

Appendix six

COMMUNITY SAFETY & ENFORCEMENT SERVICE

Dearne Area Council Funded posts – Housing Management & Environment Officer and Enforcement & Investigation Officer

Quarter 2 report – July to September 2015

Our main objective is to contribute towards creating and sustaining safe and pleasant communities within private sector housing in the Dearne Area Council area. We will do this by proactively case managing issues that have a detrimental effect on others in the locality and by identifying and protecting our most vulnerable tenants and residents.

We are working with families and individuals, getting to know our communities and getting access to homes that previously have not had the benefit of any kind of support. We are identifying problems and issues and using effective risk assessment to decide on the most appropriate responses.

We aim to encourage communities to work towards raising and setting own standards. This includes acceptable behaviour standards, environmental standards, housing and property standards.

This is a brand new approach to working in a sector emerging as the tenure with the most complex and diverse needs in the borough. The approach will necessarily adapt and evolve, addressing the key issues identified with a view to achieving and sustaining improvement of standards in the sector. By understanding the connections between vulnerability and the lived environment we will be better placed to contribute towards stronger more resilient communities.

We are currently awaiting changes being made to our ASB case management system that will enable us to report accurately on the number of vulnerable persons identified. This report contains information on the vulnerability of persons identified during the course of the officers' work.

As the Private Sector Housing & Environment Officer and Enforcement and Investigations Officers for the Dearne area our work is very high profile. We deal with all manner of issues which include Anti-Social Behaviour, Environmental, Private Sector Housing, Fly tipping and Littering. We attend Crime & Safety Groups, MAAG, Landlord Liaison and PACT meetings and the Salvation Army Church where issues/problems are raised in the local community, if we are unable to deal with situation is sign posted to the relevant agencies that are best suited to deal with the issues.

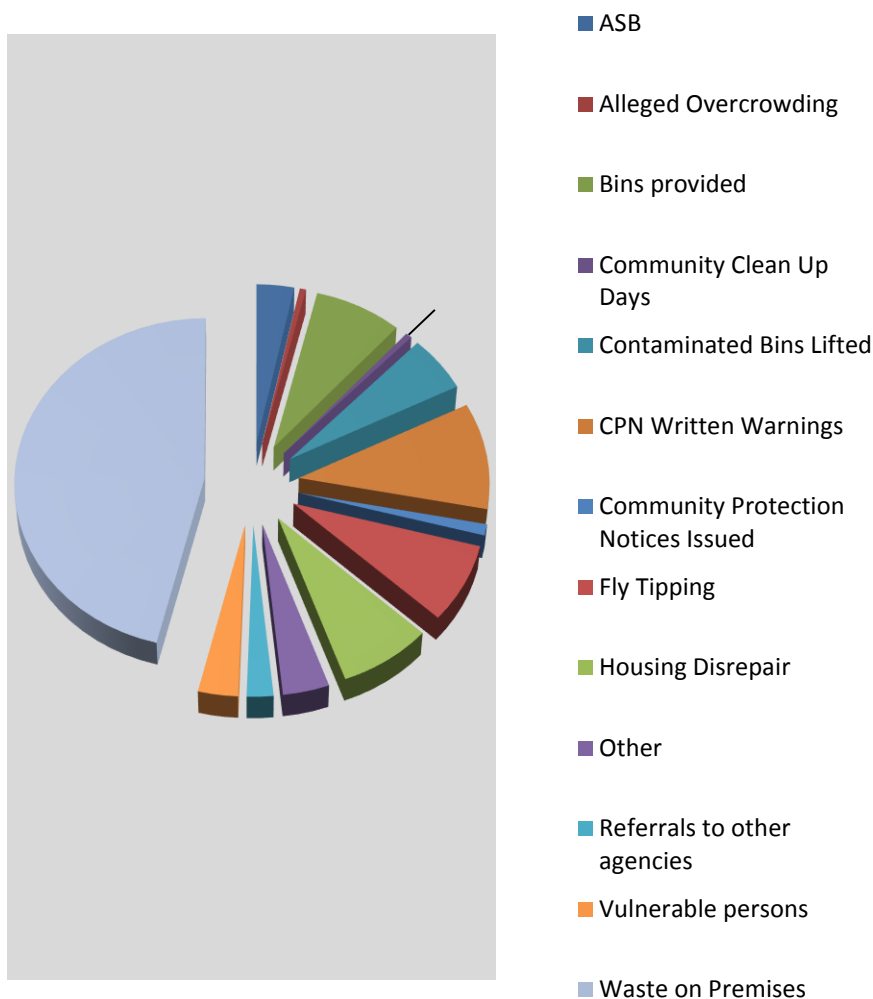
We are also involved in local community events, litter picking and clean up days. We work closely with other external agencies, (Police/PCSO's Fire Service, Social Services, Landlords/Letting Agents).

