

# Anti- Social Behaviour policy and service standards review group – Session 1.

A summary of the key questions and recommendations from involved residents taken from the transcript.

## **Subject 1 – Online survey consultation report feedback requests**

Residents felt that more clarity is needed when presenting consultation data. They felt that background information could perhaps preface the written data report about how results were collated.

This request related back to the results seeming inconsistent around response numbers and lack of additional comments and the option of no comments from the drop-down menu created data confusion.

Residents suggested that a commitment could be included in the written report that the responses not been “tampered with” or amended by staff.

### **Response: Agreed**

The Cabinet report will include an Appendix detailing the full consultation process. This will contain more detailed analysis of the free text responses.

The headline report is generated by the consultation software, so it is not available for editing by officers.

## **Subject 2 – Communication and engagement recommendations**

Residents noted the online results demonstrate evidence that there are challenges around inclusive engagement. Residents fed-back that the age ranges appear to be limited, the respondents are mainly women and what provision is there for including those who have no access to computers?

### **Inclusive Engagement**

Residents wanted to understand and review how we can extend the invitation, so no one gets left behind? A discussion was held around communal computers/access to laptops and then issues of security and maintenance and GDPR.

### **Promotion of how to report ASB**

On communication, a resident requested that the Safer Oxford telephone number and email address should be more proactively marketed in the community, not just reliant on tenancy management staff.

**Response: Partially agreed**

The challenge of more inclusive engagement is recognised by the Council and is relevant to the wide range of matters residents and tenants are consulted upon. The ASB Service will work within the wider corporate approach to improve access to those people who we struggle to engage with, including those without access to a computer, where English isn't a first language and with under-represented age groups.

**Agreed**

Promotion of the [saferoxford@oxford.gov.uk](mailto:saferoxford@oxford.gov.uk) email and other ways to report ASB will be taken forward following the publication of the policy. A statement within the policy will commit to making reporting more accessible.

**Subject 3 - Service improvements requests**

From user experience, residents reported the fact the noise app is difficult to download, difficult to understand and difficult to use and recommended this be reviewed.

Residents would like to understand how many use the app, what success on the noise app there has been, and how communications are managed for the noise app service.

Residents requested that a report is provided on the Noise App use and outcomes.

Residents recommended that an action plan is developed aimed at improving communication and information about the Noise App, to include more support for downloading to be offered to those who are not technically minded.

**Response: Agreed**

The ASB Service will review the noise app and develop an action plan to improve customers understanding of its use. We will provide data on its use and outcomes of cases that use it.

**Subject 4 – Policy Wording request**

Residents recommended that the wording be improved in the policy around the clear distinction between being homeless and being homeless and anti-social, and more detail around how the homeless are referred for support.

**Response: Agreed**

**Subject 5 - Multi-agency working arrangements recommendations**

Residents recommended that residents would welcome communication and information across Oxford around how the ASB team works with the Police and other Housing Associations.

They would like more transparency to be given to these relationships, and our ongoing leadership on improving those arrangements.

**Response: Agreed.**

We will strengthen the explanations in the policy regarding multi-agency working and our approach to resolving ASB with our partners.

**Subject 6 – Performance requests**

Residents recommended that residents would welcome more information around the internal performance of the ASB team, a report that would include what are the Key Performance Indicators they are working towards, and how successful have they been achieving targets set.

**Response: Agreed.**

This will be part of the wider Council approach to performance management and feedback to our tenants. We will include a statement to this effect in our policy.

**Subject 7 – Internal staff arrangements**

The residents requested a stronger understanding of how resources are managed in responding to Category 1 cases and asked whether the team have the correct resource allocation to manage sickness, absences for training and meetings, and for meeting own response targets. Residents queried whether the team has sufficient resources for the level of work they currently have.

**Response: Not agreed.** This is not a policy issue. We discussed the current level of resourcing and the ability of the Service to adhere to our performance standards. See Subject 8 below regarding the urgent case timescales.

**Subject 8 – Response times**

Residents felt that the target of 3 days to respond to an urgent case seems too long, especially if they have gone to the police and the police have then signposted them to the Council team. Residents requested that this be reviewed and assessed to see if this can be reduced?

**Response: Agreed.**

On receipt of a report to saferoxford, the Service will undertake its triage process. The saferoxford inbox is reviewed every working day and if a report requiring an emergency response is received, the person is contacted immediately and advised to contact the correct emergency service.

For those cases where the nature of the issue is a Category 1 we will contact the person within three working days. This is to balance the resources in the team with the need to start an investigation. These cases are more likely to be resolved through partnership working with support agencies and emergency services.

The Service will review the 3 working days policy.

**Questions raised in chat: -**

“Harm, alarm, distress, annoyance, nuisance are vague terms-are there definitions anywhere?”

“Harassment is also subjective. What is the definition?”

**Response:** Legal definitions provided in the team's chat. These definitions are contained in the ASB, Crime and Policing Act 2014. They make a technical distinction between residential and non-residential ASB and thereby set different legal thresholds of evidence when applying for certain court orders.

“Re additional staff: could other sectors in Oxford contribute to the funding of the service: e.g. Universities, private colleges, any tourist sector?”

**Response:** There are strict legal requirements when funding local authorities. However, we have worked closely with the universities on joint activities and the delivery of an out of hours service in East Oxford on a Wednesday night during term time.

“Could you look at the data for response times and **how** officers are getting back to people? Because it seems like the experience residents are having is different from the data in your dashboards”

**Response:** The case management system collects information on when we have contacted or tried to contact. We will review whether the method of contact can be reliably identified.

“Is there a process in place for responding to emails/calls e.g. emails: acknowledge receipt, initial response with time-range for action.”

**Response:** An email to [saferoxford@oxford.gov.uk](mailto:saferoxford@oxford.gov.uk) should generate an automated response each time. We will review the response content and that of individual cases managers.

**Next steps**

The managers closed the meeting confirming they will go through all the recommendations and requests raised and feed-back their comments and action plans at the next meeting.

They will also explain what they can change, and what they cannot change, and why.

The next meeting is on **Thursday 4<sup>th</sup> September 6 – 7.30pm online.**

A draft report will then be sent out to the group to review and comment on.

This report will then form part of the cabinet report covering the consultation process and ASB policy and service standards review outcomes and changes made.

Wendy Hind has agreed to share all the information downloaded by the ASB Manager during the meeting in chat to attendees.

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