



# **Anti-Social Behaviour Strategy**

**2018- 2020**

# Contents

1. Introduction.....	3
2. Priorities .....	4
3. About NPH.....	4
4. What is ASB?.....	5
5. What is environmental ASB? .....	6
6. National context .....	6
7. Local context .....	7
8. The NPH context.....	7
9. STAR survey .....	9
10. Our Service.....	10
11. Action Plans .....	13
12. Performance Indicators.....	17
13. Risk plan .....	17
14. Strategy Review .....	18

## 1. Introduction

Northampton Partnership Homes (NPH) was set up as an Arm's Length Management Organisation (ALMO) in January 2015. NPH are responsible for managing approximately 12,000 homes on behalf of Northampton Borough Council (NBC).

We recognise that all residents have the right to the peaceful enjoyment of their home and neighbourhood and that left unchallenged, Anti-Social Behaviour (ASB) can have a significant negative impact on the lives of residents. Equally every resident has a responsibility not to interfere with their neighbour's right to the peaceful enjoyment of their home.

In the period from April 2015 to April 2017 NPH has been developing our approach to preventing and tackling ASB. So far we have;

- Developed a specialist team to tackle ASB and other serious breach of tenancy conditions.
- Delivered the successful implementation of the new powers created by the ASB, Crime and Policing Act 2014 with many successful outcomes in partnership with the police such as a number of closure orders on properties involved in drug related offences.
- Introduced Restorative Practice which helps us to empower our tenants to resolve neighbor disputes themselves instead of resorting to legal action. This approach is particularly useful in dealing with lower level reports of ASB in which there are counter allegations and no clear cut evidence e.g. non-statutory noise nuisance and verbal abuse.
- Used the Empowering Communities in Northampton (ECINS) partnership case management reporting IT system that allows NPH to share details and provide updates on active cases with other key strategic partners such as the Police and Northampton Borough Council's Anti-Social Behaviour Unit.
- Introduced agile working for our Tenancy Compliancy Officers to enable access to data in the field, assist in evidence gathering and improve customer support.
- Upskilled our team and supported them to develop their skills and experience.

We work with key partners such as Northamptonshire Police, Northampton Borough Council, third sector agencies and local residents who are central to this strategy. We are part of the Northampton Community Safety Partnership (NCSP). The strategy has been developed in consultation with customers, staff and key stakeholders so that it is representative of a joint approach to tackling and preventing ASB in NPH homes and neighbourhoods.

This strategy sets out how NPH intends to tackle ASB together with key partners. The priorities reflect our ambition to both offer a responsive service, supporting victims; a preventative approach, supporting our partners working in the field of community safety and finally encouraging personal and community responsibility.

## 2. Priorities

1. Support victims of ASB
2. Use a range of remedies to address ASB and offer support, if necessary, to change behaviours
3. Work closely with our partners to tackle and prevent ASB and wider community safety issues
4. Take preventative action to reduce instances of ASB
5. Increase confidence in reporting Hate Crime and Domestic Abuse
6. Encourage neighbourhood cohesion, personal responsibility, involvement and community spirit

## 3. About NPH

This Strategy aims to support NPH's Vision, Mission and Values and strategic objectives. These statements make a commitment about who we are and how we will go about achieving the things we set out to deliver for our customers.

**Vision** NPH provides homes, which enable people to live happy and healthy lives in enriched communities.

**Mission** We improve lives by sharing a common purpose- We improve and maintain the quality of our homes- We provide services which endeavour to meet the needs and aspirations of all tenants and residents.- We will provide the opportunity for people to influence the immediate and long term futures for themselves and their communities.

**Values** Open and Strong- Listen and Respond- Achieving more with others- Aim High and Deliver

## **Strategic objectives**

We have developed a framework of strategic objectives that acknowledge the priorities of Northampton Borough Council and Northampton Partnership Homes, reflecting what is important to our organisations, our tenants, leaseholders and staff, and the partnerships that help us to improve our services overall.

