

# ASB Overview

## Scrutiny Sept 2023

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# Introduction and Overview

# Introduction

- As part of Let's Talk Islington and other public consultation, residents informed us that ASB is one of their highest priorities
- Anti-social Behaviour is corporately delivered across Homes & Neighbourhoods, Children's and Adult Social Care Directorates as well as in partnership with a number of external partners and agencies.
- In July 2020, An independent ASB review was commissioned with Housing Quality Network (HQN) to ensure that we are delivering for residents – 37 recommendations were identified in this report
- In November 2022, a corporate restructure was carried out, creating a Community Safety, Security & Resilience (CSSR) department; The aim was to bring services together in order to provide a one-council approach to deal with the root causes of ASB, avoiding silo-working and duplication.



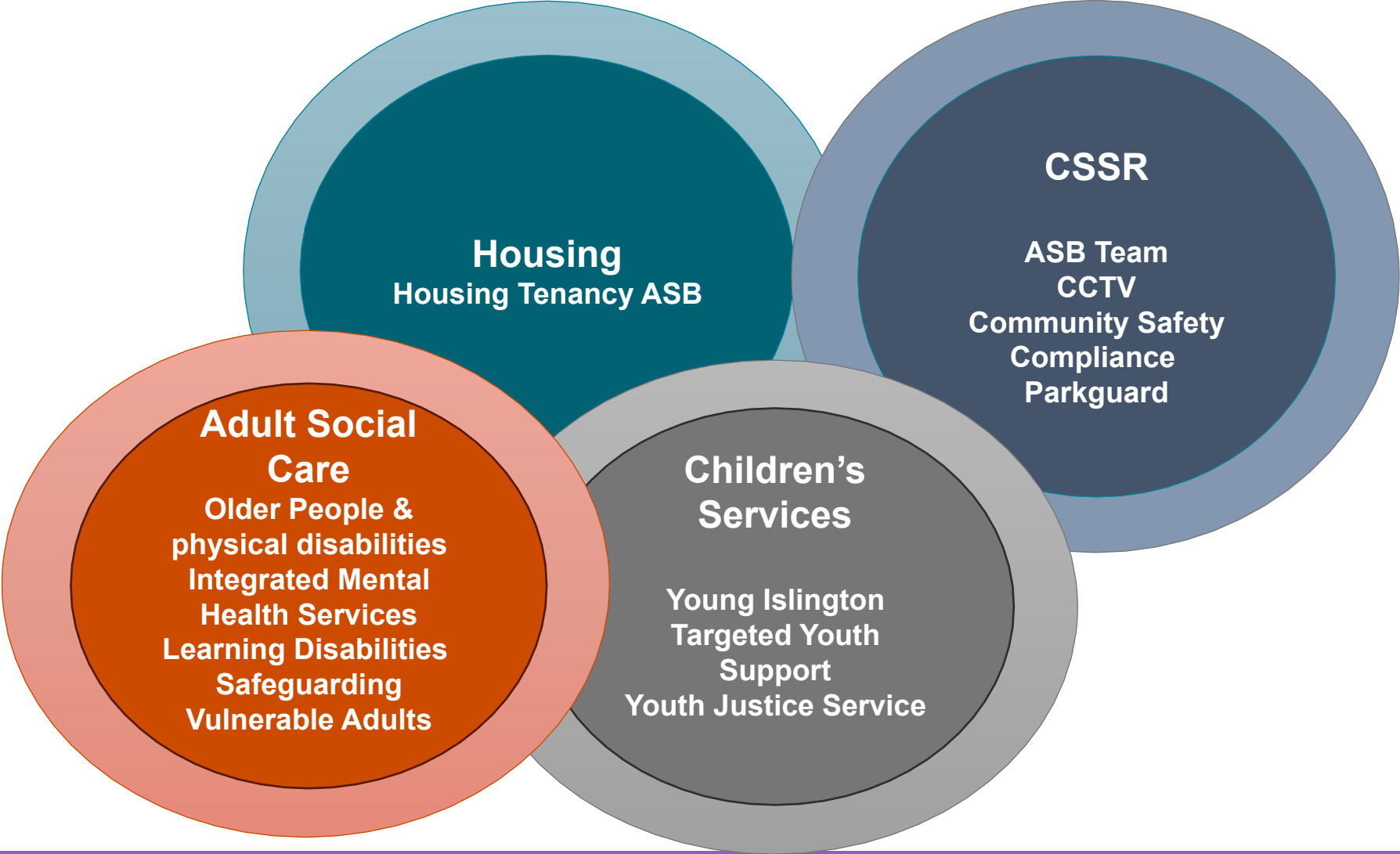
# Introduction

Across the organisation there is a commitment to reviewing our responses to ASB and ensuring that we evolve develop and improve.

- ASB Programme: Launched Jan 2023 - Building on recommendations in HQN report
- Round table: Community Safety, ASC and Housing (complex ASB cases)
- Housing Ombudsman : Action plans developed in responses to several Ombudsman decisions relating to Islington Council and the Spotlight on: Noise Complaints October 2022.
- Housing –Tenancy Management Restructure: A structure that supports a customer focused landlord service that enables tenants to live well and have successful tenancies
- Resident Experience Programme: Improving customer journeys, including improving reporting routes
- ASB Innovation Programme: whole system response to harm in the community that enhances early intervention and prevention



# Introduction – ASB in Islington



# Introduction – ASB in Homes & Neighbourhoods

## ● ASB Response

- Taking ASB Reports via telephone or online
- Providing initial ASB response
- Logging ASB calls and filter to Housing Providers
- Assigning incidents to greenspace, Housing providers & Parkguard
- Managing Parkguard contracted services
- Tasking ASB out of hours response team and Parkguard to ASB hotspot locations



## ● Housing Tenancy

- Manage all LBI Housing ASB cases
- Intensive tenancy support & case management
- Daily liaison with ASC & Childrens services
- Tenancy sustainment
- LBI neighbour disputes
- Referrals to support services
- Housing related domestic violence

## ● Community Safety

- Coordinating partnership responses
- Environmental Visual Audits
- ASB Hotspot location management
- Develop intelligence & analysis
- Hate Crime
- Rough sleeping & street population
- Vulnerable victims and perpetrators
- Enhanced partnership response

# ASB Governance – Multi-Agency Meetings

## Multi Agency ASB Meetings

Cuckooing Panel  
Community MARAC  
Repeat Callers  
Community Trigger

Weekly intelligence and  
tasking meeting

Hoarding Panel

Early Intervention Panel

MAPPA\*

Integrated Care Network  
Creative Solutions Panel

- There are a number of multi-agency, cross directorate meetings that take place in relation to ASB
- Work will be undertaken across all services to review and streamline these meeting to ensure they are effective
- All meetings will have clear Terms of Reference, agreed membership, clear ownership for decision making, criteria for cases being discussed and an escalation process

**\*Multi agency public protection assessment**



# ASB Data

# Anti-Social Behaviour Data

Table 1 is taken from the Safer Islington Partnership annual Strategic Assessment and shows overall levels of ‘public space’ Anti-Social Behaviour (ASB) in each of the last five calendar years. ‘Public space’ ASB includes reports to the Islington Council reporting line and to the police and excludes neighbour complaints, noise complaints (such as machinery/construction noise) and environmental complaints.

