

Riverside Community Area Forum (CAF) report

Report by: Sandra McGurk – Community Safety & Tenancy Enforcement Manager

Date: 9th June 2026

Community Safety & Tenancy Enforcement Team – Quarter 4 Performance 2025/2026

Purpose of report and links to strategic objectives

1. The purpose of this report is to present to the Community Area Forum the performance in the 4th quarter 2025/26 of the Community Safety and Tenancy Enforcement Team.

Community Safety and Tenancy Enforcement Performance and Key activities:

2. The table below shows number of new cases at year end of 2025/26. Due to the system transition we are unable to currently show any comparison figures to last year due to duplication of cases and case coding since the transfer to a new case system.

New Cases	41	48	63	152	47	47	36	130	53	48	37	138	26	31	46	103
Urgent	0	1	1	2	2	3	3	8	1	2	0	3	1	0	0	1
Standard	41	47	62	150	45	44	33	122	52	46	37	135	25	31	46	102
South Tyneside Council	34	29	43	106	39	40	28	107	42	40	32	114	20	24	40	84
Non South Tyneside Council	7	5	11	23	8	7	8	23	9	7	5	21	6	6	6	18
Leasehold	0	2	0	2	0	0		0	2	1	0	3	0	1	0	1

The number of new cases has been split into those cases relating to South Tyneside Council properties, Non-South Tyneside Council properties and Leasehold properties. As trends have shown, most cases relate to South Tyneside Council properties. The table splits the cases further down into Urgent cases and Standard cases.

3. The below table shows cases split into category type:-

Case Type																
Unauthorised Alterations	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0
Property Condition	1	0	0	1	0	0	2	2	5	4	5	14	0	2	3	5
Untidy Gardens	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Music	2		3	5	1	1	2	4	1	4	2	7	3	3	3	9
Any Other Noise	9	15	21	45	18	11	6	35	7	13	15	35	7	7	7	21
Animal Noise	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Violence	7	6	4	17	7	5	3	15	14	3	2	19	0	1	9	10
Harassment & Intimidation	11	8	13	32	13	10	19	42	10	9	7	26	7	6	15	28
Hate Crime	0	1	0	1	2	1	0	3	1	2	0	3	0	0	0	0
Violence at Work (IRF)	4	15	17	36	1	10	1	12	12	2	0	14	1	4	0	5
Youth Disorder	3	2	0	5	3	1	0	4	1	2	1	4	1	0	2	3
Drug related Activity	0	1	3	4	0	0	2	2	0	4	2	6	0	0	0	0
Criminality	0	0	0	0	1	0	0	1	0	2	3	5	5	4	4	13
Criminal Damage	0	0	1	1	1	0	0	1	0	2	0	2	0	0	0	0
Off Road Bikes	1	0	1	2	0	3	0	3	1	1	0	2	1	4	1	6
Vicious Animal	3	0	0	3	0	0	0	0	0	0	0	0	1	0	0	1
Breach of PSPO	0	0	0	0	0	5	0	5	0	0	0	0	0	0	0	0

Whilst the table shows all the categories, some of these have been recently added as and when we see an increase in the case type warranting its own category.

The main 3 reported categories continue to be Noise, Harassment and Intimidation and Violence. This theme also runs across other Anti-social Behaviour teams.

4. In 2025/26 there were a total number of 7 hate crimes. None were reported in Quarter 4.
5. There have been several full and partial closure orders granted throughout 2025/26 to protect residents and wider community from ongoing drug and alcohol use, criminality, and exploitation
6. The updated Anti-Social Behaviour (ASB) Policy was approved by Cabinet in January 2026. The revised policy sets out a clearer definition of ASB as well as how it will be tackled, with prevention, early intervention, support for victims, and proportionate enforcement where necessary. Cabinet also agreed to moving the review cycle for the policy from an annual review to a three-year cycle, in line with other regulatory policies, while maintaining regular updates to scrutiny committees.
7. An internal audit of the Community Safety and Tenancy Enforcement Team has recently been completed, and the draft report submitted for review. Findings from this report will be communicated within the performance report for Quarter 1 2026/27.

Training

8. Ongoing sessions on Assure will be rolled out on a regular basis to ensure accurate reporting and logging of cases.

10. There are several legislative changes implemented following the new Crime and Policing Act 2026. Training sessions are currently being arranged so that the team are up to date with any new changes which will also need to be reflected in the teams' policies and procedures.

Communications and Publicity

11. The Community Safety & Tenancy Enforcement manager, in partnership with the Marketing Officer, continues with communications around ASB including educational posts on social media and leaflets at events.

We also arrange communications on social media pages following Court hearings where tenants are in breach of their tenancy agreement through ASB and/or criminal behaviour. This will also include Court hearings for STC and Non STC tenancies where full and partial closure orders and civil injunctions are granted.

Emerging issues

12. The team continue to work closely with Community and Operations Property Services teams with cases where tenants are not allowing access for electrical safety and building compliance work. There have been several Notice of Seeking Possession orders issues and applications to Court for Civil Injunctions which have so far been successful.
13. There is currently a multi-agency approach to tackle youth disorder and street drinkers identified as causing issues within the town centres. Some of these individuals are linked to South Tyneside Council tenancies so the team are currently working with other services to identify and tackle the ongoing issues.
14. We continue to see an increase in complex cases due to issues involving mental health and drug and alcohol. The team continue to use a trauma informed approach to tackle such cases whilst supporting customers. There has been a rise in the number of Multi-disciplinary Team (MDT) meetings due to the complexity of cases where enforcement action may not be reasonable or proportionate and other interventions are required. The team work jointly on a regular basis with South Tyneside Councils Housing teams and Tenancy Sustainment team.

Contact Officer

Name: Sandra McGurk

Job title: Community Safety and Tenancy Enforcement Manager

Contact number: 01914247814

email address: sandra.mcgurk@southtyneside.gov.uk