These strategic objectives are as follows;

- Deliver and maintain high quality homes and estates
- Deliver high quality and customer focussed housing services
- Improve empowerment, opportunity and access for all
- Develop and maximise partnerships to build stronger, safer and thriving communities in Northampton
- Be an open, inclusive, effectively managed and trusted organisation

## **4. What is ASB?**

ASB is defined in accordance with the Anti-Social Behaviour, Crime and Policing Act 2014 as;

- Conduct that has caused, or is likely to cause, harassment, alarm or distress to any person,
- Conduct capable of causing nuisance or annoyance to a person in relation that person's occupation of residential premises, or
- Conduct capable of causing housing related nuisance or annoyance to any person

## 5. What is environmental ASB?

Environmental ASB can have a huge and detrimental effect on our neighbourhoods and communities and how local residents feel about the areas they live in. It can ruin public spaces, create health risks and is expensive to clean up.

Environmental ASB includes;

**Fly tipping** This is the dumping of household or commercial rubbish in private or communal areas

**Littering** This is deliberately dropping litter on the streets and open spaces

**Graffiti** This is spray painting or otherwise marking private property or communal areas and it can include offensive words or images

**Dog fouling** This is allowing a dog in your possession to foul on land without cleaning up after it

## 6. National context

In recent years the government has set out a new approach to policing, community safety and ASB. The new approach has included reviewing the whole system of dealing with ASB in order to ensure agencies are putting the needs of victims first. The government is clear that the responsibility for tackling ASB is shared between a number of agencies, particularly the Police, Councils and social housing providers.

Some of the key national drivers are listed below;

***ASB Crime and Policing Act 2014***

***Crime Survey England and Wales***

***Global forces***

***Tackling serious and organised crime***

***New communities and community cohesion***

**Care Act 2014** - Social Housing providers are required by the Act to focus on the principles of prevention, early intervention, and accountability in relation to the protection of vulnerable adults. There are clear links between adult safeguarding, domestic abuse, ASB, hate crime and mate crime.

## 7. Local context

Local drivers that have influenced and shaped the strategy include:

***The Northampton Community Safety Partnership Action Plan 2017/18***

***The Northamptonshire Anti-Social Behaviour Reduction Strategy 2015-18***

***The Northamptonshire Hate Reduction Strategy 2016-19***

***The Northamptonshire Anti-Social Behaviour and Hate Reduction Delivery Plan***

## 8. The NPH context

We have been recording cases of ASB for the last 2 years and the results are as follows;

Type of ASB	No. of cases 2015/16	No. of cases 2016/17
Noise	179	167
Drug related	35	62
Verbal abuse/ Harassment/Intimidation	66	71
<b>Total Cases</b>	<b>280</b>	<b>300</b>

The specific action plans that we have created to deliver each priority are focused on reducing reports of ASB in these 3 categories. The categories in which we receive the highest number of reported incidents of anti-social behaviour are set out below;

