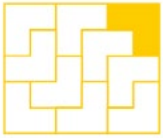


**Community  
safety**

## **Homes and wellbeing promise 2022 - 2027**

Date of issue: June 2022





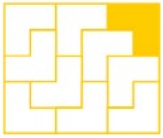
## Vision statement

We will 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 will support our customers to feel safe in their home and community. We will 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 the three business delivery strategies in mind.



## The BIG challenges

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

- **Mental health needs and domestic abuse** – The cost of living crisis puts increased pressure on our customers financially, and therefore on their mental wellbeing too, at a time when community mental health services have long waiting lists already exacerbated by post-Covid pressures. These increased pressures may lead to more safeguarding issues in families, possible financial abuse of vulnerable adults and an increase in criminality in general. This will test our safeguarding processes and stretch our resources when providing support.
- **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 changing to a more proactive approach from the Regulator to monitoring consumer standards. Meeting the needs of customers over a dispersed area and working with a large number of partner agencies when we're spread across multiple locations presents its own challenges.
- **Recruitment, retention, training colleagues and managing colleague wellbeing** – There are national issues around recruitment resulting in processes taking longer to recruit relevant candidates. Existing colleagues are feeling the pressure of learning new roles and adapting to the demand in these roles. In addition, raising awareness of the support we can provide to Care and Support and ILOPs around tenancy management could increase demand on the Community Safety Team and Your Community Team and overstretch existing resources. It could also restrict our ability to deliver the vision for the Your Community team to be out in our communities, more visible and supporting customers to promote tenancy sustainment.

# Where are we now?

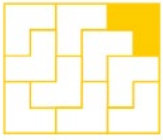
- In 2021/22, we managed 416 ASB cases across the ASB Team, Estates Team and Specialist Housing. As part of shaping our housing service, we have brought all ASB case management into one specialist team. We expect an increase in reporting because we can now guarantee that all ASB reports will be logged into our case management system. Customers who are victims of anti-social behavior will be supported by their Your Community Coordinator.
- All ASB cases will be recorded and managed within ReAct, and we will develop its reporting potential to ensure we can make informed decisions around service improvement.
- Our Domestic Abuse Coordinator supported 31 customers while they were waiting for community based services so that they were not left vulnerable and at risk of harm.
- Our Community Support Team supported 272 customers in general needs housing

stock to support their mental and physical health and to maintain their tenancies. They also supported 77 customers to settle into a new tenancy and 46 customers with employability. Their support included helping customers to claim £98,773 in welfare benefits, help to write off debts of a total value of £10,377 and to provide £4,459 in energy vouchers.

- In May 2022, we amended our 'Anti-Social Behaviour and Hate Incident Policy' to include the outcomes of the work of 'Improving our Response to Customers who pose a risk' working group. This worked to reassure colleagues that they will be supported when they are subjected to ASB and to reiterate to customers that these behaviours will not be tolerated.
- We also amended the policy and service standards to reflect a simpler classification of ASB type, improve response times and re-emphasise our approach to risk assessments to support vulnerable customers.

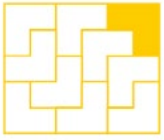
## In relation to our performance, in 2021/22:

- We managed 416 ASB cases, 13 of which were hate incidents
- We removed 332 fly-tips and dumped rubbish
- Satisfaction with ASB case outcomes was 77%.



# Key objectives

1. By 2024, colleagues will be trained in mental health, domestic abuse, hate related incidents and safeguarding processes to improve our response.
2. By 2024, we will develop wellbeing measurements and targets as part of ASB case management evaluation.
3. By 2024, we will embed the new Community Safety team and deliver enhanced equality insight against ASB outcomes.
4. By 2027, we will deliver a partnership plan to better understand concerns within our operating areas (i.e. hate crime and county lines).
5. We will develop links to customer involvement and place making strategies.
6. We will support smaller organisations in areas that we hold housing stock to resolve ASB collectively.
7. We will increase customer satisfaction in the way their case was managed to over 80% satisfied.
8. We will ensure our approach to safeguarding in housing management is in line with best practice.
9. We will develop a clear strategy for the provision and use of CCTV across our housing stock to promote community safety and deter crime and anti-social behavior.
10. Homes and Wellbeing colleagues will influence the layout and design of new build housing developments to minimise the potential for housing management and ASB issues. This will also promote community interaction and consideration around the benefits and usage of green spaces to promote cohesive and sustainable communities.



## Delivering the plan

This thematic plan will be delivered by NCHA's Community Safety Team, Your Community Team, Your Money Matters Team, Your Home Team, Community Support Team, ILOPs, SMART, and Services 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 meeting.

The Head of Communities is responsible for progress reports to 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 2027, including:

- Total number of ASB cases that were resolved
- Customer satisfaction with case handling
- Number of customers supported by the Domestic Abuse Coordinator and Community Support Team.

# 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 three new '**Business Delivery Strategies**', which are relevant to all departments. These are:

- **Environmental Sustainability Strategy**
- **Social Impact Strategy**
- **Value for Money Strategy.**

The **Environmental Sustainability Strategy** sets out ambitious targets that will enable NCHA to reach net zero carbon emissions, improve natural environments and reduce fuel poverty for our customers.

The **Social Impact Strategy** commits NCHA to getting better at measuring the positive impact we have on people's lives, and then using what we learn to focus our money and time on the things that have the biggest impact.

The **Value for Money Strategy** is arranged around three key concepts:

- Economy, which means buying things as cheaply as possible, which will mainly be achieved through improved corporate procurement practices and loan agreements.
- Efficiency, which means getting the most out of our resources, and
- Effectiveness, which means providing high quality services that meet people's needs and expectations.

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

**This plan sets out our ambition with Community Safety to enable better support of our customers.**