

Taunton Deane Borough Council

Tenant Services Management Board – 14th December 2016

Anti-social Behaviour (ASB) Team Activity – Information Report

Report of the Housing Manager - Lettings – Paul Hadley

(This matter is the responsibility of Executive Councillor Terry Beale)

1.0 Executive Summary

This report provides the members of the Tenant Services Management Board (TSMB) with information on the activities of the ASB team.

This report is presented for TSMB Information only.

2.0 Performance

Satisfaction with the service remains high, at end of Q2 93% (target 85%) of tenants who reported ASB in year to date rated the help and advice received as good or excellent. This is a 2% reduction since the last update, but we continue to enjoy very high satisfaction responses from those affected who return surveys after case closure.

The percentage of closed cases that were resolved for Q2 was 94% a 4% reduction on the previous quarter but continues to be well within the target of 85%

3.0 ASB Demand

The data below gives a comparison of demand from 2012/13 to this year in terms of case numbers of the high level type cases:

Case type	2012/13	2015/16
Alcohol	5	12
Drugs	6	10
Harassment	8	22
Hate crime	2	6
Physical violence	1	9
Noise	21	18

In all but one of the above demand has increased, with the total number of high level cases increasing from 57 in 2012/13 to 93 in 2015/16. These high level complex cases often require a multi-agency approach to get an effective and long

lasting resolution. This demand has resulted in officers having to commit more time to manage each case.

The introduction of the One Team approach across three high demand areas of the borough has provided a much greater opportunity to work collaboratively with other agencies but this again has resulted in an increasing demand on ASB officer's time.

Due to the nature of their work ASB officers are more likely to be presented with situations where Safeguarding is a concern. These concerns must be reported and then followed up to ensure vulnerable children and adults are protected.

4.0 Victim/Perpetrator Profile

Many of the victims and also perpetrators of ASB have pre-existing mental health issues, they may/may not be supported by statutory mental health or other services. In many cases experience has shown that these individuals have withdrawn from support or alternatively support services have been withdrawn. Additionally many perpetrators and victims of ASB have a substance dependency, of either alcohol or drugs. These issues make case management more challenging as officers need to adjust their approach to take account of an individual's situation.

Police intelligence has identified a growing trend of provincial towns across the South West being targeted by Organised Crime Gangs (OCG's) from London, Birmingham and Manchester. The gangs target vulnerable tenants in Social Housing and by exerting pressure by means of cohesion and intimidation they use the property to deal and distribute controlled drugs. Yeovil and Weston Super Mare have been targeted by OCG's and a network of dealers are now established working from social housing properties.

The network of OCG's is spreading and we are starting to see TDBC properties being targeted. We have invested officer time to identify and support our vulnerable tenants and work in partnership with the police to ensure we are in a position to take early intervention.

5.0 Summary

The ASB team continues to provide a high level of service for our tenants, this is evidenced by the high level of satisfaction we continue to be able to achieve. We have seen an increase in demand of high level cases, and this has also resulted in an increase in the percentage of victims and perpetrators who are vulnerable, either due to mental health issues or in some cases due to substance dependency. The effect of this is that case management is becoming more challenging for our officers. The arrival of OCG's in the borough has seen some of our properties being targeted, one of our team is working with the police to identify vulnerable tenants and support them.

6.0 Recommendations

It is recommended that the Tenant Services Management Board:

- Note the report.

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