Public Space ASB Category	Number of Reports to Police and Islington Council ASB Team (exc. Day Time Housing Reports)				
	2018	2019	2020	2021	2022
ASB Nuisance	845	952	1,646	1,169	708
Begging / Vagrancy	753	955	828	370	390
Rowdy Or Inconsiderate Behaviour	5,100	4,186	10,370	5,827	4,721
Drugs	1,828	1,929	3,127	1,901	1,933
Fireworks	157	140	226	200	160
Prostitution Related Activity	39	21	38	25	18
Street Drinking	133	93	153	67	47
Vehicle Nuisance / Inappropriate Use	676	455	491	467	311
<b>Total</b>	<b>9,531</b>	<b>8,731</b>	<b>16,879</b>	<b>10,026</b>	<b>8,288</b>

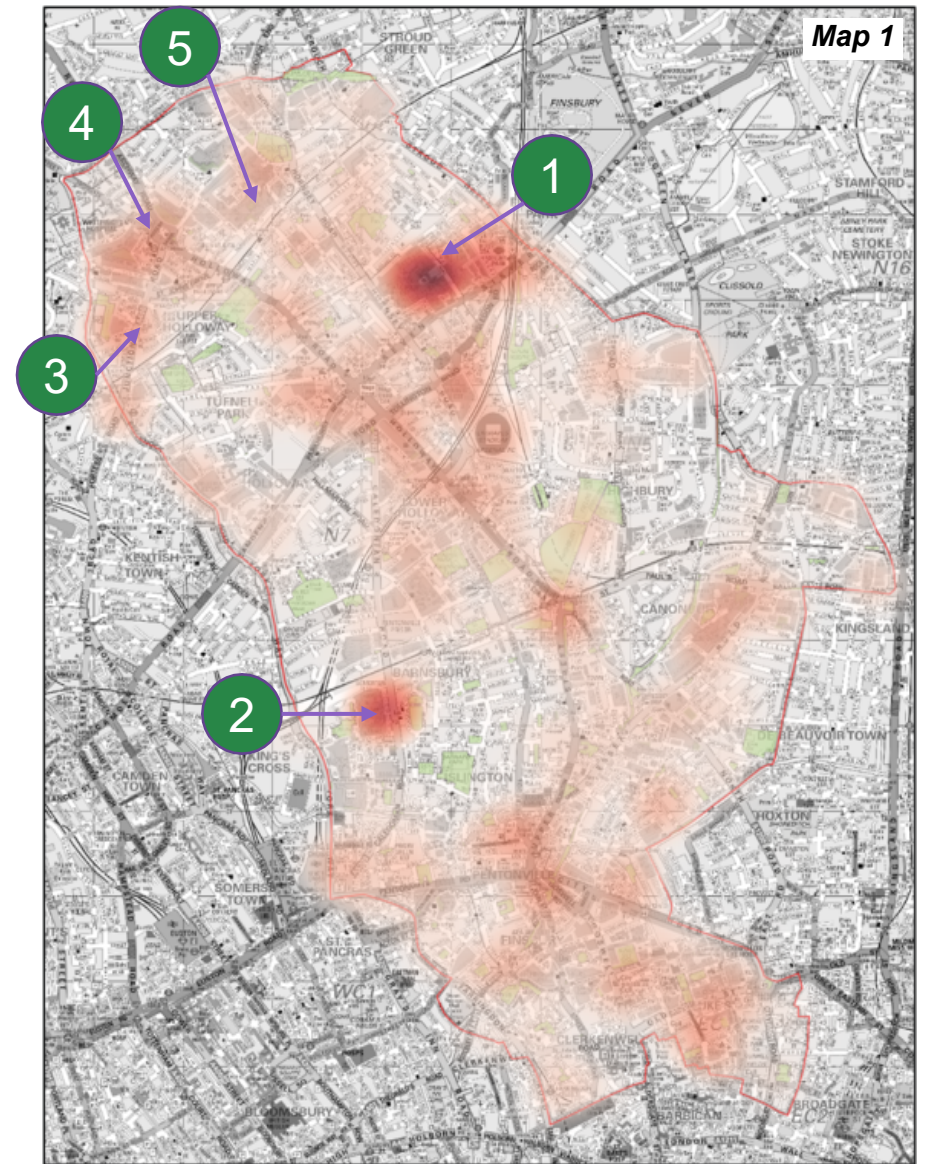
Reports increased in 2020 due to reports of people breaching Covid-19 restrictions among other things linked to Covid-19 lockdowns.

2022 saw the lowest levels of ASB reporting in the five year period with the introduction of a weekly multi-agency tasking meeting to address issues quickly.

# Anti-Social Behaviour

Map 1 shows the 'public space' Anti-Social Behaviour hot spots for the calendar year 2022. The top 5 hot spot locations, along with total calls and number of actions taken to address the ASB were;

1. Andover Estate (274 calls and 75 actions)
2. Bemerton Estate (213 calls and 44 actions)
3. Tremlett Grove (196 calls and 29 actions)
4. Archway Town Centre (165 calls and 29 actions)
5. Elthorne Estate (139 calls and 28 actions)



# ASB Out of Hours Reporting – Top 10 report descriptions

Reports of noise accounted for 1,440 (23.7%) of the 6,058 reports.

Neighbour issues accounted for 3,536 (58.3%) of the 6,058 reports.

May had the highest number of reports within the 6 month period, accounting for 1,163 (19.1%) of the 6,058 reports

	January	February	March	April	May	June	Total
Noisy Neighbours People	301	277	255	325	325	225	1708
Noisy Neighbours Music	231	204	236	325	315	291	1602
Parties/Raves	83	76	71	129	118	152	629
Machinery and Equipment	56	81	111	76	76	81	481
Construction/Roadworks	70	56	51	72	86	73	408
Alarm Noise	43	20	51	45	64	68	291
Licensed Premises Noise Music	28	48	43	27	47	67	260
Gatherings in Public Places	30	22	25	31	44	76	228
Nuisance Neighbours	34	35	34	37	41	45	226
Dog Barking/Other Animal Noise	34	31	29	27	47	57	225

