

## **COMMUNITY SAFETY & ENFORCEMENT SERVICE**

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

#### **Quarter 3 report – October to December 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.

We are still awaiting changes being made to our ASB case management system that will enable us to report accurately on the number of vulnerable persons identified. For the purpose of this report we estimate approximately 70% of all cases referred in quarter 3 contain at least 1 feature that may make a person vulnerable. Of those, 32 have been actively supported either directly by us or by referral for specialist support.

We expect future reports to include mental and physical ill health, isolation or exclusion, Age (young and old), victim and/or witness of ASB or criminal activity, affected by domestic abuse, poverty and issues relating to minority groups. The most abiding vulnerabilities identified this quarter are around poverty and disability, in particular mental health issues relating to depression.

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, 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 local community events, litter picking and clean up days. We work closely with other outside 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 October to December 2015 we dealt with 165 complaints and requests for service. Some of these were dealt on an informal basis, either speaking to the tenant/occupier or just sending a general advice letter, others went to more formal action. All cases closed within quarter 3 are recorded as having a successful outcome.

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

**Private Sector Rented Housing Management and Enforcement SLA - Dearne**

**2016/2017 Milestones, Outcomes & Interventions: Performance Targets**

**Milestones**

<b>2016/2017 Milestones</b>	<b>Targets</b>
6 month review undertaken	May 2016
Case studies and reports submitted	Quarterly
targeted campaigns completed	November 2016

**2016 /2017 Activity Intervention Targets**

	Q1 Apr–Jun Target	Q1 Apr–Jun Actual	Q2 Jul- Sept Target	Q2 Jul- Sept Actual	Q3 Oct-Dec Target	Q3 Oct-Dec Actual	Q4 Jan- Mar Target	Q4 Jan- Mar Actual	2016/17 Year Target	2016/17 Year Actual
No. of different properties -initial contact made		115		182		165				
No. of vulnerable households identified		11		14		32				
No. of physical property inspections carried out		11		14		32				
No. of properties improved because of service intervention		10		14		31				
No. of informal requests for action to landlords		11		14		31				
No. of formal notices-private landlords		1		0		1				

No. of vulnerable people sign posted to other services		11		14		32				
No. legal prosecutions / action		1		0		2				
No. of CPN Written Warnings Issued		17		19		26				
No. of CPN issued		2		2		5				
No. of people making positive changes because of service intervention		11		14		32				

### **Outcome Indicators**

**Outcomes: Improve the physical/living conditions of private rented stock in Dearne Council Area**

**Reduce the levels of crime and anti-social behaviour related to private rented sector housing in Central Council Area**

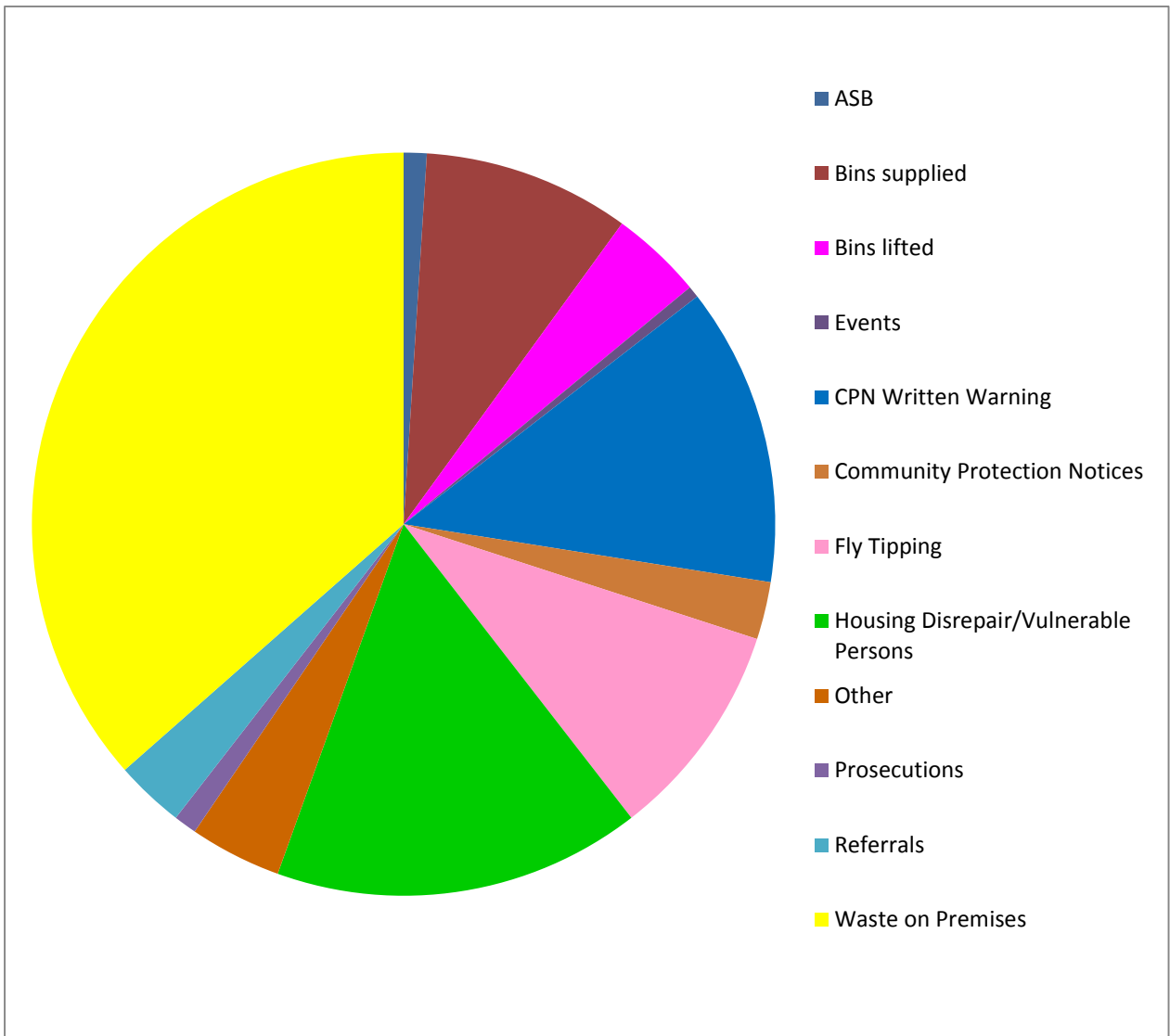
**Reduce the levels of littering and flytipping in and around the private rented housing stock**

