

Scrutiny Panel Report – Anti-Social Behaviour (ASB)

Project Group

SM (Chair)

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TA (co-opted from Homes & Neighbourhood Panel)

Review Period

The review began in April 2025, with a view to being completed by July 2025. Unfortunately, due to circumstances beyond the Panel's control this was delayed until September.

Schedule:

Meeting 1 – 8th April 2025 (agree scope, methodology & desktop review evidence)

Meeting 2 – 20th May 2025 (follow-up staff interviews held in April and data)

Staff Interviews – May / July 2025

Background

NCHA has an updated ASB Policy and Procedure and Hate Incident Policy which, together with the Housing Consumer Standards, in particular the Neighbourhood & Community Standard, suggests it is a suitable time to review and examine how NCHA responds to reports of ASB.

Project Scope

To review and examine NCHA's response to ASB. Prepare recommendations to Customer Committee with the aim of an improving an ASB service that meets the needs of NCHA customers.

To include:

- How does NCHA communicate its ASB Policy, processes and procedures to its tenants and can it be improved?
- How successful is NCHA in resolving ASB issues? What outcomes are used to measure this? Do tenants understand what actions are open to NCHA in resolving ASB issues?
- How effective is inter-agency partnership working in managing ASB?
- How does NCHA manage support to both victims and witnesses?
- Does the current NCHA response to ASB have a clear evidence base?

Key Questions for this review

Is NCHA's approach to dealing with anti-social behaviour clear and effective?

Do customers know what to do and understand the process and does it meet the expectations of customers?

Does NCHA follow its own process?

The Review Stages

The stages of the review are set out below:

Stage 1 – Background work; research and informing

The Panel will explore the following in this stage:

- The rationale for choosing ASB as a project and what research needs to be undertaken – both desktop and staff and customer feedback. For example, the Panel intended to hold 2 customer workshops for feedback. Unfortunately, this had to change in the Chair's absence and a customer survey was instead devised.
- Which Teams to speak with and the relevant staff.
- Desk top review of relevant documents: ASB Team data; TSM ASB results; Customer Insight reports; Internal Audit (Community Safety); ASB Team KPIs; NCHA working documents; NCHA ASB & Hate Crimes Policies.

Stage 2 – Gathering of existing and additional evidence

The Panel will explore the following in this stage:

- Gather and review all of the desktop information outlined in stage 1.
- Compile feedback from staff interviews.
- Compile feedback from customer surveys.
- Reference the revised ASB and Hate Crime Policies.
- Begin to form broad findings from evidence gathered so far.

Stage 3 – Review of evidence gathered

The Panel will explore the following in this stage:

- Compile possible recommendations and check with relevant staff. Suggested recommendations not required to be referenced in the report.
- Agree final recommendations and put together our report, identifying positive practice and recommendations for the service.

Stage 4 – Final report drafted

The Panel will explore the following in this stage:

- Draft report and recommendations viewed by senior management.
- NCHA response to recommendations agreed with timescales.
- Recommendations presented to Customer Committee for approval.

Methodology

- Desktop review of relevant documents and data
- Interviews with relevant managers / operational staff – Head of Communities; Community Safety Manager; Community Manager; ASB Investigators; ASB Assistant
- Adopting a “bootcamp” approach - structured focus groups in 3 different areas, to reach as many customers as possible. The focus groups will have a strict agenda to keep the discussions on point and structured to get the detailed response we need. The Customer Safety Manager and Head of Communities to attend the focus groups.

Unfortunately, due to the unavailability of the Scrutiny Chair, the latter method was changed to a customer survey. Thirteen survey responses were received, with the feedback being mostly positive. 84% of responses were received from General Needs customers and 15% from Shared Ownership customers.

The caveat to the survey feedback is that any response to the survey is entirely subjective and directly linked to negative outcomes of an ASB case – it’s possible that those unhappy with the service were more likely to complete the survey. For example, one respondent felt that one side’s view was taken over another, therefore the issue wasn’t resolved. A further respondent felt the service had failed to deal with the ASB from a neighbour, prompting her to move. It is therefore recommended that if the topic is re-visited a series of focus groups or workshops should be arranged to gather further insight from customers.

