Tower Hamlets Homes

# Residents Panel ASB Scrutiny Review Recommendations

| | Scrutiny Recommendation | Status | Completion Date | Target Date | Comment |
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| | **ASB policies, procedures and process** | | | | |
| 1 | Streamline and reduce access points to the service ensuring consistency of response to residents. Retain reporting via 101 and the HUB. | | | **Apr-13** | Meeting with Andy Bamber at LBTH to discuss how ASB is reported in the borough. |
| 2 | Ensure that all new cases first receive a phone call acknowledging their complaint and arranging an appointment for a face-to-face interview – this to be followed by a confirmation letter, and the interview within 4 days of the complaint being raised. | | | **Jan-13** | Under Review |
| 3 | Officers should always visit the residents reporting an ASB problem so that they can gain a real understanding of the often complex issues and appreciate the local context. | | | **Jan-13** | Under Review |
| 4 | Make more use of tenancy enforcement measures against the perpetrators of ASB. In 2011/12 there were 11 evictions relating to ASB. However, 10 of these cases covered removal of squatters and only 1 for ASB infringement. | | | **Jan-13** | Under Review |

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| 5 | Put a case work prioritisation system in place with an escalation and de-escalation procedure providing staff with written guidance. | | 31st April 2012 | | New ASB Procedure put in place that included Case Prioritisation<br>Level 1 case High - all cases relating to: hate crime, violence, threats, frequency and duration of incidents, serious victim vulnerability, repeat victimisation, serious crime and serve damage to property.<br>All level 1 crime cases will be immediately reported to the police or other agencies for action<br><br>Level 2 case Medium - cases relating to: rude offensive behaviour, non serious damage to property, nuisance gatherings, nuisance noise, inappropriate use of public spaces including stairwells, gardens, garages and parking areas, fly-tipping, graffiti and general anti social behaviour.<br><br>Level 3 case Low - cases relating to: minor nuisance, domestic noise, issues not relating to THH, monitoring cases with low level of incidents for a fixed period not exceeding 3 months. |
| 6 | Create a procedure for handling emergency cases in addition to the normal case management procedures. | | 31st April 2012 | | New ASB Procedure put in place that includes - Emergency/urgent cases<br>An emergency/urgent case is one where there is an immediate threat of serious physical harm to the complainant, their family or other residents. The officer receiving the report must advise the complainant to contact the Police immediately, if they have not already done so.<br><br>On receipt of an urgent complaint, the ASB Officer must ascertain if the Police are investigating the incident. Any Police investigation into an incident takes precedence over any other investigating process. In cases where the Police are investigating the incident, advice must be sought from the Police Crime Partnership Unit about the progression of any other investigation.<br>If the Police are not investigating the case, the THH ASB Officer must ensure that the complainant is interviewed on the same day, wherever possible. The Officer must ensure that the neighbourhood housing officer is informed of the details of the case and all safety measures are put in place, including where necessary, an urgent referral to the Homeless Persons Unit (HPU) and the Local Safer Neighbourhood Team (SNT). |

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| 7 | Review the scripts used by the HUB team, in partnership with ASB staff members, to ensure that basic information and advice is proactively given, quality information recorded, and residents are given clear information on the next step. This information should be included in the confirmation letter. | | **1st September 2012** | | Comino HUB scripts have been fully reviewed, updated and implemented by Joanne Davies and Trevor Kennett |
| 8 | On estates bring back the 'No Ball Games' signs. In play grounds put up 'age appropriate' signage. This gives at least some authority to stop youths playing ball games in inappropriate places. | | | | THH Board guidance required |
| 9 | Seek HouseMark accreditation for the ASB services by September 2013. | | | **Apr-13** | No work undertaken on this to date |
| 10 | Improve the templates used for ASB Contracts (ABC's) to make them more professional. | | | **Jan-13** | ABC's being reviewed by ABC Project Group of the RSL ASB Forum (THHF) |
| 11 | Stop photocopying the ASB Contracts (ABC's). Each one should be individually printed on high quality paper to give them better status. | | | **Jan-13** | As above |
| | **Staffing** | | | | |
| 12 | Establish a permanent senior ASB Manager post. This officer to be responsible for:<br>Providing monthly supervision and support session for all ASB staff where any questions of competency can be addressed;<br>Controlling a designated ASB budget and driving though transparent VFM improvements;<br>Controlling referrals to the Family Intervention Project, and other partners, to ensure that the neediest cases get priority attention; and<br>Taking action to ensure weekly case work reviews are undertaken on all cases to check the quality of service and case progress. | | | **Apr-13** | ASB Manager post advertised |

