

Report for Housing Scrutiny Commission

ASB Performance

Housing Scrutiny Commission: March 2018
Assistant Mayor for Housing: Cllr Andy Connelly
Lead Director: Chris Burgin

Useful information

- Ward(s) affected: all
- Report author: Suki Supria
- Author contact details: 37 51 25
- Report version number: V3

1. Summary

- 1.1 This report provides an update on the current performance of Housing Services in managing and dealing with reports of Anti- Social Behaviour (ASB) on our Council Housing estates. The vast majority of these involve council tenants but can also involve leaseholders and private owners if the dispute is with a council tenant.
- 1.2 Reports of ASB can be made to Leicester City Council by a tenant or a third party that has been subjected to acts of ASB or has witnessed such acts.
- 1.3 ASB within Housing is currently managed by the Crime Reduction Anti -Social Behaviour Unit (CRASBU) and Tenancy Management depending on the severity of the case.
- 1.4 The number of ASB cases reported in the financial year 2016 -2017 was 724. An average of approximately 60 cases reported cases per month.
- 1.5 The number of ASB cases reported from April 2017 to December 2017 is 663. An average of approximately 73 cases per month.

2. Recommendations.

- To note the content of the report.

3. Supporting information:

- 3.1 Leicester City Council will pursue action against a tenant if they commit acts of ASB against other tenants, council staff and other parties including contractors This is contained and defined in the conditions of tenancy and various housing legislation.
- 3.2 The conditions of tenancy outline all the obligations that the tenant has when they sign for a council tenancy. Tenants will sign for a tenancy agreement with Leicester City Council (LCC) and agree to these conditions of tenancy. Any breach in these conditions will be dealt with accordingly and can ultimately result in a tenant losing their home (being evicted).
- 3.3 Acts of ASB (not an exhaustive list) can include the following:

- * General Nuisance
- * Harassment of other tenants and other people
- * Direct and indirect discrimination including victimisation
- * Domestic abuse including domestic violence
- * Damage or graffiti to the property
- * Noise Nuisance
- * Criminal activity
- * Drug dealing
- * Behaviour of friends and family in the householder

3.4 If we receive a report of ASB, this will usually be investigated initially by the Housing Officer and the appropriate action will be taken against the perpetrator if it is reasonable and that the acts of ASB can be proven to have occurred. An incremental approach is adopted in terms of the action that is usually taken against a tenant.

3.5 The appropriate action that can be taken against a tenant can include the following:

- Issuing warnings to ensure the ASB stops and the behaviour of the tenant improves or is modified.
- Obtain an Acceptable Behaviour Contract (ABC). This is a voluntary agreement that is jointly agreed by LCC and the tenant. This document must be signed by the tenant outlining and agreeing to the kind of behaviour that is acceptable and now required for them to continue residing in an LCC tenancy.
- Serve a Notice of Possession Proceedings against a tenant This is the first stage if any litigation action is to be taken against the tenant. This also allows the tenant one final opportunity to stop and resolve the ASB before the case proceeds to the County Court for resolution. Failure to resolve the ASB can lead to an application being made to the County Court to consider possession proceedings against the tenant.
- Obtain an injunction in the Magistrates Court to stop the ASB or a specify act that is causing significant concern. A breach of an injunction can usually result in a heavy fine or even imprisonment.
- For acts of Noise Nuisance, the Noise Nuisance Team also have powers to seize equipment.
- Suspended Possession Order. This is an order obtained in County to stop and reduce the ASB in specify terms and possession of dwelling has been suspended as long as the terms of the order are compiled with.

- Possession Order. This is an order to seek possession of the dwelling and is usually reserved for very serious of ASB.
 - Closure Order. This can be taken by the Police and this will mean that the dwelling will be closed for a fixed term and no one can reside in the dwelling during this period.
- 3.6 There is currently arrangements in place that serious cases of ASB are referred to CrASBU (Crime and Anti-Social Behaviour Unit) by Housing Officers. They will then investigate the case, work in partnership with other agencies and decide on the most appropriate action to take to reduce the ASB. CrASBU (formerly LASBU)) deals with complex/ high risk Anti-Social Behaviour cases.
- 3.7 For information, high level ASB matters include those cases that involve those with mental ill health, vulnerability, drug and substance mis-use, personal threat, high community impact/tension, families with complex histories and needs, high risk, serious and violent/sexual offenders, high risk victims or witnesses or any combination of these matters which require multi-agency co-ordination, management and progression.
- 3.8 The number of ASB cases reported in the financial year 2016 to 2017 was 724. An average of 60 cases reported cases per month. The number of ASB cases reported from April 2017 to December 2017 is 663, an average of 73 cases per month. If this trend continues we are looking at 882 cases for this financial year. This would indicate an increase of 158 reported cases from the previous financial year.
- 3.9 Neighbour disputes are the highest type of ASB that is reported. It represents nearly 46% of all reported ASB cases. ASB relating to animals and environmental issues is the least reported, and represents 1% of all reported cases.
- 3.10 Nosie Nuisance is also an area where we have high levels of ASB that is reported. This represents 19% of ASB cases that are reported in this financial year. We have a Nosie Nuisance Team that will monitor and record noise and have powers to seize equipment
- 3.11 The area with the highest amount of ASB is the New Parks area. This represents 25 % of all reported ASB cases. The New Parks area currently has 2,273 dwellings which represents 10.8 % of the total Council Housing stock.
- 3.12 The area with the lowest level of reported ASB is the Saffron area. This represents a mere 3% of all reported cases. The Saffron area currently has 1443 dwellings which represents 6.9% of the total Council Housing stock.
- 3.13 Examples of ASB cases that escalate to legal action include cases where we had had severe threats made to neighbours and the public including violence, criminal behaviour, dealing in drugs from the dwelling and cases where there has been a major disruption to the community
- 3.14 Severe ASB cases are also discussed with the Police and the normal process is that these will be discussed the JAG (Joint Action Group). Agreement is reached on the best way to deal with these cases. This can include action from the Police or action from Housing to take legal proceedings or a combination of both. Certain serious crime investigations which involve ASB can also involve Housing and CRASBU working in conjunction with the Police

