



## Customer and Communities Committee

10 September 2015

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**Title:** Anti Social Behaviour Partnership Update – April to June 2015

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

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### **Purpose of Report**

1. The purpose of this report is to provide a quarterly 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 June 2015.
3. This includes updates on work undertaken to tackle domestic abuse, hate related incidents, wider ASB partnership activity and safeguarding adults and children.
4. Progress against the Safer Gateshead strategic priorities across all neighbourhoods is reported within Appendix 1. These priorities are:
  - Crime, ASB and Confidence
  - Protecting and Supporting Vulnerable Victims and Communities
  - Harm Caused by Substance Misuse
  - Reduce Re-Offending

### **Domestic Abuse Cases**

5. During this period a total of 76 new cases were reported, as compared to 74 for this period in 2014/2015. This represents an increase of 3%.

### **Sub Categories**

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

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

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

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

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

**Sexual** – Unwanted and/or inappropriate intimate behaviour.

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

- 49 – Physical
- 22 – Emotional
- 3 – Sexual
- 2 – Psychological
- 0 - Financial

8. Cases reported during quarter one is broken down by; gender, age, neighbourhood area and closure reason within Appendix 2.

### **Current Open Cases**

9. There are currently 48 open cases of domestic abuse as at 30 June 2015. This is an increase of 19% compared with the same period last year where 39 cases were open. Current cases are broken by neighbourhood down as follows:

<b>Neighbourhood Area</b>					
<b>Central</b>	<b>Inner West</b>	<b>West</b>	<b>East</b>	<b>South</b>	<b>Total</b>
11	9	9	4	15	<b>48</b>

### **Multi Agency Risk Assessment Conference (MARAC)**

10. During April and June 2015, NRT attended six MARAC meetings and have completed 147 research forms. The information provided on these forms includes information relating to tenancy details; rent arrears, anti-social behaviour cases, housing applications; current or pending legal actions that TGHC may pursuing, as well as any local knowledge or intelligence.

11. Of the 147 research forms that were completed, 62 (42%) victims lived in council tenancies and 37 (25%) perpetrators were council tenants or were living-in with a council tenant.

12. Actions agreed from the MARAC can be found in Appendix 3.

### **Domestic Abuse Policy Development and Training**

13. In May 2015 two trained facilitators from NRT delivered a domestic abuse awareness training session to partner agencies.

14. Awareness training was also delivered by the two NRO's to 16 of our employees during July 2015. This training covered: the impact of domestic abuse on children, issues which may arise for victims within the workplace, LGBT relationships and honour based violence. A further three training dates have been agreed before year end and updates will be provided to the committee within future reports.

15. Additional training has further been attended by three NRO's in relation to changes to stalking and harassment legislation; sex work and sexual exploitation and child sexual exploitation. This learning has been disseminated within the

team and has assisted with identifying relevant agencies that can provide tailored support to victims.

16. Ongoing support and advice continues to be available to employees via our ten Domestic and Sexual Violence Champions. During June 2015, seven officers attended two training events hosted by the Police Crime Commissioner Vera Baird QC. This included the chance to meet other advocates and share experiences and included guest speakers to look at various aspects of domestic abuse including research on psychological abuse.
17. We are currently reviewing and updating our domestic abuse policy and procedures to reflect recent changes to legislation and wider learning. A further update on this policy and developments will be provided to committee within a future report.

### **Repairs and Security Measures**

18. 50 repairs or security measures have been completed during this quarter, benefitting 34 victims of domestic abuse.
19. The total cost of this work was £3746.77 and provides an average cost per repair of £74.94
20. A breakdown of repairs and security measures can be found in Appendix 4.

### **Hate Incident Cases**

21. During this period 16 new Hate Incident cases were reported. This is an increase compared to the same period last year when 14 cases were reported.
22. All 16 cases reported during this period resulted in further action being taken.

### **Closed Cases**

23. During this period, we closed nine cases relating to Hate Incidents. The reasons for closure are detailed in Appendix 5.

### **Open Cases**

24. There were 18 ongoing cases in relation to Hate Incidents as at 30 June 2015. This is an increase compared to the same period last year where 14 Hate Crime cases were open.

