

To: AIRDRIE AREA LOCAL PARTNERSHIP		Subject: ANTI SOCIAL TASK FORCE UPDATE REPORT JULY - DECEMBER 2007
From: EXECUTIVE DIRECTOR HOUSING AND SOCIAL WORK SERVICES		
Date: 20 FEBRUARY 2008	Ref: ASTF/NF/03	

## 1. Introduction

The purpose of this report is to update members of the Airdrie Local Area Partnership regarding the work of the Anti Social Task Force (ASTF) in the Airdrie area. The report will also provide statistical information relating to operational activities across North Lanarkshire.

## 2. ASTF and Local Area Initiatives

- 2.1 The six LAPs are - the North Area (including Cumbernauld, Kilsyth and the surrounding villages); Coatbridge and district; Airdrie and district; Wishaw and district; Bellshill and district, and Motherwell and district.
- 2.2 The ASTF works with numerous partner organisations and agencies addressing local issues in 'Hot Spot' areas and ASTF Staff regularly take part in meetings and initiatives to address local concerns.
- 2.3 Within the Airdrie Area, ASTF has been involved in the following activities/initiatives:

- **Police Liaison Meeting**

At the last Police Liaison Meeting 15 individuals/households were proposed for multi agency discussion and planning in relation to concerns raised by key agencies due to problems occurring within the Airdrie community. Each agency was given an opportunity to provide key information and express their views. Following this exchange each agency agreed on a co-ordinated multi agency approach to tackle the individual areas of concern.

1 case discussed during this meeting has resulted in information being pro actively disclosed to the ASTF in relation to a drug offence from a council property within the Airdrie South area. This case has since been allocated to an Investigator who has obtained extracts of conviction and served legal documents upon the tenant and qualifying occupier of the household. Work is currently ongoing to obtain supporting information from the community and Police as requested by our legal team, once completed all information will be forwarded to legal services to commence eviction action.

These meetings will continue to be held on a regular basis to ensure the ASTF along with its key partner agencies are given an opportunity to pro actively identify, target and implement a strategy to tackle issues of anti social behaviour and crime swiftly and effectively within the community.

- **Northburn Initiative**

The Northburn working group has continued to meet on a regular basis in order to ensure a co-ordinated joint approach to tackle the anti social and criminal issues within the area. Information has been exchanged between key agencies within the working group and identification of two main families from private lets has been achieved.

The private landlords of the properties have been made fully aware of the problems being caused by their tenants and are continuing to work with key agencies to resolve the issues. The ASTF have carried out three home visits and issued a written warning to both households to ensure that they are fully aware of their unacceptable behaviour, the impact it is having on the community and the consequences should the problems continue.

The working group will continue to meet on a regular basis to ensure a co-ordinated multi agency approach is adopted to resolve the issued within this area.

- **Craigneuk and Gartlea Initiative**

Following the last committee report a rapid response camera has now been installed and is operational on Carlisle Road.

Continued liaison has occurred between the ASTF and Police and a protocol is in place which will allow the referral of any individuals to the ASTF if persistently offending within the community and coming to the attention of the Police. There have been no new reports received to the ASTF, however liaison will continue between the Police, elected members and the community to ensure that any new issues are dealt with swiftly and efficiently.

- **Pro active Police Referrals**

An agreement is in place between the Police and the ASTF that allows a pro active referral system of individuals who are persistently offending and coming to the attention of the Police within the community. Between the months of July and December 2007 the ASTF have received 10 pro active referrals for the Airdrie area, the nature of these referrals range from behaviour of theft, noise, street drinking, racial harassment and drug related offences.

From these pro active referrals the ASTF have

- Requested 5 offenders attend Anti Social Behaviour Order Interviews
- Carried out 2 home offender visits
- Signed 1 Acceptable Behaviour Agreement
- Signed 1 Unacceptable Behaviour Notice
- Issued 1 written warning

In respect of all the pro active referrals received the ASTF will continue to liaise with the Police to ensure that any further problems are investigated and actioned appropriately. In respect of the racial and drug related referrals the ASTF will continue to monitor any pending charges with the Procurator Fiscal and take appropriate action on any convictions secured.

### **3. ASTF Statistical Report for Airdrie Area**

- 3.1 Attached to this report are 4 appendices which display an overview of the ASTF Investigation, Mediation and Support Services statistical information.

