

TITLE OF REPORT: Anti-social Behaviour Review

Purpose of the Report

1. To inform the Health & Wellbeing Board on a review being undertaken into anti-social behaviour (ASB) in Gateshead.

How does the report support Gateshead's Health & Wellbeing Strategy?

2. Gateshead's Health and Wellbeing Strategy recognises that our health and wellbeing is influenced by where we live, and that the creation and development of sustainable places and communities is a key strategic aim. The Strategy sets out that to achieve this, we must promote community cohesion and the prevention of crime and anti-social behaviour.
3. This report sets out the purpose of the ASB review, emerging findings, and the next steps.

Background

4. The impact of ASB is consistently evidenced in public consultation exercises, with action to tackle ASB being one of the top priorities for Gateshead residents.
5. Tackling ASB is a complex issue with expertise, responsibilities and powers shared between different agencies that take different approaches, use different definitions, thresholds, and with a variety of resources and priorities.
6. In 2021 the Community Safety Board were supportive of a major review of ASB services in Gateshead that would;
 - a. better understand together how we tackle ASB in Gateshead;
 - b. agree a shared purpose between services involved in tackling ASB, supporting victims and in helping those connected with ASB to change their behaviour;
 - c. set up and test new ways of working that achieve that purpose and make best use of resources;
 - d. From the learning, make informed decisions about permanently changing the way the work is carried out.
7. Participants
 - Adult Social Cares ASSET representatives
 - Children's Service Early Help

- Children's Service Youth Justice Team
- Northumbria Police, Police and Crime Commissioner's Office, and T&W Fire Service
- Probation, Gateshead Recovery Partnership and health colleagues
- Housing services including Neighbourhood Relations Team, Housing Offices and Tenant Involvement
- Private housing noise/anti-social behaviour/environmental health
- Community safety and public health
- Environmental enforcement and street scene
- Legal and ICT colleagues

8. Method

9. The first stage of the Review referred to as 'Check', has included an examination of the current system from the user of the services point of view. It has included; understanding how the work happens, what matters to those we are trying to help, confirmation of the purpose of our activity, what is the demand on us and from whom, how capable is our system in responding to it, how does work flow through our system, what are the things that we do that help us to achieve our purpose, what are the things that are wasting our time, and what is causing us to behave this way.

10. Findings

11. Check has confirmed that the ASB system is not making the most of opportunities to prevent harm, change behaviour or reduce demand on services. Performance is being driven by a number of assumptions that are having a negative impact on the way the work is carried out, and on the outcomes being achieved;
- a. Within some parts of the system, 55% of the work does not contribute to the purpose and repeat victims/perpetrators account for 50% of demand.
 - b. Victims rate us at 4.9 out of 10/perpetrators tell us they didn't have a voice
 - c. Victims don't want us to just deal with the issue at hand, but to deal with the 'knock on effects', or things they think we should foresee.
 - d. ASB was a symptom of an underlying issue, mental health (100% of cases reviewed), substance misuse
 - e. 75% of perpetrators didn't feel that they were treated fairly and they and their lifestyle was judged.
 - f. 92% were unemployed – in receipt of sickness benefit relating to mental health
 - g. Both victims and perpetrators said; more speed, less formality, help us repair our relationships.
 - h. Engagement with support dwindles with every hand off – some parts of the system include 7 hand offs.
 - i. Staff don't feel equipped or well trained or able to access information and that the role lacks recognition by managers, with insufficient feedback, stress, and poor staff retention.
 - j. The time it takes to resolve ASB varies widely across the system

12. Achievements

- a. A shared working purpose; *Resolve anti-social behaviour and strengthen communities*

- b. Clarity on the 'value work' and identification of the waste activities.
- c. Identification of the system conditions and the thinking that leads to current performance.
- d. Agreed 'principles of work' that achieve the purpose.
- e. A redesign on paper of a better way of working.

Proposal

13. A period within which the redesigned way of working is tested is now being planned. This will involve the handling of new real cases for a period of around 4-6 months using the redesigned method, to determine whether better outcomes can be achieved, by only doing the work that is of value. This test phase will confirm what 'roles' are necessary to carry out the work, what measures are required to evaluate impact, and how the method can be applied at scale. The expertise that is being assembled to carry out this test phase includes;
- a. Knowledge and experience of using the **Council's Tenancy Agreement** to tackle ASB is currently being identified.
 - b. Experience of using **Council tools and powers** and of tackling ASB associated with the private rented sector, is confirmed and in place.
 - c. Mental Health expertise. **Dedicated mental health expertise** is required for the test phase. Support from Mental Health Transformation programme is in place, funding is currently being identified.
 - d. Experience of using Police tools and powers. **A dedicated representative of Northumbria Police** is confirmed and in place.
 - e. **Analytical Support**, to track progress against purpose, create and use new measures, evaluate impact is confirmed and in place.
 - f. Knowledge of **support services and third sector** to identify and pull in support for individuals affected is currently being identified.

Recommendations

14. The Health and Wellbeing Board is asked to commit to support the ASB Review, and to receive progress reports where appropriate.

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