We have formed good working relationships with landlords, letting agents and local residents. We work with tenants within the Private Rented Sector with regard to any issues which have been brought to our attention and work with the Landlords to rectify the problems.

During the months July to September 2015 we dealt with 182 complaints and requests for service. All cases that closed within quarter 2 are recorded as having a successful outcome. All cases investigated within the quarter have been resolved informally.

This Report contains a cross section of issues that we have dealt with.

	ASB	OC	Bins supp'd	Bins lifted	Clean up days	CPN WW	CPN Ntcs	Fly Tipping	Hsg Dis/Vul People	Other.	Refrls	WOP	North	South
July	4	0	4	4	0	3	0	7	8	5	2	43	43	37
Aug	1	0	3	3	0	5	0	2	4	1	2	24	28	17
Sept	1	1	7	3	1	11	2	5	2	1	2	21	23	34



Anti-Social Behaviour

Working with a local family who have been referred to Social Services and have been put on a child protection plan, attended case conference in October to discuss, plan and work with mum to help make changes to the current home conditions, looking at what is working well e.g. children attending school regularly, the older children respond well to external professionals and sanctions. Also what isn't working so well and priorities such as the older children cause for concern, such as drugs and risk of Child Sexual exploitation?

Housing application forms completed for the family to help move them to a bigger property, on-going work with this family.

I have referred a vulnerable family to the victim and witness support officer, the family is experiencing problems with local youths in the area, verbal abuse, throwing eggs at windows, kicking the front door local police are aware of the issues and are dealing with the youths accordingly. Visited the family and provided diary sheets for them to log and anti-social behaviour issues they are experiencing, also looking at

personal alarms, letterbox guards and put up a dummy camera as a deterrent. On-going work with this family they are alcohol dependant.

Contaminated bins.

Contaminated bins which have been left in backings within the Dearne area are still being identified and reported to Waste Management for removal.

Fly tipping – no evidence.

Any fly tipping on pavement/highways and Council land within the Dearne area is still photographed and passed to Neighbourhood Services for removal.

Waste on Premises/Written warnings and CPN's issued.

87 Waste on Premises reports were received and investigated and occupiers spoken to asking them to remove the waste within 7 days. In some cases 11 CPN Written Warnings were issued on the tenant, or if the property was an empty property on the Landlord, instructing them to remove the waste within 14 days. **9** of these complied with the written warnings. Two failed to comply which resulted in a Community Protection Notice being issued.

Case Study

A tenant from Co-operative, Goldthorpe was issued with a Community Protection Notice after receiving complaints for local residents for untidy garden, the tenant did not comply and prosecution file prepared for court. He did not attend the hearing on Friday 30th Oct., So the case was proved in his absence and he was fined £400, plus £120 costs, plus £40 Victim Surcharge plus £150 criminal court charge – total is £710.

Waste on Premises

Co-operative Street, Goldthorpe.

A Written Warning was served on the Landlord giving him 14 days to remove the waste. This was not complied with so a Community Protection Notice was served on him informing him that if it was not removed then a Fixed Penalty would be issued. After the Community Protection Notice was served the waste was removed.



Vulnerable Persons/Housing Disrepair.

14 reports were received regarding housing conditions in Quarter 2. These ranged from defective electrics to damp and mould. Some of these cases have been resolved on an informal basis with others still ongoing, due to the vulnerability of the persons involved. **Updates will be provided in the next quarter on the ongoing cases.** The following case studies relate to tenants who reported housing disrepair issues but when visited were found to have other issues. These are being given advice and support.

Case Study

High Street, Goldthorpe, Rotherham.

Property is 3 bed roomed terrace and houses a woman of 35 years of age and her 18 year old son. During the visit a number of hazards were found which come under the Housing Act 2004, Housing, Health & Safety Rating System. On talking to the tenant it emerged that she had a number of personal issues resulting in her not going out on her own.

The tenant has got herself into a large amount of debt which she was not managing. Part of the debt included rent arrears both for this property and one she rented off the same Landlord in Thurnscoe and in June she received a Section 21 Notice from the Landlord stating that they were going to start proceedings to evict her if she did not begin to pay the arrears off.

We are supporting her into making a change and addressing her financial situation, this includes dealing with the Section 21 and have put her in touch with a charity who are setting up a payment plan to enable to pay her debts off and manage her monies. Before this help was offered, the tenant was paying a company £14 per month to do this on her behalf. This work and support is currently ongoing.

