

Minutes



Anti-Social Behaviour (ASB) Scrutiny Group Thursday 24th June 10am – 12pm Boardroom, 14 Hounds Gate

Present:

Margaret (Chair) -	MP	Val -	VS
Kevin -	KB	Natasha -	NP
Sue -	SS	Ruth -	RH
Kathy Mason (NCH) -	KM	Andrew Filer (NCH – mins)	AF

<u>1.0</u>	Welcome, introductions and apologies	Action
<u>1.1</u>	MP started the meeting and introductions were made around the table as NP was a new member to the group. NP advised she had come along to the group as she has suffered ASB, and would like to make a contribution to Nottingham so others did not suffer.	
<u>1.2</u>	Apologies were given by Maria, Jacinth, Cathey, Andy and Georgina.	
<u>1.3</u>	MP read out a letter from Andy as he had resigned from the group due to moving out of the area. The group agreed AF to write a letter thanking him for his input.	AF
<u>2.0</u>	Code of conduct & meeting protocol	
<u>2.1</u>	As there have been a few new faces to the group, it was agreed the code of conduct was circulated to ensure everyone was aware of their roles and responsibilities.	
<u>3.0</u>	Minutes of the last meeting and matters arising	
<u>3.1</u>	<u>Item 2.4</u> KM is still in discussion with the NCH legal team with regard to bringing a sanitised ASB case to the group to work through. No decision has yet been made. Action to be carried forward	KM
<u>3.2</u>	<u>Item 2.5</u> AF advised that the NCH website uses the Google translation service which translates it in to 52 different languages. This was found to be the most value for money option for the company to use. KM understands that the namings of the languages is different to the way	

NCH refer to them, and is confident all the top languages in Nottingham are covered. KM is to confirm this with Gary Rackstraw on his return to work in two weeks.

KM

3.3 Item 2.6

NP asked for an update on benchmarking. KM advised Housing Quality Network (HQN) currently do benchmarking, but the latest report is not due out for a couple of weeks. Current negotiations are also underway to clarify the criteria for figures submitted as different organisations use different definitions. KM confirmed a case can be re-opened after it was noted as resolved if a similar case is brought forward with the same perpetrator, or similar circumstances.

3.4 Item 4.2

This did not happen due to AF being on paternity leave. The revised terms of reference for the group are now enclosed.

3.5 Item 4.3

KM is still awaiting the outcome of the Involvement Review and Aspley Pilot before the service standards can be reviewed.

3.6 Item 5.7

KM is still awaiting an answer from noise pollution over the issue raised by KB regarding the noise of Ice Cream vans. Action to be carried forward.

KM

3.7 Item 6.9

AF advised a 'Thank You' was put in to the employee Team Brief. KM will bring further information on successes to future meetings.

KM

3.8 The group decided a 'Jargon Buster' would be useful for new attendees to ensure they would understand any abbreviations. AF to action and send out with the minutes.

AF

The minutes were signed of as a true reflection of the meeting.

4.0 **ASB Awareness training**

4.1 KM and MP thought it would be good to re-visit some awareness training as new members had joined the group to give an insight in to the ASB service provided by NCH and its partners. A copy of the slides are enclosed.

4.2 The group took part in an exercise looking at what ASB meant to them. The main realisation is that tolerance levels between each person was different. People have different lifestyles, and so need to be considerate of others.

4.3 KM went through the legal definitions of ASB, and the types of ASB recognised by NCH

4.4 KM explained that NCH use the tenancy agreement as the binding

contract, and so need to be satisfied that a breach of tenancy has occurred. Any investigation also looks in to if the problem is persistent, whether it is intentional, and whether it is reasonable for NCH to take legal action.

4.5 A discussion took place on the myth that you can make any noise between the hours of 8am – 10pm. Noise nuisance can happen at any time in the day or night.

4.6 It was noted that if you report any issues, it is important to let the investigating officer aware of how the problem has made you feel, and the impact it has had on your life. The investigation will always put the details in to context.

4.7 KM also noted that school holidays, the weather, and sport (such as the world cup) shows a rise in ASB (especially domestic violence), and is often combined with alcohol issues.

4.8 KM then talked through intervention options available for NCH to use. She added that NCH Housing Patch Managers are also undergoing mediation training, though an independent body doing this keeps any impartiality.

4.9 A discussion then took place on enforcement options available. It was advised that injunctions can relate to the perpetrator, or to people doing actions on behalf of the perpetrator.

4.10 Discussions then took place on victim care and partnership working.

4.11 Km then talked about service costs and benchmarking. It was suggested that investigation could be done to look at the link between the cost of taking action against what the cost would have been if no action was taken.

5.0 **Performance**

5.1 A copy of the figures are enclosed. KM advised that the next issue of NCH News is focussing on ASB, so all details will be highlighted to show NCH do take action where necessary, and do take ASB seriously. The ASB Scrutiny Group will also be promoted.

5.2 SS asked whether there was a correlation between the number of ASB cases and the star rating for that area. **KM** to provide a breakdown of cases at the next meeting.

6.0 **ASB related media articles**

6.1 None at present.

KM

7.0 **Forward planning**

7.1 KM has had discussion with MP, and it was suggested to 'theme' meetings. The group agreed this was a good idea.

7.2 A discussion then took place of themes to use. It was decided 'Youth', 'Prevention and diversion', 'Roles and responsibilities when reporting' and 'Support and victim care' should cover the next few meetings.

7.3 It was also suggested that consultation should take place on service improvement, and how the Tenant Service Inspectors could potentially be used to help scrutinise and monitor the service. Focus groups could also be held of victims, witnesses and complainants to talk about any improvements that could be made.

8.0 **Any other business**

8.1 KM gave an update following the successful bid to obtain funds from the Housing Challenge Fund. A new ASB Support Officer has now been recruited (Terri Mitchell who was previously a Housing Patch Manager). They will be seconded to a role with the Family Intervention Project, before re-joining NCH in March 2011. They will bring their learning from FIP and share knowledge to embed the ethos within NCH.

Next meeting

Thursday 26th August,
6.00pm – 8.00pm
Board Room, Hounds Gate