



Report to:	STOCKPORT HOMES MEMBER COMMITTEE <i>14 February 2022</i>
Report of:	DIRECTOR OF OPERATIONS
Contact Officer and contact details	Liz Smith, Head of ASB 07730 557 594 <i>liz.m.smith@stockporthomes.org</i>
Type of Report	<i>Decision</i>
Title of Report:	ANTI SOCIAL BEHAVIOUR (ASB)STRATEGY 2022-25
Purpose of Report:	To review the progress and outcomes to date of the existing ASB Strategy. To note the ASB Strategy 2022-25.
Recommendation(s):	That Member Committee note the progress made against the ASB Strategy 2019-25 and note the ASB Strategy 2022-25
Confidentiality	Non Confidential
Resource Implications	ASB budgets are established for each financial year and the actions linked to this Strategy are factored into the budget.
Impact on Risk Appetite and Risk Register	SHGs risk appetite for new business and change is “hungry” and the future opportunities for the ASB Service detailed in the ASB Strategy is in line with that aspiration. SHGs appetite around key relationships and reputation is “minimal” and the work detailed in this strategy highlights that the ASB Service recognises the importance of effective partnership working with other organisations, including the Council and the Police, to address emerging issues.

	Risk Number	Risk Description	Risk Mitigation
		<p>Positive, strategic relationships / approaches to partnership working are not maintained with Stockport Council, local politicians and other key local partners across Greater Manchester (GM) including Athena, GMCA, HSCP, GMHP and the third sector</p>	<p>This Strategy highlights the excellent work that has been and will continue to be undertaken to develop and maintain positive working relationships with the Council by delivering excellent services on its behalf, with partners agencies through the delivery of diversionary activities and with Cllrs through ASB workshops.</p>
		<p>That staff resilience, performance of the ASB Service and customer satisfaction starts to decline due to sustained increased caseloads.</p>	<p>The strategy makes provision for on-going training and support to deliver excellent ASB services so that customer expectations are managed effectively, and satisfaction continues to improve. Reviewing how services are delivered, reviewing and implementing best practice, along with close monitoring of cases via 121 case reviews and</p>

			and on-going ASB performance, will mitigate the risk.

Customer Voice	<p>Customer's views on the ASB Strategy were sought via two, in person, Focus Group sessions. The sessions were advertised online and on social media generally, however customers who had complained about the service, or who had been dissatisfied with their case over the last 12 months, were specifically contacted and invited to attend. A total of 40 customers were specifically invited with 11 attending in person and the remaining customers providing feedback via email or over the phone in advance of the Focus Groups taking place. Key themes in the feedback from this cohort of customers was that victims of ASB received little support compared to perpetrators, that communication about cases was poor and that SHG were not quick enough when taking enforcement action</p> <p>In addition to the Focus Groups customers were consulted via a social media campaign. A video was developed asking customers views on what they believed SHG should focus its ASB properties on for the next three years and posted on social media including Facebook and You Tube. The video reached over 180 customers and feedback was emailed into the Customer Engagement Service. Feedback included working to develop a strong sense of community on estates, more organised evidence gathering, improved communication with the police, better response to hate crime and more support for victims.</p> <p>As a result of the feedback from customers the six strategic aims were developed with one specifically around facilitating strong complainant and community empowerment and support for those who experience ASB. This aim seeks to address concerns about support and ensuring complaints and victims feel engaged, supported, and listened to and confident that SHG is delivering an effective approach to tackling ASB. An action plan was also developed with some actions being specifically worded by those who took part in the consultation. The draft action plan was circulated to those who attended to give customers a final chance to give more feedback before it was presented at Operations Committee in February,</p>
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<p>Equality, Diversity & Inclusion implications</p>	<p>ASB Services delivered within SHG support some of the most vulnerable and marginalised customers in the Borough and seeks to improve quality of life of both complainants and perpetrators and bring positive outcomes for all.</p> <p>SHG has a clear Strategy, Policy and Procedure for dealing with ASB. There is potential differential impact against BAME customers due to language barriers where a customer's first language may not be English.</p> <p>There is also potential differential impact disabled customers due possible vulnerability due to physical or mental health. This could include customers whose disability means they have low literacy skills or are more at risk of ASB having severe negative affect on their wellbeing.</p> <p>The potential differential impacts are negated in these instances as the ASB Policy makes provision for interpreter services, by making race and hate crime incidents a priority for investigation and by using a risk assessment matrix to establish vulnerability.</p> <p>Any hate crime is given priority status for investigation. This is positive preferential treatment. In addition, the strategy action plan contains a specific action relating to hate crime and engaging with Rainbow Roofs to review the current policy and procedure.</p>
<p>Regulatory compliance</p>	<p>The Regulator of Social Housing states within its Neighbourhood and Community Standard states that Registered providers shall work in partnership with other agencies to prevent and tackle anti-social behaviour in the neighbourhoods where they own homes. This Strategy sets out strong evidence of how SHG approaches ASB and how it can demonstrate compliance with this Standard specifically</p> <ul style="list-style-type: none"> • strong leadership, commitment and accountability on preventing and tackling ASB that reflects a shared understanding of responsibilities with other local agencies • a strong focus exists on preventative measures tailored towards the needs of tenants and their families • prompt, appropriate and decisive action is taken to deal with ASB before it escalates, which focuses on resolving the problem having regard to the full range of tools and legal powers available

ASB STRATEGY 2022-25 REPORT

1 EXECUTIVE SUMMARY

1.1 BACKGROUND

1.1.1 Stockport Homes Group (SHG) is an ambitious, innovative organisation with a proven track record of delivering excellent services to customers. SHG recognises that all customers have the right to the peaceful enjoyment of their home and neighbourhood and that left unchallenged, Anti -Social Behaviour (ASB) can have a significant negative impact on the lives of residents. Equally every resident has a responsibility not to interfere with their neighbour's right to the peaceful enjoyment of their home.

