

# Minutes



**Anti-Social Behaviour (ASB) Scrutiny Group  
Friday 26<sup>th</sup> February, 2 – 4pm  
Resource Centre, 14 Hounds Gate**

**Present:**

Margaret (Chair) -	MP	Jacinth -	JH
Maria -	MH	Kevin -	KB
Sue -	SS	Ruth -	RH
Kathy Mason (NCH) -	KM	Andrew Filer (NCH – mins)	AF

<u>1.0</u>	<b>Welcome, introductions and apologies</b>	<b>Action</b>
<u>1.1</u>	MP welcomed everyone, especially RH as a new face.	
<u>1.2</u>	Apologies were given by Andy R and Cathey H.	
<u>1.3</u>	MP read out a letter from Anne D advising of her resignation from the group due to personal commitments. MP has personally replied, but suggested the group also write a thank-you letter. The group agreed.	AF
<u>2.0</u>	<b>Minutes of last meeting / matters arising</b>	
<u>2.1</u>	<u>Item 3.1</u> This item was actioned, with the information sent out with the minutes of the last meeting.	
<u>2.2</u>	<u>Item 3.2</u> This was not brought up in AOB as the meeting was running short of time. All details were included in the October 2009 minutes.	
<u>2.3</u>	<u>Item 4.15</u> KB advised that following a networking Seminar with the East Midlands Tenant Participation Forum it appears NCH and Nottingham are quite well advanced when networking with other organisations. MP added that consultation is currently ongoing with Area Panels.	
<u>2.4</u>	<u>Item 4.21</u> KM advised this was not appropriate at this meeting, as it is the AGM, but will be brought to the next meeting.	KM

<u>2.5</u>	<u>Item 4.23</u>	This is still outstanding. AF to refer this issue through the Equality & Diversity Team to take forward.	AF
<u>2.6</u>	<u>Item 5.4</u>	KM advised that 8.6% of cases (79 cases between April 2009 and March 2010) had been closed and then re-opened. Benchmarking needs to be done to see how this fits with other organisations. MP happy that the figure is below 10%.	KM
<u>2.7</u>	<u>Item 8.5</u>	KM advised that guest speakers are always welcome at meetings, and is happy to invite anyone along, but a clear reason needs to be given. KM suggested they are invited when an issue arises and further information is required. The group agreed.	
<u>2.8</u>		The minutes were signed of as a true reflection of the meeting.	
<u>3.0</u>	<b>Annual General Meeting</b>		
<u>3.1</u>		MP officially resigned her position of Chair and AF took over the meeting.	
<u>3.2</u>		AF advised that an Involvement Review was currently taking place (led by Carole Donnelly) which was looking at every aspect of the involvement structure within NCH. This is taking place due to changes that are being implemented by the Tenant Services Authority (TSA). The involvement structure as it stands is therefore likely to change, and so all positions voted for today are likely to be an interim measure dependant on the outcome of the review.	
<u>3.3</u>		AF advised that only one nomination had been received for the position of Chair (from MP). AF asked if anyone else present would like to put themselves forward. No one else did. AF then asked if anyone present would second the nomination of MP. This was unanimously agreed by the group. MP was to continue as Chair of the group.	
<u>3.4</u>		AF advised no one had nominated themselves for the position of Vice-Chair, and so asked if anyone present would like to do the role. MH nominated SS for the position (SS agreed in principle). AF then asked if anyone would second this nomination. This was unanimously agreed by the group. SS was to be the new Vice-Chair of the group.	
<u>3.5</u>		AF welcomed MP and SS to their roles. MP resumed Chair of the meeting.	

#### 4.0

#### **Review of groups legal paperwork**

#### 4.1

The group took a few minutes to read through the existing terms of reference to see if they were still fit for purpose.

#### 4.2

A few changes were noted. AF to make these changes and send out revised copies with the minutes.

#### 4.3

KM advised the Service Standards were unable to be reviewed at this time, as NCH [working towards to deliver the](#) TSA's approach to involvement and local offers [and links to the Aspley Pilot \(which had raised at a previous meeting\)](#)

AF

#### 5.0

#### **ASB noise nuisance (non-NCH occupants)**

#### 5.1

This issue has been raised by the group previously. KM advised that even if the issue is caused by a non-NCH occupier, there are actions that NCH can take.

