

The background of the slide features a large, light blue watermark of the Coat of Arms of the City of Edinburgh. The crest includes a crown with four thistles, a shield divided into four quarters (quarterly), and a motto scroll at the bottom. The quarters contain: a castle tower, a stag's head, a ship on waves, and a bird with spread wings. The motto scroll reads 'ANE FOR A'.

Agenda Item 10

Anti-social Behaviour Scrutiny – Progress Report

Falkirk Council

Title: Anti-social Behaviour Scrutiny – Progress Report

Meeting: Scrutiny Committee

Date: 30 January 2020

Submitted By: Director of Corporate and Housing Services

1. Purpose of Report

- 1.1 The purpose of this report is to provide an update on the implementation of the recommendations of the review of Anti-social Behaviour.

2. Recommendations

- 2.1 Committee is asked to consider the progress being made towards implementing the Committee's associated recommendations on Anti-social Behaviour.

3. Background

- 3.1 The purpose of the Anti-social Behaviour Scrutiny Panel was to examine anti-social behaviour that affects people within their homes and communities.
- 3.2 During October 2018 – February 2019 the panel considered information provided by the services that deliver provisions to reduce and resolve various types of anti-social behaviour. This included the Community Safety Team, Environmental Services; the Conflict Resolution Service, Housing Services and Police Scotland. Officers from Fife Council provided an external viewpoint to inform Members.
- 3.3 The panel reported to the Scrutiny Committee on 4th April 2019. The Scrutiny Committee agreed the associated recommendations and requested a progress report.

4. Progress Update on Scrutiny Panel Recommendations

- 4.1 The progress update on the Anti-social Behaviour Scrutiny recommendations are detailed below.
- 4.1.1. Action - Encourage the good partnership working in place by all agencies in addressing Anti-social Behaviour. This to continue and be built upon as opportunities arise. Services should actively engage with communities when activity has been reported, being proactive rather than reactive, Services should work in partnership with other Councils ensuring that proven good practice on Anti-social Behaviour- is shared and routinely updated.**

- 4.1.2. **Progress** - Excellent partnership working arrangements are in place and continue to be developed, the most recent of which is the migration of some staff from the Community Safety Team to Housing Services.
- 4.1.3. The centralisation of all anti-social behaviour complaints ensures that expert staff become involved at an earlier stage. We recognise there will always be a reactive element to the Service becoming involved in specific cases of anti-social behaviour.
- 4.1.4. Falkirk Council are members of Scotland's Anti-social Behaviour Officers Forum. Falkirk Council regularly shares best practice with other local authorities and in April 2019 Falkirk Council hosted the quarterly meeting of this Forum and delivered a presentation regarding our informed approach to "cannabis odour complaints". Falkirk Council regularly liaises with other local authorities to raise and answer queries as they arise and also attends national working groups to inform developing practice and legislation.
- 4.2 **Action - Services should actively seek to engage with all individuals out with community facilities giving particular consideration to young people, elderly isolated people, those with recognised substance abuse issues, and those with recognised mental health issues and through methods which, best suit them;**
 - 4.2.1. **Progress** – The Housing First model being adopted by Housing Services in 2020 will improve access to support services for people with mental health and substance misuse. A Community Psychiatric Nurse will be employed by the Housing Needs service, giving direct access to specialist support. In the meantime the centralisation of the ASB service means that these issues are identified earlier through the "Support Needs Assessment" that is undertaken with all service users and their household members, as appropriate. This includes both perpetrators and victims of anti-social behaviour.
 - 4.2.2. We recognise that elderly people are more likely to experience loneliness and isolation and a consultation with elderly residents across accommodation for the elderly has been undertaken to establish ways in which they would like to use these facilities to improve their health and wellbeing and reduce social isolation and loneliness.
 - 4.2.3. The new Housing Management System (IHMS) will look to include mechanisms for "On-line reporting" and we know from the Tenant Satisfaction Survey 2018 that younger people are more likely to communicate with us on-line. Therefore young people were represented on the first IHMS Project group that met in November 2019 and will contribute to the design of the on-line portal through focus groups during 2020.
- 4.3 **Action- Services should review the support offered to victims of Anti-social Behaviour, whether the victim be directly or indirectly affected Anti-social Behaviour or whether the victim be the recipient of vexatious Anti-social Behaviour complaints against them;**
 - 4.3.1. **Progress** - Early identification and provision of support services has improved through the centralisation of ASB services since Support Needs Assessments are now undertaken by professionally trained officers with all victims and