	Q1 Apr–Jun Target	Q1 Apr–Jun Actual	Q2 Jul- Sept Target	Q2 Jul- Sept Actual	Q3 Oct-Dec Target	Q3 Oct-Dec Actual	Q4 Jan- Mar Target	Q4 Jan- Mar Actual	2016/17 Year Target	2016/17 Year Actual
No. of geographically targeted publicity campaigns undertaken		0		1		1				
No. of community clean ups undertaken		1		1		0	1			
No. of contacts with household waste on premises		47		88		73				
No. of households directly supported with responsible waste disposal/recycling		39		45		57				

No. of ASB contacts		3		6		2				
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**Social value objectives**

	Q1 Apr–Jun Target	Q1 Apr–Jun Actual	Q2 Jul- Sept Target	Q2 Jul- Sept Actual	Q3 Oct-Dec Target	Q3 Oct-Dec Actual	Q4 Jan- Mar Target	Q4 Jan- Mar Actual	2016/17 Year Target	2016/17 Year Actual
No. of FT jobs created and recruited to		2 AD & JM							2	
No. of work experience placements		1 (Placement with CS&ES)							1	
No. of volunteers/ participants taking part in community clean ups		10								
% spend in Dearne		100		100		100			90%	



**Anti-Social Behaviour.**

Anti-social behaviour from a Goldthorpe couple who are both in drink on a regular basis and are causing a nuisance to other local residents, the male has been removed from the property in compliance with bail conditions. But there are still noise issues with the female at the property, loud music, shouting at local youths when in drink. A Written Warning notice has been issued on the woman not to get involved in:-

Anti-social behaviour caused by you at the address, mainly rowdy inconsiderate behaviour verbal arguments between yourself and the male. Any behaviour which is deemed to cause harassment, alarm or distress to any other residents. Not to let the male access to the property in compliance with his bail conditions.

I have also made contact with the Landlord and we have agreed to joint visit the property and speak to her regarding her conduct. Ongoing work with vulnerable family under Social Services, family co-operating well and no other ASB complaint for the time being.

### **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.**

Fly tipping investigations being carried out on a family on Beever Street dumping rubbish in rear garden of empty property.

Fly tipping case file referred to court, fly tipping of approx. 20 bags on land at Bolton on Dearne – results to follow.

### **Prosecutions.**

#### **Co-operative Street, Goldthorpe.**

Tenant did not attend a hearing in October in relation to waste accumulation in garden. He was therefore fined £400, plus £120 costs, plus £40 Victim Surcharge plus £150 criminal court charge resulting in a total cost of £710.

#### **Tudor Street Car Park, Thurnscoe.**

On the 21<sup>st</sup> September 2015 a fly tipping complaint was received from Kingdom Enforcement Team. Fly tipping of 5 bags of household waste, with name and address details inside, were found on land at Tudor Street Car Park Thurnscoe. The perpetrator was interviewed under caution. During the interview under caution they admitted to fly tipping the waste and a case file was prepared for court.

On the 26<sup>th</sup> November 2015 the perpetrator of the fly tipping was fined £480.00 in court for fly tipping household waste on land at Tudor Street Car Park.