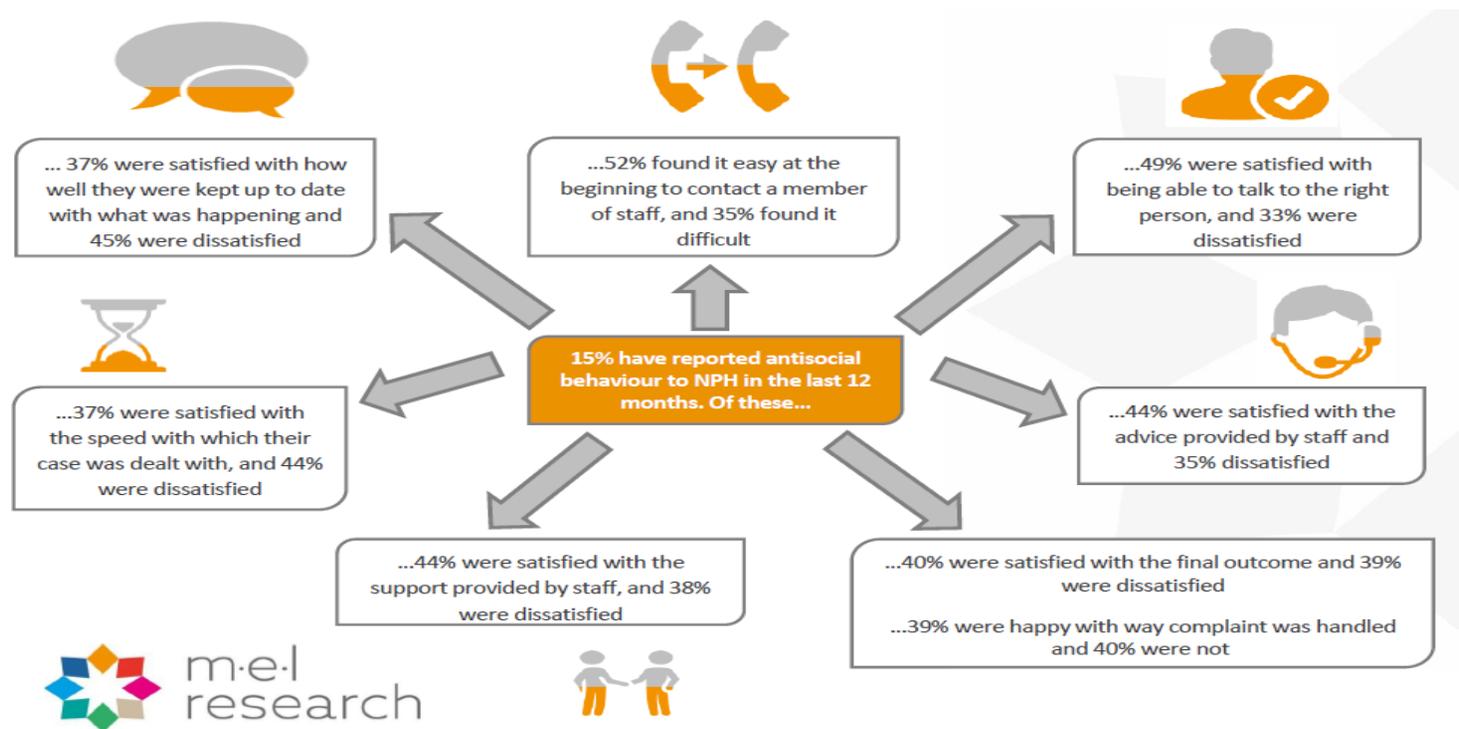
Type of ASB	No. of Reported Cases
Noise	346
Abuse	137
Drug related	97
Pets	27
Domestic abuse	40
Misuse of communal area	30
Other crime	17
Physical Violence	14
Hate Crime	16
Rubbish	9
Vehicle	7
Vandalism	6
Garden	3
Alcohol related	7
<b>Total Cases</b>	<b>756</b>

## 9. STAR survey

In July 2017 NPH undertook the first large scale satisfaction survey since it was created in 2015. The format of this followed the HouseMark seven core questions, alongside some additional questions that would help NPH understand its customers' views on a range of services.

Over 1200 Tenants responded to the survey, which was carried out by an independent company, giving us an overall response rate of 25% following the 5000 mail out.

One of the areas that we asked additional questions on related to ASB and the diagram below is an extract of the results resulting from the survey. In responding to the concerns raised and highlighted about the service, this strategy takes these responses into account in both the strategic direction and the action plan that is proposed supported by key performance indicators.



## 10. Our Service

### Resources

Low level environmental ASB issues are initially investigated by a team of 12 Housing Officers. If informal measures the Housing Officer puts in place have not been successful in resolving the ASB, then the case is escalated to a dedicated specialist Tenancy Compliance Team, consisting of two part time Team Leaders, four Tenancy Compliance Officers and a Tenancy Compliance Assistant. All other reports of ASB are investigated from start to finish by the Tenancy Compliance Team. Each Tenancy Compliance Officer is responsible for a specific geographic area of the town and is located within an area based neighbourhood team working closely alongside Housing Officers, Support Officers and Welfare Officers to ensure that local knowledge is shared both internally and with external partners. On average NPH deals with approximately 150 open cases at any given time and the service is currently receiving approximately 40 new cases per month.

### Customer Journey

There are several ways in which a customer can report an incident of ASB;

- In person to any NPH officer (e.g. at the One Stop Shop or to their Housing Officer)
- Via telephone on 0300 330 7003
- Via e-mail to [asb@northamptonpartnershiphomes.org.uk](mailto:asb@northamptonpartnershiphomes.org.uk)
- Online at [www.northamptonpartnershiphomes.org.uk](http://www.northamptonpartnershiphomes.org.uk)

We aim to respond to all new reports of ASB within 1 working day. We will agree an initial response and let customers know what we intend to do and what they can do to help. We will happily talk to customers on the phone or meet up with them at their home, or a place that they suggest, so that we can do our initial investigation into the nature of the issues that they are facing.

