



Report to Customers and Communities Committee

5 November 2015

Title: Anti-Social Behaviour Performance Update – April to September 2015

Report of: Director of Customers and Communities

Purpose of Report

1. The purpose of this report is to provide an update on performance regarding the investigation of ASB cases and actions undertaken for the period April to September 2015

Background

2. The report details a summary of ASB performance results during the first two quarters of this year. This performance is broken down further by category including domestic abuse and hate crime. Progress in relation to service developments with the Family Intervention Team, Customer Involvement and use of new legal tools and powers are included.

Performance Update

3. During this period 894 new cases were opened. When compared to the same period last year this represents a decrease of 3% where 936 new cases were opened.
4. There are currently 490 cases being investigated across the borough; this is an increase of 2% compared to the same period last year where 481 cases were being investigated
5. The top three types of ASB issues recorded during this period are,
 - Noise Nuisance 224 (25%)
 - Domestic Abuse 169 (19%)
 - Animal Nuisance 70 (8%)
6. The categories are the same as this period last year. Noise nuisance and Animal nuisance have slightly decreased compared with last year while Domestic Abuse has increased by 20%.

7. Between April and September 2015 we closed 786 cases. Of these closed cases 744 (94.6%) were resolved without the need for ASB legal action. This is an increase on the same period last year where 93% of cases were resolved without the need for ASB legal action. The reasons for case closure are included in appendix one – eight.
8. During this period we took 385 Formal and Legal Actions. This equates to three actions being taken each working day. This is a 28 % increase on the same period last where we took 300 legal and formal actions each working day.
9. The Formal and Legal Actions are broken down below,

Formal Warnings Issued	310
Notice of Seeking Possession Served	41
Extension of Introductory Tenancy granted	5
Possession Granted	5
Injunction Application	10
Interim Injunction	5
Full Injunctions	5
Eviction carried out	3
Notice of termination Served	1
10. 874 referrals were made to other agencies in relation to supporting customers during the investigation of ASB cases. This is a 15% increase compared with the same period last year. These are broken down by Office in appendix one – eight.

Customer Satisfaction

Closed case surveys

11. During this period 786 cases were closed. 130 (17%) of cases were surveyed following the closure of their ASB case. Of these 119 (91.5%) of customers stated that they were satisfied with how their case was dealt with and 112 (86.15%) of customers were satisfied with the outcome of their case.
12. There were 15 customers (12%) who were dissatisfied during this period. Ten customers told us they were dissatisfied with the handling of their case and five with the outcome.
13. All cases were reviewed by a NRT Manager and four customers were contacted to discuss their dissatisfaction. These actions confirmed the following:-
14. Seven customers were unhappy they did not feel cases were not resolved when closed; six cases were found to have been investigated correctly and in the other case the customer would not allow investigative actions to take place which had prevented their complaint from being progressed.
15. Three customers were dissatisfied with how their cases were investigated. One case related to another service area, Planning, in relation to a boundary fencing; One case concerned a customer's belief that a perpetrator and family received an enhanced service in term of support and contact provided to them by agencies; One customer stated that their confidentiality had been breached as a perpetrator had seen correspondence with their details on. Perpetrator was

spoken to and denied making any comments to the customer or having seen the alleged documents, therefore this complaint was unfounded.

16. In the other five cases these all related to issues with the manner which an investigating officer had addressed their complaints. Three concerned lack of feedback provided and two related to perceived lack of interest from the investigating officer. In two cases it was identified that feedback was not provided as agreed. The investigating officers have been spoken to about the importance of keeping customers informed when actions have been agreed. Feedback from customer comments about a lack of interest was also provided to two officers and their manager. This will be closely monitored within future case reviews and customer surveys.

Hate Crime Incidents

17. During this period we received 33 Hate Crime incident reports; this is a 30% increase compared to the same period last year. The new Hate Crime incidents reported related to:

Race	21
Disability	7
Sexuality	5

18. See the table below for further details.

Year	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Total
2012/2013	10	22	10	17	59
2013/2014	10	20	13	12	55
2014/2015	14	9	12	10	45
2015/2016	16	17			

19. We closed 25 ASB cases relating to Hate Crime incidents during this period. Closure reasons are included within appendix 10.
20. We are currently investigating 20 cases relating to Hate Crime incidents.

Domestic Abuse

21. During this period we received 169 new reports of Domestic Abuse, this is an increase of 20% compared to the same period last year where 137 new reports were received. The new Domestic Abuse reports related to:

Physical	109
Emotional	47
Psychological	6
Financial	3
Sexual	4

22. We closed 130 ASB cases relating to Domestic Abuse during this period. The closure reasons are included in appendix 10.
23. We are currently investigating 75 cases relating to Domestic Abuse.

Customer Assessment Tool

24. Between April and September 2015, we carried out 193 assessments with customers which related to 185 cases. The scores were as follows:

High Priority	38 (20%)
Medium Priority	97 (50%)
Standard Priority	58 (30%)

25. All High priority cases were referred to Community Safety and Neighbourhood Policing teams and discussed with partner agencies at the relevant neighbourhood Tasking & Co-Ordination meeting.
26. Further information on the use of the Customer Assessment Tool including a more detailed evaluation will be included within the year-end report.

Vetting and Exclusions

27. Between April and September 2015 we carried out 155 police vetting checks. Of these 128 related to male applicants and 27 related to female applicants.
28. Of the 155 vetting checks received, 149 were from TGHC Lettings, 3 from Gateshead Council's Housing Options Service and 3 were from Gateshead Council's Supported Tenancy Team.
29. Of the 155 vetting checks carried out 39 met the criteria for Exclusion, 54 applicants were given access to the Housing Register, 2 were demoted and 60 applications require further information to make decision. A customer profile breakdown of Excluded applicants is detailed in appendix nine.

Legal Tools and Powers

30. Further to an update within the previous report, committee are asked to note that we have successfully obtained ten Injunctions using new powers available through the Anti-Social Police and Crime Act 2014. These involved five on notice applications and five urgent applications made without notice (ex parte). The without notice applications firstly resulted in interim orders before full orders were granted against the perpetrators. All orders were obtained against adults.
31. We have also worked with partners to undertake consultation with customers to support an application which is currently being considered for a Public Spaces Protection Order (PSPO) within Kibblesworth. The Order seeks to address disorder and nuisance by restricting the use of motorcycles from footpaths and bridleways. An update on this application and the use of other legal actions will be provided to committee within the next report.

Customer Involvement

32. During this period the ASB Service Improvement Group (SIG) has met on three occasions and has produced a draft leaflet 'Tackling Antisocial Behaviour' which will provide initial advice to customers on how to report ASB and the services they can expect. After looking at examples from other housing providers and considering impact on resources the group requested the leaflet was updated to include advice on types of behaviour we would not generally investigate.

33. The group have also received a presentation from the private sector housing team to discuss their approach to statutory nuisance. In particular the types of enforcement and levels of evidence required to obtain prosecutions for environmental issues. Discussion has also taken place with the group in relation to our review of the garden procedure and on the hate crime education awareness project. Updates on the progress of this review and consultation with the group will take place across future meetings. Updates on the group's workplan and outcomes from SIG meetings will be provided within the next committee report.

Families Gateshead

34. Further to an update in the previous report, arrangements continue to be in place with the Family Intervention Team (FIT) for an allocated caseworker to act as a point of contact for all referrals for support made by TGHC to Families Gateshead.
35. Five referrals were accepted as meeting the criteria for support during this period; one refused offer of support; one did not engage with efforts to contact and two cases subsequently received support from statutory services which meant they no longer met criteria.
36. One case remains open to FIT and arrangements have been made for the customers who are perpetrators on an open ASB case to attend parenting classes.
37. In addition to the referrals made by TGHC we have received a number of enquiries for housing related issues such as rent arrears, rehousing and repairs where we have been able to signpost to relevant officers and help FIT caseworkers to assist families. A further update will be provided to committee within the next partnership report.

