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Title:

Housing Anti-Social Behaviour

Report of:

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Neighbourhoods

Cabinet Member Portfolio

Councillor Liza Begum - Cabinet Member for
Housing Services

Wards Involved:

All

Policy Context:

Westminster City Council Anti-Social Behaviour
Strategy 2023 – 2028

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1. Executive Summary

This report outlines the approach to the management of Housing Anti-Social Behaviour cases, the legal powers utilised by the Housing ASB team and the partnership working arrangements we have in place.

2. Current Housing ASB Stats

There was a significant increase in ASB cases reported by Council residents during the Covid lockdown period as many residents remained at home.

It should be noted that as a result of the Covid lockdown period there was a significant backlog within the courts which has led to delays in cases being heard. This has only recently started to improve.

From April 2021 we have seen an annual reduction in the number of cases being reported down from 48 per month for 2021/22 to 34 per month for 2023/24.

Since 2019 the three categories of ASB with the highest case numbers have remained consistent. These are drug use, verbal abuse and noise.

The Mozart Estate has consistently been a hotspot for ASB. Following reports of antisocial behaviour in 2020/21 an estate wide injunction was granted from 13 July 2021 for 2 years for both the Mozart Estate and the Lydford Estate. In addition to this

the Housing ASB team secured an injunction against two named individuals on the Mozart Estate banning them from the estate for 2 years. These injunctions have now been extended for a further two years.

According to police data there has been a 58% overall decline in calls to them relating to ASB since the injunction orders for the Mozart and Lydford estates were issued.

We have also used an Estate Security Patrol pilot to target a number of ASB hotspots.

Open ASB Cases	Current total – 134 cases West 38 cases North 34 cases South 36 cases Central 26 cases <ul style="list-style-type: none"> • Cases managed so far (1 April 23 - current): 168 cases. • Cases managed 2022/23 - 466. • Cases managed 2021/22 - 571. • Cases managed 2020/21 - 730. • Cases managed 2019/20 - 548.
Current Top 3 ASB Categories	Drug use / dealing - 34 cases. Verbal abuse / harassment - 31 cases. Noise - 30 cases.
Current Top 3 Wards/Estates	Mozart Estate - 15 cases Little Venice - 14 cases Bayswater - 11 cases
ASB Case Handling Resident Satisfaction	Year to date - 66% (as of July 2023) 2020/21 - 65% 2021/22 - 63%
Current number of Legal Cases	45 (This includes cases waiting for court hearing dates)

ASB Case Actions – (Since 1 April 2023)

These tables set out formal enforcement actions taken by the Housing ASB team.

Notice of Seeking Possession	17
Possession Proceedings	5
Eviction	3

Civil Injunction - Individual	9
Civil Injunction – Estate Wide	2
Closure Order	2
Referrals to PPL for Closure Orders	3

Year 2022/23

Notice of Seeking Possession	15
Possession Proceedings	2
Eviction	1
Civil Injunction - Individual	8
Civil Injunction – Estate Wide	3
Closure Order	2

Year 2021/22

Notice of Seeking Possession	36
Eviction	1
Civil Injunction - Individual	8
Civil Injunction – Estate Wide	2
Closure Order	5
LBAs	27
ABAs/ ABCs	12

3. What is anti-social behaviour?

Section 218A of the Housing Act 1996 (as amended by section 12 of the Anti-Social Behaviour Act 2003) requires Local Authority landlords to publish their policies and procedures in relation to managing ASB. The Council's statement and policies and procedures can be found on the Council's website in discharge of this duty.

For Westminster City Council tenants, the Tenancy Agreement sets out the responsibilities of the tenant/s.

- Section 4 of the Conditions - "Living with your neighbours" - lists the responsibilities of all introductory, secure, flexible and demoted tenants. The list of tenant responsibilities is set out in the appendices of the Statement of ASB Policies and Procedures (Appendix A).

For Westminster City Council lessees (owners of flats) the obligations and responsibilities are set out in the lease. Covenants and Regulations vary between leases, depending on when the flat was sold. However, all leases contain a general covenant to ensure lessees (as well as members of their household and visitors) do not cause nuisance or inconvenience to their neighbours.

