 3, Undertakings 2, Suspended Eviction Order 1, 186 written warnings were issued.

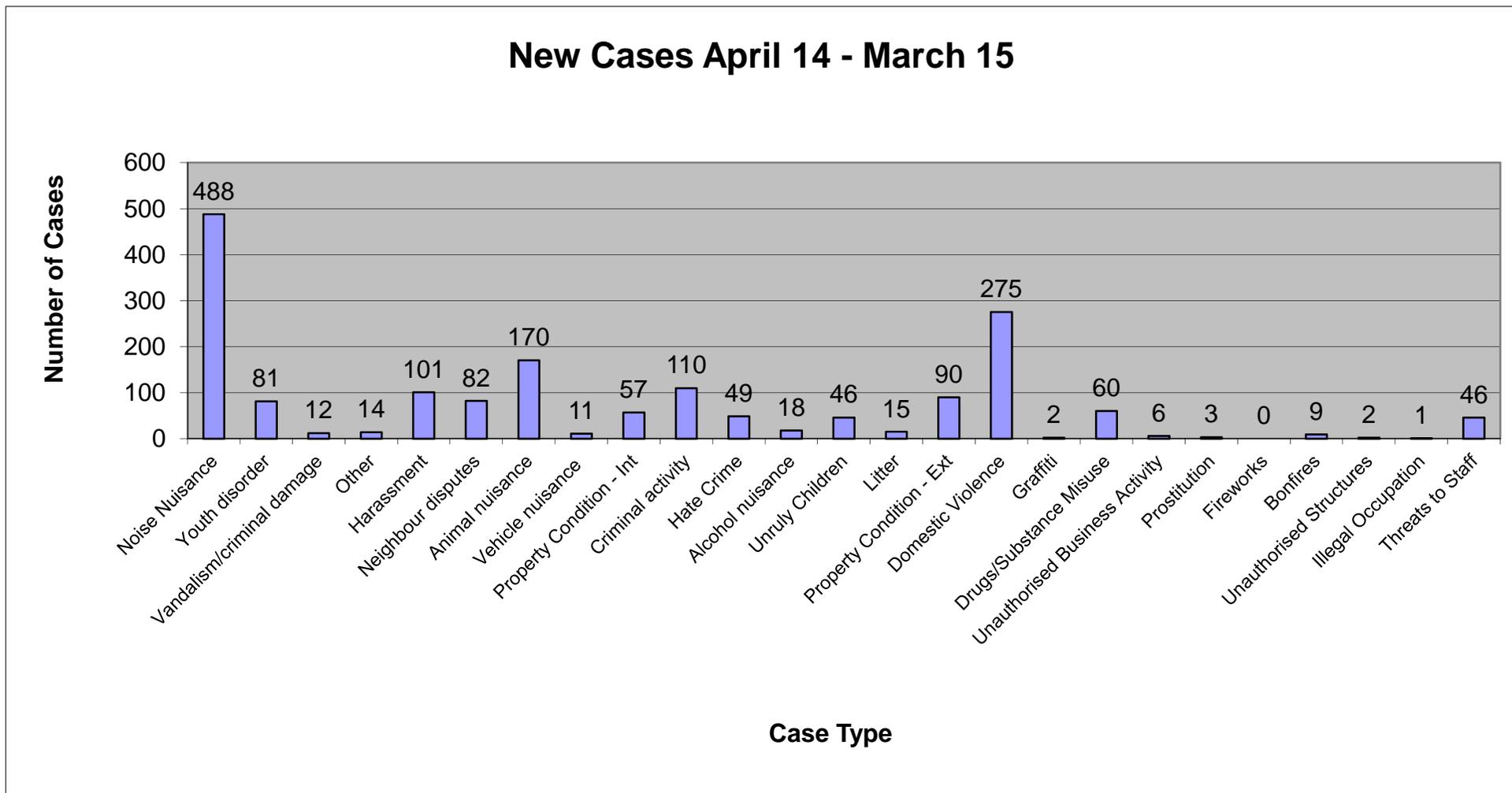
Service Standards

Between April 14 and March 15, 763 cases were opened, 762 (99%) of these cases were acknowledged and investigations begun within timescales. This is equal to the same period last year where 99% of cases met this standard.

Between April 14 and March 15, 872 cases were closed. 872 (100%) customers were sent a case closure letter prior to their case being closed. This is equal to the same period last year where 100% of cases met this standard.

Referrals to Agencies

Between April 14 and March 15, 1011 referrals were made to other agencies. This is a decrease compared with the same period last year where 1082 referrals were made.



