

TENANTS' FORUM	Agenda Item
10 th January 2019	6i

Item Description

This report provides the Tenants Forum with an update from the Anti-Social Behaviour Team

INTRODUCTION

Nuisance and anti-social behaviour (ASB) disrupts the lives of many people within our communities, bringing distress and fear. Tackling ASB remains a high priority for the Council – it is critical for residents to feel safe in their homes and neighbourhoods.

Changing needs within the community and Neighbourhood Management Team has identified the need to adapt and update current policy and procedure for addressing ASB.

UPDATES

- **Staffing**

It was recognised that the ASB Manager and Neighbourhood Management Team required support to provide a robust and efficient service and funding was approved for an additional officer.

Hayley Knight transferred from her role as Neighbourhood Manager to ASB Officer in June 2018.

- **Performance Indicators**

Performance information for 2018 will be provided to the Forum

- **Policy Update**

The ASB policy has been updated and is awaiting executive committee approval. The updates will be implemented to improve the service and reflect the changing demands of tackling ASB

Main aims of the update:

To provide clear and consistent information about how we will respond to complaints of ASB

- Provide clarity of what is/isn't regarded as ASB
- Inform residents of available ASB enforcement tools and what information we will require from them to help us resolve their complaints

To increase the use of risk assessments

- Risk assessments to be carried out for both the victim and perpetrator at the start of the case and at critical stages throughout.

To ensure that ASB cases are managed consistently across the housing stock and are tackled promptly and effectively using reasonable and proportionate interventions

- Regular desktop reviews of each case to be carried out by the ASB Team
- Procedure introduced for escalation of cases to senior/specialist officers if required
- Clear information provided in the policy about the reasons why cases are closed

To increase levels of customer service and satisfaction for victims of ASB

- clear timescales provided for contact between the Investigating Officer and victim

• **Partnership Working**

The ASB Team continue to work closely with teams within the Council and external agencies.

Current/New joint working groups which the ASB Team attend regularly include:

1. MARAC
2. Corby & Kettering Cuckooing Group
3. Relaunch ASB steering group (2019)

Hayley Knight
ASB Officer
19/12/18