### **Repairs and Security Measures**

25. Two security measures were completed for one victim of a hate incident during this period.

### **Hate Crime Policy**

26. An annual review of our hate crime policy and procedures has been undertaken with partners and customers from our ASB service improvement group. The revised policy and procedure includes updates on radicalisation and the prevent agenda, extremism, mate crime, as well as an update on the safe places initiative.

27. The updated policy document will be made available for information via the board members website.

### **Hate Crime Reports**

28. Further to a request at previous meeting by committee to be provided with more detail on hate crime reports, the annual evaluation for last year (2014/15) has been completed by the council's Community Safety team. This confirms that 239 hate crime incidents were recorded on ARCH during this period and represents an additional 28 reports on the previous year.
29. The most common form of hate incident in Gateshead remains racism with 162 reports which accounts for 68% of all reports made.
30. Northumbria Police recorded the most referrals with 149 reports compared to 102 the previous year. 32 referrals were made by TGHC which was a reduction from 2013/14 when 56 referrals were recorded.
31. In relation to neighbourhood reports Central Neighbourhood experienced the most hate related incidents where 96 reports were recorded this related to 40% of all incidents during this period
32. East Neighbourhood Management Area was the only neighbourhood to have recorded a reduction in reported incidents. There were 31 incidents reported in the last 12 months, nine less than in 2013/14.
33. The Inner West Neighbourhood Management Area (NMA) experienced the biggest increase in the number of incidents reported in all of the NMAs in 2014/15. There have been 38 incidents reported, 10 more than in 2013/14 and equating to 16% of all incidents reported in Gateshead.

### **School Based Anti-Discriminatory Project**

34. Further to an update within the previous committee report this schools based project has been extended until October 2015 in order to allow sufficient time for pupils to complete their final piece of work and review learning outcomes.
35. GemArts are continuing to work with Joseph Swan Academy in relation to a series of posters to address hate crime and respecting cultural and religious differences. However Thomas Hepburn School were unable to commit to delivering the project within their academic timetable and withdrew from the project. GemArts have therefore approached another school, Heworth Grange Comprehensive which is a specialist visual arts college and they have agreed to participate. Pupils have begun initial work with a local artist to produce an animation which will consider the effects of hate crime and how communities can be encouraged to report incidents. Updates on this project will be provided within future reports

### **ASB Legal Tools and Powers**

36. During July NRT were successful in obtaining the first injunctions using new powers under the ASB, Crime and Policing Act 2014. An update on the use of these orders and other use of legal tools will be provided to committee within the next report.

37. To reflect the legislative changes a review of our ASB Policy and Procedures was undertaken with partners, employees and customers from our ASB service improvement group; a copy of the revised policy and guidance document will be made available for information via the board members website.

### **ASB Training**

38. Five ASB training sessions were delivered by NRT Mangers during this period to 39 employees. The training objectives were to ensure employees are up to date with; new legal tools and powers, emerging best practice, partnership developments and new hoarding procedures. The training also focused on effective investigation of ASB cases and drew upon learning from recent cases, customer complaints and best practice.

### **School Non Attendance Panel**

39. The panel meets every month and has met on three occasions during this period; 44 cases for young people have been discussed.
40. 18 of the cases related to young persons living in council tenancies. Of these cases; one had a current open case, due to unruly child and noise nuisance. The case officer liaised with support services involved with the family sharing important information regarding the complaints involving the young person and vulnerabilities identified during case investigations.
41. No new referrals were made due to the case already being open to safeguarding and Barnardos and no other support needs were identified as a requirement for the family.
42. We have been informed by Education Welfare of changes to the current meeting process. A multi-agency group known as a 'legal intervention team' will now meet in future to consider the issuing of penalty notices or prosecuting parents. We will continue to work closely with Education Welfare in cases where non-attendance is an issue for young persons.

### **Mental Health Workers**

43. Four referrals were made to the council's mental health link workers during this period. Two referrals related to concerns about individuals behaviour and resulted in joint visits being undertaken to offer appropriate support and advice about accessing mental health services. In the other two cases both customers were already engaging with secondary mental health teams and multi-agency meetings were held to agree action plans to manage their behaviour help sustain their tenancies.