The housing hazards found at the time of the visit included damp and cold with rainwater running into the living room, the rear door not shutting correctly, electrical issues. We have informed the Landlord that arrears would start to be paid off and it

was agreed that once these have payments are being received then the housing issues would be addressed.

The situation with money worries and other historical personal issues have caused the tenant to have worry and anxiety problems and made her feel isolated so she was not going out on her own. All this resulted in her having a panic attack which resulted in her being taken to the hospital for tests which she is still undergoing, and accessing self-help groups.

We have also put her in touch with the Salvation Army in Goldthorpe, they very kindly visited her at her home which has resulted in her receiving food and clothing parcels.

Since working with the tenant a change has been noticed in her with regard to her confidence, she is able to go out of her home, with the help and support of her son and she does not feel frightened or nervous. Regular contact is being kept with her, assisting with her managing her tenancy.

Case Study

Edinburgh Avenue, Bolton-on-Deerne.

Property is a 2 bedroomed semi-detached housing a single gentleman of 48 years of age. He had a Team Worker from Community Links assigned to him and arrangements were made to visit him with the Team Worker in attendance. During the visit a number of hazards were found which come under the Housing Act 2004, Housing, Health & Safety Rating System. On talking to the tenant it emerged that he had a number of personal issues which resulted in him feeling low and frustrated, part of this feeling was due to the condition of the property. His Team Worker had been working with him over a number of weeks and was supporting him beyond the set amount of time that they usually allocate to a client.

The housing conditions found at the time of the visit included defective electrics and damp and mould. Arrangements were made to meet the Landlord on site. The hazards were highlighted and the Landlord is having these addressed.

The tenant has no debt but as mentioned above, he has a number of personal issues. We are supporting him in making a change to his life and addressing his needs. We have put him in touch with Salvation Army in Goldthorpe where he has been attending drop in sessions. They have provided him with good support and advice and he informed us that he had wanted to express his thanks by doing voluntary work for them. He is now working in the grounds gardening. He is also been involved with group sessions there offering his own opinions and remedies to help benefit the residents in the Dearne area which have been taken on board.

Since becoming involved we have noticed a substantial change in him, he has opened up more about his personal issues and the interests he has. He has

personally thanked us for the help and support we have given to him. His Care Worker is also pleased with our role and as a result is happy to bring his work with him to a conclusion and pass him onto us though he wanted to be kept up to date on the tenant's future progress. Regular contact is being kept with the tenant and he knows that any issues or concerns he has in future he can approach us for help, advice and support.

Case Study.

Dearne Road, Bolton-on-Deerne.

Property is a 2 bedroomed terrace housing a 51 year old woman and her 15 year old daughter. The tenant is currently assigned a Care Worker from Riverside and we met on site. During the visit a number of hazards were found which came under the Housing, Health & Safety Rating System. On talking to the tenant it emerged that there were personal issues affecting herself and her daughter. The mother suffers from depression and anxiety and the condition of the property is contributing to this.

At the time of the visit the tenant was advised on keeping the property clean and tidy. Clothes were strewn all over the bedrooms as she did not have any wardrobes. We have put her in touch with the Salvation Army in Goldthorpe who will be able to put her in touch with charities who would supply these, they are also give her support. The tenant plays the piano and has offered to play at the Salvation Army's services.

The housing conditions found at the time of the visit included defective electrics and unsecure rear door. The Landlord has been contacted and he is addressing the hazards found.

Her daughter is currently not attending school and is under Child in Need programme. She has a number of issues affecting her. She lost her father 2 years ago and has never had any Bereavement counselling. Advice given to her mother at the time of the visit that she needs to speak to her GP for them to make a referral. The daughter is also smoking cannabis, though not in the house, but with friends in the park. This has been referred to the Police. A meeting is to be attended to discuss the family and a referral has been made to the Family Intervention Service.

Other.

7 of the reports received include a cross section of complaints. Two separate cases reported in Quarter 3 were about horses on Council Land. Visits were made to check on the condition of the horses. Information was given by residents within the areas of the owners. Visits were made and the owners were informed that they could not keep horses on Council land and were given 7 days in which to remove them. Revisits were made after the time had elapsed and the horses had gone.

Community Clean Up Day

A Community Clean Up Day was undertaken in September at Thurnscoe Reservoir. This was attended by Officers from the Community Safety and Enforcement Service, Wildlife Trust, Twiggs Ground Maintenance, and members of the public, which included Warren Rogers a local resident who looks after the area on a voluntary basis. The day proved very successful with over a ton of waste being removed from the areas and small pond and over 10 black bags of waste from the hedgerows and paths. Overgrown vegetation was cut back making the area accessible and easy to walk round. The waste removed from the pond included children's bikes, mattresses and tricycles. As a result provision is being for school children to attend the site to learn about nature.