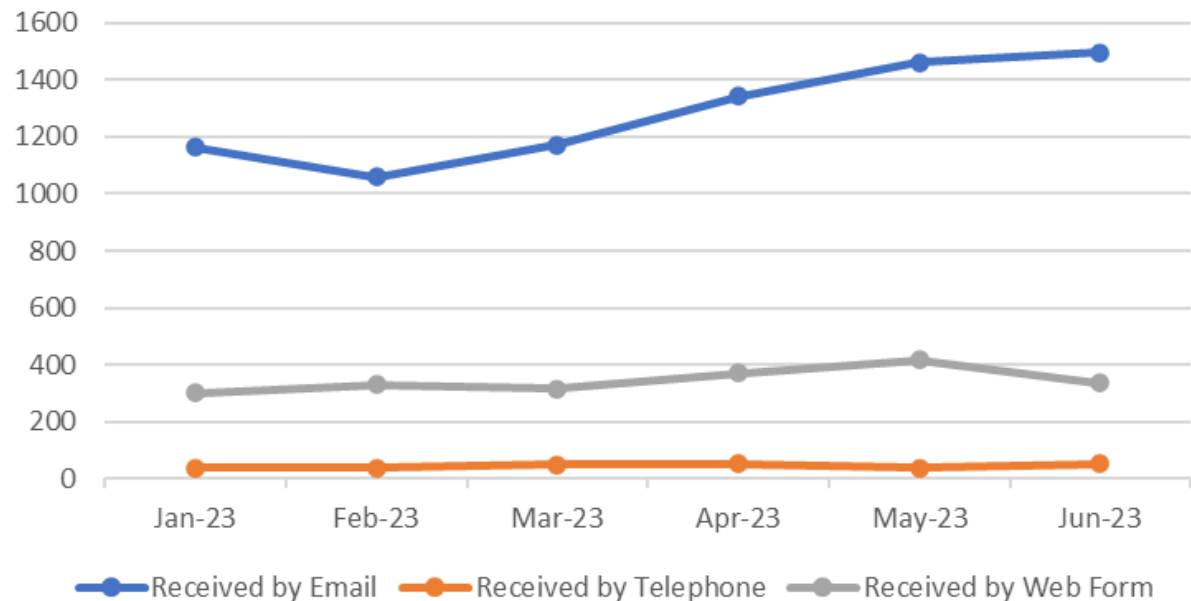
# ASB Reporting – Communication method

Reporting via webform has increased steadily over the last year, overtaking phone calls in 2022

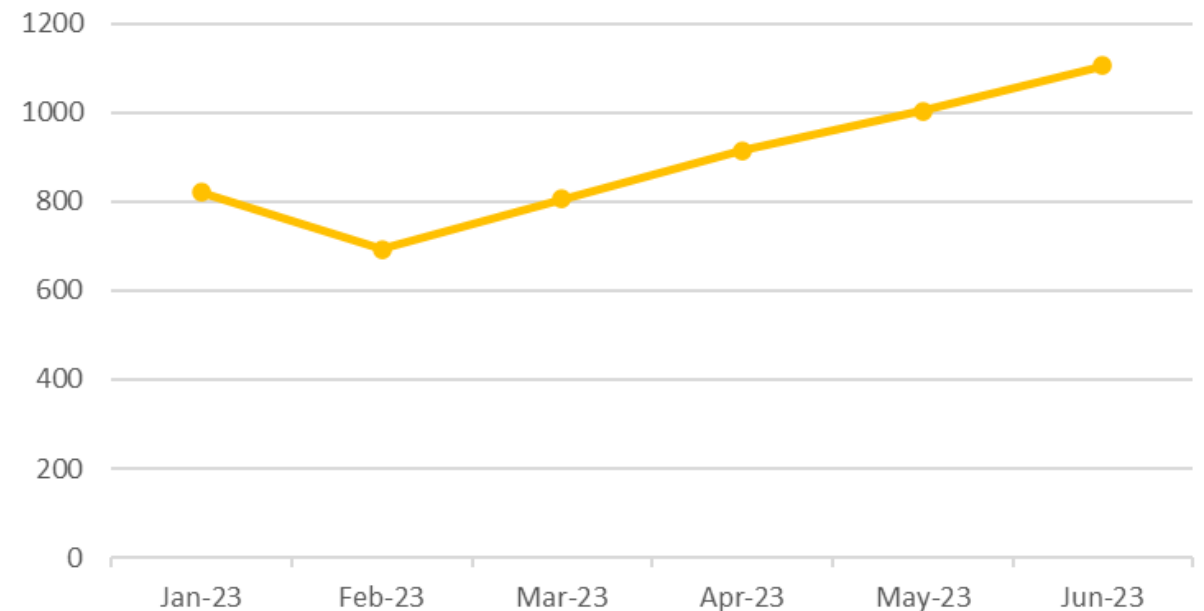
E-mail is the most common method of communication for ASB

The increase from May is in line with the start of the summer period which provides the highest number of calls

