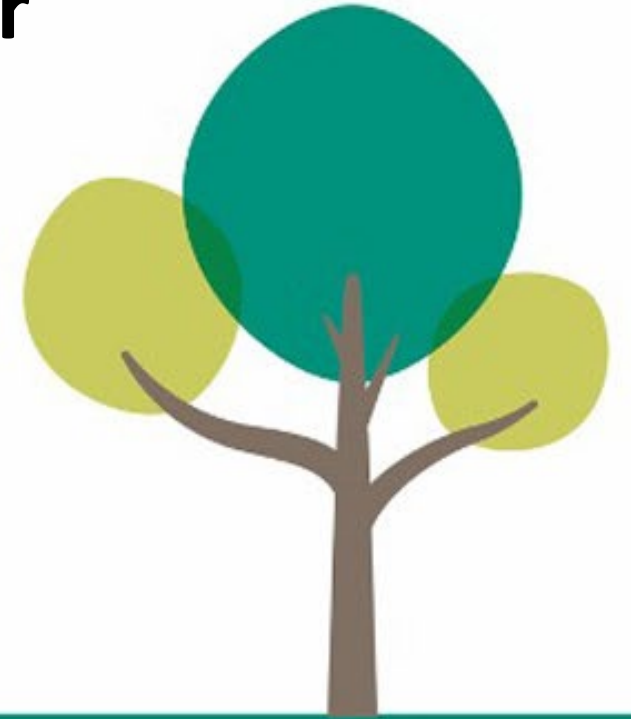


Tackling Anti-Social Behaviour in Council Tenancies





ASB Protocol

**Sandwell Locals
and
Community Safety & Resilience
(Anti-Social Behaviour Team)**





Allocation of Incidents / Cases

| Sandwell Local Teams (Cat A) | Anti-Social Behaviour Team (Cat B) |
|-----------------------------------------------------------------|----------------------------------------------------------------|
| Drug (use/taking) / Smell in property | Drugs (Dealing/Cultivation/Crack House)* |
| Alcohol/Street Drinking | Physical Violence* |
| Tenant related Noise/Loud Music/Loud Vehicles – initial reports | Tenant related Noise/Loud Music/Loud Vehicles – ongoing issues |
| Misuse of Communal Areas | Other Criminal Activity* |
| Untidy property/Neglect/Hoarding | Verbal Abuse |
| Garden Neglect | Prostitution/Sex Work* |
| Litter/Rubbish/Fly Tipping | Domestic Abuse1 |
| Animal Nuisance/Dog Barking/Fouling | Car Cruising |
| Vehicle Nuisance (except Car Cruising) | Hate related incidents* |
| Vehicle Parking | Racist or Hate Related Graffiti |
| Vandalism/Damage to Property* | Verbal Abuse / Harassment/Intimidation* |
| Minor Verbal Altercations / Disputes | Violence & Aggression Incidents* |
| Violence & Aggression Incidents* | |





Case Reviews

- There are regular Incident Review Meetings between the ASB Town Lead and Housing Services Officer.
- Through these Incident Review Meetings, discussions between the ASB Town Lead and Housing Services identify cases that require possible escalation to the ASB Team.
- Incidents where behaviour is continuing/escalating (or risk is increasing) is escalated to the ASB team after discussion with a Town Lead ASB Officer (or ASB Officer in their absence).





Escalation Process

Example of ASB types and escalation process from the local offices onwards.

| ASB Incidents | | | | | |
|---------------|------------------|---------------------------------------------|-------------------------------|-------------------------------|-------------------------------|
| Type | Category | Initial reports to.... | Repeat reports to..... | Serious/customers at risk | Incidents ongoing |
| Community | Alcohol | Local office | Local office/Support agencies | ASB team | Tasking |
| Personal | Domestic Abuse | Police/Victim Support/ASB Team/Local Office | MARAC | ASB team | MARAC |
| Community | Drug cultivation | Police/ASB team | ASB team | ASB team | ASB team |
| Community | Drug use | Local office | Local office | ASB team | Tasking |
| Environmental | Garden Neglect | Local office | Local office | Environmental Protection team | Environmental Protection team |
| Environmental | Untidy Property | Local office | Local office | Environmental Protection team | Environmental Protection team |





Victim Vulnerability Risk Assessment

- A Victim Vulnerability Risk Assessment is completed on every case at initial interview. In line with a victim centred approach, the Community Safety Team work with Victim Support & REMEDI who work with victims of Hate crime
- All cases of hate crime and harassment are referred irrespective of the score.

| Risk Rating | Case/Incident Management |
|-------------|--------------------------------------------------------|
| High | Refer to ASB Team |
| Medium | Discuss with ASB Team (subject to incident type [5.2]) |
| Low | Local Management (subject to incident type [5.2]) |