**Appendix 1** - Statistical Report of complaints received from 1 July 07 – 31 December 07

**Appendix 2** – Statistical Report of actions taken from 1 July 07 – 31 December 07

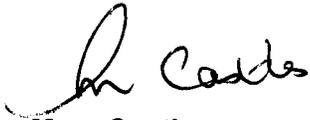
**Appendix 3** – Statistical Report of mediation cases 1 April 07 – 31 January 08

**Appendix 4** – Statistical Report of support cases 1 April 07 – 31 December 07

**Appendix 5** – Overview of Mediation Service

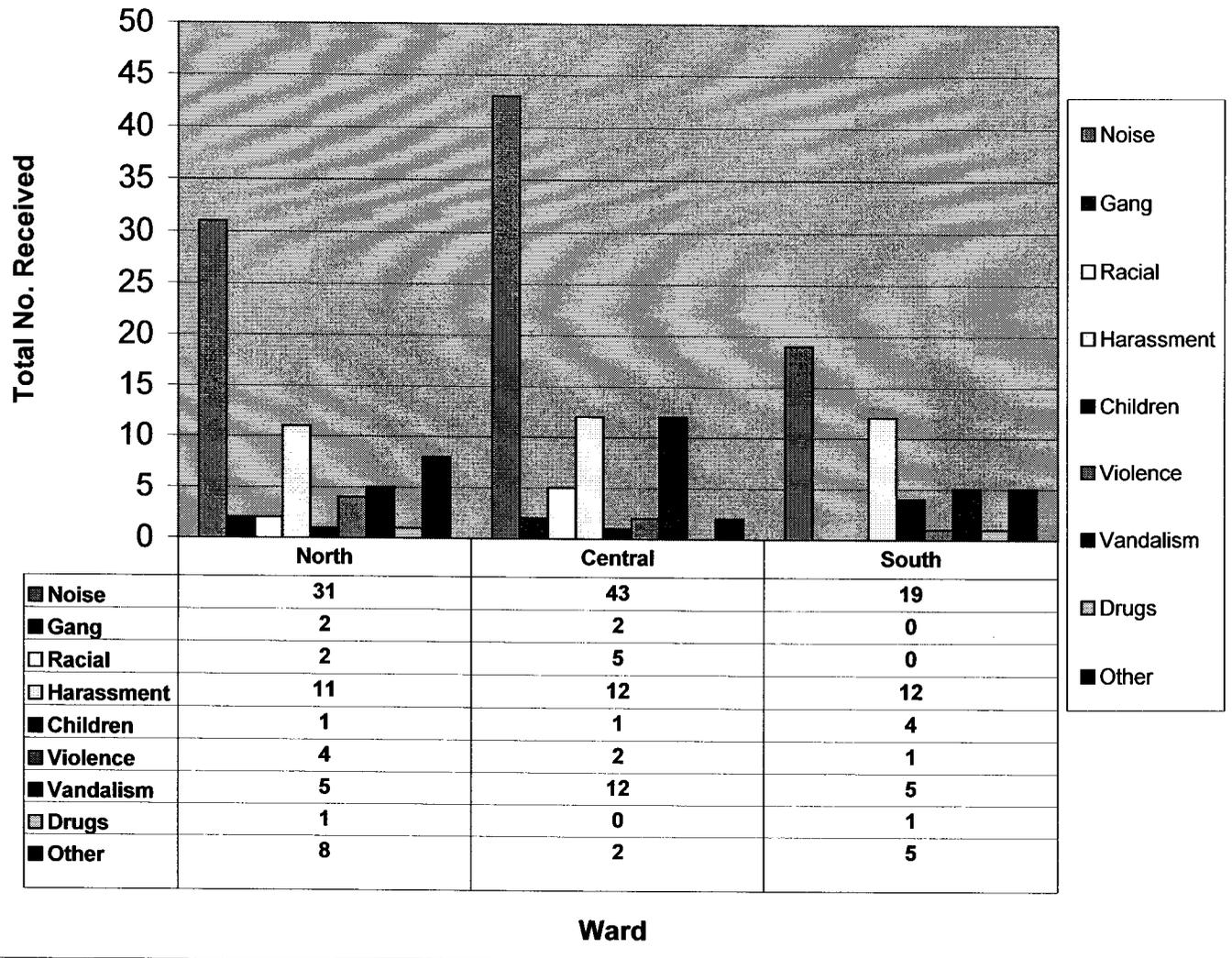
**4. Recommendations**

It is recommended that the LAP note the report.