Method of contact



Total Contacts

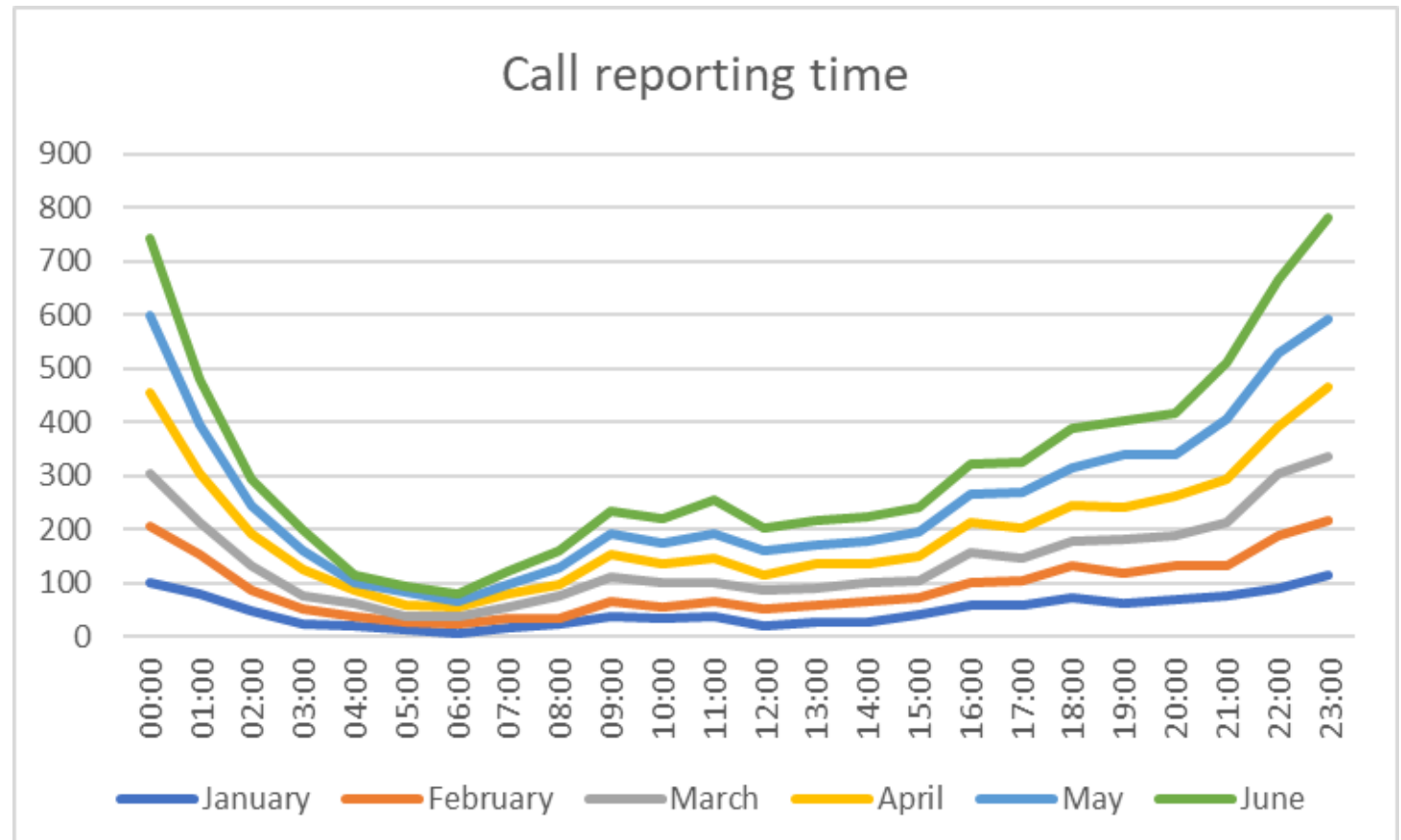


# ASB Reporting Line

Reporting peaks consistently between 21:00 – 00:00

The highest number of reports are received between the times of 22:00 – 00:00

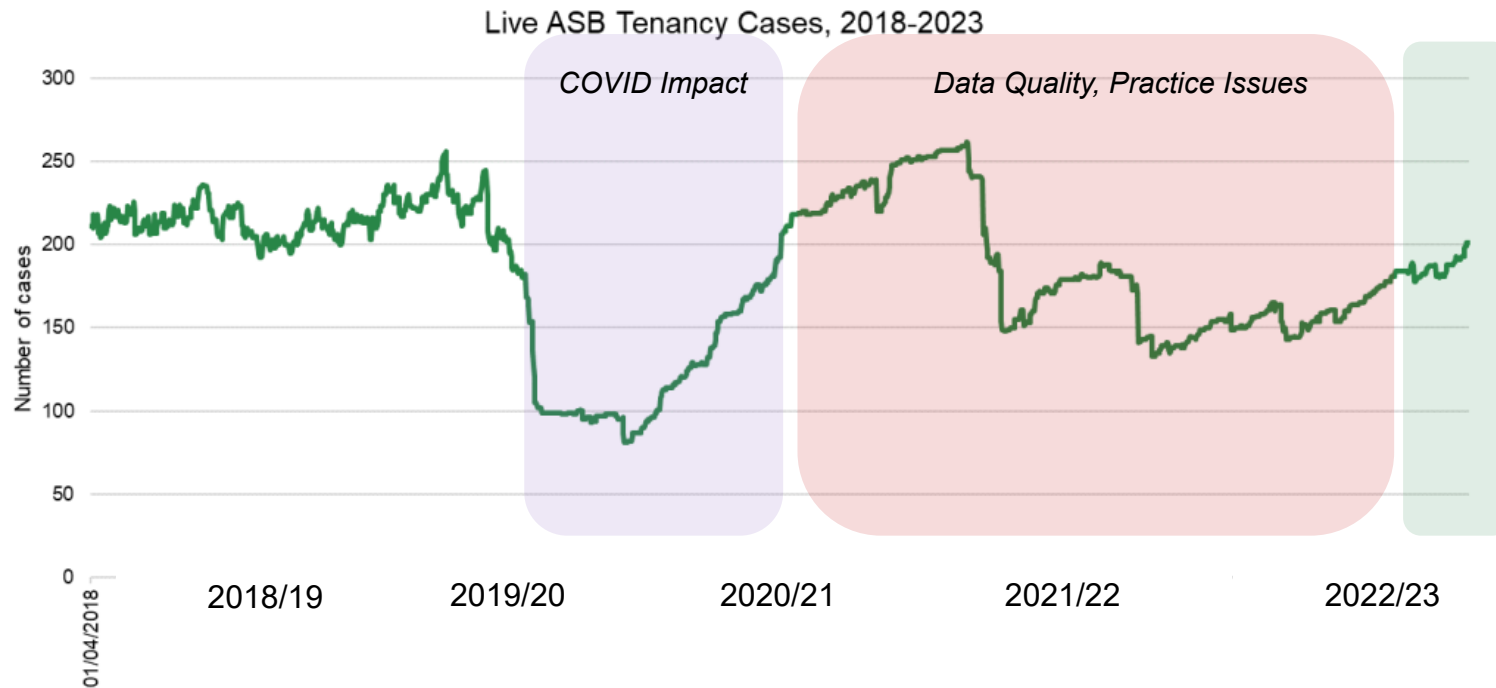
A small peak in reporting between 08:00 – 12:00 is consistent with reporting previous night's incidents or neighbour issues



Time	January	February	March	April	May	June	Total
23:00	114	102	120	129	127	188	780
00:00	102	103	101	149	145	142	742
22:00	92	98	115	87	138	135	665
21:00	75	57	82	78	113	105	510

# Housing Tenancy

**Live cases of tenancy ASB are starting to increase currently we have 226 live cases and these cases are increasing reflected in the data**