Lessees who sublet their flats remain responsible for their tenants' conduct and will be liable for any breaches of the lease caused by their tenants' behaviour. If lessees fail to comply with any covenant(s) or regulation(s) they risk being in breach of their lease.

We define anti-social behaviour as follows: -

- Acting in a manner that causes or is likely to cause harassment, alarm or distress to any person.
- Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises.
- Conduct capable of causing nuisance or annoyance to any person which directly or indirectly relates to or affects our housing management functions.
- Using or threatening to use residential premises for immoral or illegal purposes.

ASB includes:

- Verbal abuse/harassment/intimidation/ threatening behaviour.
- Hate related incidents.
- Domestic abuse.
- Physical violence – other than domestic abuse.
- Noise.
- Drug / substance misuse & dealing.
- Alcohol related nuisance.
- Prostitution/sexual acts/kerb crawling.
- Vehicle nuisance.
- Pets and animal nuisance.
- Misuse of communal areas.
- Vandalism and damage to property.
- Litter / rubbish / fly-tipping.
- Garden nuisance.
- Criminal behaviour.

4. How can Council residents report Anti-social behaviour?

Residents can report ASB in the following ways:

- Calling, emailing or writing to the Housing Contact Centre.
- Online Live chat.
- Online through the MyWestminster portal or through the Westminster City Council website.
- In person to one of our five Housing Service Centres.
- Someone acting on behalf of the resident e.g., a Councillor or a Care Manager can make a report.

If a complaint about ASB is reported we aim to respond, where resources permit, within 20 minutes during office hours where the ASB is in progress, and within 24 hours in all other cases.

Outside of office hours complainants may contact our emergency out-of-hours service. Depending on the circumstances, the out of hours service may advise the caller to contact the Police, or the Council's 24/7 Noise Team. They may also contact the local duty officer for advice, as necessary. Details of the report will be forwarded to the Housing ASB team the next working day, for appropriate follow-up action.

An FAQ factsheet for Council residents is published on the Council's website covering many aspects of ASB reporting, and we have a further range of topic specific FAQ sheets which are due to be uploaded shortly. (Appendix D).

5. How do we manage ASB cases?

We have a team of 8 Housing ASB Case Officers. All reports of ASB are assigned to a named case officer and logged on our housing management system and a risk assessment is completed. Cases are triaged by the call handler and 'lower level' cases such as minor neighbour disputes or issues in communal areas are forwarded to the local Housing team to address, while more serious cases are then managed as open ASB cases. The Case Officer ensures that the case is logged with the appropriate category, both for ASB case management purposes and for recording ASB statistics (examples of which are provided below).

The complainant and case manager will discuss how the complaint will be investigated and the timescales. The complainant will be advised how to notify us of any further incidents should they occur, and the complainant will be sent an "Our Promise" letter which outlines what the case officer will do and how often they will contact them. ASB Case Officers will keep in weekly contact with the complainant/s for the duration of the case unless otherwise agreed with the complainant. An action plan setting out how the complaint will be dealt with is agreed with the complainant.

ASB Case Officers investigate reports of ASB. This may include interviewing complainants, alleged perpetrators, and witnesses. This may include contacting other residents to find out if they are experiencing similar ASB, contacting the relevant Housing Officer, contacting any known support services and liaising with a range of partners such as the Police, Probation services, Adult Social Care, Mental Health services, Integrated Gangs Unit (IGXU) etc. Since 2021 the team have also used the noise app – this is an application that can be downloaded on to any smart device and allows residents to submit short bursts of noise recordings directly to the officer for review.

At the point of any case closure the resident who has reported the ASB is informed that their case will be closed, and they are asked to complete a satisfaction survey. The survey consists of five questions relating to how satisfied they are with the handling and outcome of the case, and the empathy support and contact they had from the case officer. This KPI is monitored through the monthly Housing performance dashboard and the current baseline target is 60% satisfaction with case handling.