Research

Staff Interviews

Interviews with managers and key staff from Homes & Wellbeing were conducted by Panel members in May and July 2025. These interviews were to gain a better insight into the approach taken towards ASB and how internal teams work together to support both complainants and perpetrators. Interviews were conducted with:

- Steve Adams - Head of Communities
- Ian Spence – Community Safety Manager
- Hilary Fyfe-Hardy – Communities Manager
- Sam Dixon & Suzanna Locke – Anti-Social Behaviour Investigators
- Darrian Fearn – Community Safety Assistant

Desktop Review Documents:

KPIs

Tenant Satisfaction Measures (TSMs)

ASB customer satisfaction data

ASB Policy and Procedure / Hate Crimes Policy

Findings and Recommendations

How does NCHA communicate its ASB Policy, processes and procedures to its customers and can it be improved?			
Findings	Recommendations	Benefits of recommendation to customers and / or management	Management Response
<p>Website</p> <p>The NCHA website has a comprehensive list of what NCHA deems ASB and what can and can't be dealt with. However, it does not advise who to contact at NCHA for issues not classed as ASB.</p> <p>There are links to the ASB Policy, Hate Incident Policy and ASB Service Standards. The full policy documents are available, however it can be difficult to find the relevant information.</p> <p>Community Safety Team (CS Team) staff felt that the website could be better, eg by including links to external support agencies.</p>	<p>Recommendation:</p> <p>Review & Update NCHA Website</p> <p>Signpost website users to other NCHA teams who can advise on what to do with issues not classed as ASB. As the first point of contact, CEX (Customer Experience) can signpost customers to the website for further information (not as an alternative to referring to the CS Team).</p> <p>A synopsis of the main points of the policies to enable clearer, quicker interpretation of the key points.</p> <p>Research external agencies who offer support around ASB and, where appropriate, include links to the relevant website.</p>	<p>Benefits:</p> <p>The website can offer a one-stop shop for useful information and signposting, enabling customers to access information quickly without contacting NCHA in the first instance.</p> <p>Ensuring the message is clear about what is ASB and who to contact at NCHA.</p>	<p>Agree with recommendation.</p> <p>The ASB section of the website was redesigned with the Homes & Neighbourhood Panel to ensure it was accessible and clear. It formed part of the service standard review project. Further feedback on improving the website is welcomed and will be taken forward.</p>
<p>ASB Flyers</p> <p>The CS Team advised that a flyer was produced previously about children playing, which explained what is and isn't ASB and what to do. The ASB Investigators found this to be a simple but useful resource.</p> <p>Flyers can be used in a proactive way on schemes where there have been issues, handed out to all residents. This could include a door-knock to speak with customers in person, which could</p>	<p>Recommendation:</p> <p>Produce a Suite of Flyers</p> <p>Update the existing children playing flyer and devise a suite of new flyers, eg barking dogs, cannabis use, etc.</p> <p>The flyers should be clear on what NCHA will do and what the customer can do.</p>	<p>Benefits:</p> <p>Providing customers with useful information they can refer to, empowering them to make their own decisions around how to tackle issues in their neighbourhood. This could free up the ASB Investigators to deal with more complex ASB cases.</p>	<p>Agree with recommendation.</p> <p>Developing more interactive ways to inform customers about ASB to prevent ASB occurring is a vital part of the prevention toolkit. This has become more relevant with</p>