#### 5.2

If the issue impacts on the 'NCH management function' an investigation [will be conducted](#) by the Housing Patch Manager in conjunction with the NCC Environmental Health Team. [Possible actions include formal warnings, removal of noise making equipment and injunction proceedings](#) KM also advised that there have been attempts to make contact with other private landlords to see if they would take action against their tenants, but this is not always successful.

#### 5.3

Enforcement such as Injunctions or ASBO's would be the most likely action taken, but other actions could be taken dependant of what the investigation finds. JH suggested NCH need to ensure it is promoted / marketed that NCH can and will take action where possible, or refer on to relevant organisations / departments.

#### 5.4

If the issue does not affect the 'management function of NCH', [the](#) case would be referred on to the City Services department of NCC.

#### 5.5

A discussion then took place on the possibility of recriminations of making a complaint. KM advised that a report can be made to any employee of NCH, by any method. These can also be made anonymously if preferred. NCH would never disclose names to alleged perpetrators, and would prefer to have contact with victims / whoever reported the issue so they could get a clear picture of the problems. MP added that Crime Stoppers are also available and anonymous information can be given.

#### 5.6

A discussion then took place on issues with gravel driveways which can cause damage to surrounding areas if they are scattered everywhere by a car. KM advised [that action could be taken and that there would possibly be a need to demonstrate that the actions](#) was deliberate [and](#) malicious behaviour [and](#) was done with the intention to cause distress.

**5.7** A further discussion was then had on the noise pollution of Ice Cream vans. KM advised that she would find out details and would report back to the next meeting.

## **6.0** Performance

**6.1** KM provided year-end figures (enclosed for those not present at the meeting).

**6.2** The information showed a high number of case work for 54 Housing Patch Managers to cover, with 329 cases brought forward from the previous year

**6.3** The statistics for initial customer contact were slightly below target of 100%. KM does random checks of these, but it is not always possible to contact or arrange interviews within in this tight target, and alleged perpetrators are often not . MP stated that she thought that 100% target was unrealistic and that consideration should be given to amend. KM advised that this target was suggested by customers when last reviewing the Service Standards.

**6.4** KB asked whether information is freely shared between NCH and the Police when cases are notified. KM replied that mechanisms are in place for information sharing where appropriate

**6.5** Intervention figures have risen by over 160% from the previous year which is very encouraging. These are more cost effective than enforcement, and shows that people now have more confidence in action being taken if an issue is raised.

**6.6** The number of enforcement actions has also increased by 39% on previous year.

**6.7** Drug related enforcement is shown since April 2008, and shows that NCH are giving a solid response to the Respect for Nottingham agenda.

**6.8** Case resolution is also very encouraging with over 90% of cases being resolved, with a high proportion being done so on the 1<sup>st</sup> intervention (well over the 65% national average).

**6.9** KM also gave a short update on the latest Police Operation 'Vanguard' which NCH played a major part in. 74 addresses across the city were targeted. 28 of the addresses were NCH managed properties. KM advised that a small team of HPMS attended each property very shortly after the warrants were executed in order to conduct full property inspection and gather evidence. A joiner was attached to the team to ensure that properties were left secure and a team of caretakers conducted general area clean-ups. Early evaluation of the evidence gathered indicates that legal proceedings will commence against a number of tenants for drug related tenancy

[breaches. HPMs also identified and took appropriate action on a number of vulnerability and child welfare issues. MP stated that the group should send their thanks and appreciation to the employees involved for all their hard work over the two weeks](#) - Garry Handley, Mick Egan, Michelle Blainey, Gary Ball, Pete Corbett and Rob Stevenson. KM will bring more information to [future](#) meetings.

AF

**7.0** **Any other business**

**7.1** AF advised the Involvement Team were moving up to the 2<sup>nd</sup> floor of Hounds Gate, and so there may be some disruption to services on 10<sup>th</sup> / 11<sup>th</sup> May.

**8.0** **Next meeting**

Thursday 24<sup>th</sup> June,  
10am – 12pm  
Boardroom, Hounds Gate