### **Safeguarding Adults**

44. The Care Act 2014 places Safeguarding Adults on a statutory footing from April 2015 and as a result of this the Council and its partners have reviewed and updated the multi-agency policy and procedures to reflect the new approach. The revised policy introduces a 'duty to cooperate' and requires the housing company to develop its own internal policy and procedures, including identifying a designated adult safeguarding manager.

45. This work is currently in development and a more detailed report will be provided to committee at a future meeting to provide further detail of this area of work and the implications for the company.

46. During this period, 7 concerns have been made for adults at risk. Referrals were made from the following areas;

East	0
West	1
South	1
Central	4
Inner West	1

47. Outcome to referrals made can be found in Appendix 6.

48. Two Neighbourhood Relations Managers and the Older Persons Housing Managers have also attended training on the Council's Safeguarding Adults Policies and Procedures which has been reviewed in line with the Care Act 2014.

### **Multi-Agency Safeguarding Hub (MASH)**

49. We attended six conferences during this period to discuss support needs for six vulnerable victims. This resulted in the following outcomes:-

- two safeguarding concerns were raised and subsequent safeguarding meetings attended to seek to mitigate identified risks
- two referrals were made for victims to receive support from Victim Support
- additional checks were completed by Police and the public health team regarding an individual with another local authority.

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

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

### **Safeguarding Children**

51. During this period one referral has been made. This referral was from the east neighbourhood. The outcome for this referral is listed in Appendix 7.

### **Children and Families**

52. Neighbourhood Relations continue to provide Children and Families with detailed tenancy information to assist with their referrals in relation to young persons and their families. During this period we completed 27 tenancy research requests, including information on current or previous ASB cases and tenancy details such as household composition and any rent arrears owed.

## **Families Gateshead**

53. We undertook 141 tenancy research requests during this period in respect of Families Gateshead case referrals.
54. Partnership arrangements have been established in June 2015 with the Family Intervention Team (FIT) which will see one of their officers acting as a liaison between TGHC and FIT. Where appropriate the officer will coordinate team around the family meetings (TAF) for council tenants and take on Lead Practitioner (LP) role to support families and assist TGHC with background research in order we can identify the most appropriate support for families.
55. To date the FIT worker has four live cases referred from NRT and has also provided advice and guidance in relation to a further four cases. A joint team meeting has been held with NRT and FIT staff to raise awareness of the partnership and joint working arrangements. A further update on this partnership arrangement will be provided within the next committee report.

## **Missing Sexually Exploited and Trafficked Children Group (MST)**

56. Three meetings were attended during this period which involved research on 13 young persons, three of these young persons lived in council tenancies.
57. Additional research was requested on two properties where young persons were linked to attending; a case conference meeting was further attended by an NRO to discuss issues which had arisen at a meeting relating to two council properties.

## **Customer Involvement**

58. The ASB service improvement group have met once during this period and have discussed year end performance (2014/15) and received an update on the new tools and powers and how we may work with partners to utilise these. The group are particularly keen to find out more information on potential usage of new powers regarding environmental nuisance and to tackle problems from privately owned properties, as such they have asked if a member of the private housing team can attend a future meeting.
59. Further the group have reviewed our 'neighbourhood nuisance' leaflet which gives customer initial advice on how to report ASB problems and what actions can be taken to investigate reports. The group considered leaflets from other housing providers and their views have been collated to help produce a revised version of the leaflet.

## **Link to Values**

60. The report relates to the following values of the company:-
  - Customer focused
  - Accountable
  - Inclusive, valuing diversity
  - Innovative

### **Risk Management Implications**

61. Tackling anti-social behaviour effectively has continued to be a key priority both nationally and locally for tenants in Gateshead. The company's Commitment to addressing this issue is recognised through our Delivery Plan priorities and revised Anti-Social Behaviour policy and procedures.

### **Financial Implications**

62. There are no financial implications arising directly from the recommendations of this report.

### **Value for Money implications**

63. There is no additional value for money implications.

### **Equality and Diversity Implications**

64. Delivery of the anti-discriminatory project will educate young persons about prejudice and tolerance and promote towards community cohesion.

### **Health Implications**

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

### **Environmental Implications**

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

### **Recommendations**

67. The views of the committee are sought on whether it is satisfied with the ASB partnership update for April – June 2015.