6. Tenant Management Organisations

We have 8 Tenant Management Organisations who investigate and deal with initial complaints of ASB. They then refer any complex ASB cases to the Housing ASB team which includes cases where legal action is required. The only exception is the

Millbank Estate Management Organisation (MEMO) who retain for responsibility for managing all ASB cases from start to finish, including taking enforcement action.

7. Non legal Enforcement

The Housing ASB team use a range of measures to tackle ASB. In many cases, awareness of the impact of the behaviour on victims, and the threat of more formal enforcement, may be sufficient to encourage an individual to change their behaviour. The ASB team will assess the most appropriate measure to be used, depending on the nature of the complaint. The following are non-legal measures and forms of intervention:

- ASB Case Officer meeting with the alleged perpetrator. Some ASB cases can be resolved through discussion with the alleged perpetrator.
- Dear Neighbour Card – We encourage residents to resolve issues directly with their neighbours where appropriate.
- Warning letter (for breach of the Tenancy or Lease Agreement).
- Banning letters. These are non-legal letters sent to individuals who are known to us, or residents on another estate who have come to notice in a location on our estates causing nuisance. This is served in the presence of parents and guardians where the individual is under 18. This is a measure taken before considering legal action.
- Mediation. We are currently agreeing a contract with a new service “London School of Mediation” who are London based and we are sourcing courses to upskill our staff internally with early mediation skills.
- Arranging additional support for the alleged perpetrator where appropriate. This could involve working with Mental Health Services to arrange additional support. This could involve referrals to a range of agencies such as the SHP Floating Support Service or Adult Social Care.
- An Acceptable Behaviour Contract (ABC). Used where the alleged perpetrator is under the age of 18. A voluntary agreement between a young person and the ASB team, the Police and the Council’s Early Help Team (who work with young people), endorsed by the parents of the young person.
- Referrals to early help to support parents and families where they are experiencing behaviour problems.
- Acceptable Behaviour Agreements. Similar to ABC agreements but used for adults. This is a non-legal agreement. If adhered to it would prevent legal action being taken for breach of the tenancy or lease agreement.
- Referral to the Police where criminal activity has been reported.
- Residents are given the Noise App for reporting noise where appropriate.
- Noise Abatement Notice may be issued by the Noise Team for Statutory Noise Nuisance.
- Joint visits with relevant agencies such as the Police, IGXU worker or support professional.
- Management Transfer. Where a Household is at risk the case may be referred to the Management Transfer Panel for review. There are cases where a Household needs to be moved urgently.

8. Legal enforcement

The legal powers available to the Housing ASB team are based on enforcement of the terms of the tenancy or lease agreement. In addition to this there are powers established by the Anti-social Behaviour, Crime and Policing Act 2014 and a number of other acts. The Home Office has produced statutory guidance for frontline professionals in the use of Anti-social behaviour powers (Appendix C).

All legal action will need to satisfy the court that it is right to grant the sanction sought. This means that the Council will need to provide robust evidence (the best is from direct witnesses) and show that the sanction is reasonable and proportionate. The court will also consider factors around any vulnerability of the perpetrator and so the Council will have to show it has considered this. The more severe the action, the stronger the Council's case will need to be. The case file for any legal case will include every action and measure that the ASB team have exhausted, the equality considerations towards the perpetrator(s) and all supporting evidence, the case officer must clearly demonstrate that the legal action is required to stop the ASB.

Before proceeding with legal action, which can be costly and resource intensive, the ASB team will discuss the likelihood of success with Legal Services to ensure it is the correct course of action to take and justifies the use of public funds required.

Court hearings are set by the courts and there can be lengthy delays and backlogs (particularly post-pandemic) and adjournments, which the Council cannot control. The ASB team will ensure that victims are supported throughout the process and keep them updated with progress of the case.

It is also important to note that residents tend to be our key witnesses aside from us as professional witnesses and other partnering agencies, therefore our evidence relies heavily on resident reports and whether we can gain witness statements from those directly affected. (For more information on witness statements, please see Appendix E.)

