

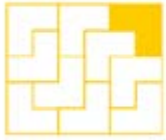
Our 2024 - 2029 plan for:



**Community
safety**

Date of issue: November 2024





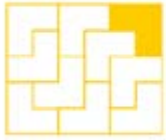
Vision statement

We'll provide specialist high quality investigations and support in response to anti-social behaviour (ASB) reports and safeguarding concerns. Working with customers and other agencies, we'll support our customers to feel safe in their home and community. We'll maintain our neighbourhoods to ensure they are safe and healthy places to live comfortable, happy and fulfilled lives.

Culture statement

Our priority is being the best we can be for our customers and colleagues by always listening and striving to improve, in an environment that is supportive, inclusive and wellbeing focused.

This plan therefore sets out our ambitions for community safety over the next five years, with our five business delivery strategies in mind.



The BIG challenges

What are the challenges/risks facing NCHA or our customers in relation to the vision statement?

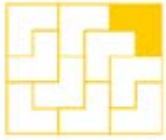
- **Challenges with effective partnership responses** – Decreasing resources within statutory agencies places more reliance on housing providers to deliver more at a time when consumer regulation is increasing to a more proactive approach from the Regulator monitoring consumer standards. The neighbourhood and community standard requires registered providers to work in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle anti-social behaviour (ASB) and hate incidents. Our Community Safety team, Domestic Abuse Support Coordinator and Community Support team need to engage in successful and effective partnership working that fits the circumstances of our homes and communities in the 32 local authority areas where we have a presence.
- **Recording and Management of ASB cases** – Since the initiation of this plan, ASB and hate incident case numbers have steadily increased, putting a strain on resources and colleagues. The Housing Ombudsman has highlighted

that the housing sector should consider how it records and manages certain types of cases. The Consumer Standards have placed a greater focus on the management of anti-social behaviour and hate incidents. Our Community Safety team service needs to reflect the change of emphasis and develop new approaches to recording, managing and resolving anti-social behaviour and hate incidents. We need to review our approach in light of Housing Ombudsman recommendations to the sector, including how we manage noise related issues with reference to the Housing Ombudsman *Spotlight on Noise Report*.

- **Training colleagues on changes to legislation** – Section 21 will be abolished within the lifetime of this plan through the Renters' Rights Bill. In particular, the ending of Section 21 is likely to have a significant impact on our Care and Support side of the business, where the majority of customers have Assured Shorthold tenancies. The processing of court applications may change. We'll need to review our policies and procedures to comply with the new legislation when enacted and train colleagues to be ready to deliver the new approaches.

Where are we now?

- In 2023/24, the Community Safety team dealt with 864 reported cases of anti-social behaviour. This is a large increase, in part due to having a single dedicated team now logging and investigating reports to ensure none are missed. Customers who are medium and high-risk victims of ASB are being supported by their Community Coordinator and in some cases also by the Community Support team.
- Our TSM performance for 2023/24 measuring customer satisfaction with our approach to handling anti-social behaviour was 66% for our general rented accommodation and 49% for our low-cost home ownership accommodation. The sector median was 57%.
- All ASB cases are recorded and managed within our ReAct anti-social behaviour case management system. We continue to develop its functionality as well as its reporting potential to ensure we can make informed decisions around service improvement.
- Our Domestic Abuse Support Coordinator supported 45 customers while they were waiting for community-based services. This means that they were not left vulnerable or at risk of harm.
- Our Community Support team supported 288 customers to support their mental and physical health and to maintain their tenancies. Some customers received short-term intervention such as access to the welfare fund. 214 customers were offered a Support Worker for more in-depth support. 165 customers successfully completed a programme of support.
- The 'Anti-Social Behaviour and Hate Incident Procedure' was updated in April 2024 to reflect our current working practices, provide clarity for co-operation with Care and Support projects and where possible to take into account advice suggested within the Housing Ombudsman's Spotlight on Noise Nuisance. The Anti-Social Behaviour and Hate Incident Policy is currently under further review to streamline ASB reporting.