## Neighbourhood Updates

### Central Neighbourhood Update

#### Crime, ASB & Confidence

A 12 month Suspended Possession Order was granted due to noise nuisance emanating from a property in Sydney Court. The tenant failed to comply with the terms of this order and caused further noise problems; therefore an eviction date was applied and resulted in the tenant being evicted during April.

Following reports of loud music and youth disorder a Notice of Seeking Possession was served on a tenant in Car Hill during May 2015. The Notice has had a positive effect as no further complaints have been received. However the notice will remain on file for 12 months and should there be further problems during this period an application could be made directly for a court hearing.

#### Protecting & Supporting vulnerable victims and Communities

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. This behaviour had a detrimental effect on the local community. The complaints continued so the case was progressed to court. In June 2015, we attended Gateshead County Court and the judge granted a 12 month Postponed Possession Order. The tenant has failed to moderate their behaviour and in order to protect residents from further nuisance an application has been made to evict the tenant.

#### Additional Multi Storey Information

#### Crime, ASB & Confidence

Following reports of noise nuisance from a property in a Beacon Lough East multi storey block including shouting, swearing and banging, a Notice to extend an introductory tenancy was served. The tenant did not submit an appeal; therefore the introductory tenancy was extended for a further 6 months. There have been no subsequent problems since the tenancy was extended.

A number of youths living in Council tenancies were identified as causing disorder around Redheugh and Eslington Court. Joint visits were undertaken by police and NRT to speak to the parents offer appropriate support and warn them about the consequences of continued ASB in relation to their tenancies. Following this, these issues reduced.

#### Protecting & Supporting vulnerable victims and Communities

Information was received from Northumbria Police to state that damage had been caused to the main entrance of Eslington Court, Teams from youths in the local area. One youth had been identified and who was subject to an order with the Youth Offending Team (YOT). A meeting was held between YOT and the Neighbourhood Relations Team in May 2015. It was suggested that as part of the youths plan, he take part in some reparation work in Eslington Court and for an officer to speak to him to

explain the impact his actions have on the local community. YOT arranged for the young person to meet with the multi storey housing manager who then arranged for the young person to atone for their actions by undertaking a litter pick around the local area which they subsequently completed.

### **Harm caused by substance misuse**

Information was received from Northumbria Police to state that a party was held at an address in a Beacon Lough East multi. There were numerous people in attendance under the influence of alcohol which led to a visitor to the address being badly assaulted. Due to this incident, a Notice of Seeking Possession was served against the tenant in May 2015. This has not been progressed to court at this time as no further incidents have occurred.

## **East Neighbourhood Update**

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

A 12 month Suspended Possession Order was granted after Northumbria Police informed us that the tenant's son had been convicted of several offences which included Affray outside a local public house.

During April 2015 an appeal was lodged to the County Court by a council tenant on the Nest estate. This appeal was against an eviction order which had been made against them in February 2015. The judge upheld the eviction order and the tenant handed in their keys and vacated the property prior to the eviction taking place. The eviction order had been obtained due to harassment of other residents and persistent criminal offences by the tenant's partner.

A court hearing against a tenant from Leam Lane was adjourned in April 2015 after the tenant appealed against an eviction order awarded for nuisance and overgrown garden. Their appeal was dismissed at a hearing in July and the council's legal services were instructed to apply to the county court for an eviction warrant which resulted in the tenant being evicted from their home.

Following continued reports of shouting, arguing and anti-social behaviour from visitors leaving the property a notice has been served on a tenant on Leam Lane. The tenant has failed to moderate their behaviour therefore an application has been for a court date. In addition a Notice has been served on a visitor to the property for the nuisance they have caused.

Due to the condition of their garden a 28 day possession order was granted against a tenant on Leam Lane in June 2015. The tenant has failed to engage with TGHC or any offers of support. As they have not vacated their home or requested an appeal and an application has been made for an eviction warrant.

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

A MARAC meeting identified a high level of risk from agencies about a vulnerable victim. These concerns led to a separate strategy meeting being held the next day which agreed a comprehensive safety plan was agreed between TGHC, Housing Services, Northumbria Police, Safer Families and Evolve. With the victim's consent TGHC, Safer Families and Northumbria Police attended the victim's property the

following week and safely removed them and their dog from the property. The victim was then placed in temporary accommodation and TGHC arranged all locks for their property to be changed to prevent the perpetrator from gaining access to the property. The local police team then carried out additional patrols to ensure that the property was not broken in to or damaged. The victim has now been permanently rehoused to an address unknown to the perpetrator.

