Item 2.5 Appendix 2



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**Anti-social behaviour strategy**

**2020- 2022**

1. **Introduction**

Northampton Partnership Homes (NPH) was set up as an Arm’s Length Management Organisation (ALMO) in January 2015. NPH are responsible for managing approximately 12,000 homes on behalf of Northampton Borough Council (NBC).

From 1st April 2021, West Northamptonshire Council will be formed of which NPH will be a part of. This will effectively merge the county council with the district and borough councils in Northampton, Daventry and South Northamptonshire, all of which will be abolished.

We recognise that all residents 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.

We will not tolerate ASB and, in partnership with other agencies, we will investigate all forms of ASB.

Being an active member and working with the Northampton Community Safety Partnership, a wide range of partners and the third sector is essential to this strategy and its success.

We want to be seen and recognised as one of the best housing organisations which provides a range of excellent services to our diverse communities, tenants and leaseholders that we serve. Having an effective and sufficiently resourced ASB service is central to this.

This strategy supports our vision of providing homes which enable people to live happy and healthy lives in enriched communities. We are committed to both effectively and swiftly tackling ASB but also looking at its causes and what we can do to prevent it from happening in the first place.

The previous 2 year strategy approved by Board saw the delivery of several key achievements which included:

* + Increasing the size of our specialist team to tackle ASB from 2 to 5 full time members of staff
  + Gained formal accreditation of the service by Housemark which lasts for a period of 3 years
  + Successfully trained 3 of the team to become accredited mediators
  + Procured and embedded a bespoke ASB case management system which is also used for safeguarding cases of concern
  + Created and implemented an Out of Hours ASB reporting system

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* + Procured additional noise monitoring equipment, recognising that noise is our most frequent report of ASB
  + Undertook a full service review by the tenant scrutiny panel, created an action plan and delivered against a range of their recommendations
  + Introduced and conducted mystery shopping
  + Entered into a partnership with VOICE for victims and witness of crime or serious ASB
  + Trained all Tenancy Compliance Officers to coordinate restorative practices
  + Achieved the Team of the Year at the employee Make A Difference awards event
  + Recorded the highest ever levels of customer satisfaction for case handling and case outcome
  + Created an ASB user group to shape and develop the future delivery of the service
  + Undertook a range of activities such as promoting the Hate Crime Awareness Week, delivering awareness sessions to primary school children and utilising Daphne the NPH bus to engage with our communities and neighbourhoods
  + Introduced several service leaflets and updated the website to provide more information and better on line reporting

This strategy sets out 8 strategic themes and how we intend to deliver our commitment to tackling and preventing ASB over the next 2 year period. We have widely consulted on our strategy and invited a range of stakeholders, tenants, leaseholders and partners and invited their comments. The findings of the consultation have helped to shape this strategy and ensure that it is fit for purpose during its lifetime.

# Priorities

1. Reduce the overall number of cases of reported ASB 2. Support victims and witnesses of ASB, and reduce the number of incidents of repeat offending

3. Ensure the delivery of an excellent and easily accessible ASB service for service users

4. Work closely with our partners to tackle and prevent ASB and wider community safety issues

5. Use a range of remedies available to tackle ASB and publicise successful outcomes

6. Deliver the commitments of the CIH Make a Stand Pledge

7. Resolve reported cases quickly and efficiently

8. Analyse the causes of noise nuisance, raise awareness and reduce the number of reports received

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# About NPH

This Strategy aims to support NPH’s Vision, Mission and strategic objectives. These statements make a commitment about who we are and how we will go about achieving the things we set out to deliver for our customers.

**Vision-** NPH provides homes, which enable people to live happy and healthy lives in enriched communities.

**Mission-** We improve lives by sharing a common purpose- We improve and maintain the quality of our homes- We provide services which endeavour to meet the needs and aspirations of all tenants and residents.- We will provide the opportunity for people to influence the immediate and long term futures for themselves and their communities.

**Values-** Open and Strong

Listen and Respond

Achieving more with others

Aim High and Deliver

**Strategic objectives**

We have developed a framework of strategic objectives that acknowledge the priorities of Northampton Borough Council and Northampton Partnership Homes, reflecting what is important to our organisations, our tenants, leaseholders and staff, and the partnerships that help us to improve our services overall.