1.1.2 Working through the Safer Stockport Partnership (SSP) with key partners such as Stockport Council, Greater Manchester Police, Youth Offending Services, Probation, other Greater Manchester housing providers, voluntary sector organisations and engaging with Members of the Council and customers, is central to this Strategy. The Strategy has therefore been developed in consultation with all of these stakeholders so that it is representative of a joint approach to tackling and preventing ASB in Stockport as a whole. For the purpose of this Strategy the term "customers" does not exclusively relate to the Council's tenants but is used to describe residents of Stockport who engage with SHG's ASB services, regardless of tenure.

1.1.3 In March 2019 Stockport Homes Board approved a three-year ASB Strategy and Action Plan. The ASB Strategy 2019-22 identified a range of actions all of which have been completed. Some notable achievements of those actions that were completed include:

- Ongoing high performance of the ASB resulting in 99.40% per cent of cases being resolved in an average of 50 days whilst achieving satisfaction of 97.84 % with the outcome of the case¹
- Providing services to other organisations generating income of £94,086 in for reinvestment into the ASB Service².
- The introduction of an Apprentice ASB Case Support officer to support delivery of the expanding noise and CCTV services, so that demand for installations can be met and cases continue to have evidence gathered swiftly.
- Further expansion of services including a Domestic Abuse Case Worker and Exploitation Protection Officer to support SHG most vulnerable victims.
- Development of the ReMote reporting App making it easier for customer to report incidents via a Smartphone/Device

- Delivery of prevention of ASB activities for young people with particular emphasis on sports
- Improved existing redeploy able CCTV system and purchase new more enhanced systems to deal with issues in open spaces managed by SHG.

2.2 ASB Strategy 2022-25

2.2.1 The ASB Strategy 2022-25 sets out how SHG intends to continue to tackle ASB, together with key partners, and has been structured around six strategic aims which reflect the SSP priorities and SHGs overarching ambition in relation to ASB, which is:

“To contribute to the reduction of crime and ASB in Stockport including its impact on individuals, their families, and the whole Community”

1.2.2 The six strategic aims are to:

- **Implement effective early measures to prevent ASB occurring** – The aim of this theme is to put measures in early to lower the risk of anti-social behaviour. Prevention of anti-social behaviour has a profound impact on the quality of community life. By working with partners to tackle the root causes in communities we can ensure we deliver more effective and sustainable long-term solutions.
- **Deliver Successful and Sustainable Interventions for those engaging in ASB**– Intervention measures are put in place when preventative action has failed, and someone has become involved in committing anti-social behaviour. The aim is to provide support and/or diversion to stop that individual engaging in further ASB. This is premised on an understanding that delivering support as early as possible reduces the potential for behaviour to escalate. Critical to this process will be assessment of risk in the evaluation process to ensure that vulnerable people with complex needs have the opportunity to receive specialist support from the right services. Ideally early intervention should be arrived at through engagement with individuals, families, and communities to maximise the potential for success
- **Take effective and robust enforcement action against those who persist in causing ASB**- protecting individuals and the community as a whole by using appropriate and effective action, including legal action, against the minority of people who are persistently engaged in ASB
- **Facilitate strong complainant and community empowerment and support for those who experience ASB**- ensuring complaints and victims feel engaged, supported, and listened to and confident that SHG is delivering an effective approach to tackling ASB.
- **Contribute to effective "Integrated Intelligence" to help solve community problems in partnership**– where intelligence is shared

between partners, there is greater scope to identify early interventions that can achieve long-terms, sustainable resolutions for communities. Furthermore, where integrated intelligence allows the early identification of risk, there is reduced likelihood of those victims or perpetrators with complex being passed between different bodies. Sharing information with a clear understanding of each other's responsibility and capability will facilitate the identification of shared priorities, pooling of resources and the potential to deliver timely problem solving and early intervention.

- **Expand the reach of the ASB service externally through the growth of the commercial offer to partner organisations and other landlords, reinvesting any to further improve services delivered to customers** – SHG has a strong reputation both nationally and regionally for delivering excellent ASB services and offers unique services including CCTV, noise and Positive Engagement Services. Offering these services to other partners and organisations to generate income, means that income can be reinvested to further improve services delivered to SHGs own customers.

1.3 CONSULTATION

2.3.1 Consultation has taken place across a number of areas including:

- Customers, via two ASB Focus Groups and a Social Media Campaign engaging over 200 customers.
- The Council and the Police via the Partnership Business Group, an arm of the Safer Stockport Partnership
- Teams within the SHG who contribute to delivering services linked to ASB
- Presentation to SHG's Operations Committee

2.3.2 The strategic priorities identified through this consultation are reflected in the strategy and action plan. Progress against the Strategy will be monitored annually and reported to the Members Committee and will be publicised on the website and in the Stockport at Home customer newsletter.

3 RECOMMENDATIONS

3.1 That Member Committee note the progress made against the ASB Strategy 2019-25 and note the ASB Strategy 2022-25