The following are legal measures:

Letter Before Action (LBA)

Courts expect the perpetrator to have been given the opportunity to address their behaviour before the matter is referred to them. These letters are usually sent on Legal Services headed paper and can often have a deterrent effect without the need for further formal legal action.

Possession Proceedings for tenants

Notice of Seeking Possession (NoSP) is a legal notice can be used in relation to Council tenants for breach of the tenancy agreement. The Notice sets out the behaviour that is in breach of the agreement. This is the first step when applying for possession of the property.

Following the service of a NoSP should the ASB persist a Court application for possession of the property can be made. The Housing ASB team in partnership with Legal Services prepare the case documents. This legal action could result in a

Suspended Possession Order where a tenant can remain in the property subject to adhering to the terms of the order or it could lead to an eviction.

The Anti-social Behaviour, Crime and Policing Act 2014 introduced a new power. This can be used where a tenant has been charged with a criminal offence. This is a 'Mandatory' ground meaning that if the tenancy breach is proved at Court eviction would be granted.

Council tenants have a 12-month introductory period. Within this period a tenancy can be ended where a breach can be proved. An Introductory Tenancy can be extended for up to a further 6 months.

Possession proceedings for leaseholders – forfeiture

A Section 146 Notice can be served which could lead to Forfeiture of the Lease. The lessee could lose not only their home but also any equity in the property. Additionally, they will remain liable for any monies secured against the property.

Evictions and Closure Orders

When seeking a Closure Order the ASB Case Officer may work with support services to find the perpetrator suitable alternative accommodation. This could include working with partners to arrange rehabilitation.

The Council will assess whether or not it has a legal duty to rehouse anyone who has been evicted if they subsequently present as homeless.

In doing so it will consider whether the former resident has made themselves 'intentionally homeless', which is likely to be the case if evicted for ASB and this will count against them. More vulnerable households such as families may still be rehoused.

What happens after eviction?

Any eligible person who becomes homeless or is threatened with homelessness is offered some form of assistance under the housing act 1996 part VII (as amended by the homelessness reduction act 2017).

Regardless of the cause of homelessness anyone who is homeless is owed a duty by the council to help them to find somewhere else to live. This is often known as the homelessness relief duty. If successful i.e., the applicant finds somewhere to live, then the application is closed.

If we are unable to relieve homelessness, then the next step is to decide if the main duty is owed. The main duty is where the council owes the applicant a priority place on the housing register and a commitment to provide temporary accommodation pending an allocation of social housing. Applicants who are found to be intentionally homeless are not accepted for the main duty.

When it comes to applicants who are homeless due to ASB the relief duty will look at the applicants housing needs and their support needs. If there are factors such as mental health or substance misuse, then the relief option may be to refer them to

supported accommodation/hostel. If this referral is successful, then the application is closed.

When considering the main duty and therefore intentional homelessness, factors such as mental health will play a part. Mental health may be a mitigating factor where it may be said the applicant was not aware of the relevant facts or that their acts weren't deliberate due to the type of mental illness they might have. Enquiries are made with mental health professionals before the main duty decision is made.

Sensitive Lets

Where residents have been seriously impacted by the behaviour of an individual or family at a property, the housing team can request for the property to be registered as a "sensitive let" once the resident(s) have been evicted. It's important we do not restrict housing for those who are on the waiting list without just reason, but we can prevent an individual or family moving in who have been known to cause previous issues in relation to ASB at a past address.

Civil Injunction

The injunction under Part 1 of the 2014 Act is a civil power to deal with anti-social individuals.

An injunction can apply to an individual but can also be applied to an area such as an estate. Applications against individuals who are 18 years of age or over must be made in the county court or High Court, and applications against individuals who are under 18 must be made in the youth court.

The injunction will include relevant prohibitions to get individuals to stop behaving anti-socially. It can also include positive requirements to get the individual to deal with the underlying cause of their behaviour. The court may exclude a perpetrator over the age of 18 from any premises or an area specified within the terms of the injunction.