Impact on Tenants

38. Our holistic approach and emphasis on early intervention ensures we can seek to support vulnerable victims and have a positive impact on tenants, their families and the sustainability of our communities.

Link to Values

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

Risk management Implications

40. Tackling anti-social behaviour effectively has continued to be a key priority both nationally and locally for tenants in Gateshead. Serious and repeat incidents of ASB can harm the sustainability of our estates and create community tensions

Financial Implications

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

Value for Money

42. We evaluate our casework and the impact this has on tackling and preventing ASB in order to evidence value for money outcomes.

Equality and Diversity

43. The identification of risk, vulnerability and support needs are paramount in supporting the needs of victims of hate crime, domestic abuse and those with mental health problems.

Health Implications

44. Referrals are made to wide range of partner agencies in order to promote wellbeing and to address the safeguarding of our customer's health.

Environmental Implications

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

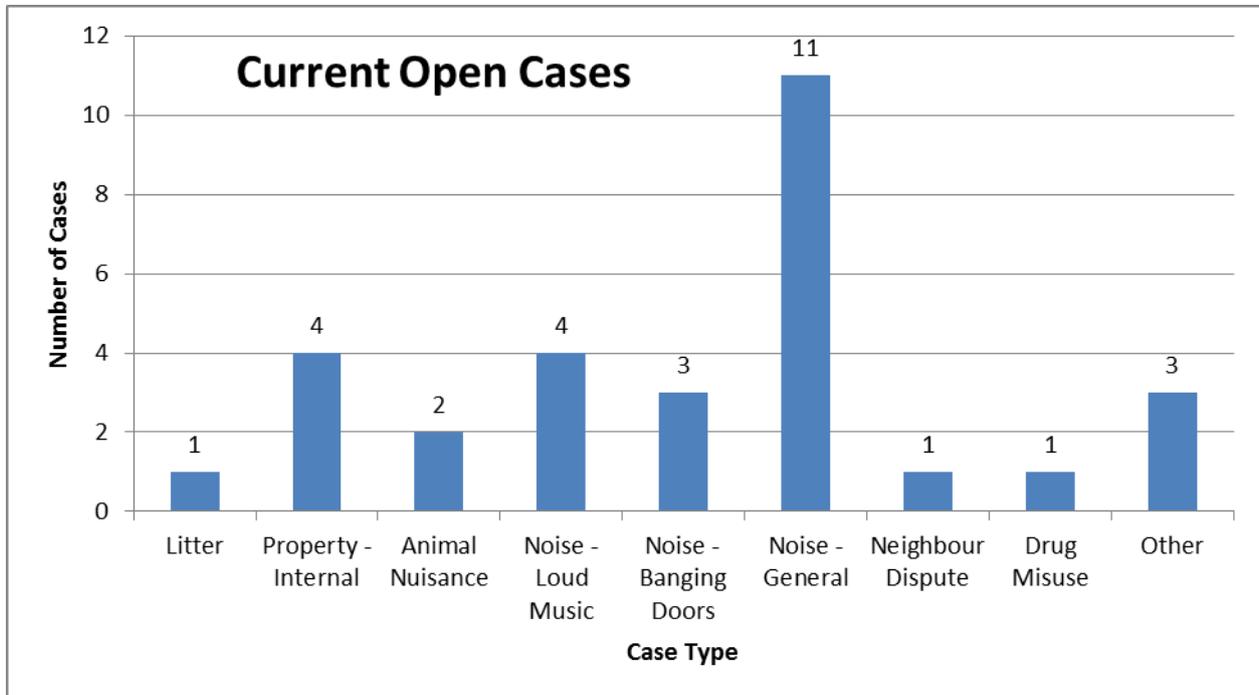
Recommendation

46. The committee is asked to note and comment on the information in this report.

Central

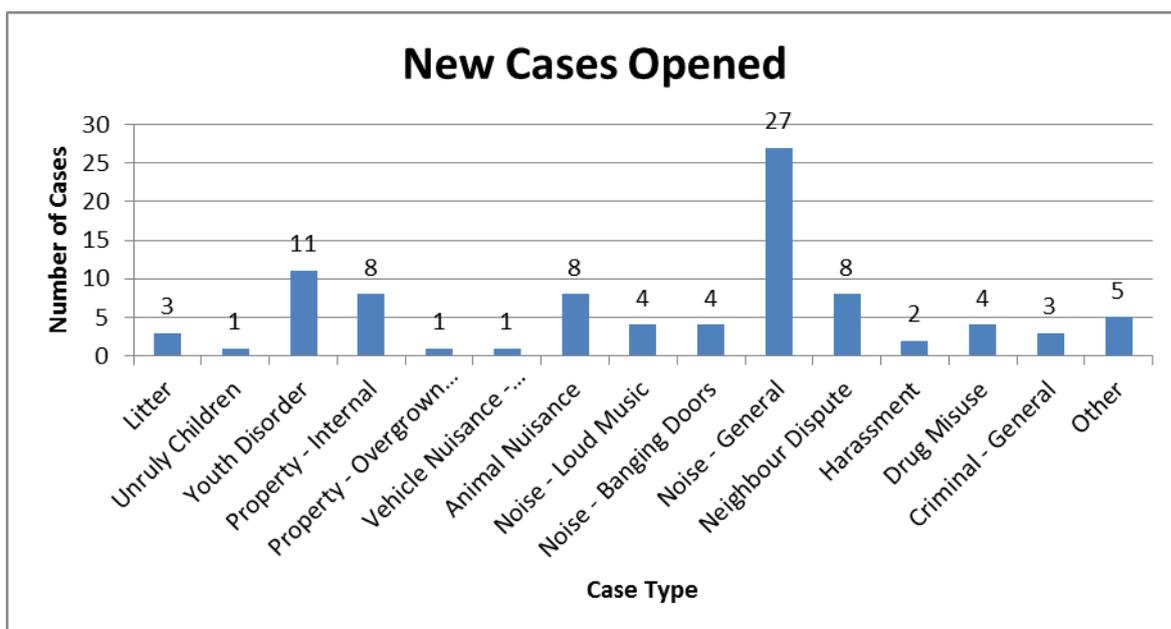
Current Caseload

The current caseload for Central Housing Office is 30 open cases. This can be broken down further by case type.



New Cases

Between April and September 2015, 90 new ASB cases were opened in Central neighbourhood:-



Closed Cases

82 cases were closed during this period within the Central area. The closure reasons are as follows:-

Resolved without the need for Legal Action	40
Written Warning Issued	28
Complaint Investigated - No Nuisance evidenced	9
Perpetrator Terminated Tenancy	3
Complainant Terminated Tenancy	1
Referred to Other Agency	1

Formal Actions

38 written warnings were issued.

Service Standards

90 new cases were opened with 100% acknowledged and investigations begun within timescales.

82 cases were closed, of these 82 100% of Customers were sent a closure letter prior to the case being closed.