<p>involve other teams, eg Customer Engagement, Communities.</p> <p>Flyers can be handed out at sign-up, in the hope of mitigating the reporting of minor issues to the CS Team.</p>		<p>Working with other teams enables the Community Safety Team to be more proactive with ASB issues.</p>	<p>new developments and creating settled communities.</p> <p>Developing flyers for dog barking and cannabis use will require further thought as these tend to be issues with specific perps.</p>
<p>Customer Publications</p> <p>“Top Tips from Dave” featured in the recent customer At Home magazine. This offered a fun way to get across a serious message.</p>	<p>Recommendation:</p> <p>Dave’s tips to be included in each magazine issue. Could be extended to include tips on the website.</p>	<p>Benefits:</p> <p>An easy win to get a serious message across.</p>	<p>Agree with recommendation. As above, introducing more interactive and accessible ways to engage customers about ASB will improve the prevention tool kit</p>
<p>Volunteers</p> <p>Suggested that volunteers could be used to help with admin, speaking with residents, etc. This was discussed at length and several issues were identified around safeguarding, therefore wasn’t agreed. However, it could be possible for volunteers to be involved in community events, door knocks, etc, subject to appropriate training.</p>	<p>No Recommendation:</p> <p>No recommendation other than involving volunteers in community events, door knocking, etc, where appropriate.</p>		<p>This could be especially helpful when engaging with newly developed communities.</p>
<p>How successful is NCHA in resolving ASB issues? What outcomes are used to measure this? Do tenants understand what actions are open to NCHA in resolving ASB issues?</p>			
<p>Findings</p>	<p>Recommendations</p>	<p>Benefits of recommendation to customers and / or management</p>	<p>Management Response</p>
<p>Reporting Specific Issues</p> <p>CS Team staff felt the approach to investigating cannabis use needs to be looked at. It can be very time-consuming dealing with cannabis complaints, the police and local authorities are</p>	<p>Recommendation:</p> <p>Devise an information sheet on what to do when smell cannabis, emphasising the need to report to the Police, which</p>	<p>Benefits:</p> <p>This will free up time for ASB Investigators to investigate more complex cases and the legal remedies that can be pursued.</p>	<p>Partially agree with recommendation.</p> <p>Updating the response to reports of cannabis to sign</p>

<p>much better placed to deal with it. The issue needs to be reported frequently in order to build up intelligence, which will then prompt local Police to deal with it.</p> <p>It was noted that other organisations send out an acknowledgement letter and include an information sheet about what to do and where to report, and that they won't be dealing with it. A PCSO can visit at any time to catch people smoking cannabis.</p> <p>In light of the conversations and concerns raised by staff, a Scrutiny member suggested making cannabis an issue that is only reported to the police rather than to NCHA. It was agreed that this would be a good option.</p>	<p>will be sent out with all acknowledgement letters.</p> <p>Further discussion around whether NCHA should stop dealing with reports of cannabis use and to report to the Police.</p>		<p>post to better placed agencies will be explored further. Drug activity is outlined as a tenancy breach in the tenancy agreement so we cannot remove all responsibility for acting on evidenced cannabis use.</p>
<p>Smarter Working</p> <p>This is particularly important with reference to reports of cannabis. The ASB Investigators often travel long distances to "smell" cannabis. If there is no evidence during that visit, the case will be closed. Travel time takes the team away from dealing with more serious cases of ASB.</p>	<p>Linked to how we deal with reports of cannabis use. The resource should be looked at, not necessarily more staff.</p>		<p>Partially agree with recommendation. As part of cannabis use review. Visiting a property is the only way we can investigate cannabis use. This isn't going to be something that we can cut back on.</p>
<p>Customer Experience Team and Identifying ASB</p> <p>Customer Experience (CEX) don't always understand what constitutes ASB. Awareness needs to be raised so CEX clearly understand what is and isn't ASB so they don't raise expectations at first contact. For example, neighbours falling out isn't ASB. However, because CEX send everything through to the CS</p>	<p>Recommendations:</p> <p>Clearer guidelines around what is and isn't ASB.</p>	<p>Benefits:</p> <p>Ensures a better service for customers because expectations are managed and customers are clear on what can and can't be done. Again, this frees up the CS Team to deal with more complex / serious issues.</p>	<p>Agree with recommendation. The housing offer for Customer Experience requires further development which is underway between housing teams and CEX team leaders.</p>