During May Police advised us of a large fight outside a public house in Felling which resulted in a serious wounding. As a result a feud has developed between a number of individuals known to Police for their criminal behaviour. Several arrests were made in relation to the incident and five were identified as living in council tenancies. TGHC and Police carried out joint visits to all of these properties and advised the tenants of that formal action will be taken against their tenancies should they or household members be convicted of any offences.

## **West Neighbourhood Update**

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

Operation WAYS was proposed by partners to address concerns from residents in Hallgarth Estate in Winlaton. As part of a response to residents' concerns a group of students from Gateshead College attended Whickham Police Station and discussed sustainability on council estates with Northumbria Police, TGHC, Community Safety and Neighbourhood Management. The students then took part in door to door knocking with neighbourhood police to ask residents questions about their estates, and to look at ideas on how to improve estates and make them more attractive for people to remain. Environmental issues identified have been discussed at Tasking & Co-Ordination meetings and several schemes will be considered for Sustainable Community Funding applications.

A Notice of Seeking Possession was served on a property that we manage on behalf of a Registered Provider, Thirteen, in June 2015. This action was taken following an incident that occurred where the tenant was verbally abusive, shouted and swore at neighbours. The tenant proceeded to throw a number of items at their neighbours whilst in their garden. The tenant was cautioned with a Public Order Offence for their behaviour. Since our action the tenant has now modified their behaviour and no further complaints have been received.

After we were advised by Northumbria Police about the criminal convictions of a visitor to a council tenancy in Winlaton the tenant was issued with a Notice of Seeking Possession. No further complaints have been received and as the visitor does not reside at the property the Notice will now remain in file

A warning was issued to a tenant from Ryton following telephone calls in which they were abusive to staff. The tenant was served with a Notice of Seeking Possession regards this behaviour in January 2015. They have been advised if this behaviour continues then the Notice of Seeking Possession will be progressed to court.

Following partnership work with the Street Action Enforcement team a tenant from Highfield was issued with a written warning. The council are now pursuing their own action against the tenant for fly tipping and formal action will follow if they are prosecuted.

As a result of continued offending and their overgrown garden areas not being cut back a tenant in Highfield has been served with a Notice of Seeking Possession and an application will be made for a court hearing to address the breaches of tenancy

In response to a council tenant from Pipebridge estate receiving a six year custodial sentence for burglary, officers conducted a visit to HMP Durham. The tenant was informed the conviction was a serious breach of their tenancy. A Notice of Seeking Possession was served in June and will now be pursued to court.

### **Protecting & Supporting vulnerable victims and Communities**

Due to non-engagement from a tenant in Ryton relating to the condition of their home and non-access for essential repairs, a Notice of Seeking Possession was served. The tenant is now receiving support via Shelter, and is engaging with TGHC to make the necessary changes within the home to allow the improvements to be carried out in the future.

Following a referral to the MASH a multi-agency planning meeting was held for an elderly tenant who was refusing to engage and work with TGHC. By working with additional agencies we were able to progress the case for legal action as it was determined the tenant was able to make decisions in regard to their living arrangements and behaviour.

A multi-agency meeting took place with social services and health care professionals for a couple who are joint tenants in the Highfield area who both have mental health issues. Concerns for the couple were raised by those who are involved in order to ensure they are able to care and look after their property. Additional support was put into place to help provide training around cleaning and tidying to the tenants so they can learn how to continue to live independently.

## **Inner West Neighbourhood Update**

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

A Notice of Seeking Possession was served on a tenant from Teams. This was following incidents of noise nuisance and harassment against a neighbour, resulting in the police issuing a Police Information Notice, and subsequently making an arrest for a public order offence. The possession case is due to be heard at court in September 2015.

A Notice of Termination was served on a tenant of Morris Street, Teams following numerous incidents of anti-social behaviour from noise at all hours of the night, visitors to the property threats to other residents, and a large number of police attendances.