The court can attach a power of arrest to any prohibition or requirement in the injunction, except a positive requirement. The court can only attach a power of arrest in certain circumstances. Where a power of arrest is attached to a condition of the injunction, a police officer can arrest the respondent without warrant if he or she has reasonable cause to believe that a breach has occurred. For adults, breach is dealt with by a civil contempt of court, which is punishable by up to two years in prison and/or an unlimited fine.

Closure Order

A Closure notice can be used to restrict access to a property to a person who is a visitor and is not the named tenant. Following the issuing of a Closure Notice, an application must be made to the magistrates' court for a Closure Order. A Closure Order can be applied for which if granted by the court, can prohibit access to those who routinely live at the premises. These are led by the police or PP&L and supported by the Housing ASB team. We use this power where a property has been taken over by drug users which is also known as "cuckooing".

Community Protection Notice

This Notice can be used to tackle persistent and unreasonable behaviour. A written warning must first be given. If this does not stop the behaviour a Community Protection Notice can be issued.

Noise Abatement Order

The Council Noise Team can issue a Noise Abatement Order where noise nuisance is deemed to be of a statutory nature. Failure to comply with the Notice is an offence. The matter is heard in the Magistrates Court, which could result in a fine of up to £5,000.

Public Spaces Protection Order

This is a council power designed to stop individuals or groups committing ASB in public spaces. This power can be used in collaboration with the Police.

Criminal Behaviour Order

Can be issued by any criminal court against a person who has been convicted of an offence to tackle the most persistently anti-social individuals who are also engaged in criminal activity. The Order will include prohibitions to stop the anti-social behaviour but can also include positive requirements to get the offender to address the underlying causes of their behaviour.

Breach of the order is a criminal offence.

Dispersal Power

A Police power which requires a person committing or likely to commit anti-social behaviour, crime, or disorder to leave an area for up to 48 hours.

CCTV

CCTV is often sought as a tool to address recurring issues, and Housing have access to over 500 hundred cameras across the stock and redeployable cameras for shorter term case management. Applications are considered by a Governance group to ensure compliance with data protection law. There is often high demand for new CCTV installations and the capacity of the team and contractors responsible can sometimes be stretched.

We have produced a CCTV factsheet for residents. (Appendix F).

Estate Security Patrol

As part of our work to tackle Anti-social behavior, WCC Housing have been running a pilot scheme of estate patrol officers since November 2022.

The pilot scheme is focused on four estates Lisson Green, Hallfield Estate, Lydford Estate and, Lillington and Longmore but the patrol is also targeted at ASB issues across our Housing stock as directed by the Housing ASB team.

The pilot service consists of two uniformed patrol officers (SIA Licensed) in a dedicated branded patrol vehicle. The officers patrol designated blocks and estates within Westminster to gather intelligence, identify, deter and remedy any Antisocial behaviour where possible. They attend emergencies and manage rough sleeping issues in an appropriate manner. The officers also report any issues such as graffiti and repair issues directly to the Estate Services team so that they can take appropriate action.

The patrol officers are equipped with mobile devices enabling constant communication and to log any issues and their whereabouts during shifts. The pilot service runs 7 days a week and shifts are 10 hours long. The hours of operation are 6pm to 4am, but there are some shifts at an earlier time so that joint visits with local Housing teams or the Police can also take place.

Security Pilot Consultation and Engagement

As part of this pilot a consultation and engagement plan was developed. An initial consultation with 4 key resident Associations / Groups took place in May 2023 with the aim of reviewing the effectiveness of the service and seeking feedback.

In September 2023 a second consultation with resident groups and residents who have benefitted from the service will take place to get feedback on the pilot service and to discuss the future of a roaming security service.

The initial 12-month pilot project has been funded by the HRA. Should residents be supportive of running such a service on their estates the residents would need to agree to pay a service charge to fund this.

9. ASB Communication

The Housing ASB Service manager meets with our housing communications team on a fortnightly basis. Good news stories are published in the E-newsletter to residents and planning is arranged for key events throughout the year, these include:

Autumn nights

This is the time between Halloween and Bonfire night. A Multi-Agency approach is taken to ensure preventative measures are taken to stop any nuisance and disorder. This is a result of serious disorder in 2016. The housing ASB team lead on these measures for Westminster housing estates including joint visits with partners and warning letters issued to young people and individuals who have previously come to notice and ensuring that our estates are secure including bin rooms being locked, bulk rubbish being cleared and communication of letters and notices out to all residents.