<p>Team, it raises expectations, which the Customer Safety Assistant has to deal with.</p> <p>Although the triage process is vital in identifying which cases need to be investigated as ASB, having a greater understanding of what is and isn't ASB would assist with the workload of the CS Team – eg throwing rubbish on the street, parking should be dealt with by the Community Team.</p> <p>Although CEX work to a prescribed script, often customers refer to ASB incidents that happened a number of years ago, which may not be relevant to the current issue.</p> <p>It is acknowledged that CEX have call targets to meet, so quickly offload to CS Team in order to meet those targets. This again raises expectations for customers.</p>	<p>Additional training to be given to CEX on what constitutes ASB and which team to refer the complaint to.</p> <p>Revised CEX script to ensure the right questions are asked so customers are directed to the correct team to deal with their complaint quickly and effectively, without raising expectations. Include a question asking when the incident happened as often reports are made that reference incidents that happened 4 years ago.</p> <p>Whilst there is recognition that calls need to be “offloaded” within a set timescale, sometimes this creates work for other teams that could have been dealt with at first contact.</p>		<p>Ensuring there is a reduced ‘hand off’ from CEX to other teams was an original vision for the Customer Experience offer. This area of development will be a specific objective for the CEX & CST team plans.</p>
<p>Cuckooing Discussion with the ASB Investigators around cuckooing, which is becoming a bigger problem because of heightened awareness amongst the public. One Housing Association has a specialist Cuckooing Coordinator post to deal with this. The post liaises with local agencies.</p>	<p>Recommendation: Further research into how this post works: Is it effective? Do other housing providers have a similar post? How many incidents of cuckooing does NCHA deal with each year? Could this be included as an additional role in one ASB Investigator post, which would be reflected in their caseload?</p>	<p>Benefits: With cases of cuckooing becoming more prevalent, a specialist staff member could build links with other agencies across the region, speeding up the process of identifying vulnerable adults and offering them vital assistance.</p>	<p>Partially agree with recommendation. Cuckooing does take place in NCHA properties and requires the right approach. This has been made more explicit in the ASB policy and procedure. There are no indications it is</p>

			happening at a level to warrant a specialist role, however does point to further awareness training across NCHA to ensure concerns are raised and investigated
<p>Community Safety Team Staffing / Recruitment</p> <p>There are currently 6 ASB Investigators (2 in the south and 4 in the north), in addition to the Team Manager and the Community Safety Assistant.</p> <p>The Community Safety Assistant allocates cases to the ASB Investigators, taking into account if the Investigator lives close to a scheme where the complaint has been made, workload, etc. Recruitment needs to be considered more carefully. For example, a post was needed to cover the South, but when the last job was recruited to the successful applicant lived in the North region. It's acknowledged that more staff are needed in the north as there are more cases.</p> <p>If the team were to be expanded, an additional ASB Investigator post could "float" between the two regions, relieving the pressure on staff in those areas.</p>	<p>No recommendation, other than to carefully consider home location when recruiting. If a further post is recruited to, consider not allocating to a region.</p>	<p>Frees up existing staff to manage their workloads efficiently, while the "floating" post picks up the slack. Would need to carefully consider how this works in practice – linked to smarter working, so shouldn't be expected to travel long distances in a working day.</p>	<p>Resourcing for front line team must reflect stock/patch sizes and case loads. The Head of Communities is responsible for reviewing resourcing levels and submitting growth business cases where appropriate. This has to be balanced with ensuring teams are working efficiently as possible. We will recruit to location if we need to, but the priority will always be to get the best qualified staff irrespective of where they live.</p>
<p>Noise App</p> <p>NCHA uses the Noise App for customers to record sound issues. The top level access to the app is expensive, but includes the ability to record images as well as sound.</p>	<p>Not recommended:</p> <p>Taking into account the feedback from the CS Team and the alternative options available, upgrading to the top subscription of the noise app is considered too expensive for any</p>	<p>The CS Team currently use the Noise App effectively and utilise other free methods for receiving longer sound and video clips.</p>	<p>Agree with recommendation. There is no evidence from the team's feedback that further investment in the</p>

