

# Minutes



## Anti-Social Behaviour (ASB) Scrutiny Group Tuesday 20<sup>th</sup> October, 2 – 4pm Boardroom, 14 Hounds Gate

### Present:

Margaret Pugsley (Chair) -	MP	Jean England -	JE
Jackie Brown -	JB	Kevin Butt -	KB
Sue Stevenson -	SS	Kathy Mason (NCH) -	KM
Andrew Filer (NCH – mins)	AF	Maria Hemphill -	MH

### Apologies:

	Action
<b><u>1.0</u></b> <b>Welcome, introductions and apologies</b>	
MP welcomed JB and SS as new members of the group	
MP advised that Janet Storar is stepping down from the group now that she has been made Chair of the Board. As she was Vice-Chair of this group, this role will be vacant until the next AGM.	
Apologies were given by Jacinth Hall and Ennis Peck	
<b><u>2.0</u></b> <b>Minutes of last meeting / matters arising</b>	
<b><u>2.1</u></b> <u>Item 2.1 and 2.3</u> These were not sent out. AF to send out with these minutes.	AF
<b><u>2.2</u></b> <u>Item 3.3</u> It is a <b>helpline</b> not a hotline as stated.	
<b><u>2.3</u></b> <u>Item 3.8</u> This will be covered under agenda item 4.	
<b><u>2.4</u></b> <u>Item 4.5</u> There was a type-error on this. The suggestion was made by KB.	

## **2.5**

### **Item 2.4**

KM reported work is still ongoing with this.

There are two projects currently ongoing:

'Challenge & Support' - identifies young people at risk of offending / committing ASB and seeks to divert to more positive activity.

'Stay Safe' – targets 'hot spot' areas for congregation. NCH are now a referral agency.

These are officer led projects, so any individual should contact the ASB helpline (915 2020) or contact Crime Stoppers to help agencies map problem areas and look at any potential trends.

## **3.0**

### **Code of conduct**

#### **3.1**

MP felt it was appropriate to remind and refresh members of the Code of Conduct as there have been new members recently.

#### **3.2**

All agreed they would abide by the Code of Conduct.

## **4.0**

### **Performance**

#### **4.1**

KM provided a performance presentation on the first six months of this financial year, and compares this with data from the last two years. The information shows the number of cases rather than the number of incidents, with there potentially being several incidents within each case. The information also does not include referrals made to support agencies, as this data cannot yet be taken from the software.

#### **4.2**

The information clearly shows a step change in attitude and approach taken by NCH since the change in senior management towards the end of 2007/08.

#### **4.3**

KB raised the question of how many cases are simply due to irritation or a difference in lifestyle. KM advised that this is a common issue but that it is NCHs rule to identify if there has been a breach of tenancy and to action appropriately.

#### **4.4**

MP asked whether warning letters include that court action will be taken. KM confirmed each letter sent advises that if there is no improvement in their actions court action will be taken.

#### **4.5**

JB queried about action taken on private tenants or homeowners in relation to untidy gardens. KM replied that there is not a lot NCH can do, but Nottingham City Council now have an Enforcement

Team within Environmental Services who are now starting to take action on these cases.

**4.6** KM commented that injunctions are often used in preference to other actions as they can be quicker and cheaper.

**4.7** KM continued that the numbers of actions taken and the ratios between each is very pleasing. Benchmarking with other organisations is also done against core cities and comparable ALMOs. The Home Office has highlighted Nottingham as a National leader in its approach to ASB and that NCH contribute to this.

**4.8** Possession proceedings are only used as a last resort. The group noted that the number of tenancies surrendered after proceedings have commenced has increased.

**4.9** SS raised a question with regard to if a secure tenant was sentenced to prison. KM responded that there different actions that can be taken dependant on the circumstances, so each case looked at separately.

**4.10** MP queried about action taken in drug-related issues, and whether Class C drugs were included in the policy on a tenant agreement (section 3.13). KM replied that in all cases of illegal substances being found, action will be taken.

**4.11** The figures show 9% of cases are unresolved, which can be down to several reasons, such as where the victim does not want to take things further, or where the perpetrator cannot be identified.

**4.12** MP extended her commendation to NCH Tenancy and Estate Management teams for the significant improvement in performance.

## **5.0** **Anti-social behaviour accreditation**

**5.1** KM advised that NCH were assessed in mid-August after submitting a self-assessment of the anti-social behaviour service provided. A draft report has now been submitted advising that the accreditation was not successful.

**5.2** Through the accreditation process NCH had to complete several 'building blocks' showing that the service either complies or plans were in place. Of these building blocks, the majority were classed as

being more than 90% compliant, and only the Value for Money commitment not being judged as compliant. KM feels there has been an element of misunderstanding and misinterpretation in this area.

**5.3** KM has spoken with Phil Saunders (Business Improvement Team) to discuss this, and are therefore appealing this at a hearing, and are confident that the decision will be overturned. KM added that another pilot organisation had the same issue, and has had the decision overturned.

**5.4** KB asked for clarification on what organisation assessed NCH. KM replied that it was an organisation called the Social Landlord Crime and Nuisance Group (a highly respected and regarded company working in ASB) working with HouseMark (a national benchmarking company). If the accreditation is achieved, it will show that NCH deal with ASB issues well.

## **6.0** **Pilkington case**

**6.1** KM wanted to highlight this well publicised case in Leicester where a mother killed herself and disabled daughter after suffering years of harassment from a local gang.

**6.2** KM continued that the case had significant learning points such as the incidents being reported as ASB rather than as hate crime, and that all the incidents, regardless of the nature were reported via the 999 system.

**6.3** KM added that Nottingham had partnership arrangements in place to highlight vulnerability.

**6.4** The group commented that the case highlights the loss of 'community' and 'neighbourliness' that is becoming common.

**6.5** MP raised the question whether the Vulnerable Persons Panel is specific to Nottingham, and whether this could be taken by Leicester as a good practice measure. KM advised that it is a Nottingham initiative owned by the Police.

## **7.0** **Forward planning**

**7.1** KM commented that the forward planning and agenda setting for this group was predominantly done by herself and MP as Chair, but would like

input and comment from the rest of the group. KM added that agenda items need to fit in with the Tenancy & Estate Management Forum plans, Company priorities etc.

- 7.2** The following ideas were put forward by the group:  
Mental Health  
Crime and Dugs Partnership (Allan Breeton)  
Expansion of group / marketing

**8.0** **Any other business**

- 8.1** MP recommended a useful publication to the group entitled '**Engaging Communities** in Fighting Crime' - A review by Louise Casey. The review contains more than 30 common-sense proposals to reduce crime, create safer communities and increase public confidence. If anyone would like a copy of this, please contact AF.

**Date of next meeting:**  
Monday 14<sup>th</sup> December,  
2.00 – 4.00pm  
Boardroom, 14 Hounds Gate.