

REPORT TO: **Housing Committee - 16 September 2002**
Personnel & Management Services Committee - 16 September
2002

REPORT ON: **Anti Social Behaviour Team**

REPORT BY: **Director of Housing and Director of Personnel and Management**
Services

REPORT NO.: **641-2002**

1. **PURPOSE OF REPORT**

1.1. To review the operations and staff requirements of the Anti Social Behaviour Team established in November 2001 as approved by Housing Committee and Personnel & Management Services Committee on 18th June 2001.

2. **RECOMMENDATIONS**

2.1. It is recommended that Personnel & Management Services Committee approves the following:

2.1.1. The redesignation of one temporary post of Senior Investigation Officer, AP3, to one post of Senior Investigation Officer, AP3.

2.1.2. The redesignation of one temporary post of Investigation Officer, AP2, to one post of Investigation Officer, AP2.

2.1.3. The establishment of one additional post of Investigation Officer, AP2.

2.1.4. The deletion of one post of Housing Officer, AP3, in the Housing Quality Unit.

2.1.5. The deletion of one post of Clerical Officer, GS1/2, in the Finance and Administration Unit.

2.1.6. The deletion of one post of Keyboard Operator, GS1/3, in the Finance and Administration Unit.

2.1.7. That the posts referred to in paragraphs 2.1.1, 2.1.2 and 2.1.3 above be filled by advertising internally within the Housing Department and be restricted to applications from permanent employees, and temporary employees with more than one year's service.

2.1.8. That, if an employee is selected for interview for more than one post, every effort will be made to ensure that the employee only has to attend one interview.

2.2. It is recommended that Housing Committee:

2.2.1. Notes the significant improvement in customer satisfaction with regard to Help with Neighbour Problems.

- 2.2.2. Notes the volume and breakdown of complaints received by the Anti Social Behaviour Team to date.

3. **FINANCIAL IMPLICATIONS**

- 3.1. None.

4. **LOCAL AGENDA 21 IMPLICATIONS**

- 4.1. The continued operation of the Anti Social Behaviour Team will help people live without fear of personal violence from crime or harassment.

5. **EQUAL OPPORTUNITIES IMPLICATIONS**

- 5.1. The Anti Social Behaviour Team assists with crime reduction, community safety and other initiatives to eliminate violence and harassment perpetuated against people because of their race, gender, sexuality or connection with other target groups.

6. **BACKGROUND**

- 6.1. Housing Committee and Personnel & Management Services Committee 18th June 2001 approved the establishment of a specialist Anti Social Behaviour Team within the Housing Department.
- 6.2. The Team has now been operating for approximately nine months and significant progress has been made with regard to dealing with neighbour problems involving Council tenants.

7. **MAIN TEXT**

- 7.1. The Anti Social Behaviour Team became operational in mid November 2001 with the aim of bringing more specialisation to the extremely challenging area of help with neighbour problems. Until that time Area Housing Officers had dealt with these problems along with estate supervision, viewings, repairs and empty house inspections, and rent arrears and it was felt that additional priority was required on issues relating to anti social behaviour.
- 7.2. Since its inception the Team has received approximately 120 new complaints every month ranging from relatively minor complaints of nuisance up to and including serious harassment including racial harassment.

The biggest single category of complaints continue to relate to noise nuisance – ranging from children playing to loud music and noisy parties.

There is an element of public disorder, often related to alcohol abuse, and harassment within the normal workload of the Team.

A large number of complaints received (approximately 40%) have been disposed of as “no action required”. These cases have been fully investigated by the Team but

no action has been pursued for reasons such as lack of evidence, lack of witnesses, complaints withdrawn.

A significant proportion of cases received are resolved as advice given (approximately 29%).

A small number of cases (approximately 5%) have proceeded to formal legal action - to repossess, for ASBO, for interdict – and a larger number remain at the verbal, written and final warning stage.

As the number of cases at legal action increases the greater the need for staff resources to monitor active cases and maintain contact with the victims.

Appendix 3 attached shows the categories of complaint received and the breakdown of case disposals.

- 7.3. While these statistics do not demonstrate a significant increase in the total number of complaints dealt with in the previous structure it should be noted that there is now a more structured and detailed investigation of all complaints and more comprehensive feedback to the victims.
- 7.4. When established one Investigation Officer was designated as temporary to be reviewed once the Team had been in operation for one year.
- 7.5. Such has been the workload of the Team that since November 2001 additional staffing has been required in order to maintain a high level of service.

As a result a temporary Senior Investigation Officer and temporary Investigation Officer have been added to the Team in recent months.

These additional resources allow the Team to keep pace with new enquiries and devote more time to serious and complex cases.

- 7.6. It is now proposed that these temporary posts become part of the permanent establishment.
- 7.7. Customer satisfaction with regard to Help with Neighbour Problems has dramatically improved since the inception of the Anti Social Behaviour Team.

The introduction of the specialist Anti Social Behaviour Team has resulted in a 64% increase in tenant satisfaction with help with neighbour problems.

