

# Taunton Deane Borough Council

## Tenant Service Management Board – 16 December 2015

### Activity Briefing – Anti-Social Behaviour Service

#### Report of the Housing Manager – Lettings & Anti-Social Behaviour

(This matter is the responsibility of Executive Councillor Beale)

#### 1. Performance

Satisfaction with the service remains high, at end of Quarter 2 2015/16 95.4% (target 66%) of tenants who reported ASB in year to date rated the help and advice received as good or excellent. This is a 0.6% reduction since the last update, but we continue to enjoy very high satisfaction responses from those affected who return surveys after case closure.

#### 2. Casework - ASB cases recorded between 01/07/15 – 30/10/15

34 cases were opened during the period:

- **7 Alcohol**
- **1 Communal Areas**
- **4 Drugs** – 1 cultivating cannabis – Notice Seeking Possession (NSP) to be served. 2 ongoing investigation with police. 3 cannabis smell in communal area, working as "One Team" to resolve. 4 cannabis smell from neighbouring garden dealt with by words of advice, no further complaints.
- **2 Garden Nuisance**
- **7 Harassment** – 1 case closed resolved. 2 Working jointly with police, informal resolution being sought. 3 Victim claiming harassment, Police and School involved but no independent witnesses, ongoing. 4 case closed, close work with Police, victim moved away. 5 Complaint regarding loud sexual activity from neighbouring property which has now developed into harassment. 6 Mental health issues harassing neighbour, Words of Advice (WOA) given situation much quieter. 7 Verbal abuse to visitors to block, communal garden issues – dog mess, meeting with perpetrator and liaising with Police, diary sheets given out, situation much quieter since meeting.
- **2 Hate Crime** – 1 Racist comments – NSP to be served. 2 case closed resolved.
- **6 Noise**
- **3 Physical Violence** – 1 case as briefed above, 1 case neighbour assault – NSP served
- **1 Sexual Acts** – 1 case closed

#### 3. Closed Cases

20 cases were closed during the period (01/07/15-30/10/15), of these 15 were resolved. Two cases were closed as unfounded complaint and two others were closed as the tenants terminated their tenancy. One other case was closed as no action was required.

#### 4. High Profile/Risk Cases

- **Priorswood** – Noise, assault on neighbour. Directions hearing on 18/11/15 court date to be confirmed for possession case.
- **Priorswood** – Ongoing case, since service of NSP during summer, area much quieter. No recent complaints.
- **Priorswood** – Assault on a neighbour. Charged by Police bailed away from the area (Cheltenham). ASB officers supporting female tenant to find alternative accommodation. Case now closed as tenant terminated tenancy.
- **Staplegrave** – Tenant charged with serious assault, currently bailed away from the area.
- **Halcon** – NSP served for noise and assault on Police, Environmental Protection Team monitoring equipment currently in neighbouring property.
- **Lane Estate** – Joint operation with Police relates to drug activity.
- **Priory** – Property neglect/damage. NSP served.
- **Holway** – Tenant in dispute with local shopkeeper, words of advice, working with Police, monitoring situation.

#### 5. Recommendations

Tenant Service Management Board to note and comment on the report.

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