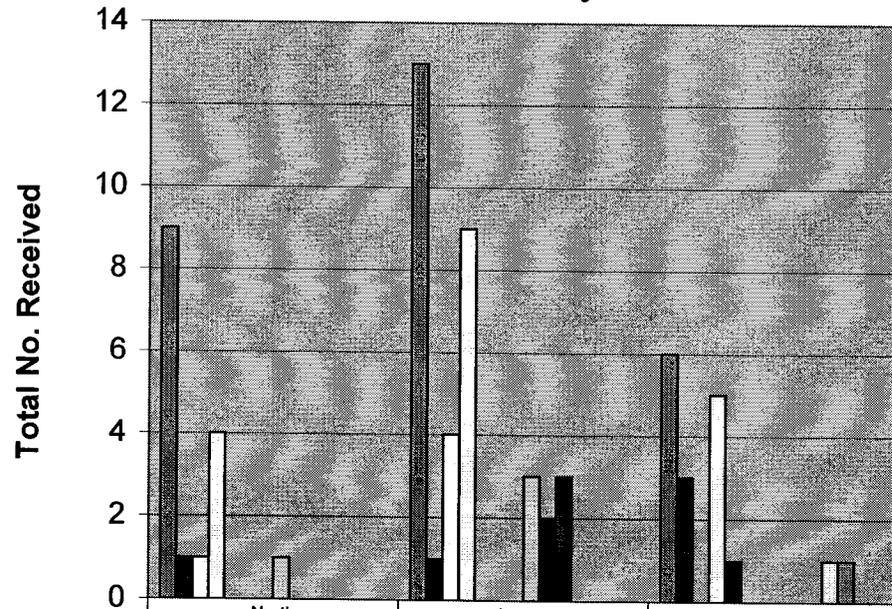


**Mary Castles**  
**Executive Director**  
**Housing and Social Work Services**  
29 January 2008

## Appendix 1 - Complaints Received 1 July 07 - 31 December 07



### Appendix 2 - Actions taken 1 July 07 - 31 December 07



	North	Central	South
1st Warning	9	13	6
Final Warning	1	1	3
NOP	1	4	0
ASBO Int	4	9	5
ASBO	0	0	1
Interim ASBO	0	0	0
Eviction	0	0	0
Post NOP	1	3	0
UBN Document	0	2	0
UBN Signed	0	3	0
ABA Document	0	0	1
ABA Signed	0	0	1
SSST	0	0	0
Criminal ASBO	0	0	0

Ward

ABA

	SSST	Criminal ASBO
0	0	0
0	0	0
1	0	0

Appendix 3

Mediation Statistics  
1 April 07 - 31 January 08

Ward No	Ward Name	Month	Joint Meeting Successful	Shuttle Successful	Improvement Reported	Enquiry	Non Participation Party B	Withdrawal Party A	Withdrawal Party B	Mediation Inappropriate	Closed for some other reason	Outcome Pending	Total
7	Airdrie North	APR	1	1		1	2						5
		MAY											0
		JUN		1		1	1						3
		JUL											0
		AUG											0
		SEP											0
		OCT							1				1
		NOV											0
		DEC											0
		JAN											0
<b>Ward 7 - Airdrie North Total</b>			<b>1</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9</b>

Ward No	Ward Name	Month	Joint Meeting Successful	Shuttle Successful	Improvement Reported	Enquiry	Non Participation Party B	Withdrawal Party A	Withdrawal Party B	Mediation Inappropriate	Closed for some other reason	Outcome Pending	Total	
8	Airdrie Central	APR			1								1	
		MAY											0	
		JUN				1		1					2	
		JUL											0	
		AUG				1		1					2	
		SEP										1	1	
		OCT				1						1	2	
		NOV											0	
		DEC			1								1	2
		JAN											2	2
<b>Ward 8 - Airdrie Central Total</b>			<b>0</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>12</b>	

Ward No	Ward Name	Month	Joint Meeting Successful	Shuttle Successful	Improvement Reported	Enquiry	Non Participation Party B	Withdrawal Party A	Withdrawal Party B	Mediation Inappropriate	Closed for some other reason	Outcome Pending	Total
11	Airdrie South	APR			1	3				1			5
		MAY											0
		JUN				1							1
		JUL											0
		AUG											0
		SEP											0
		OCT											0
		NOV				1						1	2
		DEC											0
		JAN											0
<b>Ward 11 - Airdrie South Total</b>			<b>0</b>	<b>0</b>	<b>1</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>8</b>

<b>Airdrie Area Total</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>10</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>29</b>
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<b>Total Monthly Cases</b>	APR	11
	MAY	0
	JUN	6
	JUL	0
	AUG	2
	SEP	1
	OCT	3
	NOV	2
	DEC	2
	JAN	2
<b>Airdrie Total</b>		<b>29</b>

