

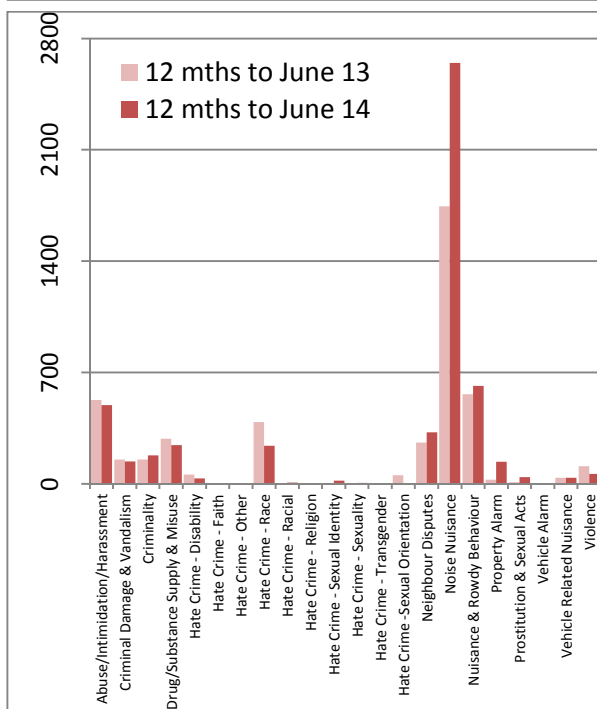
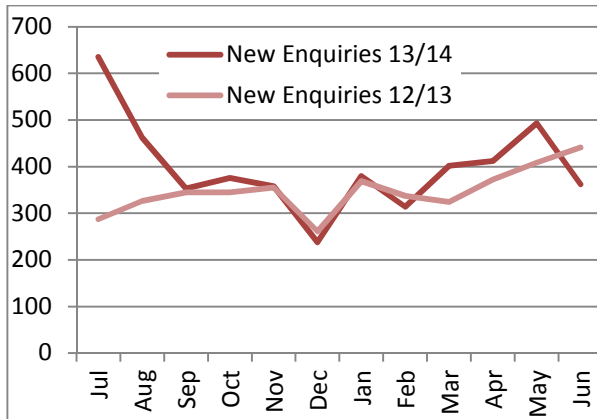
# Accountability Tracker (Report Card): Anti-Social & Nuisance Behaviour

Review Period: April – June 2014

## Performance

### Reported Anti-social behaviour (LASBT)

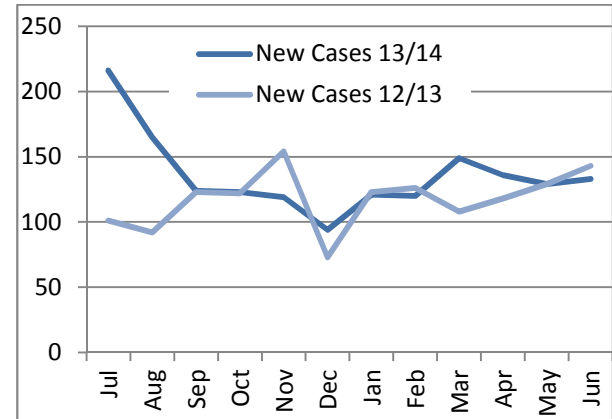
In the 12 months to the end of June 2014, there were 4,744 new enquiries allocated to LASBT, a 13.4% (+564) increase on the previous 12 month period. 1,191 new enquiries were received in the quarter (Apr-Jun); approximately 1.5% down on the same period 2013/14 (1,209).



The increase in noise reports is due to integration of the daytime service and out of hours (OOH) noise nuisance into LASBT. OOH noise nuisance received 3,708 calls in the last 12 months, an increase of 12.4% on the same period 2013/14 (3297).

Overall Progress: ■ (RAG)

LASBT opened 419 new cases during quarter 1, a small increase of 7.4% on the same period 2013/14 (390). Year on year increase in cases opened is slightly higher at 23.2% (1,803 new cases opened in the 12 months to June compared to 1499 opened in the previous 12 months).