<p>The CS Assistant advised that NCHA currently has the basic subscription, which costs somewhere in the region of £1,500 a year. This gives NCHA the application itself where individual noise cases are managed, which link to logged ASB cases on the in-house React system. It allows tenants to log on to the noise app and upload 30 second audio clips of the noise nuisance that they are experiencing (the number of clips is unlimited).</p> <p>Upgrading to the top level would extend the length of the audio clip up to 90 seconds and limit the number of clips sent in by some tenants (sometimes the team get multiple clips a day which can be too many for the investigator to deal with). The top subscription would also enable video clips to be uploaded (90 second clips) and limit the amount sent in by each tenant.</p> <p>The cost of an upgrade would double to approximately £3,000 a year. The Community Safety Team doesn't currently see any benefits to doing this at the moment, as what they have and how it is used is more than adequate for their needs at this time.</p> <p>The application is fine for short audio clips. WhatsApp is currently used for video clips which are sometimes longer than the 90 seconds the noise app would provide on the top subscription.</p> <p>Video evidence is also received from other means, eg Ring video doorbell cameras, private CCTV systems, which are emailed directly to the CS Team due to the large file size of the clips.</p> <p>Feedback from the Community Safety Manager and Community Safety Assistant.</p>	<p>additional benefits it will bring. There are many free, suitable alternatives currently being used.</p>		<p>Noise App is needed at this time.</p>
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How effective is inter-agency partnership working in managing ASB?			
Findings	Recommendations	Benefits of recommendation to customers and / or management	Management Response
<p>Community Events The CS Team’s work is reactive in response to reports of ASB. The Team felt it would be useful to be more proactive and work with local agencies and Police in different areas to inform residents about what’s happening in their local area. This could involve a program of community events, initially focussing on “hotspot” areas. This would involve several NCHA teams.</p> <p>One ASB Investigator hosts a multi-agency session with an ILOPs scheme, which works really well. Would like to replicate this at other schemes.</p>	<p>Recommendations: Identify “hotspot” areas with a view to targeting those areas for community cohesion focussed events, involving local agencies, Police and NCHA teams.</p> <p>Expand the current multi-agency meetings to other ILOP schemes.</p>	<p>Benefits: NCHA acting proactively to support local communities. Highlighting how multi-agency working can benefit communities and prevent ASB or deal with issues quickly and appropriately.</p>	<p>Agree with recommendation. This has been discussed with the team as an area to develop, alongside other front line teams. This is in line with the Community Safety thematic plan which commits to an increased focus on community safety alongside case management. This is particularly needed for larger communities that are forming an increasing part of NCHA’s development programme. This will need to be considered alongside the resourcing finding.</p>
<p>Liaising with other Teams Raising awareness of how long it takes to get the evidence together, eg C&S often don’t know how things work and expect tenants to be evicted immediately. This can cause conflict.</p>	<p>Recommendation: Internal comms on the ASB process. Emphasis on getting the message out to projects and support staff in order to manage the staff’s expectations.</p>	<p>Benefits: Managing the expectations of staff may lead to more proactive work within projects to deal with ASB. Potential issues could be identified earlier and the CS Team involved to</p>	<p>Agree with recommendation. An ASB internal and external communications plan has been launched. These</p>