These strategic objectives are as follows:

**Strategic Objective 1** Quality homes and estates

**Strategic Objective 2** Customer focused housing services

**Strategic Objective 3** Opportunity and access for all

**Strategic Objective 4** Maximise partnerships

**Strategic Objective 5** Be an effective organisation

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# What is ASB?

ASB is defined in accordance with the ASB, Crime and Policing Act 2014 as:

* 1. Conduct that has caused, or is likely to cause, harassment, alarm or distress to any person,
  2. Conduct capable of causing nuisance or annoyance to a person in relation that person’s occupation of residential premises, or
  3. Conduct capable of causing housing related nuisance or annoyance to any person

There are three main strands of ASB:

* **Nuisance**- Incidents where an act, condition, thing or person causes trouble, annoyance, inconvenience, offence or suffering to the local community in general or to individual victims. The most commonly reported nuisance is as a result of noise.
* **Environmental**- Incidents where individuals and groups have an impact on their surroundings including natural, built and social environments. This can include instances of fly-tipping and graffiti.
* **Personal**- Targeted at an individual or group or having an impact on an individual or group rather than the community as a whole. This can include instances of hate crime or harassment.

# National context

The profile and prominence of ASB has risen over a number of years and places a significant emphasis on Local Authorities, housing providers in general and the Police to positively and effectively tackle it culminating in the ASB Crime and Policing Act 2014 reducing the general powers available from 19 to 6 to make dealing with such instances far more streamlined and effective. The Government introduced a new approach to policing, community safety and ASB and introduced the community trigger for anyone who has complained 3 times in a 6 month period and feels nothing has been done It gives victims the opportunity to hold relevant agencies to account.

ASB has been at the forefront of Government policy and thinking for a number of years and remains so. The Government published the Social Housing Green Paper, “A New Deal for Social Housing”, in 2018. A key message to emerge was the stigmatisation of social housing tenants, highlighting that many have felt negatively stereotyped for a number of years. The Green Paper emphasised the importance of tackling ASB and stated that many residents felt their landlords either did not take their concerns seriously or were either too slow to act upon them or resolve the reported issues.

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Knife crime has gained national prominence through media reporting seeing record numbers of fatalities reported within noticeably London.

The issue of County Lines drug gangs and related activity is now recognised as a national problem and involves organised crime and the procurement of children or young and vulnerable adults to include cuckooing whereby a property is taken over for the supply and distribution of drugs.

The Chartered Institute of Housing launched its Housing “Make A Stand” pledge to highlight the instances and prominence of domestic abuse and violence.

The withdrawal from the European Union is too early to determine the likely impact it will have but it will impact on a multitude of issues that will affect our local residents and economies.

# Local context

Northampton is one of the largest towns in England. It had a population of 212,100 at the 2011 census and by 2019 it was predicted to have risen to 223,000.

The Index of Multiple Deprivation (IMD) is the main statistical overview of relative deprivation covering the whole of England. It is formatted using small geographical areas called Lower Super Output Areas (LSOAs), of which there are 32,844 across the country.

The IMD for 2019 shows that within the top 20 LSOA’s in Northamptonshire there are 7 of these within Northampton with Bellinge ranked first and falls within the 1% most deprived LSOAs in England.

We manage approximately 11,500 tenancies and 800 leasehold properties on behalf of Northampton Borough Council and therefore the stock represents the equivalent of 18% of the population. We are therefore the largest housing provider within Northamptonshire.