### ASB Tools

In order to tackle ASB NPH use a variety of non-enforcement actions in the first instance which includes, but is not limited to, the following;

- Acceptable Behaviour Contract to be initiated
- Home visits and interviews
- Community Protection Warning
- Extension of Introductory Tenancy
- Good Neighbour Agreement
- Liaise with Environmental Health
- Liaise with Police
- Management transfer
- Referral to the Anti-Social Behavior Unit (ASBU)
- Referral to mediation
- Referral to Victim Support
- Request Police Disclosure
- Restorative Practice
- Seek intervention from support agency for the reported
- Tenancy Sustainment Contract
- Warning letter to be sent to the reported

If it becomes necessary to use legal action then NPH have the following options to consider;

- Civil Injunction
- Demotion
- Possession proceedings (for secure, flexible and introductory tenancies), including the new absolute ground for possession
- Other legal remedies which cannot be taken directly by NPH but could be discussed with partner agencies and taken forward by them including;
  - Closure Power
  - Dispersal Power
  - Community Protection Notice
  - Criminal Behaviour Order
  - Public Spaces Protection Order

## **Service Standards**

These are to be published so that service recipients know what to expect from the organization in dealing with ASB. We will publish performance against the standards.

- ✓ We will contact you within 1 working day of your report and agree an initial response. (Tier 2 measures).
- ✓ All reports of ASB will be recorded and we will measure our performance against our standards.
- ✓ Where it has been agreed with you we will visit the person reportedly causing ASB. (Tier 2 measures).
- ✓ We will agree an action plan with you and provide updates on a regular basis, to be agreed with you. (Tier 3)
- ✓ We will agree with you when and how we will contact you throughout the case.
- ✓ We will support you to resolve your report of ASB with your neighbour. (Tier 3).
- ✓ We will consider using all methods available to us to swiftly resolve your ASB issue. Legal action will be used but as a last resort.
- ✓ We will discuss it with you before we close a case and will contact you after the case has been closed to find out if you were happy with the service provided and to learn how we can improve. (Tier 2).

## **Consultation**

The priorities within this document have been agreed in consultation with our Tenants Panel, Neighbourhood Service Improvement Panel and the Community Safety Partnership Group. The strategy pulls reference from the 2017 STAR survey and the follow up work with focus groups.

## 11. Action Plans

### Priority 1: Our Service

Action	Outcome	Measure	Timescale	Lead Officer	Resources
Monitor and publish our performance against measurable service standards	To keep tenants aware of the service they can expect	Key Performance Indicators	April 2018	K.Chennell/ C. Clark	Tenancy Compliance Assistant
Improve year on year satisfaction with our service	Improve tenant satisfaction	Satisfaction Surveys	March 2019	K.Chennell/ C. Clark	TCO working to prescribed service standards.
Measure the success of our actions against those causing ASB	Perpetrators of ASB cease nuisance and reduction of repeat offenders.	% of cases that were resolved	Monthly from April 2018	K.Chennell/ C. Clark	Tenancy Compliance team.

### Priority 2: Support Victims of ASB

Action	Outcome	Measure	Timescale	Lead Officer	Resources
Provide additional support to vulnerable or repeat victims of ASB.	That victims are supported in the action taken.	% of cases	From April 2018	Team leaders	Housing Support and Welfare Officer.
Complete 'satisfaction surveys with reporters of ASB cases	All closed cases will receive a survey, and a random selections will have Team leader contact.	% of cases	From April 2018	Team Leader	Admin Support

**Priority 3: Support those causing ASB to change their behaviour**

Action	Outcome	Measure	Timescale	Lead Officer	Resources
Agree a support plan with those reportedly causing serious ASB.	To enable vulnerable perpetrators to be supported to change their behaviour.	% of cases	From April 2018	Team Leaders	TCO Team.
Liaise with other partners to ensure that support needs are met	To ensure that Statutory agencies are involved where appropriate.	No measure required.	From April 2018	Team Leaders from TC team and Housing.	TCO team and Support Officers
Refer to in-house support team where appropriate	That named reports are supported to change their behavior.	% of cases	From April 2018	TCO and Admin Support	Support Team