Legal and Formal Action

A breakdown of the type of Legal or Formal actions taken is detailed below: -

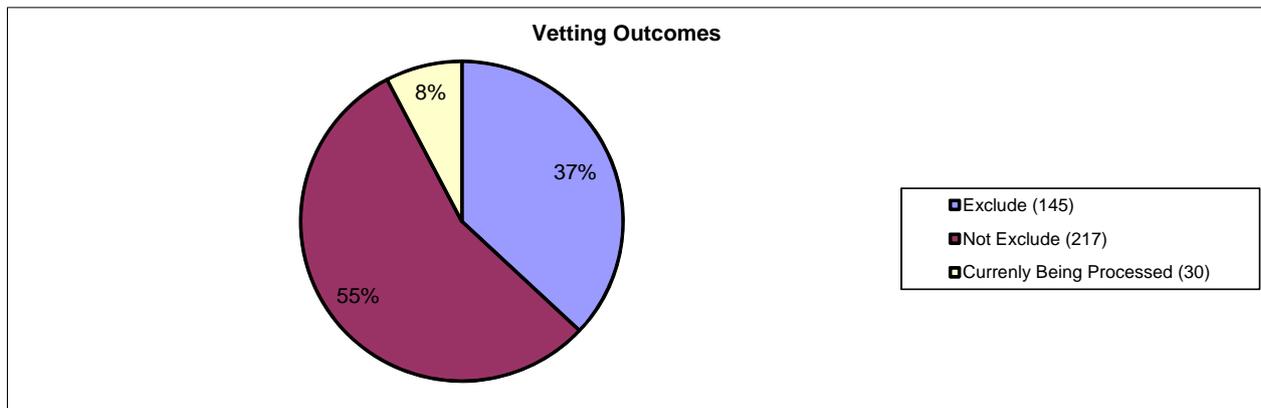
Performance Indicators

Measure	Target	April 14 March 2015	April 13 March 2014
Performance Indicator			
The number of hate crime incidents reported	Increase	49	55
% of hate crime incidents that resulted in further action	100%	100%	100%
The number of Domestic Violence incidents reported	Increase	275	282
% of Domestic Violence incidents that resulted in further action	100%	100%	100%
% of ASB cases that are resolved without the need for ASB legal action	96%	94%	96%
Satisfaction with the way ASB complaints are dealt with	94%	93%	93%
Satisfaction with the outcome of ASB complaints	93%	92%	91%

Vetting and Exclusions

Between April 14 and March 15, 392 vetting's were received, 310 were in relation to male applicants and 82 were female applicants.

217 were not excluded, 145 applicants were put forward for possible exclusion and 30 are currently being processed.

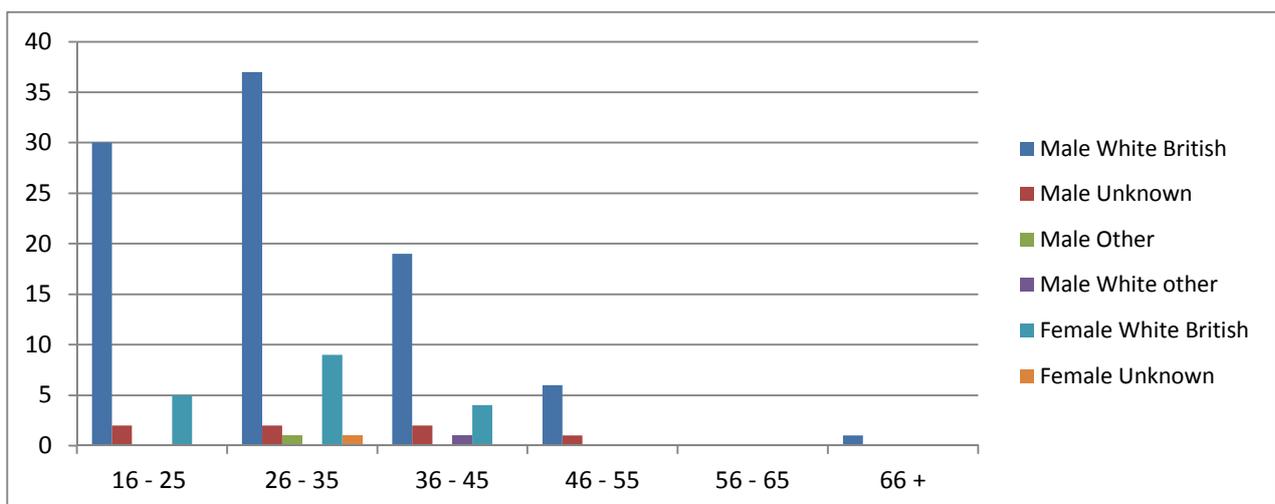


Of the 145 applicants put forward for possible exclusion 113 (78%) were male and 32 (22%) were female.

The vetting requests were received from a range of sources as detailed below.

- Tyne and Wear Homes 370
- Homeless - Council 12
- Supported Tenancies - Council 10

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



Hate Crime

During this period 49 Hate Crime reports have been received by TGHC.

Year	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Total
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	12	12	49

During this period we closed 21 cases relating to Hate Incidents. The reasons for closure are detailed below:

- Resolved without the need for legal action 13
- Customers Re-housed 3
- Written warning 1
- Complainant Terminated 1
- Non-engagement from Customer 1
- Duplicate Case 1
- Referred to other Agency 1

Domestic Abuse New Cases 2014/2015

During this period 275 Domestic Abuse new cases have been reported to TGHC.

Year	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Total
2012/2013	47	48	49	68	212
2013/2014	59	68	85	70	282
2014/2015	74	63	63	75	275

Domestic Abuse Closure Reasons

During this period we closed 279 cases relating to Domestic Abuse. The reasons for closure are detailed below;

- MARAC - recorded for partnership arrangements 126
- Resolved without the need for legal action 109
- Customer re-housed via Housing Options (council) 15
- Non-engagement from Customer 15
- Customer ended their tenancy 4
- Referred to other agencies 2
- Written warning issued 4
- Perpetrator ended their tenancy 4

Safeguarding Adults

During this period 28 referrals were made by TGHC to the Safeguarding Adults Team. These related to the following neighbourhood areas:

East	2
West	3
South	11
Central	7
Inner West	5

The following outcomes were reached: -

- 8 Investigated and no further action required
- 7 Referral accepted and support put in place
- 6 Referred but did not meet criteria
- 4 Referral accepted by Safeguarding Team. Contact established with tenant, however he declined a service
- 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.
- 1 Case accepted by Safeguarding Team and referred on for further service and support

Safeguarding Children

During this period 7 referrals have been made by TGHC to Safeguarding Children.

Referrals were made from the following areas: -

East	0
West	0
South	5
Central	1
Inner West	1

The following outcomes were reached: -

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