

DATA LABEL: PUBLIC



SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

SAFER NEIGHBOURHOOD PERFORMANCE

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

To provide Panel Members with Quarter 3 – October to December 2019 performance information on the Safer Neighbourhood Teams (SNT).

B. RECOMMENDATION

Panel members are asked to note the performance information detailed for the Safer Neighbourhood Team.

C. SUMMARY OF IMPLICATIONS

I	Council Values	Focusing on our customers' needs Being honest, open and accountable Making best use of our resources Working in partnership Providing equality of opportunity
II	Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	The Antisocial Behaviour etc (Scotland) Act 2004 applies
III	Implications for Scheme of Delegations to Officers	None
IV	Impact on performance and performance Indicators	SOA1304_34 (Number of active ASB cases)
V	Relevance to Single Outcome Agreement	This report will have a positive impact on the following SOA indicators;
		SOA10 – We live in well designed, sustainable places where we are able to access the services we need
		SOA11 – We have strong resilient and supportive communities, where people take responsibility for their actions and how they affect

VI	Resources - (Financial, Staffing and Property)	Community Safety Partnership
VII	Consideration at PDSP	None
VIII	Other consultations	None

D. TERMS OF REPORT

This report sets out the management performance data (Appendix 1) for the period October to December 2019 for the Safer Neighbourhood Team.

D1. Performance Data Quarter 2

The number of New Antisocial Behaviour Cases is set out in Table 1 – 2019/20 and Table 1.1 provides comparison to 2018/19. The number varies across West Lothian with some wards having more cases than others. There is no definitive reason for the level of numbers being reported from ward to ward and demographic variations and house type can all contribute to the way in which behaviour from others is tolerated or becomes intolerable to others. Investigations involve conducting mediations, issuing warnings, referring individuals to victim support and working with partners in the Community Safety Unit and the local Housing teams.

The fluctuation in the number of Active Cases (Table 2) across each ward is continually monitored with a view to ascertaining a causal factor. The numbers of cases open is only an indicative number of the level of antisocial behaviour occurring as they can be opened for more than one month and this information is counted on a rolling month on month basis.

Data included in Table 3 – 2019/20 and Table 3.1 for comparison to 2018/19 provides a breakdown of total incidents that are reported across each ward. A summary of the type of incidents (incident categories) received is set out in Table 4 and 4.1. Where the antisocial behaviour is resolved the incident will be closed off, however where further reports are received and occurs on two or more occasions causing fear, alarm and distress then SNT officer will open a case.

Noise nuisance calls are detailed within Table 5 and 5.1 and highlights some of the ways in which the noise nuisance calls are dealt with under the legislation (Part 5 of the Antisocial Behaviour (etc.) (Scotland) Act 2004) available to the officers and how many actions were completed. Not all noise nuisance reports fall into this aspect of the ASB legislation and complainants may only require advice and assistance.

During quarter 3, there has been a reduction in the number of reported incidents of noise nuisance received compared to the previous reporting period which resulted in securing 3 Antisocial Behaviour Orders. Despite the reduction, the majority of the number of incidents reported remains to be noise related or complaints from people about their neighbours and in many cases, in breach of tenancy agreements. Bathgate remains to be one of the wards with most complaints. December figures were the lowest during this reporting period.

Overall the number of Antisocial Behaviour Orders (ASBO) remains low. (Table7) ASBOs are deemed as a last resort to all other methods of curtailing antisocial behaviour within communities. It is only when particular individuals refuse to heed warnings issued and modify their behaviour, that the Antisocial Behaviour Order is requested. The officers will review the ASBOs with our Legal Services on a regular basis and work with Police Scotland who have the power to enforce and take action should an order be breached.

E. CONCLUSION

This report informs Panel Members of performance data from Safer Neighbourhood Team

F. BACKGROUND REFERENCES - None

Appendices/Attachments:

Appendix 1 – Performance Data from the Safer Neighbourhood Team

Contact Person:

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CMT member: AnnMarie Carr - Date of meeting: 24 March 2020

Appendix 1

Safer Neighbourhood Team Performance – Quarter 3

Table 1 - Cases opened each month – 2019/20	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Armadale & Blackridge	1	0	3	8	2	4	5	3	3	29
Bathgate	6	4	9	7	3	3	2	6	3	43
Broxburn, Uphall & Winchburgh	3	2	3	5	1	4	3	1	0	22
Livingston East & East Calder	1	0	1	5	0	0	2	1	0	10
Fauldhouse and Breich Valley	4	5	1	6	5	3	2	5	3	34
Linlithgow	2	1	0	2	1	1	0	0	0	7
Livingston North	4	2	1	4	1	1	1	1	0	15
Livingston South	1	1	3	2	1	3	0	1	0	12
Whitburn and Blackburn	3	8	2	3	4	4	6	2	1	33
TOTAL	25	23	23	42	18	23	21	20	10	205