Following the notice being served, incidents continued, and appeared to escalate with residents approaching TGHC to state that they were very fearful of the people who were going to the property. Following a number of incidents where the police had to attend on a daily basis for reports of fighting, and a male being taken to hospital following a suspected drug overdose, the decision was made to apply for an injunction without notice. This was the first injunction application to be made under the new powers in the Anti-social Behaviour Crime and Policing Act 2014. The injunction was granted, with power of arrest, which provided immediate relief and reassurance to neighbouring residents while the possession proceedings are ongoing.

One resident who provided a witness statement in support of the injunction application expressed that she was fearful of repercussions and stated she was very concerned that her car would be damaged. She was therefore offered the use of a Council garage temporarily at no charge while legal proceedings were ongoing.

The tenant appealed against the Notice of Termination; however, on the day of the appeal, informed panel members that she no longer wished to go ahead with the appeal. An application was made to the county court to end the tenancy. However the tenant left property and terminated to avoid being evicted

A Notice of Seeking Possession has been served on a resident at Wolseley Close in Teams following longstanding issues with this particular tenancy. Despite a large amount of support and agency involvement with the family, concerns were raised in relation to incidents involving young people who were being reported as being missing attending the address and causing problems for neighbouring residents. There were also issues in relation to the son at the address being arrested for a number of offences in the local area. Support for the family is ongoing and efforts are being made to help them maintain their tenancy. However, possession will be pursued if further problems occur.

### **Protecting Vulnerable Victims and Communities**

Following a Notice of Seeking Possession being served on a tenant at Poplar Crescent in Dunston, a Possession Order was granted. Following this, the tenant left the property prior to an eviction being necessary. Neighbours commented they were very pleased with this outcome. A sensitive let was requested on this property to reduce the risk of residents having to experience similar issues with the next tenant.

## **South Neighbourhood Update**

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

Following complaints from neighbours in Beamish Gardens about loud music and drunken disputes from a council tenancy an application was made for possession. The District Judge granted us full possession during June and the tenant was ordered to leave their home within 28 days. They have failed to vacate the property therefore an application has been made for a bailiff to execute a warrant for possession and evict the tenant.

A Notice of Seeking Possession was served on a tenant in Beacon Lough East for the condition of their property. Information was received following a professional visit that the internal property was in a poor condition. The tenant was offered support from the Family Intervention Team (FIT) to assist with any difficulties they were experiencing within the family home, and through this support we tried to assist the tenant with the cost and assistance with the clean-up of the property. The tenant failed to engage with the FIT service and the support was eventually withdrawn. Due to their non-compliance an application for possession was made and an order was agreed that required the tenant to allow access to their home for inspections to establish the internal property condition. Further they were ordered to improve the condition of their garden. To date the tenant has failed to comply.

Due to repeated domestic disturbances and drunken behaviour, at an address in Beacon Lough East we applied to the County Court for a hearing date. An initial

hearing was heard in April 2015 and we are currently waiting for a trial date to be set. Two witnesses have agreed to attend court and give evidence on our behalf and both will be supported through proceedings by an NRO.

A tenant of Beacon Lough East was served with a Notice of Seeking Possession due to their overgrown garden and bulky rubbish items. They subsequently failed to cut the garden back and an application was therefore made to the County Court where during June 2015 a Judge awarded a Suspended Possession Order against the tenant which resulted in the garden being tidied up.

Following reports from customers and Northumbria Police including loud music, shouting, fighting and swearing from a property in Beacon Lough Upper, an Extension of Introductory Tenancy was served and granted in June 2015. There have been no subsequent problems since the extension was obtained.

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

A tenant within the Springwell Estate son was a victim of a serious assault and also of young person's trespassing through their garden area which was in close proximity to a local park area and used as a cut through by local youths.

After visiting the tenant it was established they felt extremely vulnerable and a Sustainable Communities Fund application was submitted to erect new fencing to the rear boundary and also provide a side access gate and fencing. The problems have now stopped and the family report feeling safe and secure and can enjoy the privacy of their own garden without the worry of trespass by others.

A vulnerable tenant from Wrekenton with mental health issues has been subjected to harassment from another resident (private) on the estate. The perpetrator has recently been through the court process for a public order offence relating to the victim. To further ensure the security of our tenant a funding application has been made to erect a fence at her property.