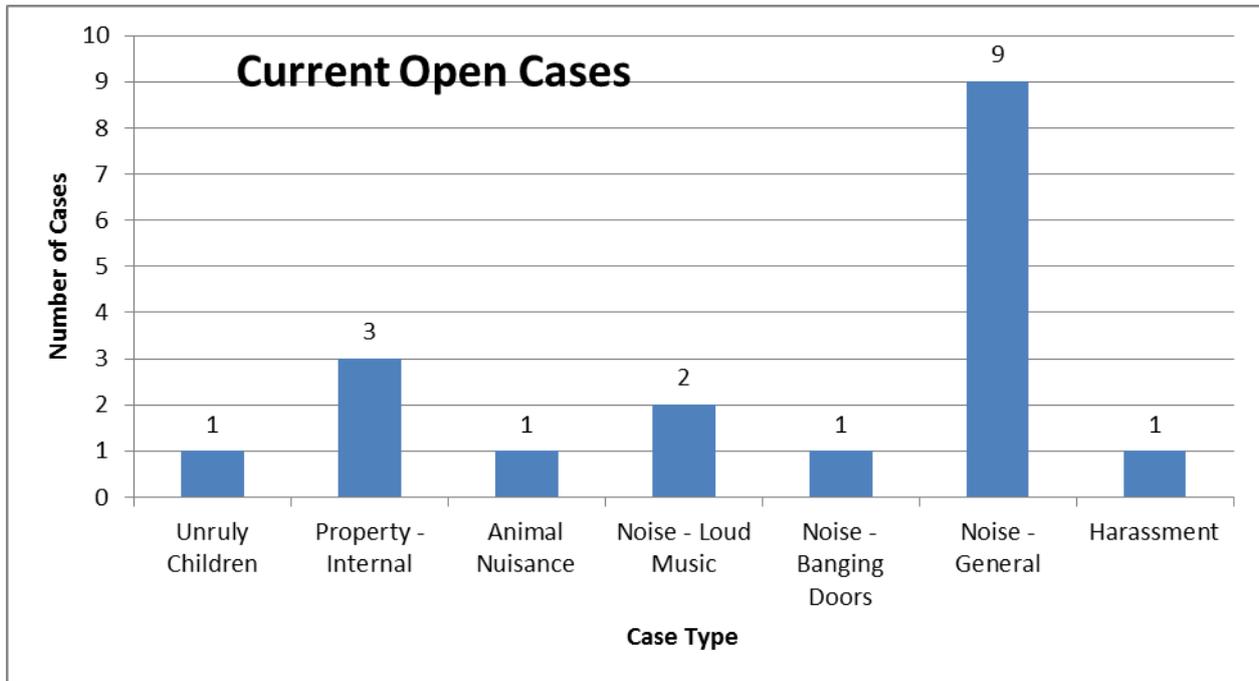
Referrals to Agencies

41 referrals have been made to other agencies.

Dunston

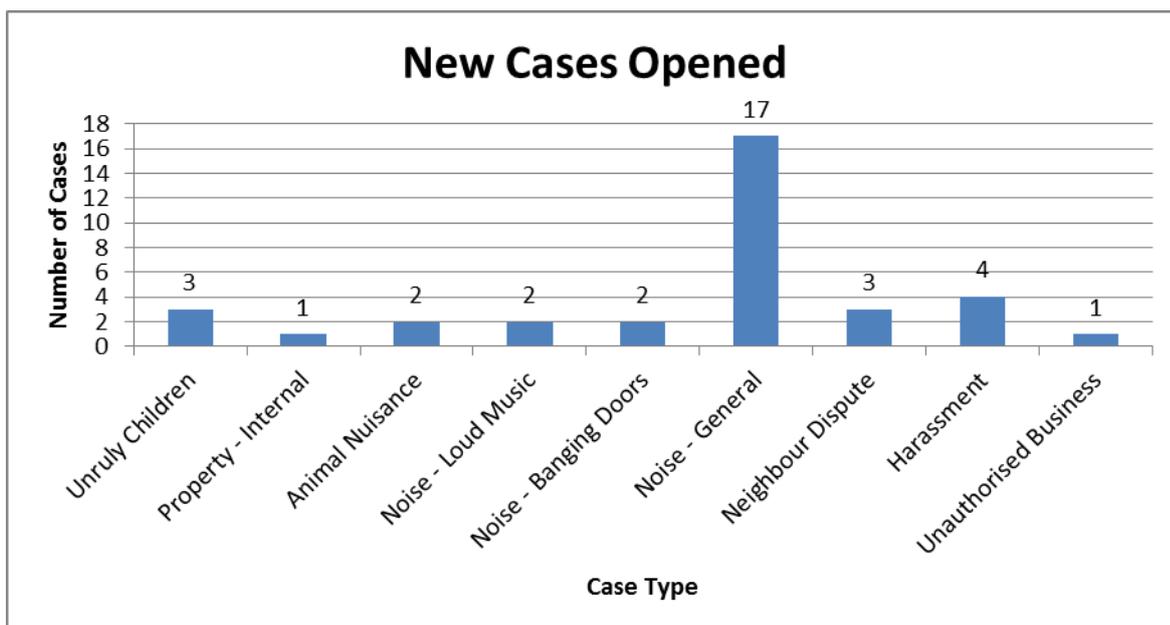
Current Caseload

The current caseload for Dunston Housing Office is 18 open cases. This can be broken down further by case type.



New Cases

35 new ASB cases have been opened in Dunston area between April and September 2015



Closed Cases

Between April and September 2015, 32 cases were closed within the Dunston area. The closure reasons are as follows:-

Resolved without the need for legal action	24
Complaint Investigated – No Nuisance Evidenced	4
Written Warning Issued	3
Non-engagement from Customer	1

Formal Actions

4 written warnings were issued.

Service Standards

35 new cases were opened, of these 34 (97%) were acknowledged and investigations begun within timescales.

32 cases were closed with 100% of customers sent a closure letter prior to the case being closed.

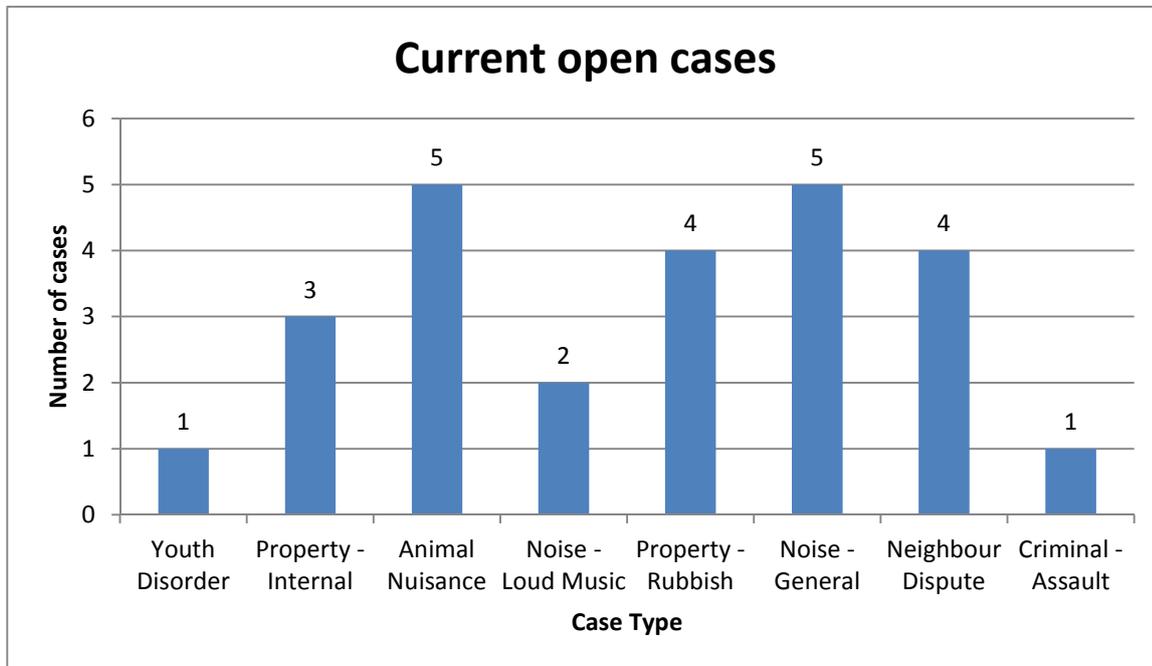
Referrals to Agencies

31 referrals were made to other Agencies.

