

## **NEIGHBOURHOOD CHALLENGE/ASB WORKSHOP**

**HELD ON 14 JANUARY 2016 AT NORTHFIELD LIBRARY**

### **ATTENDEES**

Cllr Peter Griffiths-Executive Member, Northfield District, Jonathan Antill-BCC Landlord Services, Lisa Hopkins-BCC Landlord Services, Nigel Collumbell-Midland Heart Housing, Jo Beston-Sanctuary Housing, Lynne Bridgman-BCC Longbridge & Kings Norton Place Manager, Gillian Parkes-Circle Housing, Cllr Steve Booton-Weoley Ward, Jayne Windsor-Price-BCC ASB Housing Officer, Michael McMillan-BCC ASB Partnership, Marcia Greenwood-Northfield Business Improvement District, Tracy Stafford-BCC, Wendy O'Malley-BCC Sheltered Housing, Winston White—Bournville Village Trust, M. Dolan?-West Midlands Police, D. Gordon-West Midlands Police, J. Tandy-West Midlands Police, Bruce Pitt-Voluntary Sector, Jessica Wigley-Northfield Community Partnership, Cllr Randal Brew-Northfield Ward, Cllr Peter Douglas Osborn-Weoley Ward, Diane McCall-BCC Housing, Carolyn Palmer-Midland Heart Housing, Sue Allen-Bromford Housing, Kate Giles-Bromford Housing, Cllr Debbie Clancy-Northfield Ward, Caroline Russell-Viridian Housing; Derrick Scott

### **NOTES OF DISCUSSION GROUPS**

#### **1. Good Practice, Restorative Justice (Midlands Heart) Discussion Group**

- The group explored the difference between Restorative Justice (RJ) and Mediation and the reasons why RJ might be more effective in some circumstances. The group noted the differences centred on the identification of the harmed and harmer but that in ASB cases such definitions can often be blurred.
- The group discussed the use other housing providers outside of the project were making of RJ as a tool for tackling ASB. The group acknowledged that the focused and dedicated resource for delivery of the project was an important factor to its success but were all keen to explore options that would make better use of RJ within their organisations.
- The group discussed opportunities for future funding streams including a bid currently being prepared by the Police in conjunction with Birmingham Social Housing Partnership (BSHP) for funding from the Police Crime Commissioner.
- Housing Officers working for BCC gave practical examples of where the project had assisted them in resolving cases of ASB and reasons from a practitioner's perspective on why it was more effective than mediation. It was noted that mediation was often delivered by someone independent to the ASB case officer who would only receive feedback on whether it was successful in finding a resolution or not but without details of the agreement which prohibited future monitoring by professionals.

- A question was asked on what reparation harmers were asked to make in cases. It was acknowledged that reparation in ASB cases centred on the change to the person's behaviour which had caused harm or distress rather reparation that you may expect through the criminal justice system, for example paying for criminal damage caused to property.
- The group were interested to hear that the satisfaction levels of both the harmed and the harmer was high and that satisfaction was significantly higher than in other cases of ASB where RJ had not being used as an intervention.
- The group discussed some of the practicalities of hold RJ conferences including the time taken to obtain consent to participate, the role of the RJ facilitators & housing officers in selling the concept and the locality of RJ conferences.
- The group were advised that a mid-year report is currently in production that will answer in more detail questions about the impact of the project and some of the questions posed about whether it was particularly suited to a type of ASB or Customer demographic however anecdotal feedback suggests it can be an effective and efficient tool in a wide variety of case types and customers.
- The group were invited to view a video on the project <https://youtu.be/GxSrD6hAMnM>

#### Restorative Justice Project – implemented by Midland Heart

Questions over the different tools - How does RJ differ to Mediation?

Defined types of ASB – not including Crime, Domestic Violence (DV)

How do other RPs replicate this?

Will training be provided to get people up to Level 2 standard?

