

Meeting: Housing Sub-committee

Date: 25th September 2017

Title: Low Level Anti-Social Behaviour (ASB) Review Update

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(on behalf of the Tenants and Members' Low Level
Anti-Social Behaviour Review Group)

Service: Corporate Strategy

Directorate:

Wards affected: All wards

1. Purpose of Report

To provide the final report of the Low Level Anti-Social Behaviour (ASB) Review as requested by the Housing Sub-Committee, following on from the update given in the meeting of 22nd June 2015

2. Recommendations

We recommend that the Sub-Committee receive the report for information.

3. Details

(i) Background

The need for a review was agreed because corporate complaints showed that:

- Low level ASB can be difficult to resolve
- Expectations of the action that can be taken to tackle ASB can be unrealistic
- The ASB might not be serious enough to warrant legal action but complainants tell us that it is having a serious impact on their lives
- There was a need to promote greater understanding of key services roles in tackling ASB and the complexities of managing low level ASB.

Tenant and Member-led Review Group

This was the first joint Tenant and Member Review that has been undertaken at North Tyneside Homes. The review group consisting of seven Tenants and Residents and five Members was set up to undertake the Review with support from Housing Officers. The tenant representatives had a range of experience from previous tenant-led service reviews and participation in relevant tenants' groups. The Members, on the Review

Group, had previously expressed an interest in how anti social behaviour is managed locally.

(ii) Review Group's Remit and recommendation

The remit of the group was to review how low level anti-social behaviour is currently managed and make recommendations relating to:

1. Communication and expectations
2. Prevention of low level ASB
3. Actions taken
4. The partners involved and how they work together
5. Support given to victims
6. Compliance with the Respect ASB Charter for Housing

Review Group Recommendations

A report with 41 recommendations across 7 themes was recommended in June 2015. The report was very well-received by the Cabinet Member and Head of Housing, Environment and Leisure who carefully considered each recommendation and agreed 25 recommendations, partially agreed 6 and gave explanations of why 9 could not be implemented.

The review group agreed to take 31 actions forward and it was agreed to quarterly monitoring of the action plan through the Respect Service Development Group.

The Review Group met in April 2016 to discuss the completed actions and plan to complete the review by 31st March 2017. At this time there were 7 outstanding actions.

The final meeting of the group was held 25th July 2017.

4. Review Group recommendations

1. It was agreed the review is completed.
2. It was agreed that monitoring of satisfaction with the way low level ASB is handled will be monitored by the Neighbourhood Housing Group, the tenant and resident scrutiny panel that looks at housing neighbourhood management. This panel meets 3 times a year.
3. It was agreed that further reviews, focus groups or audits are available as tools to scrutinize this area of the service if deemed necessary.

The completed actions from the review are set out in the attached report.

Review Group members will give a short presentation setting out key achievements at the meeting.