Blaydon

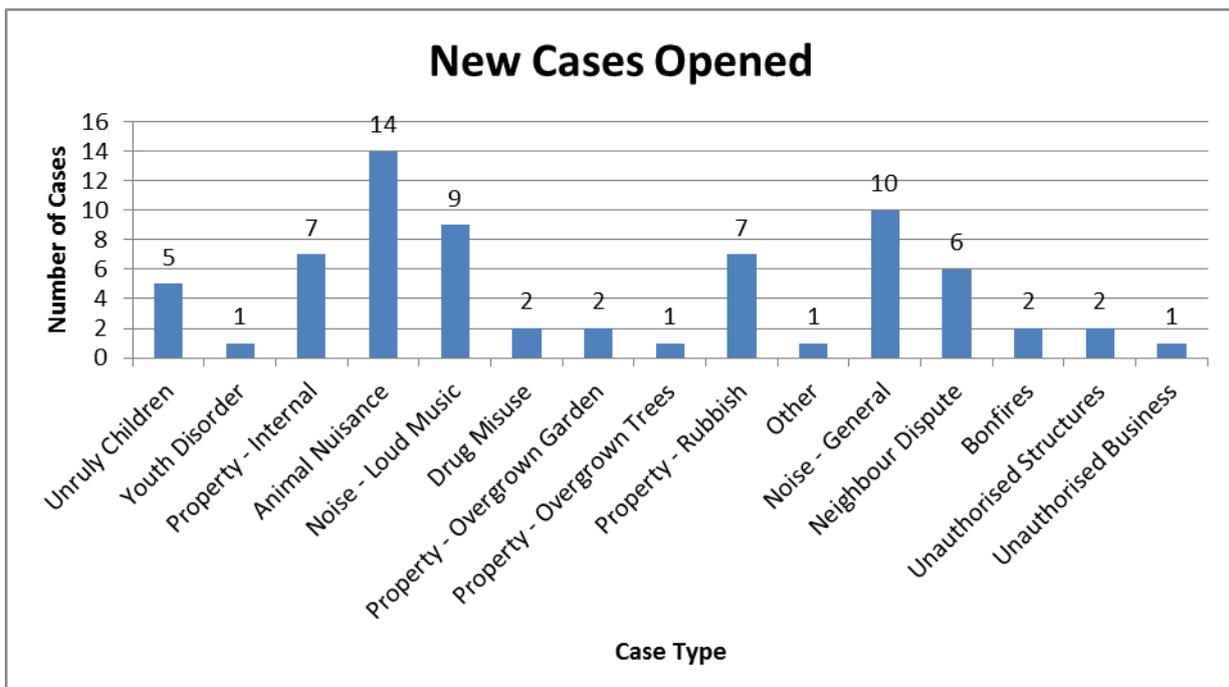
Current Caseload

The current caseload for Blaydon Housing Office is 25 open cases. This can be broken down further by case type.



New Cases

Between April and September 2015, 70 new ASB cases have been opened in Blaydon area.



Closed Cases

68 cases were closed within the Blaydon area within this period. The closure reasons are as follows:-

Resolved without the need for Legal Action	43
Complaint Investigated – No Nuisance Evidenced	9
Written Warning Issued	4
Non-engagement from Customer	3
Perpetrator Terminated Tenancy	3
Referred to other Agency	3
Customer Terminated Tenancy	2
Case settled through Mediation	1

Formal Actions

9 written warnings were issued.

Service Standards

70 cases were opened of these 68 (97%) were acknowledged and investigations begun within timescales.

68 cases were closed, of these 100% of customers were sent a closure letter prior to the case being closed.

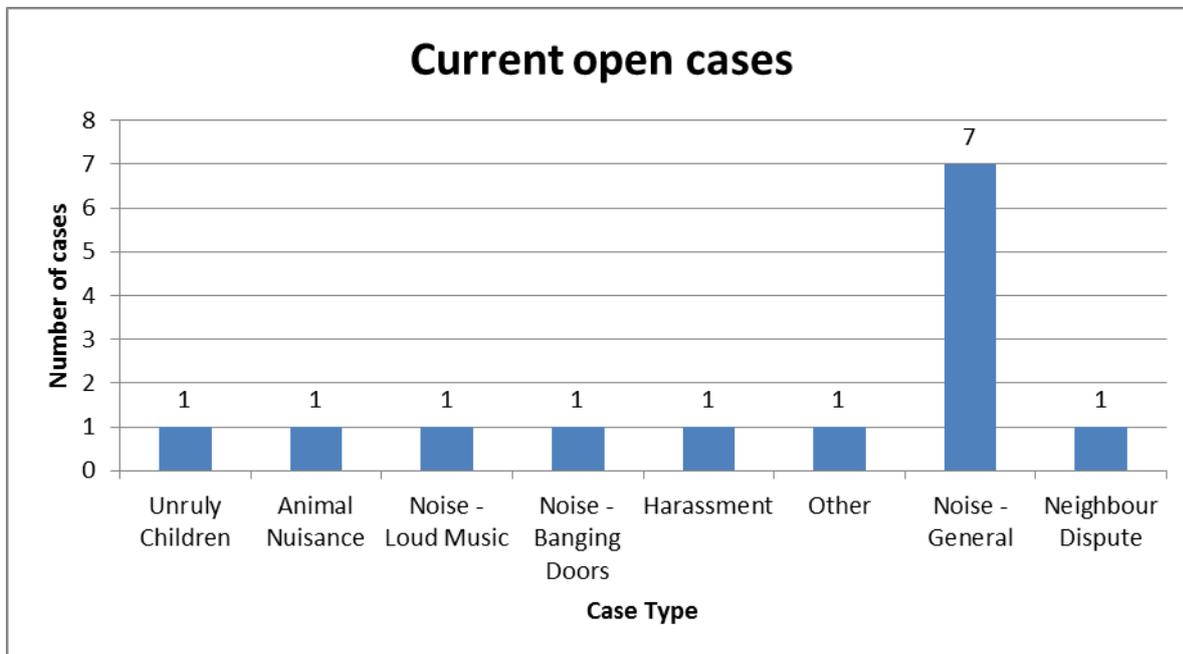
Referrals to Agencies

54 referrals were made to other agencies.

Felling

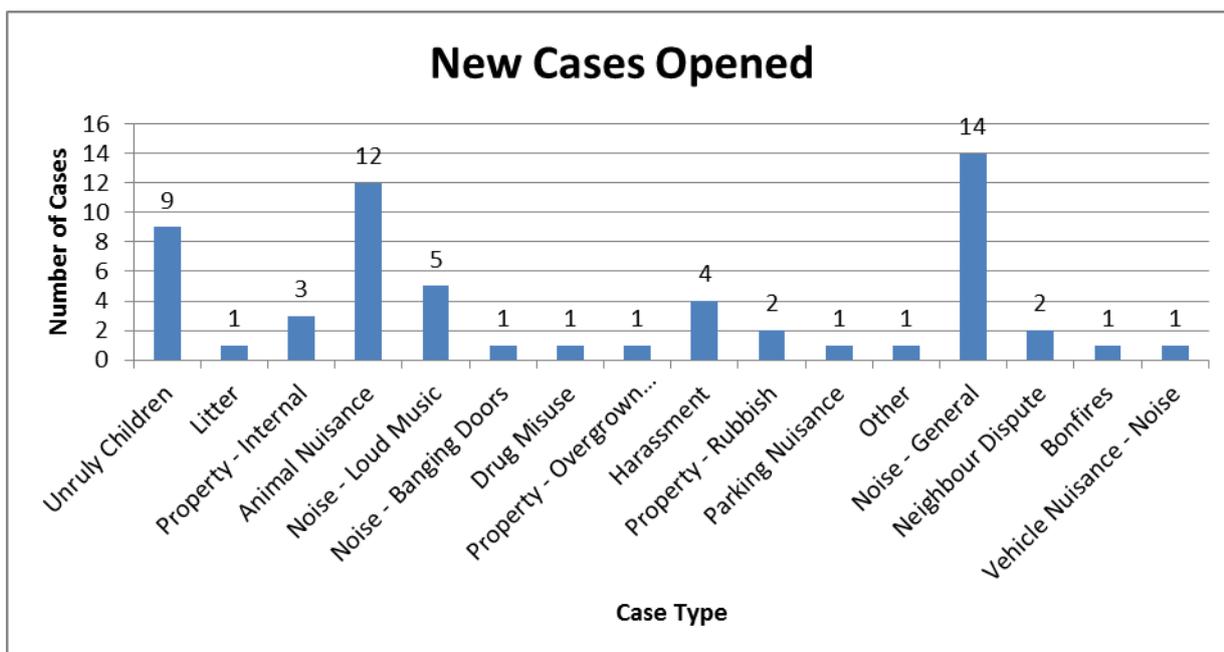
Current Caseload

The current caseload for Felling Housing Office is 14 open cases. This can be broken down further by case type.