Police deliver the training. Currently the pilot is restricted to West and Central LPU. Police are currently putting a bid in to the Police and Crime Commissioner.

Outcomes are due to be reported in June – mid-term review is currently happening

Some people think that the RJ process is more joined up than Mediation as the Housing Officer is involved.

CPF – both sign up to an agreement

What happens if it fails? - Carry on with other ASB tools.

What happens after agreement is reached - RJ team go back within 6 weeks of the agreement

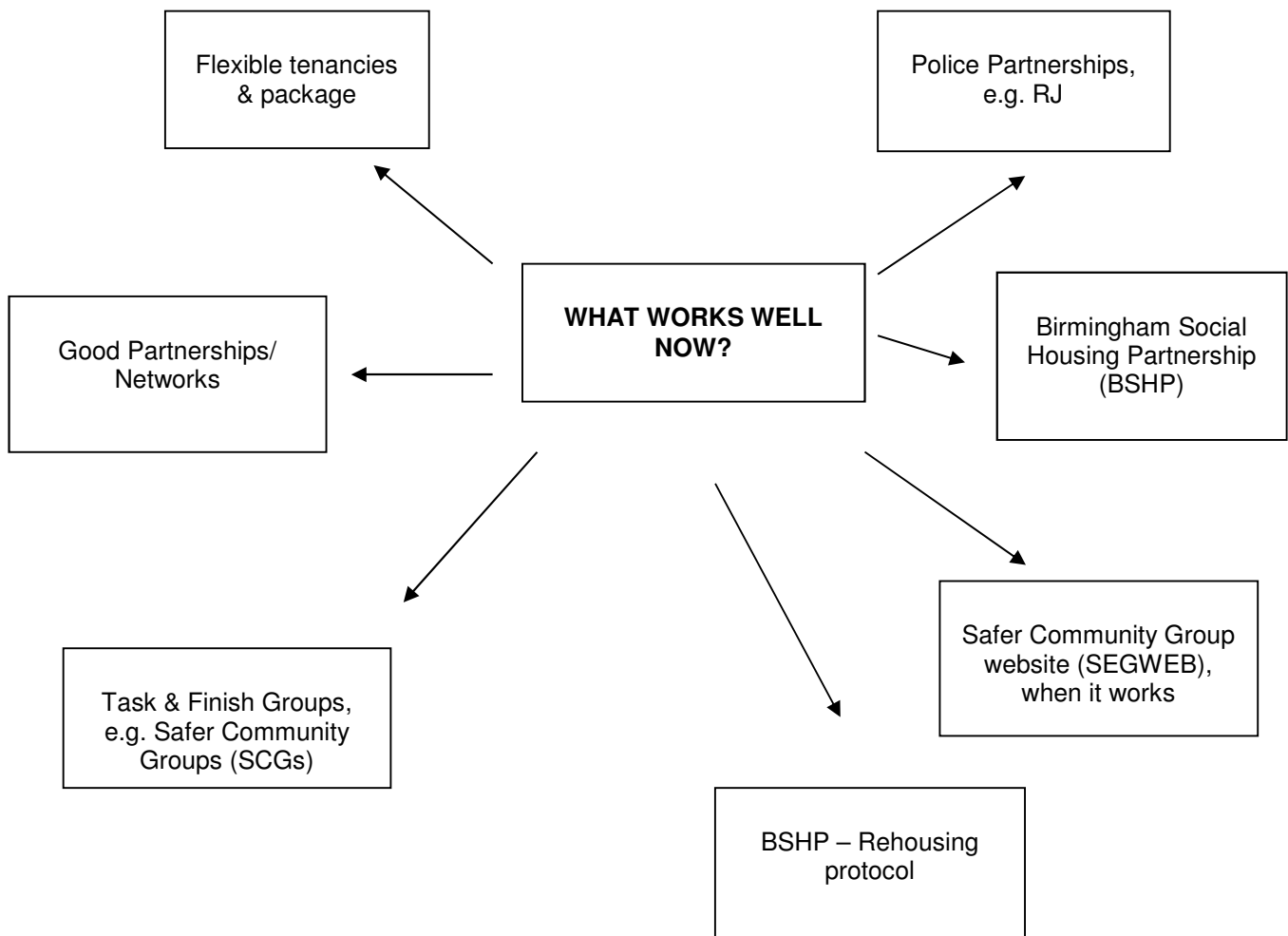
Not just 1:1 complaints, can be used across a range of age ranges.