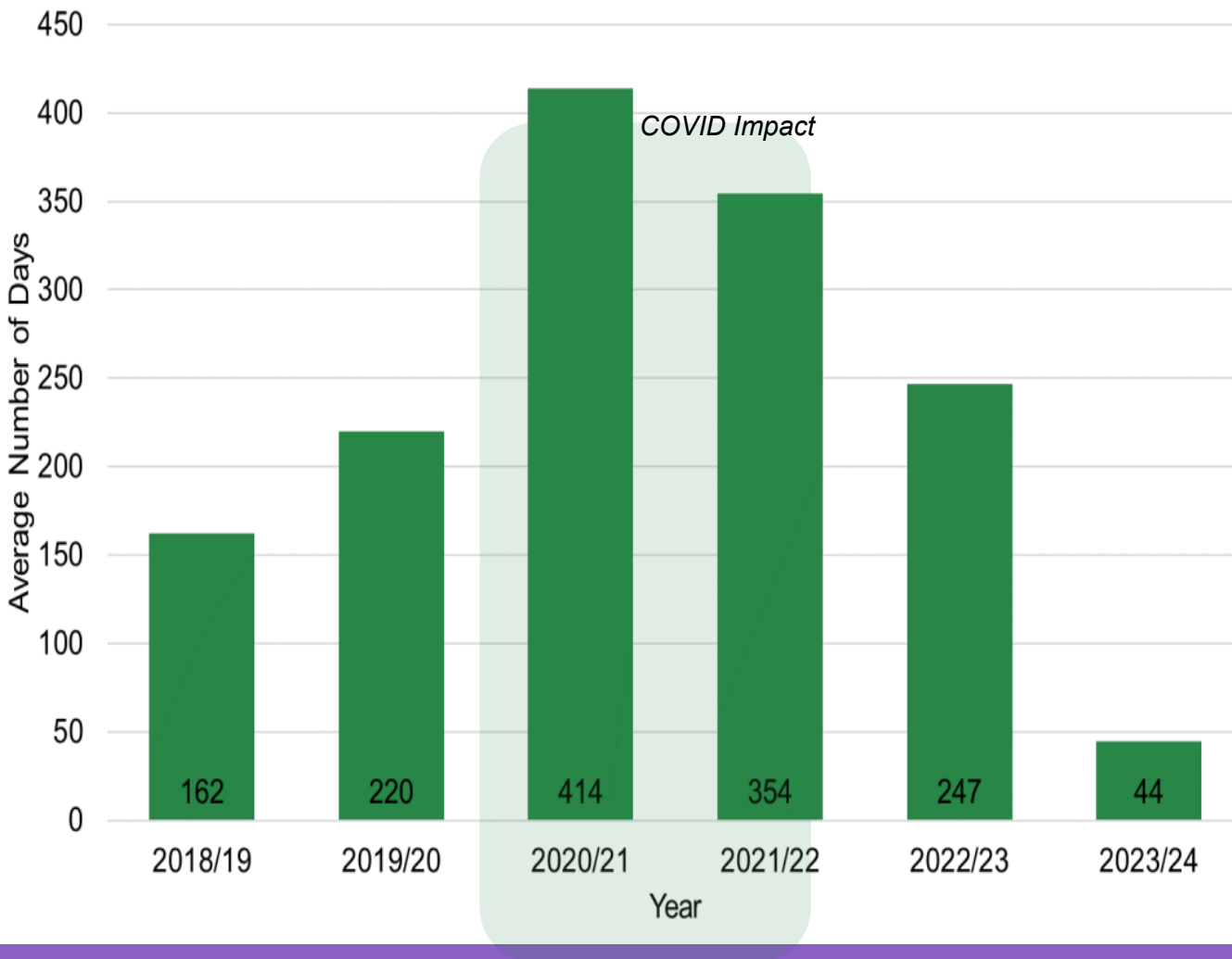


Data Source: Northgate

- Tenancy antisocial behaviour live case data has been impacted by:
  - Restructures between 2019-2021
  - Procedures and policy not up to date
  - COVID 19
  - Data cleansing
  - Practice issue due to capacity within Housing Management
  - Current structure not working effectively to tackle ASB
- Since February 2023, practice improved, data recording has improved and new policies drafted.
- This is evidenced by **the increase in live cases in 2023**

# Case duration is recovering after COVID

ASB Tenancy Activity - Case Duration Average Days, 2018-2023



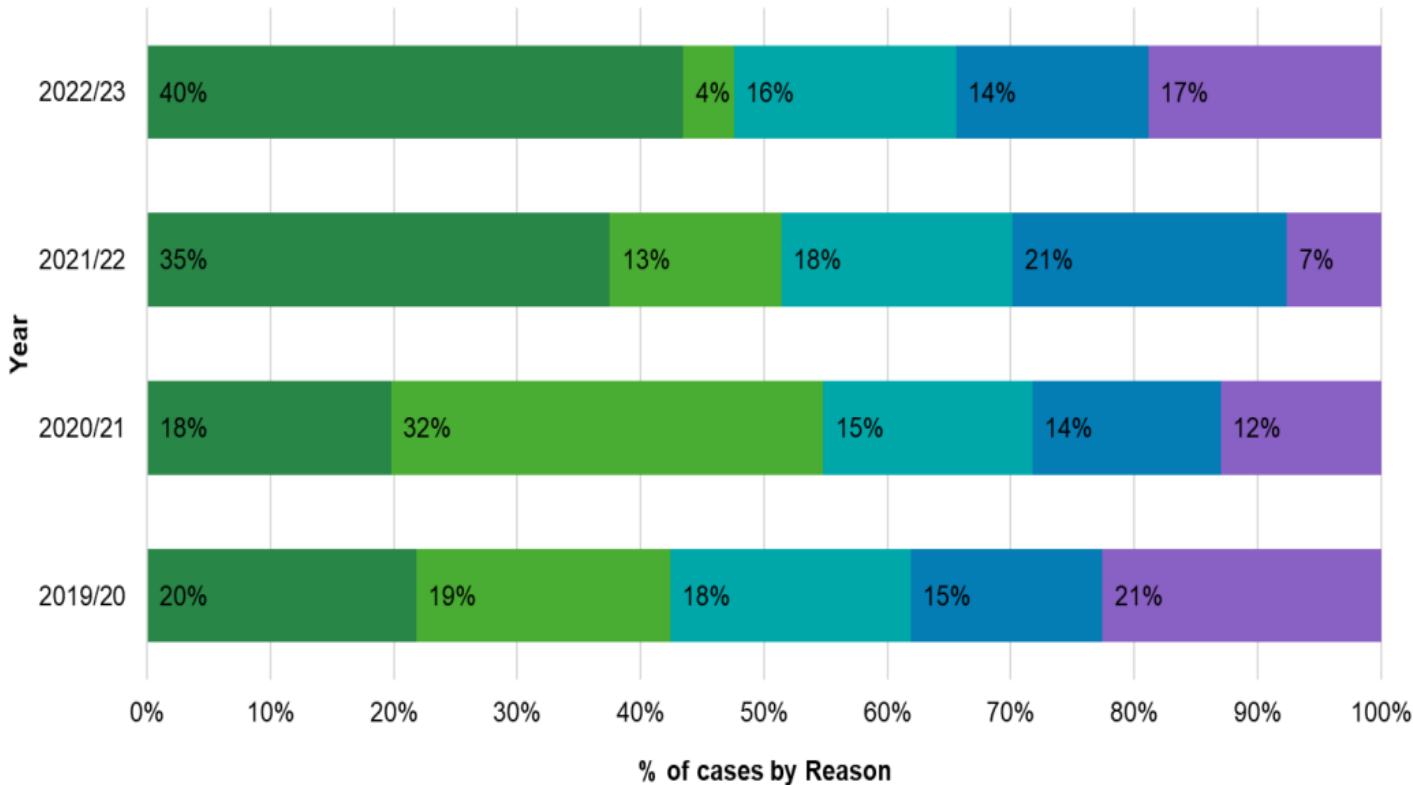
- Case duration was **significantly impacted by restructure launch and COVID**. Due to the change in practice, cases were left open for longer and were unable to be actioned.
- Since 2022/23, coming out of lockdown and officers returning to work due to Covid, there has been a **focus on closing any old cases open for 300 days + and opening any new cases that required action**.
- The largest increase in the case duration has been seen in cases on **harassment**.
- In 2019/20 27% of cases open for 200 days + were for harassment. In 2022/23 this increased to 35%.



# Harassment cases have increased

ASB Tenancy Activity - Case details 2019 - 2023

ASB HARASSMENT ASB NOISE ASB NUISANCE ASB INTIMIDATION ASB DRUGS



Data Source: Northgate

- The **percentage of harassment cases has increased since 2019/20. This is due to restructure; operational practice not being followed and covid which have allowed cases that might not have been harassment lead into harassment.**
- Noise ASB cases increased during the pandemic and have decreased since.

The graph shows the number of contacts by their 'business reason description'.

# ASB Programme

# Clrs feedback – What we did

The strategy should have an overarching priority of building trust and confidence in our services

Incorporated into our internal vision statement and the draft ASB strategy  
Confidence in the service is established as a KPI and will be regularly monitored

There should be clear expectation setting throughout the structure of our services.