New Cases

Between April and September 2015, 59 new ASB cases were opened in Felling area.



Closed Cases

During this period, 56 cases were closed within the Felling area. The closure reasons are as follows:-

Resolved without the need for Legal Action	35
Complaint investigated – No nuisance evidenced	7
Written Warning Issued	6
Referred to other Agency	3
Non-engagement from Customer	3
Perpetrator Terminated Tenancy	2

Formal Actions

14 written warnings were issued.

Service Standards

59 cases were opened, 57 (97%) of these were acknowledged and investigations begun within timescales.

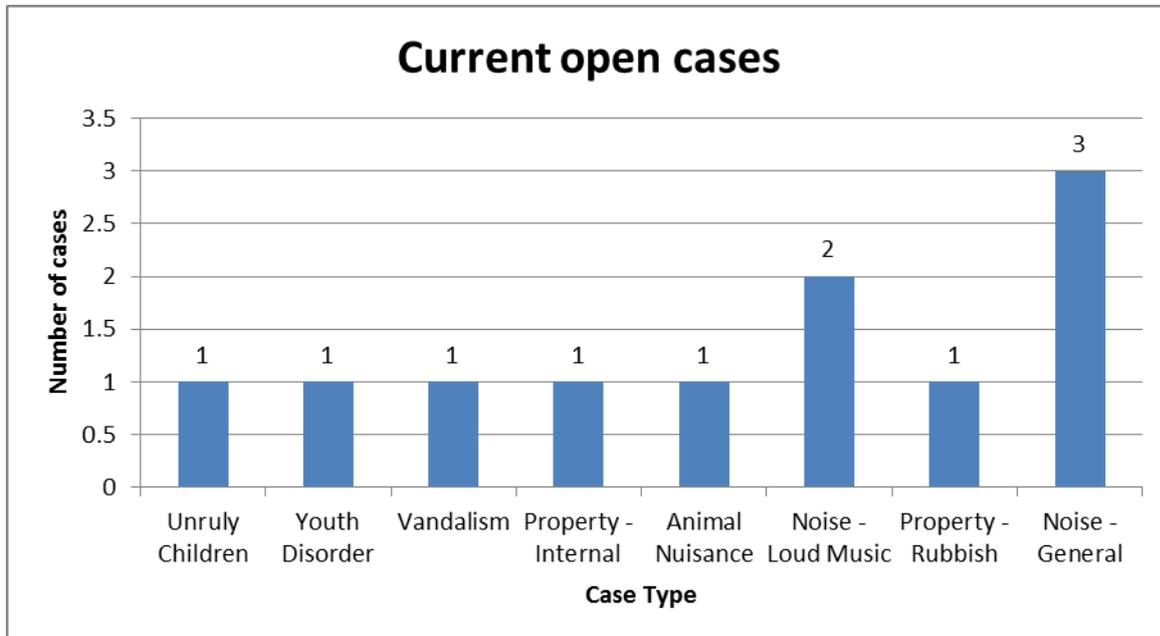
56 cases were closed, of these 56 100% of Customers were sent a closure letter prior to the case being closed.

Referrals to Agencies

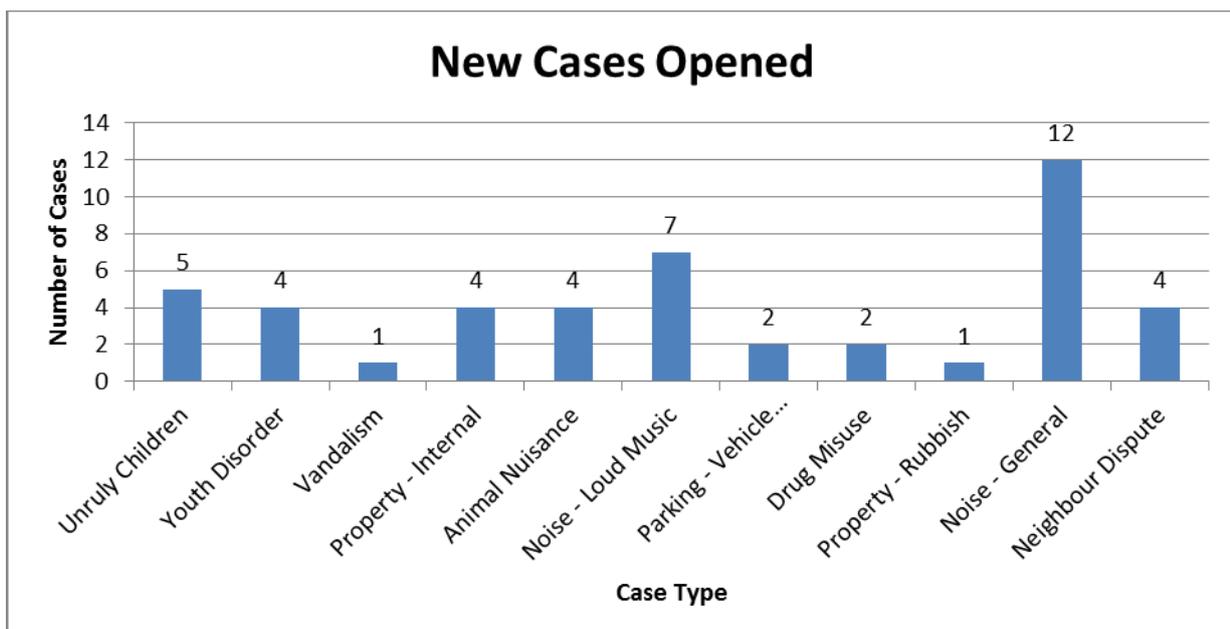
19 referrals were made to other agencies.

Leam Lane**Current Caseload**

The current caseload for Leam Lane Housing Office is 11 open cases. This can be broken down further by case type.

**New Cases**

Between April and September 2015, 46 new ASB cases were opened in Leam Lane area.



Closed Cases

During this period, 41 cases were closed within the Leam Lane area. The closure reasons are as follows:-

Resolved without the need for Legal Action	28
None Engagement from Customer	5
Complaint investigated – No Nuisance Evidenced	3
Written Warning Issued	3
Referred to other Agency	2

Formal Actions

7 written warnings were issued.

Service Standards

46 cases were opened, of these 46 (100%) of cases were acknowledged and investigations begun within timescales.