to deal with the problem in a planned and measured way.,

3.15 Also severe ASB cases that are likely to have a high community impact/tension, families with complex histories and needs, high risk, serious and violent/sexual offenders, high risk victims or witnesses or any combination of these matters which require multi-agency co-ordination, management and progression. These cases are dealt in a multi-agency approach and chaired by the 2 Heads of Service from CRASBU and Tenancy Management

3.8 Please see Appendix 1 for the performance data on ASB recoded on Northgate.

3.9 The number of Legal sanctions obtained from 01.01.2017 – 31.08.2017 is as below.

Type of Sanctions	Number
Notice of Possession Proceedings	7
Referrals from Housing to LASBU/CrASBU (This includes the number of referrals and the number of advice cases where they have required over 10-100 hours of Officer time)	53
Evictions (Actual)	1
Tenancy Demotions	2
Suspended Possession Orders	5
Injunctions	2
Undertaking	2
Injunction Breach	3
Irresolvable case management/review/co-ordination	2

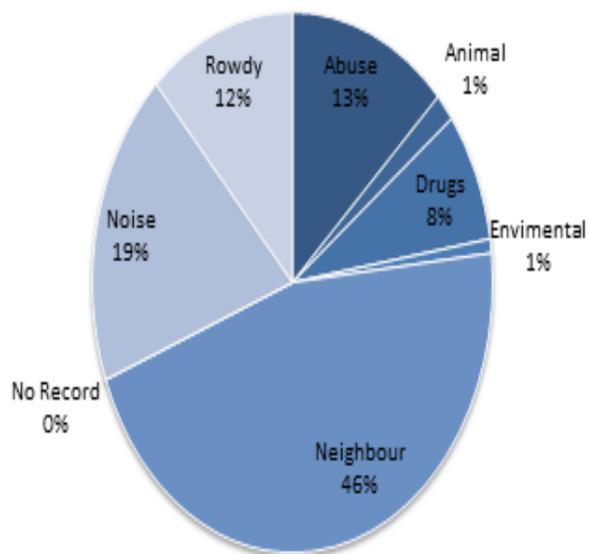


ANTI-SOCIAL BEHAVIOUR REPORTING

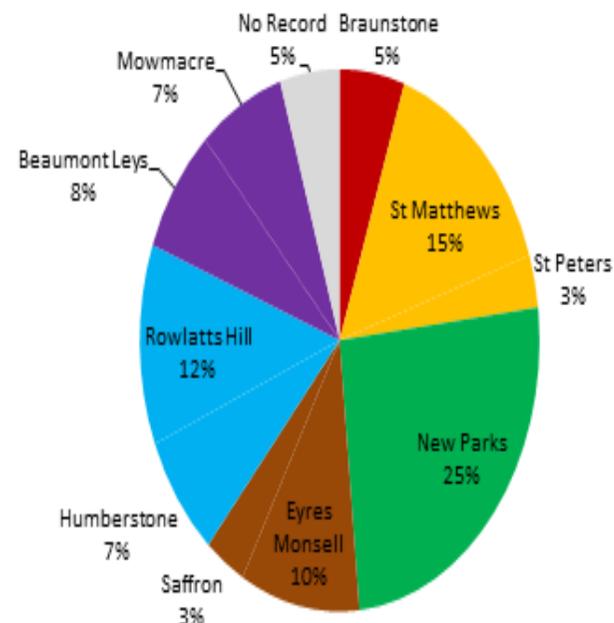
Total ASB Cases Reported													
	April	May	June	July	August	September	October	November	December	January	February	March	YTD
2016-17	49	41	47	56	62	92	65	70	64	56	41	81	724
2017-18	73	82	74	95	83	68	67	83	38				663