perpetrators of anti-social behaviour. This provides the opportunity to discuss the impact of the situation on health and wellbeing with members of the household and identify support requirements.

However, we recognise the need to further improve, specifically, the range of support we offer. A consultation with Conflict Resolution Service users, specifically those affected by antisocial behaviour is underway and findings will be available in March 2020.

- 4.4 **Action - Guidance should be provided for Councillors to assist in dealing with complaints relating to Anti-social Behaviour, including best practice regarding mediation, mental health training and how to have challenging conversations, the Council also recognises the role of local members in issues relating to Anti-social Behaviour as legitimate advocates on behalf of constituents. The Council must recognise the role of the elected member and the expectations on the elected member of the general public;**

- 4.4.1. **Progress** – A “Guidance Note for Councillors - Responding to Neighbour Nuisance and Antisocial Behaviour Complaints” will be produced in February 2020 and circulated to Members, this will outline the role of each service and the staged approach that we adopt, which has been recognised as best practice by other local authorities. Officers understand and appreciate Councillors role as an advocate, as well as the expectations placed upon them by all members of the public.

- 4.5 **Action - Requests that the Housing Allocations Scrutiny Panel includes in its work plan consideration of the link between allocations and perceived Anti-social Behaviour, thus giving us a more rounded approach to dealing with Anti-social Behaviour from a specific service delivery point.;**

- 4.5.1. **Progress** – The Allocation Scrutiny Panel have considered this as stated in the Housing Allocations Policy Review, report presented to the Scrutiny Panel on 14 November 2019. And subsequently agreed by Executive on 10 December 2019.

- 4.6 **Action - Council though recognising the complex nature of Anti-social Behaviour ensures that collective and holistic approach is taken to information given to Councillors to enable them to assess situations correctly while being mindful that all Councillors are Registered Data Controllers, with the Information Commissioner’s Office and doing so within the parameter of GDPR and potential future legislation relating to data protection.**

- 4.6.1. **Progress** - We recognise the importance of taking a collective approach to supporting the resolution of anti-social behaviour and continue to supply information and advice to Councillors in line with GDPR and Section 139 of the Anti-social Behaviour (Scotland) Act 2004.

5. Consultation

- 5.1 Consultation regarding communal facilities as referenced under 4.2.2 of this report.

- 5.2 Tenant Satisfaction Survey 2018 as referenced in 4.2.2.
- 5.3 Consultation regarding support is ongoing as specified in 4.2.3 of this report.

6. Implications

Financial

- 6.1 There are no financial implications arising from this report.

Resources

- 6.2 There are no resource implications arising from this report.

Legal

- 6.3 There are no legal implications arising from this report.

Risk

- 6.4 There are no known risks arising from this report.

Equalities

- 6.5 Housing Services continue to engage hard to reach and minority groups as part of their work.

Sustainability/Environmental Impact

- 6.6 There are no known equality issues arising from this report.

7. Conclusions

- 7.1 We appreciate that the Scrutiny Panel acknowledges the good partnership work by agencies to tackle anti-social behaviour. We continue to build upon this by implementing the actions recommended by the Scrutiny Panel.

Director of Corporate and Housing Services

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Date: 21 January 2020

Appendices

None

List of Background Papers:

No papers were relied on in the preparation of this report in terms of the Local Government (Scotland) Act 1973.