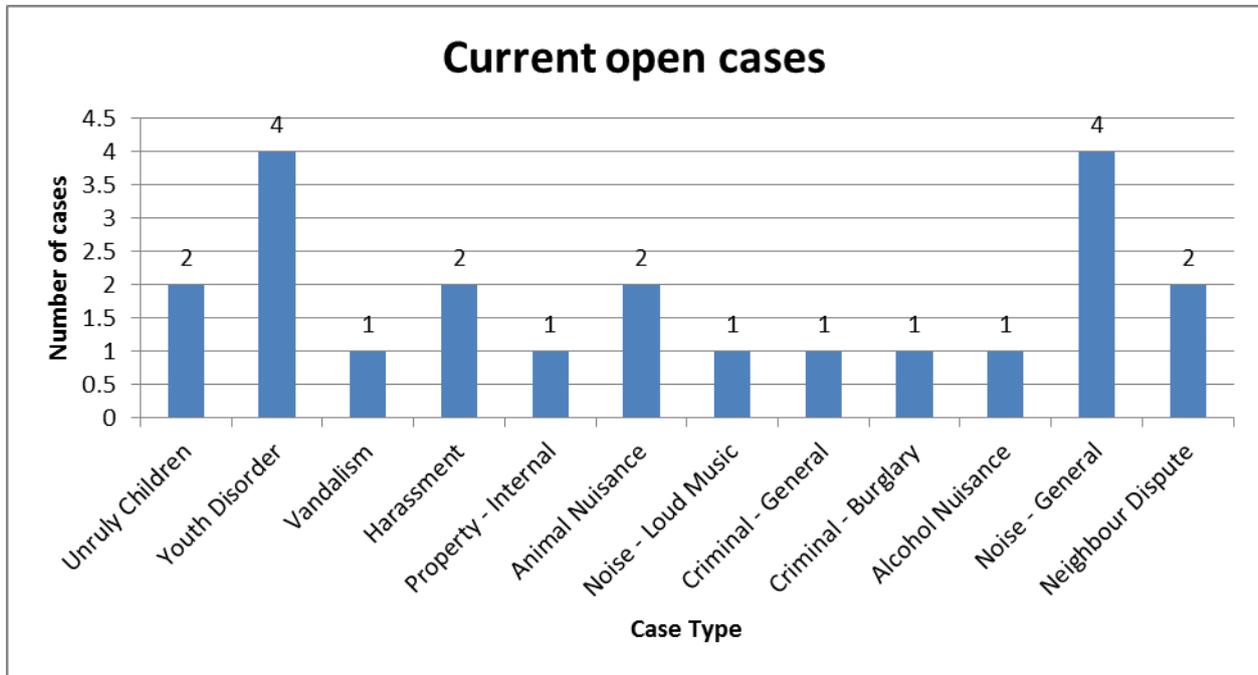
41 cases were closed, of these 41 100% of Customers were sent a closure letter prior to the case being closed.

Referrals to Agencies

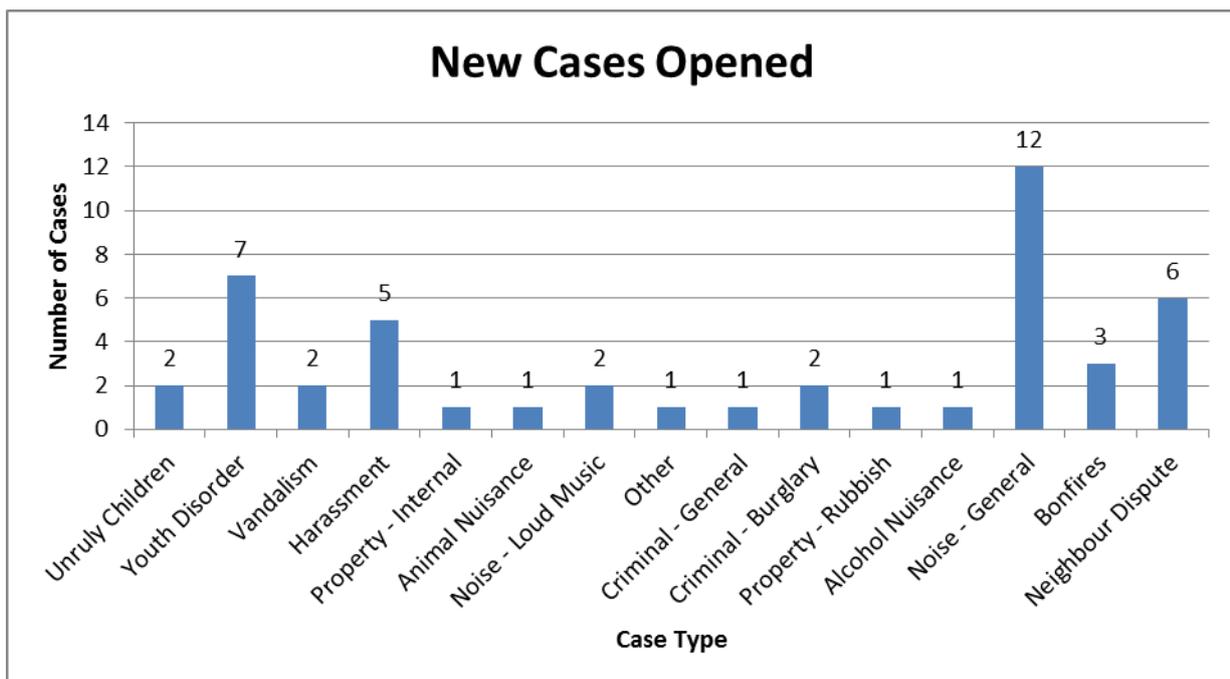
29 referrals were made to other Agencies.

Birtley**Current Caseload**

The current caseload for Birtley Housing Office is 22 open cases. This can be broken down further by case type.

**New Cases**

Between April and September 2015, 47 new ASB cases were opened in Birtley area.



Closed Cases

During this period, 37 cases were closed in the Birtley area. The closure reasons are as follows:-

Resolved without the need for Legal Action	24
Complaint Investigated – No Nuisance Evidenced	8
Written Warning Issued	4
Mutual Exchange – TGHC Support	1

Formal Actions

7 written warnings were issued.

Service Standards

47 cases were opened, of these 100% cases were acknowledged and investigations begun within timescales.

37 cases were closed with 36 (97%) of customers being sent a closure letter prior to the case being closed.

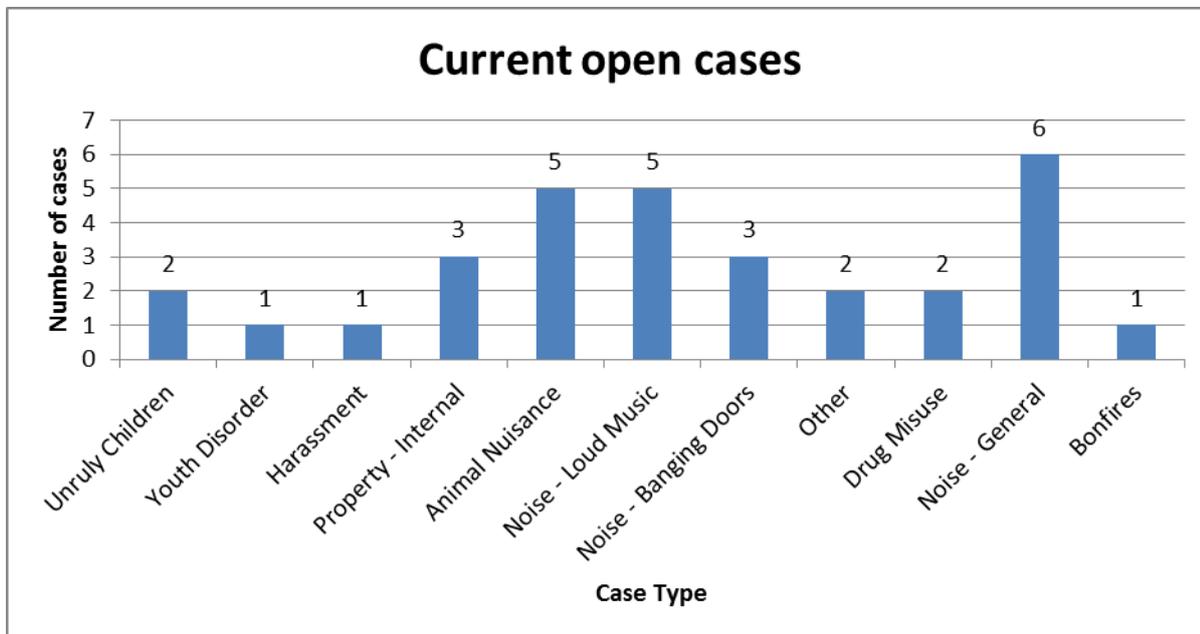
Referrals to Agencies

71 referrals were made to other agencies.

