

Minutes



Minutes of ASB Scrutiny Group meeting held on Friday 26th June 2009, 10am – 12pm Boardroom, 14 Hounds Gate

Present:

Jean England -	JE	Ennis Peck -	EP
Jacinth Hall -	JH	Janet Storar -	JS
Kevin Butt -	KB	Margaret Pugsley (Chair) -	MP
Kathy Mason (NCH) -	KM	Andrew Filer (NCH – mins)	AF

Apologies:

1.0 Apologies

Anne Dean, Maria Hemphill

KM apologised for cancelling the last meeting. Unexpected working commitments for a partnership activity proved to have a high workload.

MP welcomed Jacinth Hall and Kevin Butt as new members to the group.

Action

2.0 Actions from previous minutes

2.1 Item 3.3 – Out-of hours risks to employees

AR to obtain update from CR re analysis of reported incidents

AR

2.2 Item 3.5 – SWM window replacement

KB raised the issue that the windows that have been installed in bungalows in Bulwell are unable to be securely opened particularly wide. AF to forward this concern to the SWM team.

AF

2.3 Item 3.7 – Repairs definitions

AF not sent these at present. This will be sent out with the minutes from this meeting.

AF

2.4 Item 4.4 – Links between Community Protection and Youth Offending Team

KM to request update from Community Protection and schedule agenda item for future meeting

KM

2.5 Item 6.1 – Performance indicators / Targets
Agenda item

2.6 Item 7.1 – Social Landlords Crime and Nuisance Group (SLCNG)
Agenda item

3.0 **Target setting**

3.1 KM circulated copy of the revised ASB Strategy 2008-2010

Intervention Targets

Following the previous meeting and in agreement of the Group KM advised that intervention targets 2009-10 had now been set as;

Tenancy Warning – 575
Acceptable Behaviour Contracts – 200
Parenting Contracts – 20
Referrals to Mediation – 85
Support referrals – 170

The Group approved the targets and recognised that they were challenging

KM advised that a number of reports had now been written to ensure that performance data could be extracted from ReACT (ASB software) against these targets and would therefore present performance data to the Group as a standing agenda item

JS asked if there was an age limit to ABCs. KM advised that they are traditionally used with children but can be applied to adults. When they are used with children the language used in the contract must be appropriate for the child to ensure that the young person fully understands what they are signing.

3.2 **Enforcement Targets**

KM advised that following agreement of the Group, enforcement targets had now been set in liaison with partners

Tenancy Notices – 140
Possession Orders – 92
Injunction Orders – 115
ASBOs – 36
Closure Orders – 6

The group have previously been consulted on this issue, and it was felt the balance between legal enforcement and intervention was good, so the targets have been kept at a similar level. This was approved by the group.

3.3 **Publicity**

MP raised the issue that the ASB hotline was being marketed as a helpline. AF to take this forward with the Marketing team to amend

3.4

KM advised that in some cases, perpetrators may surrender their tenancy before legal action commences and that were some good examples of this in Operation Mojave and Operation Aerolitic. KM explained that this can be considered successful as this avoids the cost of legal proceedings and provides a positive outcome to witnesses. KM advised that the City have agreed to include tenancy surrender data as part of the Possession Order performance

3.5

KB also raised a point that often people will only report a problem days after the issue when they next see an NCH employee. KM replied by saying this can cause problems with the investigating of incidents, and NCH need to instil confidence in its tenants and leaseholders that any issue will be dealt with quickly and effectively. KM advised that part of the solution is to provide regular feedback in various formats to show our customers that we take reports of ASB very seriously and to inform customer of the action that is taken. KM stated that there have been numerous articles in NfNCH, NEP local radio etc and that she is devising a communication plan which will reinforce the issue. AF also mentioned that as part of the marketing plan, NCH were looking at doing articles on the different involvement groups with a short interview with different involved tenants and leaseholders, so this could give a softer approach from a customer perspective rather than from an officer.

3.6

EP raised an issue that despite all the good work being done, there is still a minority of offenders who appear to ignore warnings and offend repeatedly. KM stated that NCH and partners recognise that unfortunately there are a minority of people who do not respond to intervention/diversion measures and therefore civil and criminal enforcement action must be taken.

AF

3.7 KB raised a point that some tenants are unsure whether NCH can take action against residents who are not tenants/household members of a NCH managed property. KM advised that NCH can take action if the housing management function is affected. KM stated that she is confident that HPMs are aware of this and they are clear with their roles and responsibilities for ASB issues

3.8 Case resolution

Targets set as;

Resolved on 1st intervention – 70%

Resolve within 3 months – 60%

Resolve within 3-6 months – 25%

The Group approved the targets and again recognised that they are challenging but customer focused

MP raised the question of how many cases were left unresolved. KM advised that this information is recorded and monitored and will provide update at the next meetings.

KM

3.9 Customer satisfaction

This target is shown as a mark out of ten, as the vision management survey is used to score satisfaction.

The Group agreed the targets

4.0 SLCNG/HouseMark Accreditation

4.1 KM provided update on the SLCNG/HouseMark ASB Accreditation Scheme

NCH have been approached to take part in the pilot of the scheme. This had been discussed at the previous meeting. It was felt that the scheme would encourage continual improvement and if NCH achieved accreditation this should provide additional reassurance for customers. KM was awaiting formal approval from The Executive Management Team to proceed but it was felt unlikely that approval would not be given approval.

KM advised that EP and Sue Stevenson have been selected to act as Tenant Inspectors and attended a

training course to prepare them for the assessment process. The cost of the pilot to NCH was approximately £3,500. KM advised that the timescale for inspection was very tight and that it was proposed that the inspection would take place in August. KM advised that she had some concerns with this due to holiday time and availability/capacity of some employees to assist in the preparation

4.2 The Group agreed that NCH should take part in the Pilot and recognised the challenge and opportunity that it presented

4.3 As part of the accreditation NCH have to provide a self-assessment, so KM has reviewed the ASB Strategy and key documents to ensure they are all fit for purpose.

4.4 There are 9 core commitments, with 70 building blocks of the standards expected to meet accreditation.. The ASB Strategy and Service Improvement Plan was previously structured around the Respect Standard for Housing Management but has now been revised to include Accreditation. The ASB Strategy will therefore need to be approved by The Housing Management Working Group in August.
KM advised that the Group will now track delivery of the revised ASB Service Improvement Plan
The Group noted the amendments to the ASB Strategy and approved the contents

4.5 KM circulated a gap analysis against both Respect and Accreditation. The Group focused on ASB Commitments 4 and 8.
The Group discussed a number of the building blocks and made a number of suggestions for developments against the defined standards.
JS stated that she was pleased to note that Area Panels were noted as having an important role in developing Neighbourhood Agreements. JB suggested that younger people could be further involved in the service by 'slogan' competition. Any further comments or suggestions to be passed to KM.

4.6 KM stated the possible need for an extraordinary meeting to be called to discuss further details of the accreditation with the next official meeting not planned until August. The group agreed with this.

KM

5.0 **AOB**

5.1 Anne Dean is standing down as a Board member as her tenure is coming to an end. The group agreed that Anne should remain part of the group, as the board are represented already by other members.

5.3 KB suggested as a good piece of publicity that NCH should show a picture of what things were like 10 years ago in respect to ASB and where things are now, to show a comparison. The groups agreed this was a good idea.

The meeting closed at 12.28pm

Date of next meeting: Thursday 20th August, 5.30 – 7.30pm, Hounds Gate Boardroom.

KM