Each year we survey all those who have made a complaint about nuisance or anti social behaviour. Historically tenants have reported fairly low levels of satisfaction with the assistance that they received from the Department.

It should be noted that tenant satisfaction in this area of work will continue to be extremely difficult to achieve due to the nature of the issues and the limited, and often time consuming, range of remedies open to staff.

Realistic goals with regard to continued improvement in tenant satisfaction levels will continue to be set for the Anti Social Behaviour Team.

- 7.8. To date, due to the workload issues noted above, it has not been possible to introduce an out of hours service. Originally it was intended that a call out service

would be in place to allow Team members to witness disturbance “out of hours”.

It is proposed that further investigations are undertaken into the need for such a service given experience to date.

8. **CONSULTATION**

- 8.1. All Chief Officers, the Dundee Federation of Tenants Associations, and Trade Unions have been consulted on the contents of this report.

9. **BACKGROUND PAPERS**

- 9.1. Report to Housing Committee and Personnel & Management Services Committee of 18th June 2001.

10 **SIGNATURE**

E. Zwirlein
Director of Housing

Date

J.C. Petrie
Director of Personnel and Management Services

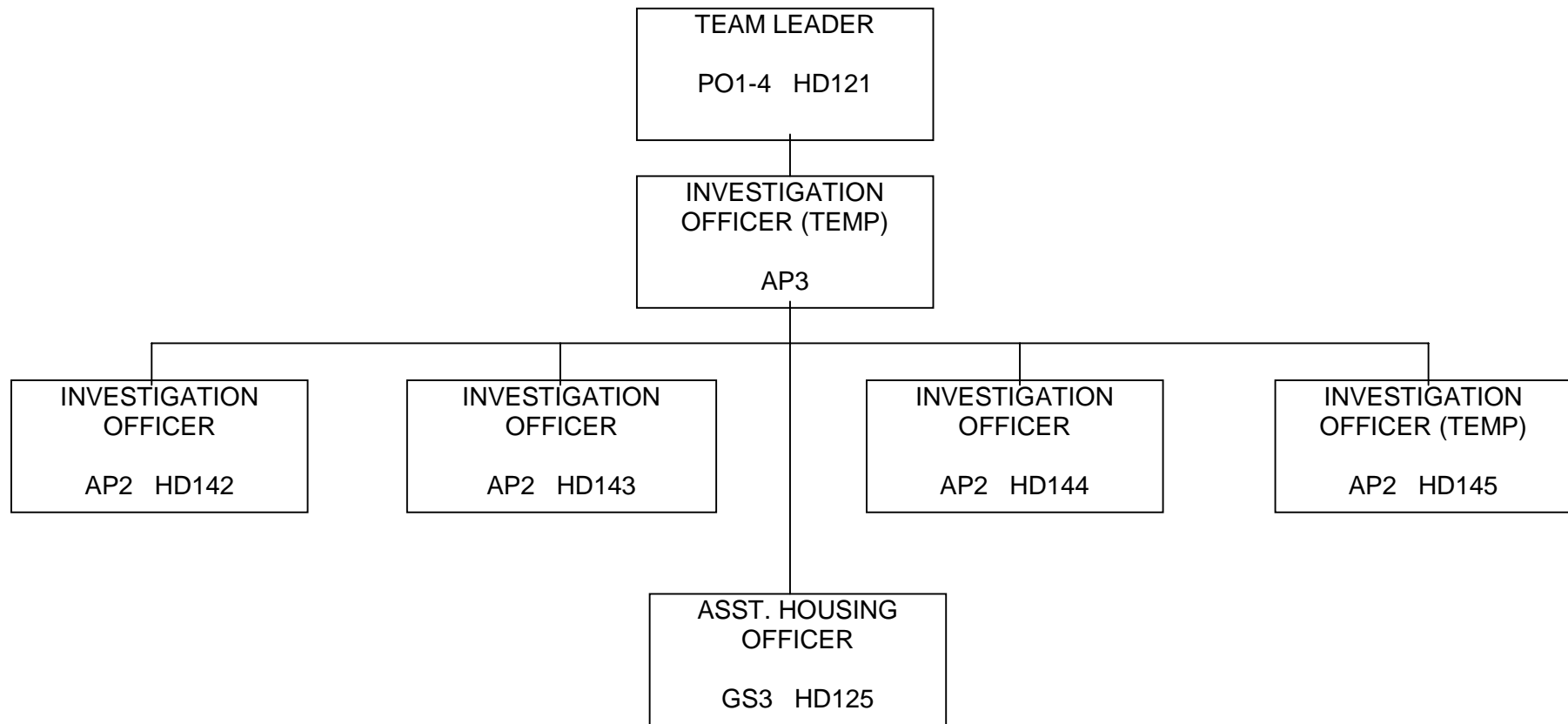
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APPENDIX 1