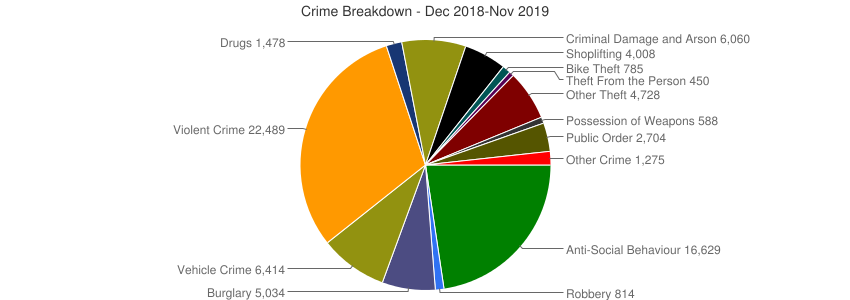
During the calendar year 2019 there were 465 new reports of ASB with noise nuisance being the most reported item accounting for 42% of the total cases.

Within the county of Northamptonshire, ASB is the largest reported single incident to the Police and the table below gives an

indicator of the extent of the problem:

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**Crime plus ASB breakdown for Northamptonshire Police:**



To tackle the problem and also to look at preventative options we work closely with a range of partners to include the Police, Northampton Borough Council, statutory services and third sector services. We are also a strategic partner of the Community Safety Partnership.

On 14th February 2020 Parliament passed legislation to replace Northamptonshire’s eight existing councils with two new unitary authorities on 1 April 2021. This means that there will be a new North Northamptonshire Council serving the areas of Corby, East Northants, Kettering and Wellingborough and a new West Northamptonshire Council serving Daventry District, Northampton and South Northants, and NPH will form a part of this.

From May 2020 two new shadow councils will be set up and lead the work to create the two new unitaries. NPH will start to work with the shadow council on assessing need and demand looking forward and developing a plan for NPH to deliver potentially a wider service from April 2021, working with the newly formed cabinet after elections in May 2021.

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1. **The NPH context**

We record all cases of ASB and the table below provides a comparison of ASB reports for the last 3 years

|  |  |  |  |
| --- | --- | --- | --- |
| Type of ASB | No. of cases 2017 | No. of cases 2018 | No. of cases 2019 |
| Alcohol | 6 | 3 | 0 |
| Domestic Abuse | 3 | 10 | 28 |
| Drugs/Dealing/Misuse | 68 | 96 | 69 |
| Garden Nuisance | 3 | 7 | 4 |
| Hate Related Incidents | 7 | 10 | 15 |
| Litter/Flytipping/Rubbish | 2 | 13 | 7 |
| Misuse of communal areas | 9 | 7 | 4 |
| Noise | 149 | 163 | 194 |
| Other Criminal Behaviour/Crime | 2 | 4 | 3 |
| Pets & Animal Nuisance | 4 | 8 | 32 |
| Physical Violence | 3 | 6 | 8 |
| Prostitution/Sex Acts/Crawling | 4 | 2 | 1 |
| Vandalism | 2 | 5 | 8 |
| Vehicle Nuisance | 2 | 0 | 2 |
| Verbal Abuse/Harassment/Intimidation | 109 | 126 | 90 |
| Total | 373 | 460 | 465 |

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In order to assess the quality of service delivered whilst a case is open we undertake a number of mystery shopping visits to reporters’ homes. This is to ensure that we get a better understanding of the service delivered and experienced before a case is closed. This allows us to take corrective steps and actions should it be necessary.

We also undertake telephone surveys once a case of ASB has been closed.

We receive a number of new reports of ASB each month which require further investigation. Below is a summary of the number of new cases we received for each month during the Calendar year 2019:

|  |  |
| --- | --- |
| Calendar year 2019 | Number of new cases of ASB opened |
| January | 46 |
| February | 9 |
| March | 50 |
| April | 35 |
| May | 37 |
| June | 32 |
| July | 39 |
| August | 60 |
| September | 57 |
| October | 45 |
| November | 30 |
| December | 38 |
| Total | 478 |

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1. **Our Service**

Resources

The ASB service is delivered by a specialist team, compromising of 2 part time Team Leaders and 5 Tenancy Compliance Officers. Each Tenancy Compliance Officer is responsible for a specific geographic area of the town and is located within an area based neighbourhood team working closely alongside Housing Officers, Support Officers and Welfare Officers to ensure that local knowledge is shared both internally and with external partners. On average NPH deals with approximately 110 open cases at any given time and the service is currently receiving approximately 40 new cases per month.