<p>Staff across the company need to know and understand the processes and how time-consuming it is.</p>		<p>give warnings about behaviour or start eviction proceedings.</p>	<p>findings will form part of the ongoing plan.</p>
<p>How does NCHA manage support to both victims and witnesses?</p>			
<p>Findings</p>	<p>Recommendations</p>	<p>Benefits of recommendation to customers and / or management</p>	<p>Management Response</p>
<p>Internal Support Networks NCHA works to support both the complainants and perpetrators of ASB. The Community Safety Team and Community Team work together to support complainants, however the Community Team rarely support perpetrators – they are referred to GP, other support services.</p> <p>Once a case has been closed by the CS Team, the Community Coordinator can support the complainant where required. This work isn't subject to a KPI so isn't officially monitored.</p> <p>Community Team feedback suggests that earlier intervention and proactive work could be beneficial in preventing ASB. This links to previous recommendation about community events, door knocking, leaflets, etc.</p> <p>No customers who completed the survey stated that they received further support from the Community Team. It isn't clear if this simply wasn't offered because the case was closed and no further support needs were identified or if the customer declined any additional input.</p>	<p>Recommendations: Look into how best to monitor the support the Community Team offers to both complainants and perpetrators – having a Community Team KPI around support.</p> <p>Formalise the referral process from CS Team to the Community Team to include timescale for initial contact, requirements and outcomes for ongoing support. Feedback to the CS Team on achieved outcomes.</p> <p>Research and identify ways to better support perpetrators.</p>	<p>Benefits: Currently no monitoring and the support is given on an ad-hoc basis. Would formalise the support offered, which will be recorded, and monitored. Outcomes to be fed back to the CS Team so any future reports and interactions can be referenced back to the previous contact.</p> <p>Offering more support to perpetrators may prevent issues from either occurring or escalating.</p>	<p>Agree with recommendation. Ongoing support to victims and perpetrators was part of the ambition when creating a dedicated CST. This has not developed fully and a clear process is required. This will be included with the planned launch of tenancy audits in April 26.</p> <p>We do have evidenced support to complainants from the Community Coordinators. There will need to be an agreement on what perpetrator support should involve and a link to the Community Support Team to avoid conflicts.</p>

Does the current NCHA response to ASB have a clear evidence base?			
Findings	Recommendations	Benefits of recommendation to customers and / or management	Management Response
<p>TSMs / KPIs / ASB Data</p> <p>It was noted from the TSM results that satisfaction with ASB amongst shared owners is significantly lower than amongst General Needs tenants. There could be a variety of reasons for this. For example, CS Team members have found that shared owners are more likely to give feedback than GN tenants. Expectations about the service are often higher amongst shared owners.</p> <p>With regard to feedback in general, it was felt that people generally only give feedback when they're dissatisfied with the outcome.</p>	<p>Recommendation:</p> <p>Further research into negative feedback from customers and the reasons for this.</p>	<p>Benefits:</p> <p>Will identify if there are issues for customers with the service or if the negative feedback is in direct response to the outcome of the ASB investigation.</p>	<p>Agree with recommendation. This will be included in the Shared Ownership satisfaction plan that links directly to complying with the Shared Ownership Code. This TSM does include respondents who may not have reported ASB but does indicate a perception that ASB is not tackled effectively.</p>
<p>ASB Customer Survey</p> <p>Customer survey feedback indicated that the majority of respondents found their experience of reporting ASB to NCHA as poor (61%). However, the corresponding questions about the process were more positive. This could be because of the end negative outcome of their ASB case.</p> <p>Respondents didn't feel supported during the investigation process (69%).</p> <p>Feedback suggested that people often reported issues to other agencies, however then felt let down by NCHA's response. Sometimes the first contact issue is resolved but the root cause of the issue isn't identified and dealt with, leading to</p>	<p>Recommendation:</p> <p>Linked to the previous recommendation - re-visit ASB review in 18 months and gather more customer feedback and compare TSM results.</p>	<p>Benefits:</p> <p>Will identify if there are ongoing issues with the service.</p>	<p>Agree with recommendation. Identifying areas of dissatisfaction and improving the service where possible will be included on the team plan. Transactional surveys and TSMs provide insight into satisfaction, and are reviewed by the CST manager, however an opportunity to seek customer feedback via focus groups or</p>

