

Appendix 1

CST Case Study 1

This case was brought to the Community Safety Team when a victim reported noise nuisance to the CST team, a high visibility patrol was carried out to the location in mention where severe risks and incidents were observed. The case was referred to Barnet Community Safety Multi Agency Risk Assessment Conference (CS MARAC) due to the severity of the risk involved.

The persistent anti-social behaviour caused by a resident was having a negative and detrimental affect on surrounding neighbours in the area. This conduct had been affecting many of the neighbours and had prompted over 100 calls regarding the anti-social behaviour and welfare concerns of the individual responsible for the behaviour. There were several mental health referrals and calls to the Crisis Team. However, no mental health concerns were confirmed for the person at the time, so no immediate mental health intervention was provided.

Behaviour observed consisted of:

- Verbal abuse to several residents, screaming and shouting in residential areas at early hours of the morning.
- Loud music being played at unacceptable hours.
- Fly tipping, disposing of household items in an inappropriate and unsafe way.
- Hoarding items and interfering with gas boiler, safety concerns.

Police reports and incidents consisted of:

- Person in mention was one of the top callers to the MET for a NW borough.
- Hallucinations that someone is breaking in and setting fire to the property.
- Hallucinations that an ex-partner and their own daughter were setting fire to the individual's home.

Due to the severity of the incidents an urgent TAFG (Task and Finish Group) meeting was held with all relevant partners to ensure that all were aware of the frequency and intensity of the incidents. The community safety team run background checks to ascertain the situation and the vulnerability of the individual in mention.

We then established that the person had over 19 Merlins¹ in 1 month due to frequent intervention by the local Police and response team and the concerns that were highlighted for the welfare of the individual. The behaviour continued to escalate, and the situation deteriorated. There was constant threatening and verbal abuse to neighbours, screaming and shouting early hours of the morning and loud music playing. There was now an overall concern for their safety and wellbeing, and that of their son who has learning difficulties and the cognitive functioning of an 11-year-old. All of this information was shared with professionals.

It was decided an emergency joint visit was to be carried out by the social landlord, mental health professionals, adult disability, and the Police. Intervention and support were provided to both individuals in the property and several professionals' meetings were held to ensure that sufficient care plans were put in place for both the adult and child at the property.

CST carried out the following:

- General patrol within the area where an incident was observed by the CST team. Due to the risk involved the Police were called as the individual within the property informed the patrolling officers they had barricaded their heavily pregnant daughter in the bedroom.

¹ Police generated vulnerability report used to notify partners of vulnerabilities of an individual to help safeguard them.

- Case was referred to CS MARAC due to the severity of reports made to the Police and the incident observed by CST, including the anti-social behaviour, and welfare concerns.
- Ensured all partners including mental health and the 0-25 disability team were aware of the incidents regarding the welfare of both individuals at the property.
- Referral made to the Crisis team regarding the immediate mental health concerns for the adult.
- Chaired TAFG (Task and Finish Group) meetings to ensure that information was being shared with all relevant partners and the risk was being managed accordingly.

Final Outcome:

- Housing provider carried out several welfare checks accompanied by the safer neighbourhood team to the property to ensure that all health and safety compliance checks were satisfactory.
- Mental health assessment was carried out by the Mental Health North Core Team and the Crisis Team.
- Mental Health and 0-25 disability teams put care plans in place for both individuals.
- NPT Safer Neighbourhood Team and Community Safety Team continued high visibility presence patrols.
- Behaviour of the individual was addressed; it was agreed that the behaviour was not malicious but related more to welfare. Therefore, the resident was provided with appropriate medication and support.

Since intervention from the Community Safety Team there has been no new incidents, reports, or concerns.

The follow up victim support welfare visit was made by the lead officer from the Community Safety Team and the victim confirmed they were very grateful for Barnet Council's assistance and professionalism throughout the case, stating that the behaviour and issues have stopped, and they are very grateful for the constant reassurance and support.

CST Case Study 2

This case was referred to the Community Safety Team as a resident complaint where they reported issues including multiple residents causing a nuisance at the property's promenade, intimidating residents, and fly-tipping.

This case involved persistent drug use or dealing, nuisance, and environmental crime and the residents complained to the council.

Once referred to the council, we went to the site to investigate, and evidence of human excrement, urination, and litter was found on the site. The communal area was not well maintained, and the entrance to the building was not secured.