### **Operation Sentinel – South Gateshead**

A police initiative has been launched to address burglaries in hotspot areas across estates in the South area of Gateshead. Through collation of information and intelligence the police have identified hotspot areas they deem residents to be most at risk of becoming a victim or repeat victim of a burglary.

The aim of the initiative is to:

- Identify the most vulnerable members of the community and make them less at risk whilst providing confidence and support.
- Work with Gateshead Housing Company and the Council services to reduce the risk to potential vulnerable victims by identifying their needs.
- To revisit those who are victims of burglary offering advice and support to ensure that they do not become repeat victims of burglary

The Gateshead Housing Company will be working with Police to firstly visit the high risk victims identified to offer additional security and support.

The initiative also identifies and monitors the top ten offenders who reside and commit or are at risk of committing burglaries and will be taking measure to prevent the cycle of offending and reoffending.

Officers will also be visiting any known offenders in the local areas that reside in council tenancies with Police Officers to warn them of the consequences of committing criminal offences and for those convicted of any offence will also consider enforcement action.

### **Operation WAYS – Springwell**

A task and finish group has been established with partners including South neighborhood police team, public health and the employment and enterprise team to look a number of issues which have been identified as affecting residents in Springwell quality of life. This includes illegal money lending, anti-social behaviour, social exclusion, worklessness and sustainability of tenancies.

A series of events have taken place in Springwell during August which involved joint working with the national illegal money lending team to tackle loan sharks and gain intelligence of illegal activities. Further information and support was provided in relation to digital inclusion, crime prevention, literacy and employment.

### Domestic Abuse Cases - Quarter One Breakdown

Age	Female victim	Male victim	Total
18 – 24	12	1	13
25 - 40	39	0	39
41 - 59	16	4	20
60 +	2	1	3
Unknown	1	0	1
<b>Total</b>	<b>70</b>	<b>6</b>	<b>76</b>

### Breakdown By Area

Neighbourhood Area					Total
Central	Inner West	West	East	South	Total
14	6	15	17	24	<b>76</b>

### Closed Cases

67 cases were closed or resolved in this period

### Domestic Abuse Case Closure Reasons

- 31 Multi Agency Risk Assessment Conference (MARAC - recorded for partnership arrangements) Cases
- 21 Resolved without the need for legal action
- 6 Non-engagement from Customer
- 3 Customer Re-housed
- 2 Customer ended their tenancy
- 2 Referred to other Agency
- 1 Perpetrator ended their tenancy
- 1 Written warning issued

**67 Total**

**MARAC Actions**

Actions agreed from the MARAC meetings are as follows:

Tag address	147
Offer additional security	9
Offer advice on housing options	11
Feedback MARAC	1
Submit research	1
Interview perpetrator	3
Provide victim's address and contact details	3
Encourage victim to engage with support agencies	7
Consider tenancy enforcement	2
Interview victim Re: Tenancy	1
Housing check on victim	1
Attend strategy meeting re victim	1
Look at legal actions to end joint tenancy	1
Explore new civil injunction	1
Provide update on arrears action	1

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

Male perpetrator to female victim	123
Male perpetrator to male victim	1
Female perpetrator to female victim	1
Female perpetrator to male victim	7
Family violence	8
Honour Based Violence	1
Under 18 victim and perpetrator	4
LGBT	2

### Domestic Abuse Security Measures

<b>Security Measure</b>	<b>Number of Repairs</b>
Lock Change	15
External Lighting	7
Supply & Fit Door Chain	9
Fit Window Locks	3
Fit house alarm	3
Reglaze Window/Door	2
Additional Locks Added to Property	2
Internal Repairs	2
Door Viewer	1
Repair Gate	1
Fit Letterbox Restrictor	1
Repair Security Light	1
Fit Mortice lock	1
Repair Patio Doors	1
Repair Plaster Work	1
<b>Total</b>	<b>50</b>

**Hate Incidents - Case Closure**

- 5 Resolved without the need for legal action
- 3 Written warning issued
- 1 Perpetrator ended their tenancy

## **Safeguarding Adults Referral Outcomes**

The following outcomes were reached:

- 2 – Non-engagement from customer.
- 1 – Support already in place.
- 1 – Support provided and situation resolved.
- 2 – Customer declined support.

**Safeguarding Children Referral Outcome**

The following outcomes were reached;

- 1- Contact established, however no further action required.