Customer service

There are several ways in which a customer can report an incident of ASB:

* In person to any NPH Officer (e.g. at the One Stop Shop or to their Housing Officer)
* Via telephone on 0300 330 7003
* Via e-mail to [asb@nph.org.uk](mailto:asb@nph.org.uk)
* Online at [www.nph.org.uk](http://www.nph.org.uk)
* Out of Hours ASB reporting line
* In writing to us at Northampton Partnership Homes, The Guildhall, St Giles Square, Northampton, NN1 1DE

We have a daily Duty Officer available to take any calls should the caller wish to speak to a specialist member of the team. We will also accept and investigate anonymous reports of ASB.

We classify cases under one of the following 3 categories:

Environmental

Nuisance

Personal

We acknowledge all new reports of ASB within 1 working day and will offer an appointment within 1, 3 or 5 working days to discuss the case in more detail and agree an action plan with you. Our response times are tailored according to the type of report received and the associated risk to the reporter. We will let reporters know what we intend to do and what they can do to help. We will happily talk to reporters on the phone or meet up with them at an alternative place if they do not want a home visit so that we can undertake our initial investigation into the nature of the issues that they are facing.

We can provide information in different languages and formats upon request and also offer a translation service, to include on our website.

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ASB Tools

In order to effectively tackle ASB we use a variety of non-enforcement action in the first instance which includes, but is not limited to, the following:-

* Acceptable Behaviour Contract
* Home visits and interviews
* Community Protection Warning
* Extension of Introductory Tenancy
* Good Neighbour Agreement
* Liaise with a range of partners such as Environmental Health and the Police
* Offer mediation
* Management transfer
* Referral to Anti-Social Behavior Unit (ASBU)
* Refer to in house Support team
* Referral to Victim Support
* Request Police Disclosure
* Restorative Practice
* Seek intervention from support agency for the subject of report
* Tenancy Sustainment Contract
* Warning letter to be sent to the reported

If it becomes necessary to use legal action then NPH have the following options to consider:-

* Civil Injunction
* Demotion of tenancy
* Possession proceedings (for secure, flexible and introductory tenancies), including the new absolute ground for possession to seek possession of the property

Other legal remedies which cannot be taken directly by NPH but could be discussed with partner agencies and taken forward by them include:

* Closure Power
* Dispersal Power
* Community Protection Notice
* Criminal Behaviour Order
* Public Spaces Protection Order

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# Strategic priorities

We recognise that ASB can have a damaging impact on individuals, groups and communities. The effects can be both long lasting and serious. We are committed to identifying the causes of ASB, taking proactive steps to prevent or reduce the likelihood of it occurring and taking swift, decisive and effective action when it does. We are committed to working in partnership to achieve our strategic objectives whilst ensuring the service is both accessible and effective for those that need to use it.

There are a number of key timely actions that we will need to deliver to ensure our strategic objectives are met and these will be encompassed within an action plan which will be regularly reviewed.

We have identified 8 key strategic priorities, and these are set out below:

**Priority 1:** **Reduce the number of cases of reported ASB**

Through both statistical data and from comments received in commissioned STAR surveys we recognise that ASB is a growing problem and one of significant concern to local residents within the communities that we serve.

We are committed to reducing the number of reported cases of ASB and to achieve this there are a number of things we will do.

**We will:**

* Ensure that the Council’s Housing Allocations and Choice Based Lettings Scheme is robustly applied to ensure that anyone applying for housing committing acts which cause or are likely to cause nuisance or annoyance to neighbours or others in the locality where they live or where they previously have lived are placed in to a reduced priority banding if they meet at least one of the reasonable preference grounds
* Ensure that our expectations are made clear to all new tenants at both pre-tenancy workshops and at the sign up process
* Offer Good Neighbour Agreements to all new tenants
* Undertake visits within the first 2 weeks of a tenancy starting
* Undertake a programme of tenancy and property updates and make use of the opportunity to make clear our expectations around ASB
* Pilot a Positive Engagement Officer being assigned to the Tenancy Compliance team
* Maximise opportunities to work with partners that provide diversionary activities aimed at preventing crime and ASB, particularly for young people
* Promote a culture of tolerance and responsible citizenship
* Profile “hotspot” areas and develop effective plans to deal with them

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**Priority 2: Support victims and witnesses of ASB and** **reduce the number of incidents of repeat offending**

We recognise that no single victim of ASB is the same, and the impact of any incident of ASB can vary from person to person.