Wrekenton

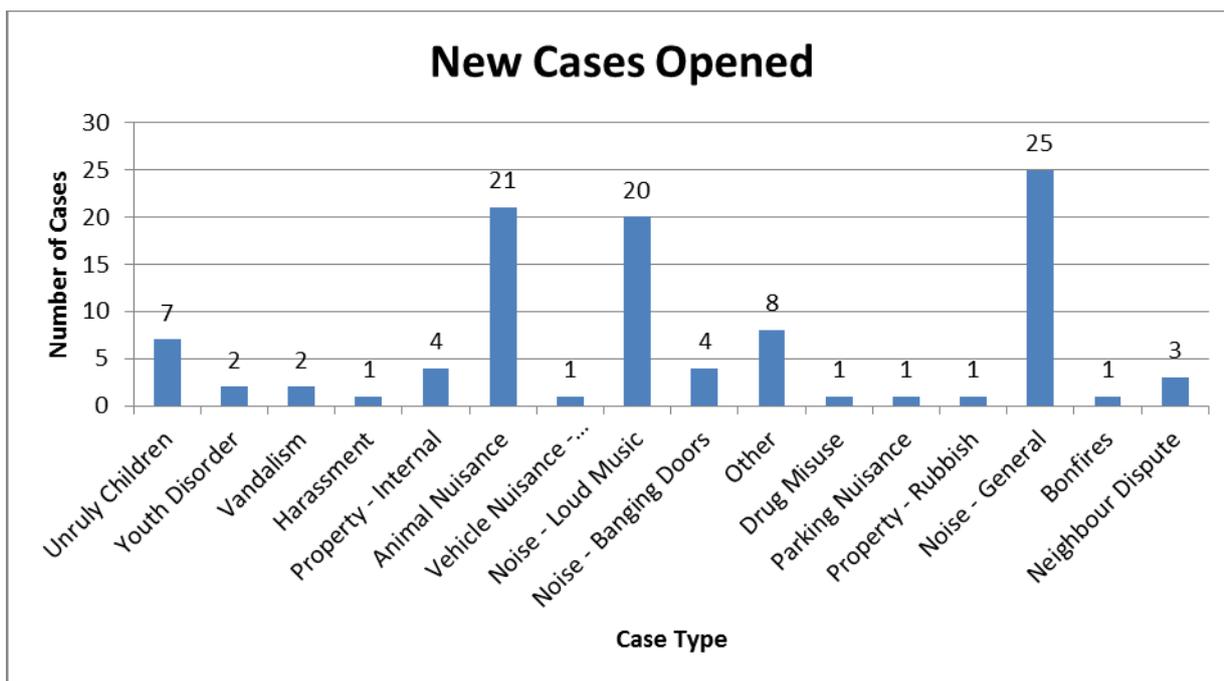
Current Caseload

The current caseload for Wrekenton Housing Office is 31 open cases. This can be broken down further by case type.



New Cases

Between April and September 2015, 102 new ASB cases have been opened in Wrekenton area.



Closed Cases

During this period, 87 cases were closed in the Wrekenton area. The closure reasons are as follows:-

Resolved without the need for Legal Action	56
Written warning Issued	19
Complaint Investigated – No Nuisance Evidenced	5
Non-engagement from Customer	3
Complainant Terminated Tenancy	2
Legal – Other	1
Perpetrator Terminated Tenancy	1

Formal Actions

32 written warnings were issued.

Service Standards

102 cases were opened, 101 (99%) of cases were acknowledged and investigations begun within timescales.

87 cases were closed, of these 100% of customers were sent a closure letter prior to case closure.

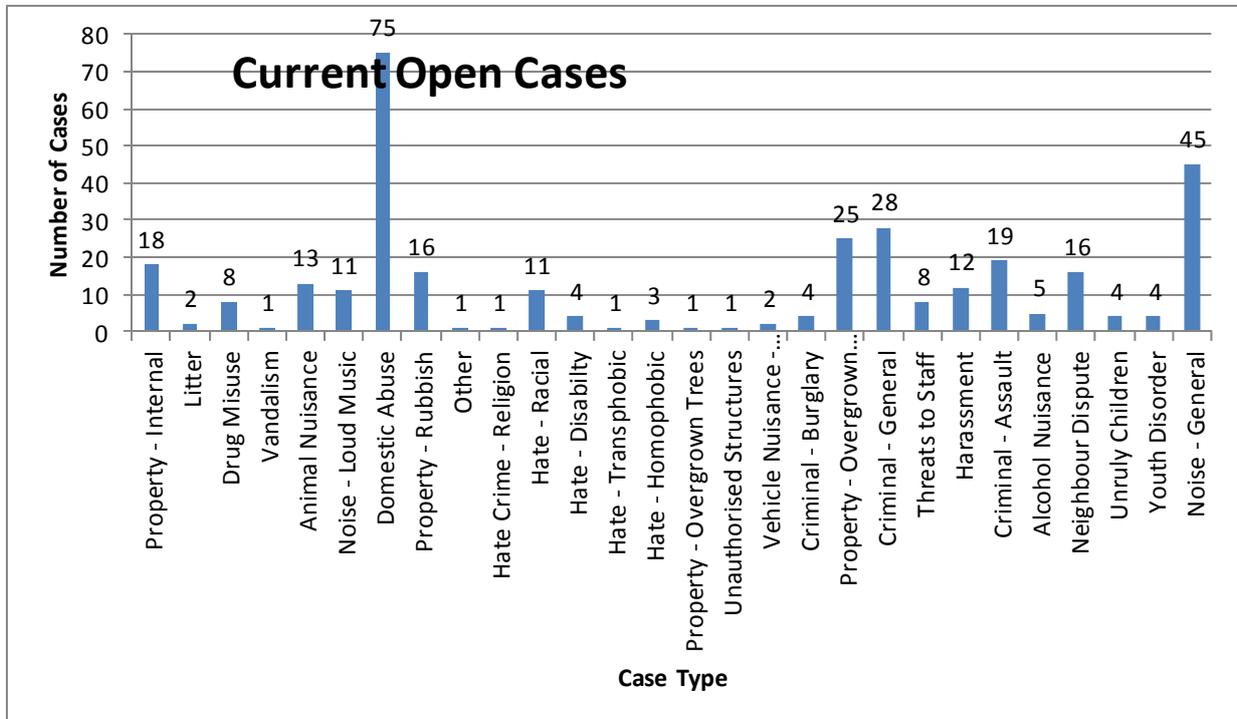
Referrals to Agencies

29 referrals were made to other agencies.