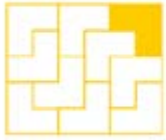
Key objectives

Year one

1. Where we have hate incidents, any county lines activity or cuckooing we'll join or lead a multi-agency response. This will be monitored through the Community Safety team plan.
2. We'll develop a clear policy for the provision and use of CCTV alongside Development, Care and Support, Property Services and Housing Services to promote community safety and deter crime and ASB.
3. We'll revise our policies and procedures as well as provide training for our colleagues, including those in care and support roles, on the new legislation that supersedes Section 21. This will ensure that our organisation is prepared for the upcoming changes.
4. We'll review our approach to tackling ASB and hate incidents, and review our policies and procedures with our customer panels. We'll develop links to customer engagement and place making strategies.

Year two

5. We'll ensure that the Sustainable Places Standard includes measures to reduce ASB, based on our experience of the design features that can cause friction between neighbours. This will also promote community interaction and consideration around the benefits and usage of green spaces to promote cohesive and sustainable communities.
6. We'll create a support programme aimed at newly developed communities, designed to assist them in their establishment and thereby minimise the risk of ASB.
7. We'll achieve our Equality, Diversity and Inclusion targets in delivering a partnership plan. This will help us to better understand concerns within our operating areas and ensure 25% of hate crime cases are subject to case review and lessons learned.
8. We'll improve customer satisfaction concerning the management of their cases, aiming for a satisfaction rate exceeding 68%.
9. By 2027, we aim to enhance customer satisfaction regarding the positive contribution we make to the neighbourhood to 73%.
10. We'll will review all cases where safeguarding concerns have been raised to implement lessons learned.



Delivering the plan

Our 2024-2029 community safety plan will be delivered by NCHA's Community Safety team, Your Community team and the Community Support team.



Monitoring and reporting

This plan is owned by the Head of Communities. Each objective is assigned to the relevant manager who is responsible to deliver actions that will contribute to the objectives through their team plans.

Progress against the plan will be reported to the Homes and Wellbeing senior managers annual meeting.

The Head of Communities is responsible for progress reports to the Customer Committee.

As well as progress updates, this plan will be underpinned by KPIs to measure success, aiming to achieve the objectives in full by 2029, including:

- Total number of ASB cases that were resolved
- % of customers satisfied with landlord approach to handling ASB
- Number of customers supported by the Domestic Abuse Support Coordinator and Community Support team.

Glossary

Hate crime/incident: Any offence or incident which is perceived by the victim or any other person to be motivated by hostility or prejudice based on a person's disability, race, religion, sexual orientation, or transgender identity.

Cuckooing A practice where people take over a person's home and use the property for some form of exploitation.

County lines Where gangs and organised criminal networks are involved in exporting illegal drugs into one or more importing areas within the UK, using dedicated mobile phone lines or other forms of 'deal line'.

Section 21: A legal notice in England and Wales that allows landlords to inform tenants that they wish to recover full possession of the property without providing a specific reason.

Renters Rights Bill: The bill will abolish fixed-term tenancies, remove Section 21 'no fault' evictions, and expand Section 8, developing the existing grounds under which landlords can regain possession and adding new grounds for possession.

Our business delivery strategies

Being the best we can be for our customers and colleagues by always listening and striving to improve, in an environment that is supportive, inclusive and wellbeing focused.

Alongside the Group Corporate Plan sit five **'Business Delivery Strategies'**, which are relevant to all departments. These are:

- Environmental Sustainability Strategy
- Social Impact Strategy
- Value for Money Strategy
- Our Customers Strategy
- Our Places Strategy.



Taken together, these strategies provide us with the opportunity to pause and reflect on what we've been doing, and then to refocus on the future.

Taking inspiration from these five business delivery strategies, this plan sets out our ambitions for customer experience for the next five years.