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**Department name: Neighbourhoods**

**Name of meeting: ASB monitoring group**

**Date: 22nd September 2023**

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| **Attendees:****Craig Freeman (CF)** **Laura Reeves (LR)****Rachel Dosunmu (RD)****Geoff Woolmore (GW)****Stuart Bedford (SB)****Rae Kane (RK)****Mike Moseley-Tyler (MMT)****Saravana Kumar (SK)****Nir Leuchter (NL)** |  |
| **Guests:**  |  |
| **Apologies: James Elton (arriving late)**  |  |
| **Note taker: Laura Reeves**  |  |

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|  |  | **Action** |
|  | CF: We are setting up the foundations of the group being successful. Email addresses for the group to be shared, to allow communication outside of meetings.CF We have been working for the last 2 months on the new ASB procedure. Please can the group also sign the code of conduct, email address sharing and photo consent. CF discussion about the Housing Ombudsmen report and following on from the report about how ASB is being dealt with. You can access the report online via their website so to have a read of the report, the report was also sent out prior to the meetingPart of the role of the group will be to let residents know of the ASB group and the work that they will be doing. We have been able to issue injunctions on gang leaders, which has had a positive outcome as he has now been able to get access to support and is working well since then. We are also working with younger people to try to educate and work with them by offering things like apprenticeships. The ASB team have also recently been in court for closure orders, which is to stop properties being used for drug use by typically people who do not live in Milton Keynes. We have also been working on ‘Operation intercept’ which is identifying a network of people who have been targeting vulnerable tenants. We have been supporting victims who are not able to report issues themselves and have not been able to communicate. Using Civil Court to issue ASB injunctions, which is currently been 8 people recently, who have had them issued and this has taken the team months to gather all the evidence. The team worked to identify who the ‘top’ person was. We have had a strong outcome of stopping some of the networks. SB asked CF to elaborate on who he means by ‘us’. CF advised the following:* Injunctions MKCC
* Police – the partnership between MKCC and the police has got better.
* MK Shopping centre – the use of their CCTV to track people.
* Police cameras

The ASB team are doing great work, but we need to make some improvements. CF the Housing Ombudsmen report has a lot of good information. CF asked for the report to be recirculated to the group. Since reading the HO report, the decision was made to bring in our ASB procedure and we are now going to do an activity based on the procedure. 10 minutes activity split into 2 groups, discuss and list what strengths and weaknesses are in the policy .  Points listed : Weaknesses: * Lack of clarity on the report and continuity
* Too complicated on who the group would be dealing with and issues with using the service desk.
* Not clear, for example Initial Risk Assessment Matrix (IRAM)
* People to report to the service desk to report ASB issues.
* Are the voicemails picked up?
* Customer service desk covers the whole of the local authority.
* Calls triaged based on what the issues are, not when its reported.

Strengths: * Successes told about – saying and informing on the good outcomes from the work of the ASB team.
* Performance management
* What constitutes as ASB, is much clearer?
* Structure of the team and what’s achieved and getting good outcomes.
* Level of detail within the procedure

All staff relevant to the procedure to have the relevant training. NEC is a new module on our system which allows staff to manage caseload easier. Consider the monitoring groups comments, training is on the 5th and 6th of October and the new module is to go live mid-October.The new system in place will link tenancies to cases and reporting to make It easier when the team is investigating. The process with building the relationship with Thames Valley Police, being able to share information between both. SB asked, “what’s the master plan” and how can the monitoring group be more active to help and how can things be reported. CF New data relating to this, will be released in 3-6 months’ time and we will look to possibly convey it to the wider public? CF Advised that the group will look to meet again in a few weeks’ time. Date to be confirmed | LR |
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| **Date of Next Meeting: TBC**  |