We are simplifying the routes to report ASB and have aligned with the Resident Experience programme We are looking at our internal processes and collaborative working through this lens. All services involved in the programme are working to ensure that they can deliver this our residents

Phone line needs improvement  
Why do we push hotline when we push email for everything else?

Simplified telephony reporting routes in for the resident with the intention to nudge to use an EForm. This can be done at any time by the resident / customer

A definition of ASB should be tiered and expectations of service should accompany these tiers. There should be a clear distinction between crime and ASB

The police should be consulted on the definition

ASB definition has incorporated these suggestions

Police were consulted and inputted into the ASB Definition

Case management must set out a clear approach for feedback to residents and due closure on reported cases. Early intervention and mediation should be favoured where possible.

We are recruiting a Case Management team that will act as ASB specialist pioneers. The roles and responsibilities of this team have been co-designed and cases will be triaged and identification of the most effective solutions to be used will be prioritised.



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# Clrs feedback – What we did

Clear identification of stakeholders and partners, attended by clear responsibilities.

We have carried out stakeholder engagement mapping workshops and have developed 5 Stakeholder Engagement action plans for 5 key stakeholders

Easy reporting is required-- via both an app and via phone that allows people to upload evidence. Lots of people have smart phones and take pictures of people committing ASB.

The ASB Programme is part of the Granicus Pilot and will be aiming to build into the requirements the capability to upload evidence and ensure this is within the digital strategy for CSSR in the long term.

Information sharing of low level cases must feature in any multi-agency tasking meeting or operational cross-cutting forum to be established.

The programme has carried out a data mapping workshop to look at ensuring our tasking and multi agency meetings are evidence and intelligence led. We will be carrying out a review of data sets and all the meetings to ensure an effective and responsive multi agency partnerships

There should be metrics made available to continually improve the service, including for instance improved answering of ASB telephone line.

There are success measures for the programme, and we are developing CSSR KPIs that can be used to determine successful delivery of ASB services – these will be in the CSSR Service Plan



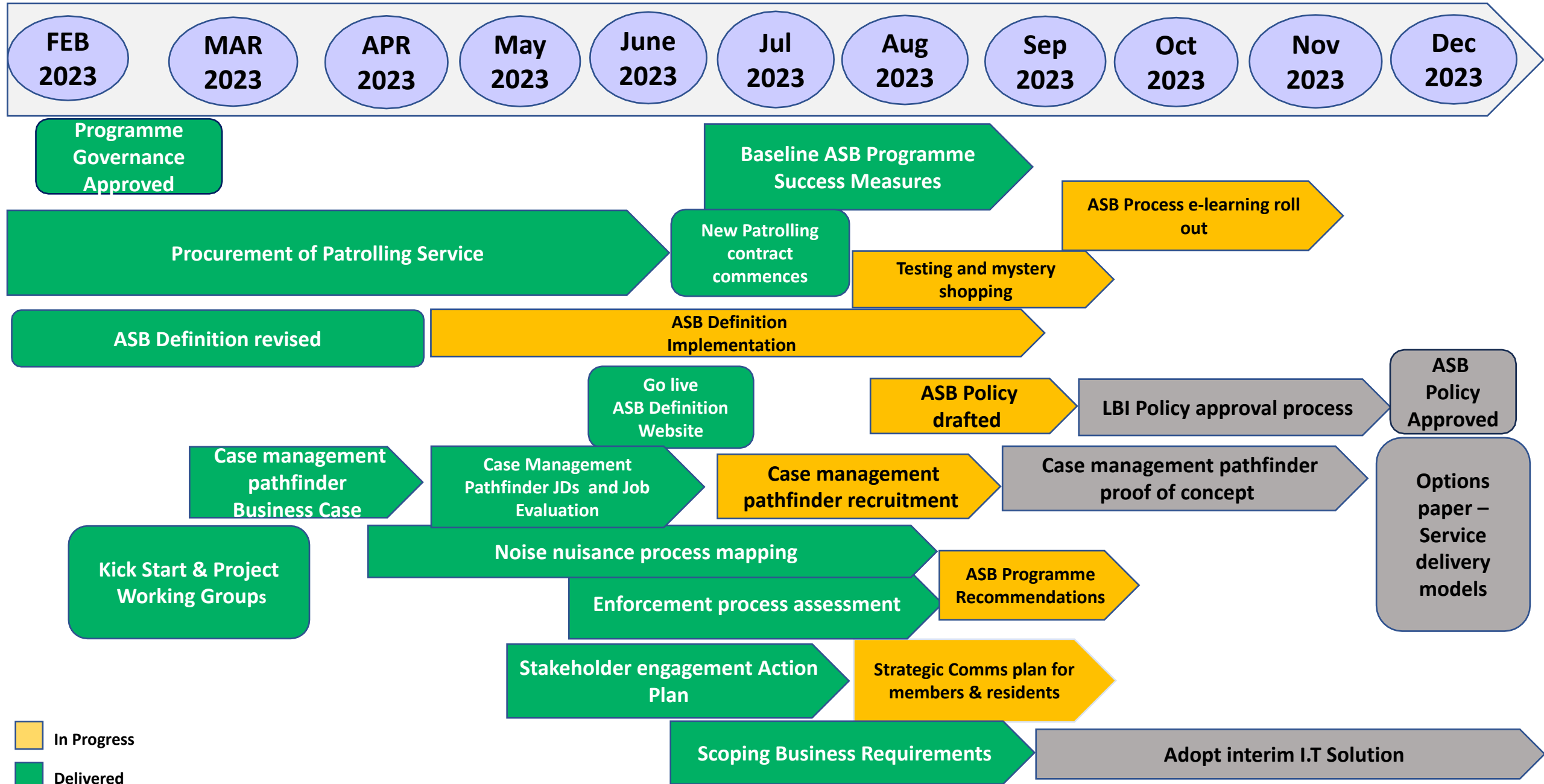
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# ASB Programme - Overview

- Nov 22 ASB Programme Manager brought in to work with Director of Public Protection and Director of Community Safety, Security and Resilience
  - Review the 37 recommendations in the HQN ASB review report
  - Use these as a 'foot in the door' to work with all services who are involved in tackling ASB to support the development and improvement of the service offer
- This is being done in a structured way, following project management principles, defined workstreams and an established governance structure.
- The programme aligns with work across the organisation looking at ASB:
  - Resident Experience Programme (customer journey)
  - ASB Innovation Programme (early intervention and prevention projects)
  - Community Safety, ASC and Housing Round Table (complex ASB cases)

# ASB PROGRAMME HIGH LEVEL TIME-LINE



■ In Progress

■ Delivered

# ASB Programme – Delivered

ASB Programme – Feb to Aug 2023

Held 20 Workshops

Redefined ASB –  
organisational  
agreement on what  
will and will not deal  
with

Development of  
ASB website page

Tendered patrolling  
contract

Recruiting a ASB Case  
Management Team

Simplified telephony  
reporting routes in  
for the resident

Developed use of  
ASB data for regular  
service review

Drafted a  
Stakeholder  
Engagement Action  
Plan for 5 key  
Stakeholders

Developed a  
focused plan of  
action with Police

Explored potential for  
early intervention  
projects with  
Transformation team