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| 13 | Redistribute the ASB officers according to the number of cases in each neighbourhood with a view to each Officer handling an average of 35 cases. | | | **Apr-13** | Under review |
| 14 | Provide an annual ASB training programme to all ASB staff. | | | **Jan-13** | Under review |
| 15 | Consult staff on the suggestion that ASB staff regularly patrol their patch. | | **17th January 2013** | | Staff consulted and it has been agreed that staf can conduct patrols with the SNT & THEO's if they feel it will help an investigation |
| 16 | Use the services of professional 'process services' for serving injunctions. | | **Sep-12** | | In partnership with LBTH Legal Services |
| 17 | The Resident Panel present their findings to front line ASB staff and seek their support for implementing the recommendations. | | | **19th Feb 13** | Resident Panel members attending the ASB Team meeting |
| 18 | Arrange for a member of staff to be available to answer telephone calls at all times or provide residents with the ability to leave a message. | | | **Apr-13** | Under review |
| | **The Flare case management system** | | | | |
| 19 | Purchase a new case management system and ensure that the system chosen provides all the same functions as the 'Re-act' case management system. | | | **Apr-13** | Under review |
| | Unitl recommendation 19 is achieved: | | | | |
| 20 | Review the operating system and ensure that it is able to highlight where a resident involved in an ASB case may be using more than one name and provide information on all the 'known' aliases. | | **02 January 2012** | | |
| 21 | Review the 'script' used by the recording officer to ensure that the basic information is repeated back to the reporter, to confirm accuracy, before entry into the system including the spelling of full names. | | **Aug-12** | | New Comino script for ASB reviewed and Introduced |

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| 22 | Develop Flare so that it will produce alerts to the case officer and supervisor when planned actions are not carried out. | | **31st April 2012** | | APP Flare has been updated to include all alert templates |
| 23 | Develop Flare to be able to produce live case summaries for case supervision or case review purposes. | | **31st April 2012** | | Live Case Summary report introduced to APP Flare template to assist with supervision of cases. |
| 24 | Review case procedures to ensure that any aggression shown to staff, from an alleged perpetrator is recorded in such a way that it can be used as evidence in an ASB case. | | **31st April 2012** | | New procedure introduced as follows: 2.4.1 Threats to staff and contractors<br>Where there has been an incident of a THH tenant or Leaseholder has threatened or assaulted a member of staff or one of our contractors the following procedure must take place:<br><br>1. The incident to be fully recorded on the Flare ASB investigations database using the tenant's details as alleged perpetrator.<br>2. Serious incidents or incidents of assault reported to the police as a crime, recording the crime reference number on the case file.<br>3. Report to Health & Safety as an incident<br>4. The incident to be fully investigated by appointed officers in the same way as ASB cases are investigated. (Warning letters, victim, witness, perpetrators interviews etc).<br>5. Appropriate action is taken against the tenant for serious breach of their tenancy conditions. |
| 25 | Carry out a rigorous review on the quality of the services provided by the out of hours contractor, Vangent, including mystery shopping. | | | **Apr-13** | Linked with recommedation 01 and subject to a review by LBTH |
| | **ASB data** | | | | |
| 26 | Review the definitions for recording ASB incidents with a view to reducing the number of categories. | | **31st April 2012** | | A review of catogories of ASB has been completed and a new refinded system has been implemented in ASB procedures. |

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| 27 | Outsource the resident satisfaction surveys, undertaken at the close of each ASB case. Key West should be asked, amongst others, to tender for this work. | | 1st July 2012 | | Kwest Independent Research & Survey now carry out the resident user satisfaction survey for closed cases of ASB. |
| 28 | Review the data recording system to include capturing the outcomes achieved against the remedies used. | | | Apr-13 | APP Flare being reviwed by Trevor Kennett (THH) and Ann Horwood (LBTH). |
| | **Value for money** | | | | |
| 29 | Implement a system to measure outcomes achieved against expenditure made. | | | Apr-13 | No work has been undertaken on this project to date |
| 30 | Ensure the Anti-social Behaviour Strategy 2010-2013 policy, relating to VFM reviews of external providers, is carried out. | | | Apr-13 | |
| 31 | Investigate the cost-effectiveness of having ASB case administrative assistants. | | | Jan-13 | Report submitted to THH SMT |
| 32 | Take a more proactive and coordinated approach when using internal maintenance or repair budgets and or external resources from the Council or police associated with designing out crime initiatives. Designate a percentage of the maintenance budget for priority ASB 'hot spots' use. | | | Apr-13 | Under review |
| 33 | Give the ASB service an annual 'ring-fenced' budget provision to purchase equipment and pay for a floating THEO dedicated to THH. | | | Apr-13 | Under review |
| 34 | THH join the HouseMark ASB benchmarking club. | | | Apr-13 | Discussion with Gez Kinsella at House Mark about joining the ASB Club. |
| | **Putting victims first white paper** | | | | |
| 35 | Object to the proposal to weaken civil remedies and replace them with police-led and criminal remedies. | | Nov-12 | | Sent to Home Office |