The issues are constant littering by the perpetrators, the leaseholder was aware of the ongoing nuisance and did nothing to resolve the matter. The perpetrators were observed via CCTV disposing of their waste on the staircase and communal promenade. Domestic waste consisting of mattresses, food packages and household items was seen thrown through windows on many occasions without any concerns to other residents passing by.

A meeting and a joint site visit were then scheduled to follow up on correspondence received from both the freeholder and leaseholder accepting their responsibility to secure the site, clear the waste and address the conduct of their tenants which was negatively impacting the premises.

The council recommended a collective response approach to all the landlords involved. They all complied and contributed towards cleaning the communal areas for their tenants' well-being but the leaseholder responsible for the flats where the perpetrators reside refused to participate or control their tenants.

The Community Safety team and the police revisited the property and discovered that the flats where the perpetrators reside were being used as temporary accommodation by various local boroughs and some of the suspects were in desperate need of safeguarding including a support network. It was clear that they needed suitable accommodation.

A Task and Finish Group meeting took place, and it was agreed that all the managing agents must act quickly to resolve the issues due to the negative impact on the area and to other residents.

The Community Safety team liaised with the local boroughs involved with the temporary housing to take a multi-agency approach with the police to resolve the issues.

Outcome

In February 2023, the perpetrators with safeguarding concerns were relocated while the rest of the tenants were evicted. No further complaints or reports of anti-social behaviour have been received since this action. The leaseholder was happy and grateful to the Community Safety Team including the police for their support.

CST Case Study 3

This case was brought to the Community Safety Team (the Team) after receiving complaints from Local Residents that primarily, unauthorised Persons were depositing waste at the Private Refuse Location (Waste Store) belonging to a Block of Flats front facing onto the public highway and that waste was often overhanging the Footpath constituting a highway obstruction. This led to the land being considered untidy and negatively affecting the quality of the local area. We understand the above issues for landowners often create difficulties for Block Managers in meeting waste presentation and land cleansing standards as landowners are responsible for removing unauthorised deposits of waste on their land.

The Community Safety Team begun by discussing the location in a meeting held with the Waste Refuse Collection Team (Street Scene) who had noted that waste was often presented outside of receptacles, either on top or at the side of them and that bulk items such as white goods and mattresses were often presented at the location blocking refuse access. Notably the waste presented outside of receptacles is not collected and atypically requires additional billing to remove waste on private land. This is a process often managed by the Block Manager and Street Scene/Their nominated Waste Services Provider.

During the investigation process Intelligence suggested that persons depositing the waste did not live at the privately managed housing block, however limited information was able to be obtained on who had deposited such waste in absence of reporting parties and CCTV coverage.

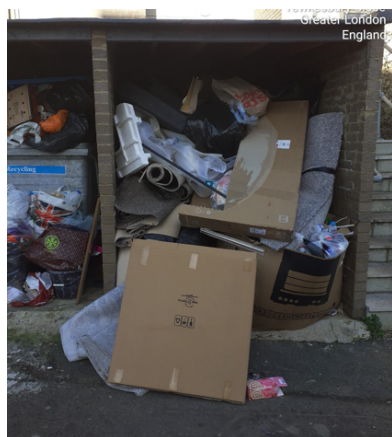
Initially 'No Fly' tip signage was placed at the location for crime prevention and public reassurance. The Community Safety Team discussed the issues with the Block Management Team and a multi-agency problem solving approach was adopted including educating all residents in the Block regarding waste presentation standards.

A Community Protection Warning was issued to the Block Management with positive requirements regarding waste presentation, cleansing cycles and the securing of the location in terms of screening and or containing the waste to prevent continued waste related nuisance. The Community Safety

Team monitored the location and observed that problems were persisting, and that physical intervention was needed. A Community Protection Notice was served on the Managing Agents with positive requirements sought to address the issues.

The Managing Agent worked closely with the Community Safety Team and has secured the site in efforts to prevent untidy land, fly-tipping and improve waste presentation on site.

Area Before



Area After



Overall, this case demonstrates how effective teamwork within Barnet Council and partnership working between the Community Safety Team and property management companies can help to combat Environmental Crime in the community and achieve beneficial outcomes for residents affected by Envirocrime and waste related nuisance.