ASB Cases – Jan 21-Sept 22

ASB Team

- **ASB Cases 1134**

Top Categories

- Verbal abuse 173
- Covid Breaches 173
- Noise Nuisance 163
- Criminal Activity 132
- Violence / Assault 91
- Neighbour Disputes 63
- Hate – 46
- Vandalism 42

Housing Teams

- Condition of property/garden 353
- Abandonment 85
- Alterations with permission 41
- Access issues 37
- Pet/animal nuisance 252
- Noise nuisance 2291
- Misuse of communal area/public space 622
- Housing Fraud – 36





ASB Team - Enforcement – Jan 21-Sept 22

• **Enforcement Activities**

- 13 Civil Injunctions
- 12 FPNs
- 6 Interim Civil Injunctions
- 4 Civil Injunction Breaches
- 4 County Court Undertakings
- 1 Closure Order
- 2 Demotion Orders
- 2 Suspended Possession Order
- 1 Eviction
- 1 14 Day Possession Order
- 1 28 Day Possession Order
- 8 First Breach (Intro)
- 163 First Breach (Secure)
- 13 Absolute Grounds Notices
- 16 Final Breach Warnings (Intro)
- 84 Final Breach Warnings (Secure)
- 43 Notices Seeking Possession
- 34 Demoted Tenancy Notices
- 2 Closure Notices
- 39 Community Protection Notices
- 80 Community Protection Warnings
- 30 Noise Equipment Warnings
- 8 Notices to Extend Intro Tenancy
- 3 Notices to Terminate





Focus On Preventative Work

- 32 Acceptable Behaviour Contracts
- 76 Victim Support Referrals
- 8 Safeguarding Referrals
- 2 Good Neighbour Agreements
- 1 Modern Slavery Referral
- 17 Noise Equipment Installations
- 5 Mental Health Referrals
- 7 Mediation Agreements
- 3 Alcohol Services Referrals
- 3 Blue Light Project Referrals
- 6 referrals to Adult Services
- 1 Advocacy Referral
- 9 referrals to Children's Services
- 2 referrals to Fire Services
- 5 referrals to Restorative Justice
- 19 verbal warnings





Working Together







Partnership Working

Tipton Restorative Justice Scheme

October - November 2022

- Referrals were made through Acceptable Behaviour Contracts
- 6 Children agreed to the CRP work, 3 from West Bromwich, 3 from Tipton (5 completed)
- Canals & Rivers Trust
- Presentation at Wednesbury Museum and North Smethwick Development Trust on 15th November 2022 between 4.00pm-6.00pm
- Further project planned with Tipton Litterwatch April 2023





Case Study

BARLOW ROAD, WEDNESBURY 2022





ASB Incidents Received

Included:

- Harassment
- Verbal Abuse
- Threats of Physical Abuse

The above complaints were received from the users of an allotment site and from representatives from the charity, Ideal for All, who also use the allotments to work with their vulnerable service users. The Subject of Complaint, (SOC) was a joint tenant who resides adjacent to the allotment site.





Early Enquiries

- Information was gained from the Neighbourhood Officer who knew the tenants as they had lived at the address for a number of years.
- A joint visit was carried out to the SOC's address with the police, which resulted in a breach of tenancy warning letter being issued.
- The visit also highlighted that the SOC was suffering from medical problems, but also untreated mental health problems.
- The Neighbourhood and ASB Officers undertook a home check visit and used the opportunity, as an informal approach to discuss the ongoing ASB reports.





Partnership Working

- It transpired that the tenants were going through a relationship breakdown which included incidents of domestic abuse. The Neighbourhood Officer worked with the victim, who has now been rehoused elsewhere and in more appropriate housing for their own medical issues.
- The ASB team sent correspondence to the SOC's GP and previous mental health worker to highlight the concerns of the actions the SOC was taking, which we believed could be connected to the untreated mental health condition.
- An urgent multi-agency meeting was held and chaired by Adult Services as the SOC was also making false reports of ASB to a local elected ward member.





Positive Outcomes

- The SOC was contacted by mental health services following referrals made by Adult Services and is now receiving in-patient support. They will be taking day release visits back to the property, to check if they are well enough to live independently.
- As the joint tenant has been re-housed, the Housing Services Officer will liaise with the SOC and colleagues from mental health services to secure alternative accommodation for the SOC when the time arises, as the joint tenancy has now been terminated.
- The allotment users are now using the site without the threat of ASB





Cuckooing Case Study

<https://vimeo.com/tinkertaylor/review/779642239/10697ea83f>