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

77 Waste on Premises reports were received and investigated and occupiers spoken to asking them to remove the waste within 14 days or in some cases informal letters were sent requesting removal of the said waste. In some cases 26 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. 21 of these complied with the written warnings. 5 failed to comply which resulted in a Community Protection Notice being issued.

Copies of the letters/Written Warnings, along with photographic evidence were also sent to the Landlords/Letting Agents so that they were aware of the problem with the property. In one case it resulted in the Landlord contacting us to say that he was shocked at the state of the garden and had instructed his letting agents to carry out an unannounced visit on the property. This case is ongoing.

### **Waste on Premises.**

#### **Railway View, Goldthorpe.**

A Written Warning was issued on the owners of the property, giving them 14 days to remove the waste. Waste was removed within the set amount of time.



### **Supplying of waste bins/Bulky Rubbish Scheme.**

The Bulky Rubbish Scheme has proved very popular and has once again been extended.

### **Vulnerable Persons/Housing Disrepair.**

32 reports were received regarding housing conditions in Quarter 3. These ranged from premises open to access, damp and mould problems, heating problems. Some of the initial

reports relating to housing disrepair have led onto other issues. Help, support and advice is being given.

### **Case Study 1.**

#### **Broadwater, Bolton-on-Dearne.**

Property is 3 bed roomed semi-detached housing a single mother and 6 children whose ages range from 3 to 15. The tenant had been written to regarding waste in the rear garden and a visit was requested in order to give advice and support. Visit carried out. New recycling bins have been ordered as the original ones were contaminated. As there are 5 or more persons in the property they are allowed an extra bin. Waste Management have been informed and they have carried out a visit to see the tenant prior to one being supplied. Discussions and advice have been given as to how to get rid of the large items of waste and work is ongoing.

### **Case Study 2.**

#### **Saxon Street, Thurnscoe.**

A routine estate visit saw that there was an accumulation of waste in the overgrown garden of a property on Saxon Street. At the time of the visit it was observed that the downstairs front room had clothing and household items stacked up in front of the window. Following return to the office information was obtained to show that the property was privately owned.

An informal letter was sent regarding waste/garden. The lady rang and asked if a visit could be made to see her. On entering the property it was evident that the person was hoarding a large quantity of items ranging from books, cuddly toys, newspapers, doors which had not been fitted to the frames, there was also items on the stairs. The occupier is not very well and has recently been in hospital. She informed me that she had been in the property for 9 years. She currently had a lodger staying with her who slept in the downstairs rear living room. The property has 3 bedrooms, 2 are full of materials and the other one she lives in as she is unable to get into the downstairs front living room.

Concerns were expressed with regard to it being a fire hazard and asked if she would be willing for South Yorkshire Fire Service to be contacted in order for them to arrange to carry out a home visit and offer some advice. She readily agreed.

Visits have been carried out by South Yorkshire Fire Service and they are working with the lady. Further updates will be supplied in next quarter report.

### **Other.**

8 of the reports received include a cross section of complaints. 2 of these involved problems with drainage and water leaking in an empty property. Both of these were referred to Yorkshire Water who took the necessary action. The empty property was visited and the stop tap which fed into property was turned off. This property was also open to access and after this was done, Notice was served on the owners giving them 48 hours to board the property up. This was not complied with so arrangements were made by our Service for this to be done through a Works in Default system. Another complaint was in relation to an Off Licence. Allegations were that youths were hanging outside and possibly buying alcohol.



These allegations are taken seriously and information was passed to both the Police and the Council's Licensing and Trading Standards team for them to investigate.

### **Updates.**

#### **Vulnerable Persons/Housing Disrepair.**

##### **Straight Lane, Goldthorpe.**

This Case Study was reported in Quarter 1. Property houses a mother and child under 1. The partner has recently left the property. Revisits have been made to see the tenant on regular occasions to check on housing conditions. Tenant has been instructed to clean the property on a room by room basis so as to ensure that it is kept clean and tidy. Concerns have been raised with Social Services regarding the welfare of the child and this is currently being dealt with through a Child In Need case.

##### **Edinburgh Avenue, Bolton-on-Dearne.**

This Case Study was reported in Quarter 2. Property houses a single gentleman. Regular contact is being kept with him and the works to his property are progressing, help and advice have also been provided, in particular help with sorting out his council tax payments. Since the last report he has become regularly involved with community work through the Salvation Army, as well as tending to the garden and group discussions he was involved with the trimming of over 60 Christmas trees over a 3 day period in December which were then distributed to businesses within the Goldthorpe Community.

### **Event**

An event run by Crisis Starlight took place at the Salvation Army on Straight Lane, Goldthorpe in December. This event was aimed at giving help and advice to tenants. Our service attended along with Landlords and other agencies. A free lunch was kindly put on by Alison Sykes, Vicar, and there were activities and Christmas presents for the children.