We are committed to identifying those at greatest risk of being victims of ASB and those that experience it are provided support appropriate to their needs and circumstances.

We know that there are small numbers of people that are repeat offenders and we are committed to providing support to them when it is appropriate to do so whilst seeking to identify and address any contributory issues that may lead to improved or modified behaviour.

**We will:**

* Complete a risk assessment with each reporter which will be reviewed at a frequency consistent with the degree of risk identified
* Ensure any safeguarding issues are swiftly identified and referred in line with our procedure
* Assign a Housing Support Officer to any victim or witness that is vulnerable or deemed to be at potential risk
* Assign a Positive Engagement Officer to any perpetrator that is deemed to be vulnerable or a repeat offender of ASB
* Provide support both pre and post Court to any victim or witness to include a tour of the Court and reimbursement for any out of pocket expenses to include any loss of earnings
* Make use of hearsay statements when it is appropriate to do so
* Offer a CCTV package to those seen as at greatest risk
* Make use of diversity information to profile both reporters and subjects of report of ASB
* Make referrals to Voice when it is appropriate to do so
* Make use of available training and development opportunities
* Work with partners to identify and address the cause of repeat offending
* Make full use of available powers to send out a swift and strong message should unacceptable behaviour occur
* Make full use of restorative practices
* Undertake mystery shopping to ensure the needs of victims are being met

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**Priority 3: Ensure the delivery of an excellent and easily accessible service**

We recognise that customers want an efficient and effective service when contacting us about ASB.

We aim to deliver a service that is both accessible and meets the needs of our diverse customers.

The ASB service will allow for all appropriate mediums to be used.

**We will:**

* Provide a specialist Duty Officer to answer complex or case specific enquiries
* Operate a dedicated ASB reporting email address: [asb@nph.org.uk](mailto:asb@nph.org.uk)
* Ensure ASB can be reported on line on our website
* Provide information in different languages and formats upon request
* Provide a translation service on our website
* Provide an out of hours ASB reporting line
* Manage customers expectations when opening a case of ASB
* Review the content and functionality of our website
* Ensure our staff receive regular training
* Review the current service to identify any gaps or barriers to customer service excellence
* Ensure our IT system meets our business needs and is flexible to any changes in them
* Offer a range of channels to contact us
* Ensure we keep abreast of best practice and service improvements and developments within the sector
* Undertake benchmarking visits to other excellent service providers
* Provide service specific leaflets
* Raise awareness of our service and reporting from difficult to reach and diverse groups

**Priority 4: Work closely with our partners to tackle and prevent ASB and wider community safety issues**

Due to the nature, wide range and complexity of ASB we recognise that we cannot tackle it in isolation and therefore working with a wide range of partners is essential.

We are an active partner of the Northampton Community Safety Partnership.

We have Data Sharing Agreements in place with a range of partners.

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**We will:**

* Support a range of activities such as Days of Action, community clean ups, Blockwatch etc
* Utilise Daphne the bus for proactive themed events
* Work closely with Neighbourhood Wardens to identify and tackle instances of environmental crime
* Attend a range of partnership meetings and make appropriate referrals to them. This includes but is not limited to the Hate and ASB Action Group, Multi- Agency Risk Assessment Conference, Multi- Agency Public Protection Arrangements etc
* Seek formal disclosure from the Police in serious cases of ASB, crime and disorder
* Attend the Councils Forums when it is appropriate to do so
* Look to design out crime where it is feasible and financially viable to do so
* Work closely with Neighbourhood Policing teams
* Provide shadowing opportunities to new Police recruits
* Work with a range of partners to include but is not limited to Police, Adult Social Care, Mental Health services, Fire Service and third sector bodies
* Work collaboratively in neighbourhoods with our partners
* Be an active partner of the Northampton Community Safety Partnership and contribute towards delivering against the key strategic priorities and objectives
* Work with providers of youth services
* Work with partners to reduce crime, ASB and fear of these in our neighbourhoods
* Promote our service, especially to groups that are historically under represented and difficult to reach
* Deploy sufficient resources to tackle ASB
* Contribute towards ensuring our neighbourhoods are safe, clean and tidy
* Contribute to the delivery of raising awareness of ASB and its effect within local schools
* Meet with Residents Association groups to understand and update on local issues of concern