Table 1.1 - Cases opened each month – 2018/19	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Armadale & Blackridge	3	2	4	4	0	1	2	2	3	21
Bathgate	2	8	3	5	8	8	1	2	0	37
Broxburn, Uphall & Winchburgh	0	1	3	6	0	0	8	5	2	25
Livingston East & East Calder	0	2	4	1	2	1	3	0	5	18
Fauldhouse and Breich Valley	5	4	4	4	5	1	4	3	1	31
Linlithgow	0	1	1	6	3	2	6	15	3	37
Livingston North	2	2	1	4	2	0	3	2	0	16
Livingston South	0	3	3	11	3	2	3	0	2	27
Whitburn and Blackburn	1	3	5	2	4	6	0	0	0	21
TOTAL	13	26	28	43	27	21	30	29	16	233

Table 2 – Total Active Cases /month	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
SNT Officer Cases 2019/20	37	61	65	84	76	67	56	58	50	554
SNT Officer Cases 2018/19	33	54	59	81	80	55	76	73	61	572

Table 3 No of All ASB Incidents 2019/20	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Armadale and Blackridge	26	13	24	38	21	33	35	51	56	297
Bathgate	74	87	104	123	60	50	68	37	49	652
Broxburn, Uphall and Winchburgh	27	34	31	47	37	44	27	19	22	288
East Livingston	13	27	27	31	27	14	17	12	13	181
Fauldhouse and Breich Valley	25	52	28	35	37	34	20	48	20	299
Linlithgow	14	9	13	18	13	9	4	9	6	95
Livingston North	21	13	21	30	20	14	15	11	17	162
Livingston South	24	26	26	20	17	17	14	22	9	175
Whitburn and Blackburn	57	63	47	63	56	52	36	38	21	433
TOTAL	281	324	321	405	288	267	236	247	213	2582

Table 3.1 No of All ASB Incidents 2018/19	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Armadale and Blackridge	41	31	39	40	39	28	19	17	15	269
Bathgate	37	41	47	54	47	84	77	81	58	526
Broxburn, Uphall and Winchburgh	51	50	58	35	21	25	29	30	26	325
East Livingston	20	22	28	28	29	10	21	23	15	196
Fauldhouse and Breich Valley	34	22	42	53	39	23	41	39	20	313
Linlithgow	6	15	9	23	20	14	13	6	9	115
Livingston North	22	30	30	30	30	12	12	33	13	212

Livingston South	17	37	39	65	37	28	20	27	14	284
Whitburn and Blackburn	44	43	55	52	49	51	55	41	48	438
TOTAL	272	291	347	380	311	275	287	297	218	2678

Table 4.1 Examples of Incident 2019/20	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
ASB Part 2 Complaint	147	163	150	235	163	146	137	160	129	1430
ASB Part 5 Noise Complaint	91	130	127	107	80	75	73	60	57	800
Dog Barking	2	0	1	2	0	0	0	0	3	8
ENV Health Complaint	5	1	11	8	7	8	4	7	3	54
Housing Scotland Act 2001	0	0	1	0	0	0	0	0	0	1
Non ASB Noise Complaint	3	2	5	4	7	4	7	9	2	43
SST Section 3 Tenancy Management	12	9	19	38	20	18	8	3	14	141
Youth Disorder	7	5	4	6	7	13	5	7	4	58
Unauthorised Encampment	11	14	2	3	4	3	1	0	1	39
Unlicensed HMO	2	0	1	2	0	0	1	0	0	6
Unregistered Private Landlord	1	0	0	0	0	0	0	1	0	2
Total	281	324	321	405	288	267	236	247	213	2582

Table 4.2 Examples of Incident Category 2018/19	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
ASB Part 2 Complaint	130	138	147	183	153	127	143	143	118	1282
ASB Part 5 Noise Complaint	115	96	144	132	101	108	95	93	69	953
CSU Patrol	0	0	0	0	0	0	0	2	0	2
Dog Barking	1	2	1	1	3	0	1	3	3	15

ENV Health Complaint	3	10	13	14	7	4	6	7	5	69
Housing Scotland Act 2001	1	0	0	0	0	0	0	0	0	1
Non ASB Noise Complaint	4	5	3	6	6	5	6	8	5	48
SST Section 3 Tenancy Management	11	28	25	30	27	24	21	34	15	215
Youth Disorder	3	6	7	7	4	4	9	3	1	44
Unauthorised Encampment	4	3	1	6	9	0	3	3	2	31
Unlicensed HMO	0	3	6	1	1	2	3	1	0	17
Total	272	291	347	380	311	274	287	297	218	2677