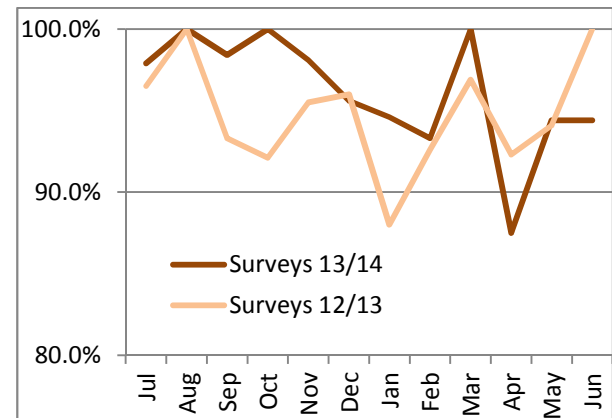


LASBT had 723 active cases at the end of quarter one, involving 540 complainants and 781 accused persons. 648 cases were active in the same period 2013/14.

LASBT issued 380 noise packs, 20 ASBO Warnings, 14 Housing Cautions, 15 Noise Abatement notices, 5 injunctions, and 23 Possession Orders. In addition, 45 ABC's were agreed, and 11 referrals to Mediation were made. 3 Noise equipment seizures were carried out from persistent households.


LASBT closed 477 cases during quarter 1 (62% closed as the situation had improved).

212 ASB Case surveys were completed and the overall satisfaction for service received was 88.5%, slightly lower than satisfaction for the same period 2013/14.



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Overall Progress:  (RAG)

### Story Behind the Headlines

Since its inception in April 2011, LASBT has continued to broaden its provision, most notably to ensure noise nuisance is dealt with as an ASB issue, rather than being solely reliant on the statutory noise framework. HEAS's domestic noise nuisance team were integrated into LASBT in October 2012 and more recently (April 2014) LASBT have taken on responsibility for management of the OOH noise nuisance service.

Changes to other partner's processes have also seen calls for service increase as agencies become better at triaging reported issues and allocating appropriately. This includes West Yorkshire Police adopting a ring back process for all ASB reports and ensuring victims have the appropriate information to report further non-criminal incidents to LASBT.

### What We Did (Example)

April 2014, LASBT opened a case in North West of the city, in relation to a new tenant (vulnerable young female). It appeared that from the offset the property had become a magnet for anti-social youths with frequent loud parties, verbal abuse, criminal damage and intimidation directed at the property and the wider residential and business community. Working with partners in the Police, and the newly integrated OOH response team to the incidents were acted upon to enable a swift resolution for the community. LASBT also liaised with internal partners such as Social Care (Families First), Signpost, and Housing Options as well as external support agencies who were trying to engage with the tenant.

After unsuccessful attempts at engaging the tenant with early intervention, a Premises Closure Notice (PCO) was served along with a Notice to Quit in relation to the tenant's introductory tenancy. At that time, the tenant chose to terminate her tenancy rather than appear at Leeds County Court for possession proceedings. This action removed a major source of ASB and criminality from the area.

LASBT have remained involved with support agencies with a view to ensuring the tenant received appropriate care and assistance in her resettlement.

### Issues/Risks

LASBT has a finite capacity and cannot keep increasing its workload exponentially without reviewing its core provision.

Financial pressures across all services could also adversely affect service provision with cuts to budgets proposed across all partners.

The Anti-social Behaviour Crime and Policing Act will be introduced from October 2014 giving officers dealing with ASB a new suite of tools and powers to work to.

### Good Practice & Lessons Learned

Comments included;

*"I was extremely happy with the service received and the problem has now been resolved, your help and support is much appreciated". Case 15792.*

*"I am really very grateful for the service I received it has given me back my happiness Thank you so much". Case 18250.*

*"Promptly and professionally dealt with. Out of Hours team were also brilliant - quick to respond and get out to the property in question". Case 17866.*

### New Actions

- § New processes have been implemented to improve workflow and performance information for the ASB Response van.
- § Work with Children's Services to embed Hate Incident reporting within schools. Reporting within other children's settings will be in place going forward.
- § New ASB legislation comes into force on the 20 October 2014. A training programme is being progressed for staff and partners.

### Information/intelligence requirement

- § Existing intelligence products and information sharing arrangements support service delivery.
- § Any further requests will be raised as required.