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**Department name: Neighbourhoods Team**

**Name of meeting: Anti Social Behaviour Monitoring Group**

**Date: 21/11/23**

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| **Attendees**  **Craig Freeman (CF)**  **James Elton (JE)**  **Julia Bandy (JB)**  **Laura Reeves (LR)**  **Rae Kane (RK)**  **Nir Leuchter (NL)**  **Michael Moseley-Tyler (MMT)**  **Anita Barnes (AB) \*left early**  **Thelma Dapaah (TD)\*left early**  **Geoff Woolmore (GW)** |  |
| **Guests:** |  |
| **Apologies: Stuart Bedford** |  |
| **Note taker: Laura Reeves** |  |

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|  |  | **Action** |
|  | CF introduced himself, James Elton and Resident Engagement team.  CF informed the group that this was their second full meeting and for the benefit of new people in the group, he explained the aims and objectives of the anti-social behaviour monitoring group (ASBMG).  JE also advised that Milton Keynes City Council look after over 11,000 properties across Milton Keynes.  CF asked new members of the group to sign the consent forms. Then went onto explain the work that the group does, and they want a dedicated group who monitors the work that the Anti-social behaviour (ASB) team are doing.  GW asked what is our aim of the group and what is their remit?  CF Advised he will answer the question at the end.  CF discussed that the new anti-social behaviour (ASB) procedure is going live on the 4 December, it has taken a year to get where they are.  NL: asked the question that from the last meeting, it was mentioned about the Anti-Social Behaviour Crime and Policing Act 2014. Why has it taken so long to do the procedure?  JB each local authority will have their own areas; it comes off the back of the white paper.  CB anti-social behaviour procedure was a huge piece of work and thanked those who contributed last time, and an amendment has been made to the procedure.  NL asked if there are any further changes to the procedure?  CF you will be able to see the full version next week and will be going live on the 4/12/23.  CF explained about the victim’s code and that they have a right to be heard and if are not satisfied then it can be viewed by a line manager.  CF also discussed what the triggers are, 3 qualifying complaints in a 6-month period, will cause a trigger and that every victim has a minimum of contact from the ASB team every 10 days, but some it is every day.  NL Asked if people allowing doors to slam shut would constitute as anti-social behaviour (ASB)?  JE explained it will depend on the other persons intent behind the behaviour.  CF lowest threshold is nuisance and noise.  JE those people could be oblivious that they are doing it and we would ask a housing officer to attend and speak to them in the first instance.  MMT If its fire doors causing the noise, isn’t it down to it being repaired?  RK offer a simple solution and possibly add this to any onboarding as people may not realise the noise they are making.  A question was raised previously by RK. Reports falling into a black hole.  CF This is being addressed by the customer service triage.  CF went on to discuss service improvements and they have made a lot of improvements. Customer service is the 1st point of contact and doing risk assessments with all calls being recorded.  It has been made more streamlined, they have removed medium risk classification and some terminology.  NL asked if there was a high risk?  CF confirmed that there is.  JE explained that a housing officer will deal with some cases dependant on the score given on the risk assessment.  CF high risk banding and then sent to ASB team and they get a 1-day response.  NL asked about timescale in accordance with priority and risk.  JE explained the idea of the timescale is in accordance with priority and risk.  JE Idea of escalation is show we have done everything reasonably can and avoids it going to court.  CF James has been setting up mediation and created a ‘dear neighbour’ card.  CF and JE also then explained about the process of sending out advisory letters to parties where it is difficult to prove either side.  CF Discussed about court actions and James added that court action is there to benefit the tenant.  NL Asked if they have the power to bring them in for interview.  JE responded saying that they can encourage people to come in to be interviewed.  CF The procedure was done first then the victim satisfaction survey, current process is the Anti-Social Behaviour (ASB) team call the victims with questions after the case is closed. This is currently being reviewed, considering having an independent person make the calls. The results will be shared with the group in a few months.  Craig then added that no case gets closed until a Housing Manager has read the case and given the ok to close it.  The housing Ombudsmen report was then discussed, and the criminal justice bill is being reviewed in the house of commons. Which gives closure powers for housing association, power of arrest on all injunctions.  NL What about first time offenders as prisons are full. Can you give an example of injunction the Anti-Social Behaviour team (ASB) can give?  CF/JE told the group they have issued 13 injunctions and are a great deterrent.  Any other business  CF Discuss with the group about electing a chair for the monitoring group. It’s a chance to work together and showcase the work of the Anti-Social Behaviour (ASB) team. It will be more structured, and the chair would take the lead on the meetings.  If agreed, the chair would take over leading the meeting. The group will be asked to vote.  NL asked if they were to have a chair, who will set an agenda.  CF need to get structure of the group first and then a plan for the way forward will be discussed and agreed. The group are welcome to meet without Milton Keynes City Council Officers, in between meetings.  CF, JB and LR all left the room while the group carried out a discussion around the pros and cons around having a chair for the Anti-Social Behaviour monitoring group.  Extra time was given.  See annex A for notes from discussion.  GW asked what is the point of this group?  CF it is an opportunity to challenge the Anti-Social Behaviour (ASB) team and to get involved once they see KPIs and give feedback, analyse the data, look at the challenges of the team and promote involvement. The group will receive quarterly reports with headliners and breakdowns, KPI’s in accordance with confidentiality agreement.  Working towards what will be shared at the Anti-Social Behaviour Forum in May.  GW said to the group that they would have to speak to each other outside of the meetings.  RK an elected chair can coordinate and feed the info back to the group and have information ready for the meetings.  CF we will see if there is a benefit to the group and to having it a chair.  Group discussion, although some members are unsure if having a chair is the best idea.  MMT can’t see how it would work as a group, in terms of sending out information and having a space to meet.  JB advised that the resident engagement team continue to facilitate the group by booking rooms and attending meetings.  CF asked for show of hands, if anyone supported having a chair  3 in favour  1 abstained  1 against  NL asked how it would work if people who have not been to a meeting.  CF everyone can come together and work together if others are unable to attend the meetings. New people are welcome to join.  CF Asked if the group would like to me meeting again before Christmas.  Following a discussion JB clarified if anyone would like to meet and the consensus was no.  MMT will we be able to email everyone and provide feedback?  You have all agreed to share email addresses, so absolutely can stay in touch.  RK suggested an extended meeting in January?  GW What’s going on in the next meeting?  CF will get an agenda in place. We will a quarterly report with headlines and a breakdown. We will include KPI’s in accordance with our confidentiality agreement. |  |
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| **Date of Next Meeting: 26 January 2024** | | |