Cases That Escalated To Perpetrator Path													
	April	May	June	July	August	September	October	November	December	January	February	March	YTD
2016-17	28	32	48	56	59	71	54	72	43	48	62	61	634
2017-18	65	72	58	68	60	46	39	53	33				494

ASB By Type



ASB By Area



Total ASB Cases Reported

By Housing Office

	April	May	June	July	August	September	October	November	December	January	February	March	YTD
Beaumont Leys													
2016-17	2	8	6	12	10	6	6	6	4	5	3	10	78
2017-18	4	4	5	10	9	4	2	5	3				46
Mowmacre													
2016-17	9	2	3	6	3	3	3	5	2	4	4	6	50
2017-18	2	8	4	4	6	6	4	7	4				45
New Parks													
2016-17	17	8	17	14	19	28	20	22	16	16	9	7	193
2017-18	21	29	20	16	21	20	16	18	7				168
												West Total 2017-18	259
Humberstone													
2016-17		1	1	3	4	7	7	3	17	6	2	10	61
2017-18	5	3	6	8	4		8	5	8				47
Rowlatts Hill													
2016-17	5	8	4	7	1	10	8	9	6	8	9	5	80
2017-18	9	7	6	16	12	8	9	10	1				78
St Matthews													
2016-17	1		1		1	4		2	2	4	2	8	25
2017-18	8	8	12	19	7	8	8	10	3				83

St Peters													
2016-17	1		1		3	2	1	4	4	1	4	3	24
2017-18	2		4	4	4	1	2		1				18
												East Total 2017-18	226

Braunstone													
2016-17	7	1	5	4	4	10	9	8	4	6	4	13	75
2017-18	3	7	5	8	5	3	4	12	1				48

Eyres Monsell													
2016-17	4	7	5	4	11	18	7	8	2	4	2	8	80
2017-18	8	8	6	6	9	9	4	12	6				68

Saffron													
2016-17	2	4	3	5	5	3	4	3	7	2	1	7	46
2017-18	4	2	6	2	4	5	5	3	3				34
												South Total 2017-18	150

Per ASB Type

ASB Types are recorded in Northgate only down the 'Victim' path and only once an interview has been completed. The following tables take their data only from Business Actions where these are both true. The total number of jobs meeting this criteria in the current reporting year is:

517

	April	May	June	July	August	September	October	November	December	January	February	March	YTD
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Abuse	Abusive or Threatening Behaviour												
2016-17	1	4	7	11	9	11	6	7	10	6	2	4	78
2017-18	7	13	6	6	13	5	6	5	1				62

Animal		Animal Nuisance											
2016-17	2			2	1	3		4		2		5	19
2017-18			2		2	1	2	1					8

Drugs		Drug Dealing / Substance Misuse											
2016-17	1		1		3	1	3	1	1	2	3	1	17
2017-18	3	6	4	2	6	6	5	4	1				37

Envimental		Environmental Damage											
2016-17	1	1		3	1				2	2	2		12
2017-18	1		1	1					1				4

Neighbour		Issue With Neighbour											
2016-17	9	14	10	18	16	35	33	21	14	14	15	37	236
2017-18	29	29	30	44	18	21	22	22	6				221

Noise		Noise											
2016-17	23	16	18	7	12	16	14	20	13	13	8	19	179
2017-18	10	13	10	17	18	7	6	7	2				90

Rowdy		Rowdy or Inconsiderate Behaviour											
2016-17	3	2	5	3	1	10	2	4	6	2	2	2	42
2017-18	10	8	8	4	7	6	9	5					57

		Other											
2016-17	1	3	1	4	4	4	2	2	11	2	2	5	41
2017-18	3	2	3	8	9	4	5	3	1				38

2016-17	624
2017-18	517
Total	1141

By ASB Type, By Housing Office

Figures below are for the financial year to date.

Type	Braunstone	St Matthews	St Peters	New Parks	Eyres Monsell	Saffron	Humberstone	Rowlatts Hill	Beaumont Leys	Mowmacre	No Record	Total
Abuse	4	5	2	19	5	1	1	14	5	4	2	62
Animal		2			3		1	2				8
Drugs		4		21	6	1		1		3	1	37
Envimental			1	1				2				4
Neighbour	10	35	8	37	20	11	26	16	24	17	15	219
No Record												
Noise	10	16	3	24	8	3	2	13	4	5	2	90
Rowdy	1	8	1	19	4		5	9	3	4	3	57
Total	25	70	15	121	46	16	35	57	36	33	23	477

The ASB report can be misleading in places, as this is tied in to how Northgate records ASB cases in the first place. 'Cases by type' is inconsistent with 'cases reported' because a type is not recorded until halfway through the process, so the sum of case types will always be consistently lower than the sum of cases reported.

We also have a number of records with no address data and hence no housing office area because of the way they're logged.