Table 5 - Examples of Incident Outcomes in the Month 2019/20	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Complainant Moved	0	0	0	0	0	4	10	1	0	15
Complaint Withdrawn	0	0	0	0	0	0	0	0	0	0
Criminal Prosecution	3	4	0	4	1	1	1	4	0	18
In Custody	0	0	0	0	0	0	0	0	0	0
EPA S80 Investigation (Noise Abatement)	2	1	0	2	0	0	0	3	0	8
Insufficient Evidence	19	11	47	77	37	65	22	24	37	339
NFA Phone Call Only	153	176	158	185	171	111	106	153	119	1332
NFA Visit Only	39	56	50	45	29	30	28	19	16	312
No Further Incidents	21	9	8	33	7	3	33	9	2	125
Noise Stopped	19	21	18	8	12	14	14	18	5	129
Perpetrator Moved	1	1	0	5	4	3	0	0	0	14
Reconciliation	0	0	0	5	0	0	0	0	1	6
RSL to Investigate	1	0	0	1	0	0	4	1	3	10
Warning Notice Issued	5	11	7	10	5	9	3	6	12	68
Warning Verbal Issued	6	14	5	10	4	8	2	4	2	55

Further Investigation (Legislation)	0	1	3	3	0	1	2	3	0	13
Total	269	305	296	388	270	249	225	245	197	2444

Table 5.1 Examples of Incident Outcome in the Month 2018/19	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Complainant Moved	8	0	0	0	0	0	0	2	0	11
Complaint Withdrawn	0	0	0	0	0	0	0	0	1	1
Criminal Prosecution	4	9	7	5	4	4	1	1	0	37
In Custody	0	0	0	1	0	0	0	0	0	1
EPA S80 Investigation (Noise Abatement)	0	1	1	2	4	1	0	0	0	17
Insufficient Evidence	19	48	51	68	59	37	42	58	47	522
NFA Phone Call Only	115	79	98	111	122	115	118	91	84	1321
NFA Visit Only	33	39	48	47	37	46	38	29	24	426
No Further Incidents	58	48	46	47	32	4	42	58	28	417
Noise Stopped	9	18	21	16	11	16	11	17	15	172
Perpetrator Moved	2	3	19	12	6	0	0	0	0	46
Reconciliation	0	1	3	0	0	0	0	0	0	5
RSL to Investigate	0	2	2	0	0	0	2	3	1	13
Successful Action	15	26	31	53	26	23	20	32	10	270
Warning Notice Issued	1	7	4	7	9	17	6	0	1	69
Warning Verbal Issued	6	9	16	7	4	8	6	5	4	76
Further Investigation	2	1	16	2	0	1	0	0	1	32
Total	272	291	363	378	314	272	286	296	216	2688

Table 6										
Number of Cases Closed in the Month 2019/20	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Armadale and Blackridge	2	0	0	1	0	9	4	4	4	28
Bathgate	8	6	4	7	2	6	7	2	3	63
Broxburn, Uphall and Winchburgh	3	1	4	3	3	4	2	0	2	33
East Livingston	0	1	1	0	0	6	0	0	0	13
Fauldhouse and Breich Valley	1	2	1	5	1	5	5	5	4	33
Linlithgow	1	0	4	1	1	2	1	0	2	20
Livingston North	1	1	2	1	6	2	1	0	1	18
Livingston South	1	0	1	0	2	1	3	0	2	13
Whitburn and Blackburn	3	0	5	7	4	1	2	12	1	45
Total	20	11	22	25	19	36	25	23	19	200

Table 6.1										
Number of Cases Closed in the Month 2018/19	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Armadale and Blackridge	1	1	4	1	3	1	3	1	0	26
Bathgate	2	3	5	3	4	8	4	5	9	59
Broxburn, Uphall and Winchburgh	1	0	2	3	1	3	4	0	4	20
East Livingston	0	0	1	2	2	4	1	0	2	16
Fauldhouse and Breich Valley	3	1	6	3	4	4	3	4	7	47
Linlithgow	0	1	0	2	1	2	5	2	1	16
Livingston North	0	1	4	2	4	3	2	0	0	19

Livingston South	0	0	0	6	2	4	6	2	3	28
Whitburn and Blackburn	7	2	2	2	5	3	6	1	5	48
Total	14	9	24	24	26	32	34	15	31	209

Table 7		
Number of ASBOs in each		
Ward	Dec-19	Dec-18
Armadale and Blackridge	0	0
Bathgate	4	1
Broxburn, Uphall and Winchburgh	0	0
East Livingston	0	0
Fauldhouse and Breich Valley	0	0
Linlithgow	3	5
Livingston North	2	5
Livingston South	3	1
Whitburn and Blackburn	1	5
Total	13	17