# ASB Programme – Future Deliverables

ASB Programme – Sept to Dec 2023

Continue implementation of ASB definition – training for frontline staff

Reviewing ASB data: identifying hotspots, allocating resource and service performance

Reviewing all multi agency meetings. Attendance, terms of reference

Establishing roles and responsibilities for ASB Case Management teams

Launch new ASB reporting form

Implement Action Plan for 5 key Stakeholders

ASB policy approved

ASB Programme Recommendations



# ASB Definition



A key objective of the ASB programme was to define ASB for Islington and get consensus across services so there was one approach to ASB for the organisation

- Clarity on what ASB is, and is what it is not
- Ensure that ASB that is a crime is directed to the police
- Ensure that ASB on housing association estates/properties is directed to the housing provider
- Explain what residents might do themselves to address ASB
- Retain easy access to information on community trigger
- This new definition is set out on our website

[Anti-social behaviour \(ASB\) | Islington Council](#)

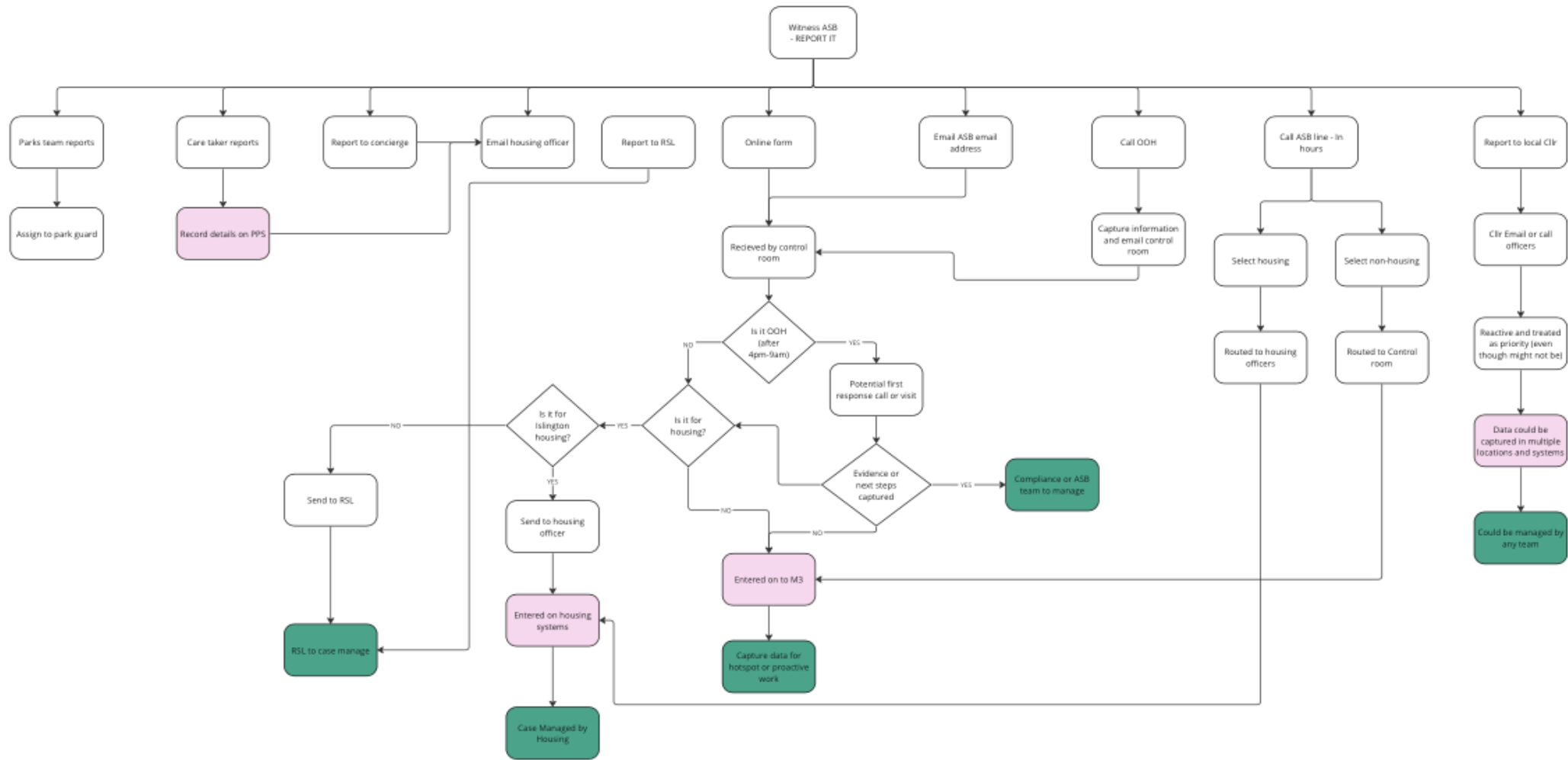
# ASB Reporting



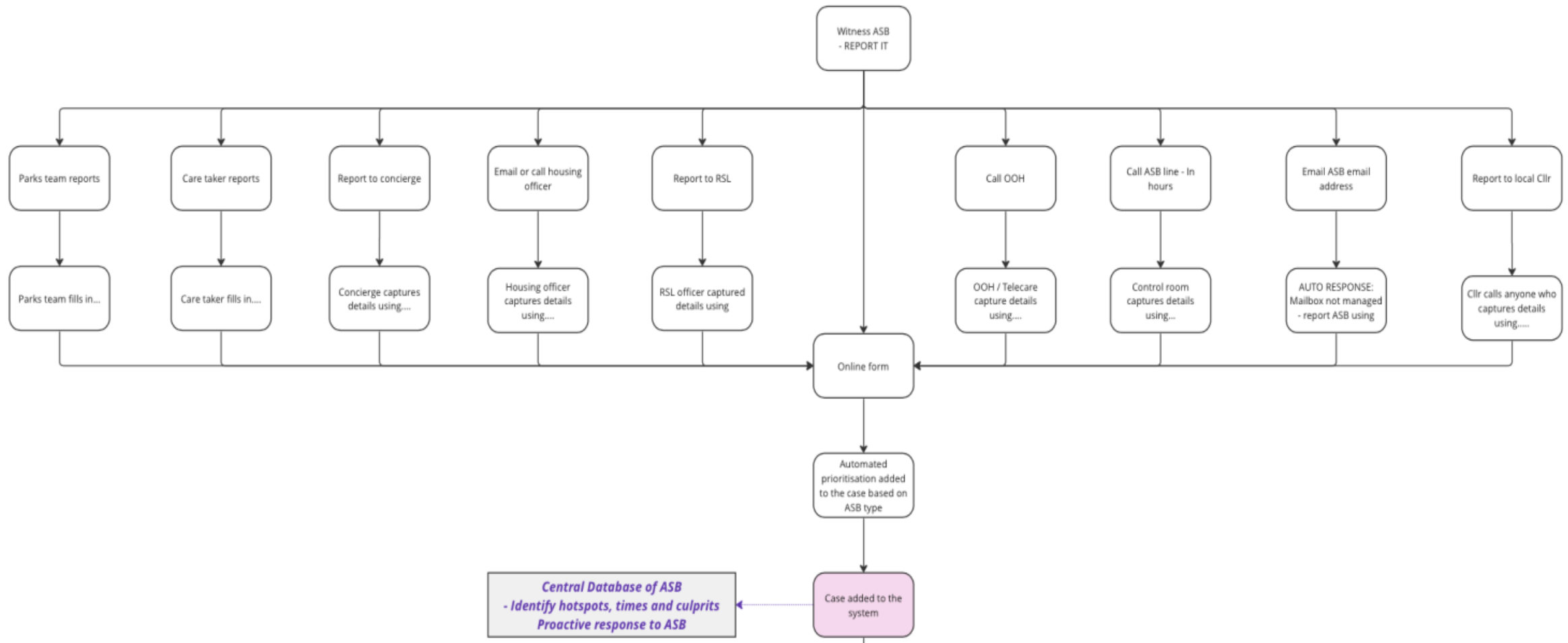
Alongside the changes to the ASB Definition, we are redesigning the way in which ASB is reported into the Council