complainants reporting the same issue multiple times.			follow up surveys after a period of time will add to the insight.
<p>Does NCHA's approach align with the Neighbourhood & Community Consumer Standard?</p> <p>NCHA has robust ASB and Hate Incidents Policies which have recently been updated to ensure they meet the requirements of the Housing Regulator's Neighbourhood & Community Consumer Standard. The revised policies were reviewed and agreed by Homes & Neighbourhood Panel (HNP) and Customer Committee. The policies set out to meet the Standard's requirements:</p> <ul style="list-style-type: none"> Registered providers must have a policy on how they work with relevant organisations to deter and tackle ASB in the neighbourhoods where they provide social housing. Registered providers must clearly set out their approach for how they deter and tackle hate incidents in neighbourhoods where they provide social housing. Registered providers must enable ASB and hate incidents to be reported easily and keep tenants informed about the progress of their case. Registered providers must provide prompt and appropriate action in response to ASB and hate incidents, having regard to the full range of tools and legal powers available to them. Registered providers must support tenants who are affected by ASB and hate incidents, including by signposting them to agencies who can give them appropriate support and assistance. <p>With regard to hate crimes, the main difference in investigating hate cases and non-hate cases is the initial response time - 24 hours for hate incidents and 3 days for general ASB cases. 25% of hate cases are dip tested every 6 months to identify any issues, trends or learning outcomes.</p> <p>Incidents are recorded as hate related even if there is no evidence that there was any such motivation. In the majority of cases it is only the complainant's perception that ASB has been committed because of their protected characteristic but that is enough for us to record it as such.</p> <p>There are very few cases recorded as hate crimes – in 2024 18 out of 630 ASB cases were recorded as hate incidents. This was broken down into 15 cases for race, 2 for sexuality and 1 for religion. This is probably the average break down year on year. (Data & commentary provided by Ian Spence (Community Safety Manager).</p>			
<p>ASB Help National Pledge The Chair identified the ASB Help National Pledge as a useful resource: The ASB Help PLEDGE ASB HELP</p> <p>Chartered Institute of Housing Respect ASB Charter The Chair queried if NCHA is signed up to the Charter.</p>	<p>Recommendation: Research the benefits of signing up to the National Pledge accreditation scheme.</p>	<p>Benefits: A network for agencies dealing with ASB and access to useful resources and training.</p>	<p>Agree with this recommendation. Engaging in wider partnerships to improve practice will be included in the team plan.</p>

Conclusion

When the ASB review was proposed and the scope agreed, the Panel had a clear methodology for gathering the evidence required to prepare a report and recommendations. The Panel was able to analyse data from various sources and hear the views of staff directly and indirectly involved in ASB investigations and cases. Unfortunately, due to circumstances beyond NCHA's and the Panel's control, the Panel was unable to effectively gather the views of customers who had recent experience of the ASB process. The feedback we received was often subjective depending on the outcome of the ASB case.

In view of this, a final recommendation would be to re-visit ASB in a year's time to include the views of customers on how the process is perceived and works for them. Therefore, this report and recommendations deals with operational NCHA issues and improvements that can be made in this area.

Feedback from staff is that we are currently in unprecedented times. One staff member stated that, having worked in housing since 2001, the sector is more challenging now than ever before. For example, back in 2010 there were lots of grassroots community groups and resources available. There are now no groups around to take on some of the support work, NHS mental health services are stretched. This has an impact on how we can support both victims and perpetrators of ASB, including the types and severity of ASB, working with other agencies, etc. There was an acknowledgement that other NCHA teams are stretched, eg Community Support Team, who might otherwise have offered more support.

Suggested areas for further scrutiny

Because of the issues with gathering significant customer feedback, it is recommended that a second review be carried out within 18 months of this report to gather more in-depth customer feedback, in order to consider additional customer-focussed recommendations based on the customer experience.

The TSM satisfaction data for shared owners is considerably lower than for General Needs. Although the perception is that expectations amongst shared owners may be higher, the Chair was keen to explore this in more depth.

Proposed monitoring:

1. Action plan with management response to recommendations to be shared with the Panel once finalised.
2. Monitoring of progress against deadlines to be conducted by Customer Committee.
3. 6-month update to Scrutiny Panel on progress of actions.

Acknowledgements

The Panel would like to thank the following members of NCHA staff for their time, support, input & guidance during our research:
Heather Cooke (Customer Engagement Specialist); Guy Stovold (Assistant Director of Homes & Wellbeing)

The Panel would also like to thank the following staff, particularly for taking the time to share insight on their experience of dealing with anti-social behaviour:
Steve Adams - Head of Communities
Ian Spence – Community Safety Manager
Hilary Fyfe-Hardy – Community Manager
Sam Dixon & Suzanna Locke – Anti-Social Behaviour Investigators
Darrian Fearn – Community Safety Assistant

Documents referred to:

- The desktop review documents outlined above in this report