**Priority 4: Work closely with our partners to tackle and prevent ASB and wider community safety issues**

Action	Outcome	Measure	Timescale	Lead Officer	Resources
Continue to work with partners to support individuals facing multiple/complex needs such as mental health and substance abuse	That tenants support needs are identified and met.	% of cases	From April 2018	TCO's	Support team
Organise multi-agency meetings with relevant partners to discuss complicated cases and agree action plans	That statutory and voluntary agencies are involved in complex cases.	number	From January 2018	Team leader	Admin Support
Actively participate in Community Safety Partnership meetings	That NPH are represented and take responsibility for ASB in the NPH community.	How many	From Jan 2018	Housing managers	Housing managers attending meetings

**Priority 5: Take preventative action to reduce instances of ASB**

Action	Outcome	Measure	Timescale	Lead Officer	Resources/
Record all individual incidents of ASB by type and location.	To gain intelligence on neighbourhoods and hot-spots in areas and types of ASB	100%	January 2018	Team Leader	Admin Officer
Actively participate in week of actions organised by NBC's Community Safety Team	To represent NPH in community events.	number	January 2018	Team Leaders	TCO's and Housing Officers
Promote the use of Good Neighbour Agreements	To encourage tenants to take responsibility for their behaviour and improve neighbourhood cohesion, Incorporate in sign-up packs	number	January 2018	TCO's	TCO's
Work in partnership with Early Intervention Hub	To work with the Police in early intervention work on estates.	number	January 2018	Team Leaders	TCO's

### Priority 6: Encourage reporting of Hate Crime and Domestic Abuse

Action	Outcome	Measure	Timescale	Lead Officer	Resources
Attend all MARAC meetings	Risk is identified and managed.	100%	December 2017	Team Leaders	Support Officers
Promote the service within difficult to reach groups	That difficult to reach groups understand the service and know how to gain access to the service.	No measure	January 2018	Team leaders	TCO's

### Priority 7: Encourage personal responsibility, involvement and community spirit

Action	Outcome	Measure	Timescale	Lead Officer	Resources
Use restorative practices to support our tenants and residents to resolve neighbour disputes between themselves.	Less resources required, tenants take responsibility, empowering communities.	% of cases	January 2018	Team leaders	Admin support
Actively encourage and act upon customer feedback	Act upon feedback to improve customer service	Number of service changes	January 2018	Team Leaders/	Admin Support

## 12. Performance Indicators

Performance Measure	Frequency
Number of new cases	Monthly
No. of cases closed	Monthly
Satisfaction with the service received	Monthly
Satisfaction with the outcome of a case	Monthly
Number of action plans created	Monthly
No of evictions for ASB	Annual
How easy was it to contact the service	2 x a year focus groups
We will contact you within 1 working day	Monthly
We will contact the subject of the report with your agreement.	Monthly
We will support you to resolve your report of ASB with your neighbour.	Quarterly

## 13. Risk plan

The Risk <i>(there is a risk that)</i>	Risk Impact <i>(which may result in)</i>	Risk Level <i>(High, Medium, Low)</i>	Mitigation Actions and Controls
Budget pressures to other community safety services	Increased levels of ASB and complaints with limited resources to manage	Medium	Support our partners, in dealing with issues on neighbourhoods.
Not Meeting service standards	Poor customer confidence and satisfaction with the service	Medium	Assessment of service on a regular basis, in line with set performance targets.
Too many cases for the team to deal with	Poor satisfaction. Delay in effectively dealing with serious cases of ASB	Low	Ensure Housing Officers are fully trained and take responsibility for environmental ASB.
Failure to tackle ASB in an area	Deterioration of Neighbourhoods	Low	Development of Neighbourhood plans and partnership working across the areas.
Failure to risk assess cases	Serious cases are unmanaged increasing risk in neighbourhoods, and harm to individuals.	Low	Risk assessments are regularly reviewed.

## **14. Strategy Review**

This strategy will be updated on an annual basis and reported through to the Operations and Resources committee.