

**COUNCIL ASSEMBLY**  
**(ORDINARY MEETING)**  
**WEDNESDAY 27 MARCH 2013**  
**MEMBERS' QUESTIONS**

**17. QUESTION TO THE CABINET MEMBER FOR FINANCE, RESOURCES AND COMMUNITY SAFETY FROM COUNCILLOR PODDY CLARK**

What is the council doing to tackle anti social behaviour on estates in Chaucer ward? How will the new complaints procedure ensure that council officers respond properly to anti social behaviour complaints by residents?

**RESPONSE**

The Southwark anti social behaviour unit (SASBU) works closely with the Chaucer safer neighbourhood team and resident involvement officers within housing to deal with anti social behaviour on estates and in the wider community.

Since April 2012 four notices of seeking possession have been served on tenants responsible for causing serious nuisance in their homes. Behaviours have included allowing dogs to trouble residents, rowdy behaviour associated with alcohol abuse, using the tenancy for cannabis cultivation and in one case allowing Class A drugs to be sold from the tenancy. One premises closure order has been secured under the Anti Social Behaviour Act 2003 and one tenant evicted.

23 acceptable behaviour contracts have been signed to deal with anti social behaviour (ASB) occurring in Chaucer Ward including:

- Six with young people who were found to be congregating in stairwells and causing a nuisance
- Two with households who were breaching their tenancy agreement and failing to control household members and visitors to the property
- 15 with street drinkers and rough sleepers found in the area.

In addition two ASBOs were secured against aggressive beggars and street drinkers who frequented Chaucer ward. As part of the ASBOs both are excluded from entering Chaucer ward including the estates therein. SASBU and police continue to carry out late night patrols on estates in Chaucer ward where residents have complained about rough sleeping and drug taking in their blocks.

Southwark is committed to dealing effectively with anti social behaviour. We do not anticipate that the change to a two stage complaint policy will have any impact on how the council responds to complaints of ASB on estates.

Other steps being taken include the replacement of CCTV cameras as part of the council's wider replacement programme for CCTV on estates. Not only will this improve the quality of cameras but they will also be monitored live and

recorded at the improved CCTV control room based at Southwark Police Station.

The cameras on the Rockingham estate are scheduled for replacement in May and those for Tabard Gardens estate are scheduled for September (these dates are determined by the timing for the installation of microwave antennas to transmit pictures to the control room).

A deputation from Decima Street tenants and residents association attended the last cabinet meeting about anti social behaviour in their area. As a result, we are working with them to look at how to fund physical solutions, such as an entryphone system, as it is clear that the solution communicated to them by your ward colleague, Councillor McNally, to fund this through section 106 monies is unlikely to materialise in the near future.

The new complaints procedure is intended to offer a quicker and more streamlined approach to resolving customer complaints with a focus on resolution. The council aims to resolve all complaints locally, however if a resident remains unhappy they are able to escalate their complaint to the Housing Ombudsman for review.