<b>Airdrie North - Ward 7</b>	
<b>SUPPORT REFERRALS APRIL 07 TO DECEMBER 07</b>	
<b>Referral Source</b>	
ASTF	7
Area Housing	0
Elected Members	0
<b>Support Accepted</b>	
Emotional	0
Emotional & Practical	7
<b>Outcomes Achieved</b>	
Better Informed	6
Reduced Stress Level	6
Addressed Own Behaviour	2
<b>Other Agencies referred to</b>	
Safer Homes	5
Community Police	0
<b>Total Referrals to date</b>	<b>7</b>

<b>Airdrie Central - Ward 8</b>	
<b>SUPPORT REFERRALS APRIL 07 TO DECEMBER 07</b>	
<b>Referral Source</b>	
ASTF	8
Area Housing	0
Elected Members	0
<b>Support Accepted</b>	
Emotional	1
Emotional & Practical	7
<b>Outcomes Achieved</b>	
Better Informed	8
Reduced Stress Level	6
Addressed Own Behaviour	3
<b>Other Agencies referred to</b>	
Safer Homes	4
Community Police	0
<b>Total Referrals to date</b>	<b>8</b>

<b>Airdrie South - Ward 11</b>	
<b>SUPPORT REFERRALS APRIL 07 TO DECEMBER 07</b>	
<b>Referral Source</b>	
ASTF	8
Area Housing	0
Elected Members	0
<b>Support Accepted</b>	
Emotional	1
Emotional & Practical	7
<b>Outcomes Achieved</b>	
Better Informed	8
Reduced Stress Level	6
Addressed Own Behaviour	3
<b>Other Agencies referred to</b>	
Safer Homes	4
Community Police	0
<b>Total Referrals to date</b>	<b>8</b>

## **Appendix 5 - ASTF Mediation Service**

As the ASTF Mediation Service is a relatively new service within the ASTF an overview has been provided, regarding the work of the service within the Bellshill and North Lanarkshire Area.

In April 05 a full-time dedicated Mediation Service was created within the ASTF. The service fits in with the NL objective to "create a culture and environment where tenants and residents of NL can approach the Council to report incidents and complaints in confidence and for these to be handled professionally, sensitively, efficiently and effectively".

Mediation is an opportunity for residents in dispute to open lines of communication in a safe environment with a view to allowing people to look forward to the future and to resolve the issues that prevent them enjoying their environment. It is most successful when introduced early and is best used when both parties want to remedy the situation. Mediation can often prevent further serious incidents of anti social behaviour; however, success relies on commitment from all interested parties. In the past there has been a lack of an effective way of resolving the great majority of neighbour disputes that are not serious enough to warrant legal action or tenancy transfer. Mediation is a valuable addition to the rather limited range of conventional responses that do not depend on court action.

Some of the issues that mediation has helped with include: loud music or TV, parking, fencing, children playing, dogs etc.

Mediation involves several meetings with each disputing party, getting each of their issues, challenging assumptions, encouraging and preparing them for either a joint or shuttle meeting. At the meeting the mediators will facilitate in order for the parties to find a solution/agreement to allow them to move forward positively.

The service has grown and improved significantly since its introduction. Over the last year extensive promotional work has been carried out across North Lanarkshire, not only to make the public aware of the service but to assist in building sustainable relationships with internal and external partners. Training sessions were carried out to various partners. The service has recorded a marked increase in the referrals coming from Area Housing Offices, who actively promote the service as an effective means of dealing with neighbour disputes. The Police are now also making referrals, which has had a positive impact on the service. We also receive referrals from Registered Social Landlords, Citizens Advice Offices and Social Work. Mediation DVD's are being shown on public screens within North Lanarkshire Council buildings to further promote the service. A further 16 employees of NL were trained as mediators this year bringing our total to 50. Training DVD's have also been distributed to staff, to make everyone aware of the process of mediation, and feel confident about promoting the service. Our full time team are advanced trained, with developed skills in mediating within family systems and also large group mediation, which may be suitable for larger community disputes.

Around a third of our cases are successful, those that are not are a result of one party being unwilling to participate, when the mediators get the parties to a meeting the chances of an agreement are extremely high. The service continues to actively promote an understanding that mediation is extremely effective in combating low level neighbour disputes, and there has been a shift in peoples perception of the service, however further work and promotion is still needed to allow the service to achieve it's full potential within North Lanarkshire. This includes not only building confidence with our residents but with our internal and external partners.

Informal awareness raising sessions can be arranged to partners and agencies through SACRO as required.