- Give residents one simple reporting route
- Encourage the use of an E Form which can be completed at any time
- Consistent reporting for customers
- Reducing demand on telephony services
- Improved online experience capturing details about the incident, location and evidence
- Signposting residents out of the service quickly when the service is not ASB
- One system for capturing data in about ASB
- Clarity on our customer service - what we will do and how long we will take to do it

# Current journey for reporting and managing ASB



# New Journey for reporting ASB



# ASB Case Management Team Pathfinder



- The ASB Case Management team will be an additional resource within the organisational structure.
- This team will focus on effective management of ASB cases across the organisation, working collaboratively with existing teams and services.
- The case management team will act as ASB specialist pioneers, establishing the internal processes to work efficiently within the existing organisation. They will provide:
  - A focus for intervention and enforcement for individuals involved in ASB
  - Support and guidance for complex cases already in the system
  - Provide oversight of new ASB cases.
  - Focus on early intervention and identifying optimal solutions to address cases of ASB.

# Appendix A – Case Studies

# CMARAC CASE STUDY

## Problem

Mr A was referred to CMARAC by his landlord (LBI) as the perpetrator in a neighbour dispute with neighbour Mr B.

Complaints made by neighbours included, threats to kill, loud music, constant doorbell buzzing, knocking on the ceiling, throwing rocks at windows and intimidating residents with threats of violence

Assessed as high risk ASB

Mr A also frequently presented to the Police as suicidal and was self-harming

## Actions

The CMARAC meetings included professionals from Community Safety, Police, ASB team, LBI Housing (landlord in the case), NHS Mental Health services, Victim Support, London Fire Brigade, NHS and drug and alcohol services

An action plan was developed, joint visits took place between case leads and support services and an additional 19 actions were identified.

It was discovered through the CMARAC information sharing and research that ASB incidents had increased dramatically since Mr A had changed his medication.

As a result of the CMARAC risk reduction plan, Mr A was referred to the MH interface meeting where he was able to access the best NHS service to meet his needs. As a part of this process his medication was reviewed and subsequently changed.

## Outcome

Mr A is still accessing support services and no further reports of ASB have been received over six months on.

Mr A has been able to remain in his premises with respite provided to other neighbours affected by the ASB

Whilst the case was closed with a positive outcome, an ongoing and robust support plan is in place.

### Lessons learnt

This case was a successful outcome due to reduced risk and reduced incidents of ASB. However, A multi-agency approach is vital in providing timely interventions

- Referring to other agencies/panels at an early stage often gets better results
- Having CMARAC to co-ordinate an action plan and ensure it is implemented achieves better outcomes.

# ASB CASE STUDY

## Problem

A resident from a private tenant made numerous complaints about noise from a resident; the noise source was a property managed by Housing.

Reports of loud music started on the 17 March 2023 and continued until 13 April 2023.

During this time 22 reports were made with multiple reports often being received on the same day/night.

## Actions

Of the 22 reports made officers investigated on 16 occasions with the noise being witnessed only once, the noise had often stopped before attendance, 6 of the reports were received during non-operational hours.

During this period of investigation officers liaised with the complainant encouraging them to continue reporting so that this would give them the best opportunity to witness the behaviour they also offered advice on requesting noise recording equipment/APP from the housing team

## Outcome

Due to the witnessed incident; on 14 April 2023, the Out of Hours ASB Team served a Community Protection Warning under the Anti-Social Behaviour Crime and Policing Act 2014 to the Noise Source requiring them to stop playing amplified music at unreasonable volumes.

- Once the CPW was served the Out of Hours Team didn't receive any further reports of noise from the address.
- It was also at this time that we were informed that the complainant had also withdrawn a community trigger request as a direct result of the service intervention



# HOUSING CASE STUDY

## Problem

Housing received numerous complaints of ASB at a LBI premises- visitors constantly coming in and out of the Premises intoxicated, slamming doors, playing loud music at all hours of the day and night and very often in the early hours of the morning. On occasion music is played on and off for 24 hours visitors to the premises can be heard smashing bottles, partying, arguing, shouting, swearing, being threatening and fighting. The shouting and swearing is often done aggressively. additional noise coming from the premises also includes drilling, loud hammering and the sound of heavy machinery. Even when the tenant for that premises is not at the home, the tenants visitors continue to enter the premises and cause ASB. Close to the premises there is the smell of cannabis, loud drunken shouting in the communal area of the block and slamming of the communal door. There has been kicking of the doors of another properties, a female under the influence of drugs being dragged out of the Premises, throwing rubbish outside and down the communal stairs including empty alcohol bottles and laughing gas cannisters, glass smashed on the communal landing and blood, vomit and urine also in communal areas.

## Actions

The police attended the Premises in response to reports of ASB and on one occasion the police took away a knife. Most recently the police received a report of a male being stabbed in the leg and thrown from the Premises, landing in the rear gardens. The out of hours team also attended the Premises in response to reports of loud noises and on one occasion they assessed the noise to be a statutory nuisance and served the tenant with an abatement notice. On attendance to the Premises, the out of hours team member was spat at their banged loudly on their vehicle as they drove away. The out of hours team have since witnessed further unreasonable noise from the Premises which is a breach of the notice but they did not approach the Premises due to safety concerns.

## Outcome

NSP (notice seeking possession) was served and Closure ordered obtained. The Defendant was diagnosed with schizoaffective disorder, manic type, and has Bipolar affective disorder. He has mental and behavioural disorders due to multiple drug use. He drinks alcohol. He receives Depot injections. The Defendant is allocated a Clinical Nurse Specialist who is aware of this application and has confirmed that the Defendant has capacity to understand the terms of a court order

### Lessons learnt

Carrying out a comprehensive equalities impact assessment and risk assessment concerning the resident's vulnerabilities is impactful in leading the direction of enforcement to ensure we meet our equalities duty of care while considering action against a resident.

Having a trauma informed approach while taking into consideration the impact on other resident's is very important to ensure we tackle antisocial behaviour successfully