ASB awareness week

The housing ASB team have been taking part in ASB awareness week since its launch in 2019. The week is hosted by RESOLVE who we are members of. RESOLVE is a best practice organisation which supports Housing providers to tackle ASB.

The week runs from 3 – 9 July and it highlights how we take ASB seriously through a range of events and activities across our estates and with our partners. The events and outcomes are published in the August E-newsletter.

10. WCC ASB Strategy and partnership working

The Housing ASB service has worked in partnership with Public Protection and Licencing and a range of other agencies to develop an ASB strategy for the borough. The strategy sets out the multi-agency partnership approach to tackling ASB in the borough. (Appendix B WCC ASB Strategy 2023-2028.)

Partners include:

- Public Protection & Licencing including the Noise Team.
- Adult Social Care
- Childrens Social Care
- Youth Offending Team
- Mental Health Services
- Floating support (SHP)
- Victim Support
- Turning Point- tackling substance misuse
- Police
- Probation Services
- Integrated Gangs Unit

Police

Our Housing ASB team work closely with local police ward teams. Case officers will attend various case conference style meetings with the police, and they will attend ward panel meetings attended by the local community which are usually held quarterly for each ward. In addition, the case officer and local police officers will attend monthly internal neighbourhood meetings hosted by PPL- they will agree priorities and actions such as joint visits, patrols and weapon sweeps.

The ASB team will work with the local police to understand where the local hotspots are and what locations are a priority in response to the reports they are receiving. Where there are high levels of reports, case officers will request a Design Out Crime report (DOCO) - this is where a qualified police officer will provide recommendations to make a location or estate more secure, recommendations do not take into account budget or planning limitations but can include things like; gates, blocking off areas, removing planters and CCTV.

IGXU

The “Gangs and Exploitation (GAX)” Panel is held monthly by the IGXU and attended by the housing ASB team to work together to track higher level gang members who are causing serious concern and potentially targeting those who are vulnerable.

PP&L Noise Team

Where repeat noise complaints are received the Housing ASB team will take a proactive approach and work collaboratively with the Noise Service to investigate. While a resolution is initially sought through informal measures, the Housing ASB team will look to utilise the Noise App where appropriate and progress to planned proactive visits with the Noise Service or use of the Noise Service monitoring equipment. The Housing ASB team are made aware if any Council residents are served with a Noise Abatement notice so that the team can promptly serve any tenant with a Notice of Seeking Possession or any lessee with a legal warning.

For 2022-23 the Noise Service issued 41 Noise Abatement notices, 7 of these were served to residents within Westminster housing stock. Three of these properties are occupied by private tenants of leaseholders and four are occupied by social housing tenants. Two of these tenants received a notice of seeking possession on discretionary grounds following service of a noise abatement notice.

ASB Case Review (formerly known as the Community Trigger)

This process gives victims of persistent anti-social behaviour the ability to demand a formal case review where the locally defined threshold is met (three reports of ASB within a 6-month period), in order to determine whether there is further action that can be taken.

The Housing ASB team promote the ASB case review as it provides victims with a voice and provides the opportunity for an unbiased panel to review their case. The Housing Ombudsman recently published a report about ASB and recommended that councils need to promote the ASB case review and make it more accessible for victims.

The Housing ASB Team work closely with PP&L and a range of partners where an ASB Case Review is accepted.

11. Vulnerability

The Home Office states that when making use of the powers provided by the ASB Crime and Policing Act 2014 particular consideration should be given to the needs and circumstances of the most vulnerable when applying the powers to ensure that they are not disproportionately and unreasonably impacted upon, and local agencies must be satisfied that the behaviour meets the legal tests. Any use of these powers must be compliant with the Human Rights Act 1998, the Equality Act 2010 (in particular the public sector equality duty pursuant to section 149) along with all other relevant legislation.