Neighbourhood Relations Team

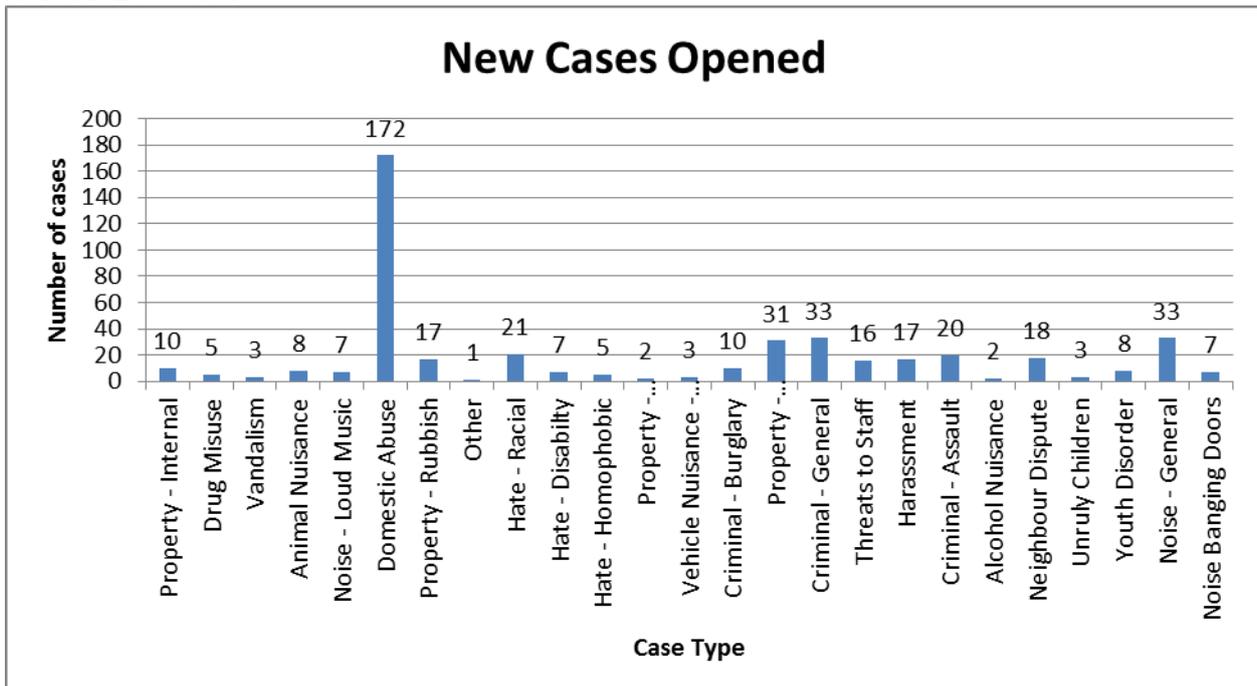
Current Caseload

The current caseload for the Neighbourhood Relations Team is 339 open cases. This can be broken down further by case type.



New Cases

Between April and September 2015, the Neighbourhood Relations Team opened 445 new ASB cases:-



Closed Cases

Between April to September 2015, the Neighbourhood Relations Team closed 383 cases. The closure reasons are as follows:-

Resolved without the need for Legal Action	152
MARAC – Information Only	52
Written Warning Issued	50
Complaint Investigated – No Nuisance Evidenced	21
Perpetrator Terminated Tenancy	20
Legal Action - NOSP served not pursued	16
Complainant Re-housed	14
Non-engagement from Customer	13
Complainant Terminated Tenancy	11
Legal – Other	10
Legal Action – Eviction	7
Legal – Possession	7
Referred to Other Agency	5
Perpetrator Re-housed	4
Legal Action – Injunction	1

Formal Actions

274 legal and formal actions were taken; 75 Legal actions and 199 written warnings were issued.

Service Standards

445 cases were opened, of these 436 (98%) of cases were acknowledged and investigations begun within timescales.

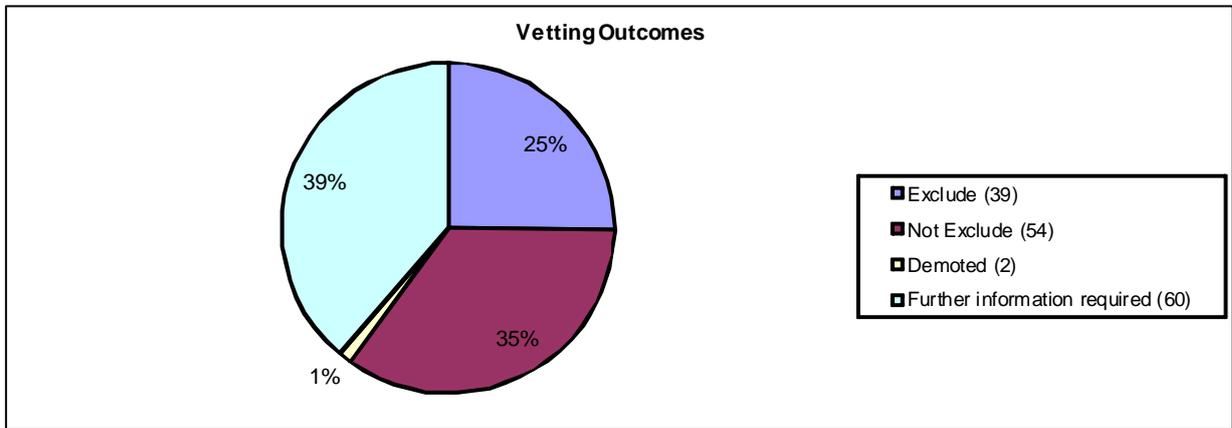
383 cases were closed with 383 100% of Customers being sent a closure letter prior to the case being closed.

Referrals to Agencies

600 referrals were made to other agencies.

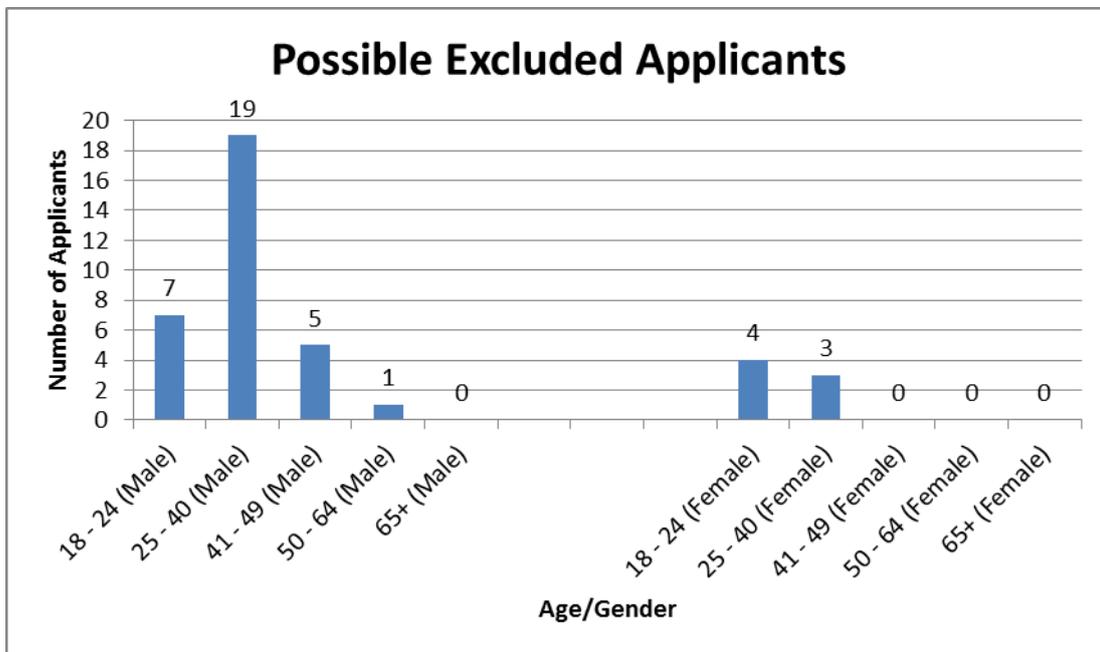
Vettings and Exclusions

155 vettings were received between April and September 2015. 128 were in relation to male applicants and 27 were female applicants.



Of the 39 applicants put forward for possible exclusion 32 were male and 7 were female.

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



Hate Crime Closures

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

- Resolved without the need for legal action 17
- Written warning 5
- Case settled via Mediation 1
- Perpetrator terminated tenancy 1
- Customer terminated tenancy 1

Domestic Violence Closures

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

- MARAC – For info only 66
- Resolved without the need for legal action 35
- Rehoused by Gateshead Council Housing options 9
- Non-engagement from Customer 8
- Customer terminated tenancy 4
- Written warning 3
- Referred to support agencies 2
- Perpetrator terminated tenancy 2
- Customer re-housed by TGHC 1

How We've Performed – Year to Date

Measure	Target	Qtr1 &2 Cumulative (last year)	Year End 2014/15
The number of hate crime incidents reported	Increase	33 (23)	49
% of hate crime incidents that resulted in further action	100%	100% (100%)	100%
The number of Domestic Violence incidents reported	Increase	169 (137)	275
% of Domestic Violence incidents that resulted in further action	100%	100% (100%)	100%
% of ASB cases that are resolved without the need for ASB legal action	94.5%	94.6% (93%)	94%
Satisfaction with the way ASB complaints are dealt with	95%	91.5% (95%)	93%
Satisfaction with the outcome of ASB complaints	93%	86.15% (94%)	92%