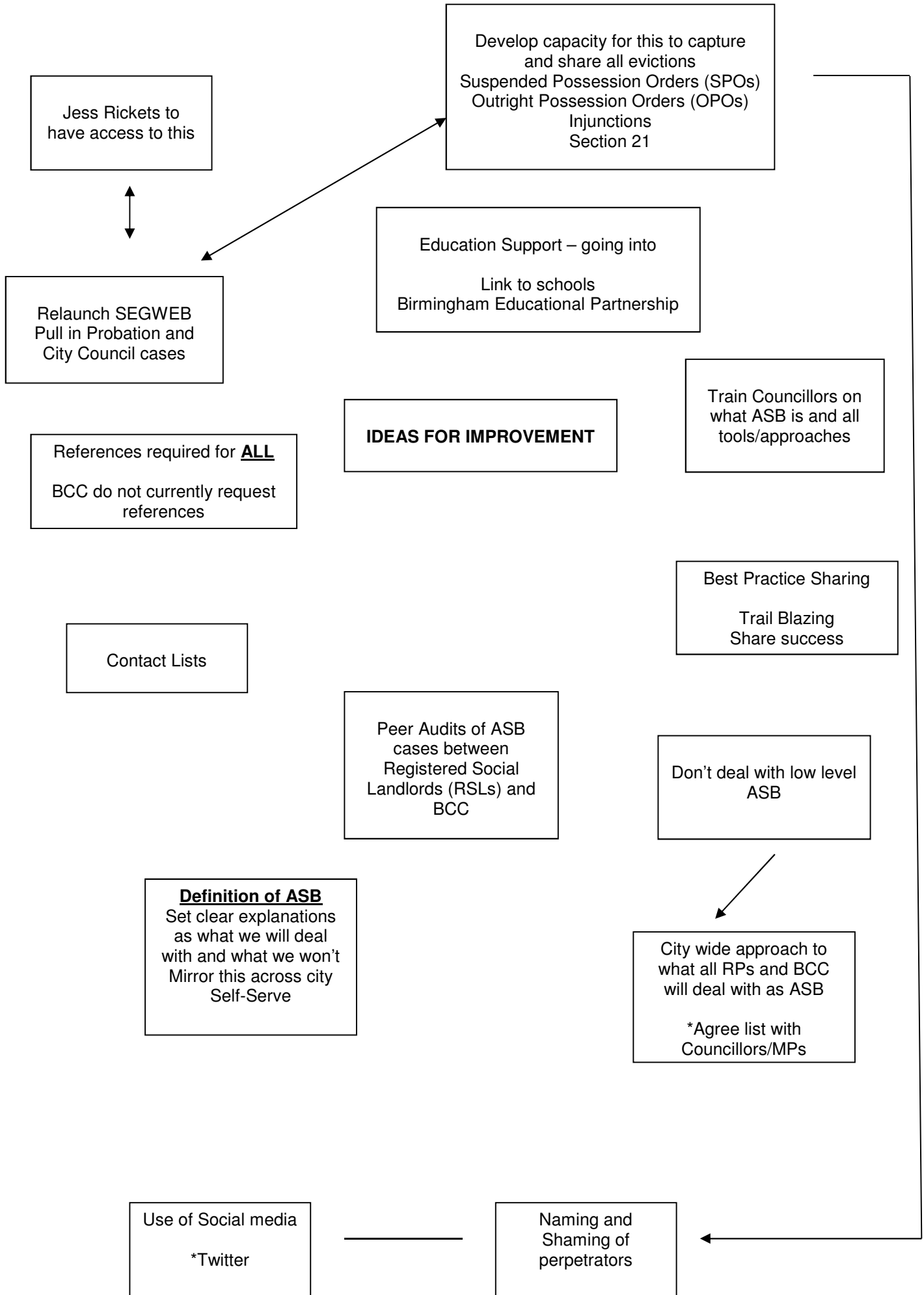
Target for resolution – 28 days

RJ approach has identified that Midland Heart need to re-organise how they manage ASB cases. MH team is 8 people ,50% split Housing Office & Police

RJ works well as an early intervention but has also been successful with some entrenched cases. Costly model - 64k from PCC, 15k from CVHT 4 officers from WMP and MH contribution too.

## 2. More Effective Use of Resources Discussion Group





Not all landlords  
request references

Escalation of complaints to  
Ward Councillors & MPs  
Education programme for  
Members

Loopholes in serious ASB  
perpetrators  
Keeping off radar for 6 months  
then re-apply for tenancy.

**WHAT BLOCKAGES  
PREVENT US FROM  
USING OUR  
RESOURCES  
EFFECTIVELY?**

Set expectations too high  
on what we can 'police'  
eg no ball games signs

ASB  
What is it?  
Strip back what we accept  
as ASB

### 3. General ASB issues Discussion Group

#### a) Demand

Enable local residents  
Resolve  
e.g. use a video on parking etc

#### b) Risk of Harm

Key issue, How Vulnerable? ( BCC)

Town Centre – Support Businesses

BCC provide for businesses,  
e.g. street drinkers – police to lead

Arrange meeting – Town Centre

#### c) Mediation – Does it work?

ASB – Police-has worked sometimes  
Both parties need to be there  
Local people, eg Parish Council  
Trained

Check vulnerable - check carried out  
Help or say No

#### d) Options

- i) What is ASB  
Does mediation work?
- ii) Define vulnerable by triage  
YES NO
- iii) Good Neighbour Agreement
- iv) Video on ASB issues, e.g. parking
- v) Use Community Trigger

#### 4. Working Together Discussion Group

Some key issues:

IT; Other Agencies (SS), Devolving, Conflicting Priorities, Procedures.  
Mapping – Housing

##### West Midlands Police – Case Study

Brookley Gr KN New Estate  
15-20 e-mails weekly

Residents felt lack of support – WMP & BCC  
Neighbourhood Watch (NW) re-engaged and rejuvenated  
Reports - disjointed  
NW Co-ordinate complaints unless emergency

1 Single Point of Contact (SPOC) – 1 Communication → WMP

1 communication shared via Neighbourhood Watch (NW) → distributed to residents  
Then BCC to link up issues and problem families  
Partnership – WMP, BCC (ASB) (Tenancy Estate Management (TEM) (Rents)  
Youth Offending Teams (YOTs)

More joined up working enables multi strategic approach. Impact when subjects see partnership working, has positive impact. Zone in on main perpetrators. Has real impact on those on fringe

Intervention as well as enforcement to enable long term change of behaviour  
Linking up the work already happening

IT solution (Data Protection)

Re-housing – Issues with previous perpetrators  
Delays in communicating information

Structure required

Failing on ref. responses

(Outcome) Perf Wise Dist Committee

Receive failings reported in from RSL

Re Landlord Services

Safer Communities Group (SCG) under attended

1 cap doesn't fit all

1<sup>st</sup> point of contact + Notes – important

Utilising each partners speciality

To achieve positive outcome for community

Information on who owns property – Collect this information + have central info

**Look at SEGWEB + Mapping + update maps**

Allocation policy consideration

Tenancy references

Social Services, Environmental Health/Mental Health, NHS etc