When managing the response to a complaint of ASB, the ASB team will consider whether the perpetrator may require specialist support to address problems and behaviours which are impacting on the wider community. This may include perpetrators with drug or alcohol dependency, mental and physical health needs, young people at risk of offending or further offending, gang members, families in need of support.

The ASB Case Officer will check if the alleged perpetrator has any current support in place. They may need to check if the individual is known to Adult or Children's Social Care and/or Mental Health Services. Where appropriate they will discuss the available support options with the perpetrator and/or the perpetrator's family in the case of young people. These options include:

- The Tenancy Support Service provided by SHP offers advice and assistance to adult perpetrators whose tenancy is threatened because of their ASB or other serious breaches of their tenancy conditions. Tenants eligible to receive support may be vulnerable for a variety of reasons including drug or alcohol misuse or mental health problems.
- Support to users of drugs and alcohol is also available through the commissioned services.
- Support to juvenile perpetrators is offered through various diversion schemes and through engagement with the Council's Young People's Practitioners (YPPs), and the Early Help Specialist Practitioner (Anti-Social Behaviour). The offer of support to juvenile perpetrators is also an integral part of the ABC procedure, through which we can offer a range of services either directly or by referring the young person to other relevant agencies.
- Support to gang members is offered through the 'Your Choice' programme, which is managed by the City Council's Integrated Gangs Unit (IGXU).
- Support to families at risk of losing their home as a result of ASB may be offered, in appropriate circumstances, through the City Council's Family Recovery Programme which also includes a Family Coaching Service.

Housing Complex Case Panel (HCCP)

The ASB Case Officer may refer the resident to the HCCP if there are other factors involved. This is a monthly meeting chaired by Housing and held with professionals from Adults and Childrens Services and support agencies, to share information and agree an appropriate action plan.

Safeguarding

The ASB Case Officer will consider whether a victim of ASB may have been specifically targeted because of their vulnerability. If there are concerns about potential adult abuse, the ASB team will liaise with Adult Services (Safeguarding Team) and the Police as appropriate.

Victim Support

The housing ASB team have various ways in which they can offer support to Victims of ASB. This is generally through referrals to other support agencies such as floating support and Victim Support. (For more information about our Floating support service see Appendix G). Victim Support is an independent charity that can be contacted directly by the victim or through a referral by the ASB case officer, they provide support to those who have been victims to serious ASB and crime.

See appendix H for Housing ASB Case Studies.

12. Next Steps for the Housing ASB Service

We are planning to reimplement the Orchard Housing Management System to the latest version which should significantly improve the case management system and reporting tools available to the Housing ASB team.

The Housing ASB team will continue to work closely with the Serious Youth Violence Reduction Board and the IGXU to tackle youth violence across our estates.

Capital works are planned at the Lillington & Longmore estate following a Designing Out Crime assessment of the estate. Planning permission has now been granted for works to proceed. This includes works to increase security at entrances and deter unauthorised access.

We are arranging additional safeguarding training for all of our frontline teams relating to safeguarding both adults and children and we will be implementing a new procedure relating to how we record vulnerability and how we will tailor our services to support vulnerable residents.

We are planning to consult with relevant residents' groups about the effectiveness of the Estate Security Patrol in September 2023. Following this there will be a wider consultation with residents regarding whether they are willing to pay a service charge to fund such a service on their estates in the longer term.

If you have any queries about this Report or wish to inspect any of the Background Papers, please contact Report Author

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APPENDICES:

For any supplementary documentation, especially from external stakeholders or documents which do not fit this template.

A: Statement of ASB Policies and Procedures.

B: WCC ASB Strategy 2023-2028.

C: Home Office Anti-social Behaviour, Crime and Policing Act 2014. Anti-social behaviour powers. Statutory guidance for frontline professionals. Revised in March 2023.

D: ASB factsheet for residents.

E: Witness statement and evidence factsheet for residents.

F: CCTV factsheet for residents.

G: Floating support factsheet.

H: Housing ASB case studies.