**Priority 5: Use a range of remedies available to tackle ASB and publicise successful outcomes**

The ASB Crime and Policing Act 2014 reduced 19 powers for tackling ASB down to 6. We will make full use of those powers at our disposal

We will use remedies that are both preventative and enforcement based according to the type of case and its severity.

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**We will:**

* Ensure that any form of action we take is both reasonable and proportionate
* Publicise outcomes of any cases that have resulted in a successful outcome for the victim when it is appropriate to do so
* Ensure that those causing ASB are aware of our expectations and approach towards ASB
* Review the effectiveness of the remedies that we use
* Explore the feasibility of being able to issue Community Protection Warnings and Notices
* Procure a CCTV package that may be used in a wide range of ASB cases
* Review the feasibility of delivering “Do it Yourself” Injunctions
* Extend the use of Good Neighbour Agreements beyond new tenants
* Make full use of business intelligence to profile patterns, hot spots and use of remedies
* Review the use of available technology
* Not be afraid to resort to eviction in the most extreme and serious cases of ASB
* Provide regular updates in Voice

**Priority 6: Deliver the commitments of the CIH Make a Stand Pledge**

We recognise and understand the significant detrimental effect domestic abuse can have on individuals, families and communities. We have signed up to the CIH Make a Stand campaign and are committed to delivering against its Pledge and specifically the 4 main actions:

1. Put in place and embed a policy to support residents who are affected by domestic abuse
2. Make information about national and local domestic abuse support services available on your website and in other appropriate places so that they are easily accessible for residents and staff
3. Put in place a HR policy, or amend an existing policy, to support members of staff who may be experiencing domestic abuse
4. Appoint a champion at a senior level in your organisation to own the activity you are doing to support people experiencing domestic abuse

**We will:**

* Raise awareness of domestic abuse and what we are able to do to support those that are experiencing it
* Raise awareness of domestic abuse with employees

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* Develop a domestic abuse leaflet
* Provide a package of CCTV in the most serious cases for agreed periods of time
* Reduce the instances of management transfers, empowering those that experience domestic abuse to live safely and securely in their home
* Ensure we have skilled staff to deal with those that have experienced domestic abuse
* Allocate a Housing Support Officer when one is required
* Provide a range of target hardening measures
* Attend Multi-Agency Risk Assessment Conferences (MARAC)
* Work with partners to try to change and stop perpetrators behaviour when it is appropriate to do so
* Work with a range of partners such as Eve, Sunflower Centre and the Police
* Provide initial temporary accommodation when there is an immediate threat to life or immediate significant risk of harm
* Assist with removals within Northampton when a person has no choice but to move
* Record instances of domestic abuse and repeat perpetrators
* Promote the Respect phoneline 0808 802 4040 to perpetrators

**Priority 7 Reduce reported cases quickly and efficiently**

It is important that we are able to offer an efficient service when someone reports ASB to us that leads to a swift resolution but at the same time manage their expectations.

An active case should always have an action plan which the reporter is aware of and the most effective remedy sought.

Cases should not simply be subject to monitoring and drift for periods of time. Reporters must feel assured that their case is actively being investigated and a resolution sought. We aim to reduce the average days a case remains open to 60 days.