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| 36 | Seek the retention of Anti-Social Behaviour Orders (ASBOs) on conviction, interim ASBOs, ASBOs on application and ASB injunctions. | | **Nov-12** | | Sent to Home Office |
| | **Youth** | | | | |
| 37 | Tower Hamlets Head of Youth & Community Learning service take measures to extend the youth provision to cover youths up to the age of 21 years. | | **Nov-12** | | Sent to LBTH |
| 38 | Head of Tower Hamlets Head of Youth & Community Learning service take measures to extend the use of youth clubs by having facilities for the under 16s before 8pm and the post 16s after 8pm, this to be done in consultation with the Youth Ambassadors. | | **Nov-12** | | Sent to LBTH |
| 39 | Tower Hamlets Head of Youth & Community Learning services review the current services provision for girls, in consultation with the Youth Ambassadors, with a view to improving them. | | **Nov-12** | | Sent to LBTH |
| 40 | Tower Hamlets Corporate Director of Children, Schools and Families services take measures to extend the openings hours of youth clubs to 11pm on Friday and Saturday nights starting with a pilot scheme in 1 club opening on a Saturday evening. The scheme should be developed in consultation with the Youth Ambassadors. | | **Nov-12** | | Sent to LBTH |
| 41 | Tower Hamlets Director of Children Services should be asked to ensure that secondary schools and youth clubs provide workshops to help young people face and tackle anger management and alcohol abuse issues and help prevent them from damaging their life chances. | | **Nov-12** | | Sent to LBTH |
| 42 | Tower Hamlets Homes Tenant Scrutiny Panel offers 2 places to the Youth Ambassadors. | | | **Jan-13** | Youth Ambassadors invited to join the ASB SIG |

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| 43 | Tower Hamlets Homes together with Tower Hamlets Council provide funding to Youth Ambassadors to run projects aimed at breaking down the barriers between the generations. | | | **Apr-13** | Under review |
| 44 | Tower Hamlets Homes enter into a Service Level Agreement with the Youth Service so that their Rapid Response Unit and deploy Youth Workers to ASB hot spots on the request of the Housing Management staff. | | | | THH Board guidance required |
| 45 | Tower Hamlets Homes develop, in consultation with the Youth Ambassadors, a system for recognising and rewarding the positive contributions made by young people. | | | **Apr-13** | Under review |
| | **Partner Relationships** | | | | |
| 46 | It is anticipated that the police service currently employed by Tower Hamlets will be seriously reduced due to Government cuts. THH should join with others to protect current provision whilst at the same time investigating and planning how to mitigate the cuts in the police service by buying in additional police time and/or increasing the use of THEOs. | | **Jan-13** | | Trevor Kennett (THH) meeting with Gavin Dooley (LBTH) SLA agreed for 2 x THEO's to patrol estates from 1800 Thursday to 0600 Sundays and to respond to all THH calls to the 0800 ASB reporting line, including noise compliants. |
| 47 | Take up the offer of the Family Intervention Project to provide in-service training to THH ASB staff. | | **Jan-13** | | Training programmed for February 2013 |
| 48 | Urgently put in place a referral system to the Youth Service, in particular the use of the detached response teams and investigate how a similar service can be provided for the over 19 year olds. | | | **Jan-13** | Under review |
| 49 | Investigate what can be done to reduce the numbers of repeated complaints about trivial matters and make residents more realistic about what they can expect from the public services. | | | **Apr-13** | Review taking place |

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| 50 | Set up a service level agreement with Tower Hamlets Environment Health dog nuisance team to deliver a dog fouling patrol and clear up service. | | | | THH Board guidance required |
| | **The Website** | | | | |
| 51 | Put ASB reporting information on the home page. | | **Jan-13** | | |
| 52 | After completing the form there should be a page outlining what the next steps and actions would be. | | **Jan-13** | | |
| 53 | Everything on all of the websites, regarding ASB, should contain the link to report an ASB problem, as not everyone has the patience to keep looking for the form. | | **Jan-13** | | |
| 54 | Provide an easy finding link for example: ASB TOWER HAMLETS HOMES-REPORT FORM, this would save a lot of time. | | **Jan-13** | | |
| | **Diversity** | | | | |
| 55 | That THHs starts to record the required diversity information for both the victims and perpetrators of ASB. | | | **Apr-13** | No work has taken place on this project to date |
| 56 | That the responsible officer provide an annual report, to the THHs Board and Residents Panel, with an analysis of the diversity data , its implications and what actions, if required, are to be taken. | | | **Apr-13** | No work has taken place on this project to date |
| 57 | An Equality Impact Assessment, of the ASB service, be carried out immediately and every 3 years there after. | | | **Apr-13** | No work has taken place on this project to date |
| | **Independent Advice** | | | | |
| 58 | All future in depth scrutiny reviews have access to an independent advisor. | | | | THH Board guidance required |

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