

Corporate Overview and Scrutiny Committee - Anti Social Behaviour

Peaks & Plains ASB and support service.

30.01.20.

Background

In April 2017, Peaks & Plains Housing Trust (the Trust) made the decision to reduce the scope of the Anti-Social Behaviour (ASB) service that it provided to its customers. Serious ASB cases were outsourced to a partner housing association during this period.

Unfortunately, this position had consequences in respect of increased workloads that partner agencies experienced. This was a business decision that was taken due to Government rent cuts.

In April 2019, the Trust took reintroduced their ASB team, and also an additional Tenancy Support Team (TS).

Structure

An experienced Customer Support and Enforcement Manager (Tim Bamber) was recruited to help set up both teams.

As a result, the following structure now exists;

ASB Team

- 1 1 x Customer Support and Enforcement Manager.
- 2 1 x ASB legal officer
- 3 3 x Customer resolution officers.
- 4 2 X Tenancy sustainability officers
- 5 1 x ASB Admin support Officer.
- 6 1 x sheltered support officer.
- 7 1 x Housing apprentice.

Currently, the Trust manages the Talking Therapies service (a low level mental health support team), however, this service ends on 31st January 2020 as the service will not be continued by Cheshire East Clinical Commissioning Group in its current format.

The ASB and TS teams sit within the Customer Experience Team, which is headed by David Squires (Head of Customer Experience). David is an experienced housing professional with over 25 years' service in community safety and neighbourhood management.

Update

Since April 2019, the Trust has reviewed and introduced new Policies in respect of ASB and Safeguarding, as well as developing procedures to support both services.

The Trust has also been proactive in reaching out to partner agencies (including Police, social services, other RSL's etc) as we understand the importance of coordinated partnership working to tackle ASB in the County, and to support our customers.

The Trust now attend all meetings in respect of a coordinated response to ASB, and are regular attendees at MARAC and SOCG meetings.

The Trust have also set up close links with Cheshire East Social Services, and have been trained on the new Liquid Logic system, which will help us to identify risk to our customers and allow us to offer a directed approach to safeguarding.

Peaks and plains Housing Trust have also worked closely with DS Dan Gorman in respect of setting up a three month trial of Operation Expel, which tackles cuckooing in the County.

Caseloads

Since May 2019 (start of performance monitoring), the Trust has dealt with over 430 cases of ASB. These ranging from serious incidents such as assaults and Hate crime, to dealing with low level noise nuisance and neighbour disputes. In dealing with cases of ASB we look to involve relevant partner agencies, and to conduct the necessary referrals of support for both victims and perpetrators. We have also achieved a customer satisfaction of between 85-100% in respect of case handling and outcomes.

We have also obtained around 15 injunctions (some ongoing cases) against perpetrators of ASB, some of which had been legacy cases that had not been addressed.

Prevention and Support Services

The Trust has introduced mediation services, professional witnessing services, and state of the art CCTV systems in our communities.

In respect of the Tenancy support service, Peaks & Plains Housing Trust has helped to support over 100 customers, helping them with their finances and benefits, with customers receiving nearly £85000 in benefits that they were entitled to.

We have also dealt with 24 hoarding cases over this period (working closely with Cheshire East Hoarding service) and handed out around 120 food parcels to customers who were/are in need.

The Trust is also working alongside many smaller resident led community groups within the Macclesfield area, as well as linking in with local town councils such as Poynton, with a view to improving our communities and improving the lives of our customers.

We are committed to working alongside partner to tackle ASB and to support our customers.

Tim Bamber

Customer Support and Enforcement Manager.

Peaks and Plains Housing Trust.