**We will:**

* Apply restorative practices and offer mediation where it is appropriate to do so to avoid an issue from escalating
* Make use of preventative remedies wherever possible
* Deploy CCTV equipment in appropriate cases
* Offer support to those causing ASB when it is appropriate to do so, to reduce the likelihood of repeated unacceptable behaviour
* Use business intelligence to profile the type of cases and numbers and create action plans where necessary to reduce them

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* Set targets for Case Officers whilst maintaining high levels of customer service and satisfaction
* Keep abreast of best practice and new ways of working
* Work collaboratively with partners
* Take timely enforcement action when it is appropriate to do so
* Raise awareness of our service and how we can tackle ASB effectively
* Develop the ASB User group and seek their views on how we can improve our service and performance
* Undertake mystery shopping
* Seek injunctions when it is appropriate to do so to avoid any issues from escalating
* Ensure reporters are kept updated
* Continually strive for service improvements

**Priority 8 Analyse the causes of noise nuisance, raise awareness and reduce the number of reports received**

For the past 3 years noise nuisance has been the largest reported type of ASB and it has increased in numbers year on year.

We believe that everyone should be able to experience quiet enjoyment of their home and neighbourhoods but accept that is not always the case. We recognise that a small handful of people create noise nuisance but the impact it can have on the people that experience it can be debilitating and have a detrimental effect on their health and wellbeing.

We aim to reduce the number of reported cases of noise nuisance and thus ensure that peoples homes and neighbourhoods are places to enjoy and relax in.

**We will:**

* Run a noise nuisance campaign to raise awareness of what we can do if people experience or engage in it
* Ensure noise nuisance is discussed at tenancy sign ups and Good Neighbour Agreements offered
* Work collaboratively with the Councils Environmental Health team
* Investigate the causes of noise nuisance and profile those that are most likely to engage in it
* Publicise any successful outcomes to reduce the likelihood of others engaging in such behaviour
* Raise awareness of our expectations when undertaking tenancy and property update visits
* Promote tolerance, especially in relation to everyday living noises
* Offer mediation when it is appropriate to do so
* Make full use of noise monitoring equipment and promote its availability
* Work with perpetrators to seek a change in their behaviour

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1. **Performance Measures**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | Performance measure |  | Measure | Timescale | Lead Officer | Resources | | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | How often |  | Measure | Timescale | Lead Officer | Resources | |
| Number of new cases | Monthly |
| Number of cases closed | Monthly |
| Number of noise nuisance cases | Monthly |
| Average number of days to close a case | Monthly |
| Number of evictions for ASB | Annual |
| Satisfaction with the case outcome | Monthly |
| Satisfaction with the case handling | Monthly |

1. **Risk plan**

|  |  |  |  |
| --- | --- | --- | --- |
| **The Risk** *(there is a risk that)* | **Risk Impact**  *(which may result in)* | **Risk Level**  *(High, Medium, Low)* | **Mitigation Actions and Controls** |
| Budget pressures | Increased levels of ASB and complaints with limited resources to manage | Medium | Support our partners, in dealing with issues on neighbourhoods |
| Not delivering good customer service | Poor customer confidence and satisfaction with the service | Medium | Assessment of service on a regular basis, in line with set performance targets. |
| Too many cases for team to deal with | Poor satisfaction. Delay in effectively dealing with serious cases of ASB | Low | Ensure Housing Officers are fully trained and capable of dealing with ASB cases |
| Failure to tackle ASB in an area | Deterioration of Neighbourhoods | Low | Development of Neighbourhood plans and partnership working across the areas. |
| Failure to risk assess cases | Serious cases are unmanaged increasing risk in neighbourhoods, and harm to individuals. | Low | Risk assessments are regularly reviewed. |
| Poor legal service | Delay in cases obtaining legal outcomes | Low | We have entered in to a CHIC framework so there are a number of available legal service providers |
| IT system failure | Failure to effectively manage cases | Low | We use the ReACT IT case management system which is used nationally and we are not dependent upon Capita for solutions |

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**13. Consultation**

The priorities within this document have been agreed in consultation with the following:

Residents Forum

Community Safety Partnership

Key NPH staff

**14. Review of the strategy**

The strategy covers both the period of a shadow council being in place through to the full implementation of the new West Northamptonshire Council in 2021. This will be a period of transition and significant change therefore we commit to undertake a comprehensive review in 2021 (for board approval in 2022) following implementation of the new unitary to reflect the new environment we will be working in.

Reviewed and updated – March 2020

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