HOUSING DEPARTMENT

HOUSING MANAGEMENT DIVISION – ANTI SOCIAL BEHAVIOUR UNIT

CURRENT STRUCTURE

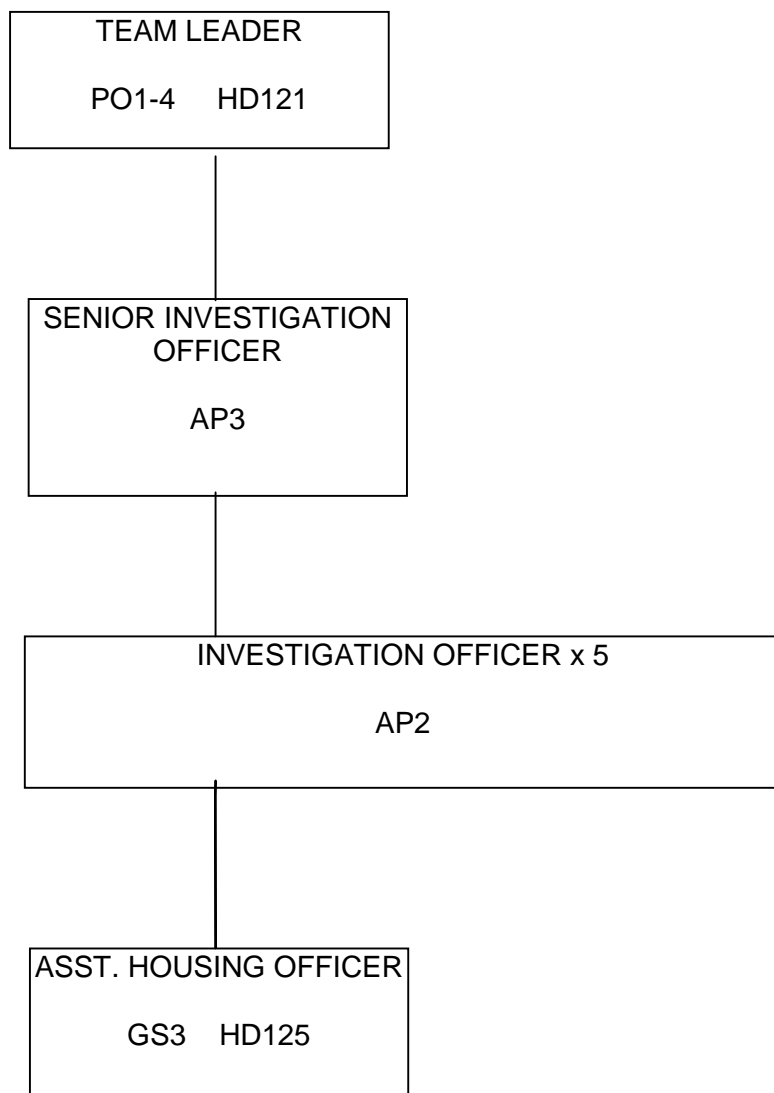


APPENDIX 2

HOUSING DEPARTMENT

HOUSING MANAGEMENT DIVISION – ANTI SOCIAL BEHAVIOUR UNIT

PROPOSED STRUCTURE



APPENDIX 3

ANTI-SOCIAL BEHAVIOUR TEAM - PERFORMANCE REPORT

AREA

	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	TOTAL
CENTRAL	37	45	54	57	49	46	51	50	52	441
WEST	20	34	39	43	33	41	36	50	47	343
EAST	26	22	37	25	22	43	31	21	25	252
TOTAL	83	101	130	125	104	130	118	121	124	1036

CATEGORY

	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	TOTAL
RACIAL	0	3			1	0	1	1	2	8
VIOLENCE	2	2	3	4	5	9	5	1	2	33
HARASSMENT	19	17	21	19	14	20	21	21	25	177
NOISE	48	68	79	76	56	74	58	56	58	573
VANDALISM	2	0	8	2	4	6	3	9	6	40
DRUGS	1	0	2	1	2		1			7
PUBLIC NUISANCE	8	10	16	22	19	16	26	25	23	165
FIRE RAISING	2	1				1		1	1	6
OTHER	1	0	1	1	3	4	3	7	7	27
TOTAL	83	101	130	125	104	130	118	121	124	1036

ANTI-SOCIAL BEHAVIOUR TEAM - PERFORMANCE REPORT

STATUS	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	TOTAL
C/FWD		51	83	103	150	150	187	219	236	
OPEN	83	101	130	125	104	130	118	121	124	1036
CLOSED	32	69	110	78	104	93	86	104	141	817
OUTSTANDING (CUM)	51	83	103	150	150	187	219	236	219	

DISPOSALS	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	TOTAL
N/ACTION	7	44	50	33	41	37	35	35	49	331
VERBAL	8	6	11	13	13	9	7	11	20	98
WRITTEN	1	7	8	5	9	11	10	12	23	86
FINAL	2	2	4	2	3		2	3	4	22
WITHDRAWN	1	1			1		0	2		5
ADVICE GIVEN	11	9	29	25	31	30	28	32	39	234
NOP	2		4		1	4	1	8	4	24
ASBO					1			1		2
ENROLLED			4		4		1		2	11
IN/INTERDICT						1				1
EVICITION						1	1			2
TERMINATION/ABANDONMENT							1			1
TOTAL	32	69	110	78	104	93	85	104	141	817