

Minutes

Department name: Neighbourhoods

Name of meeting: Anti-Social Behaviour monitoring group

Date: 17 January 2025

Attendees: Rae Kane - Chair (RK) Mike Moseley-Tyler (MMT) Nir Leuchter (NL) Michael Brook (MiB) Marion Brook (MB) Teresa Drummond (TD) Julie Matthews (JM) Frank Harman (FH) Annie Naisbett (AN) Craig Freeman (CF) Julia Bandy (JB)	
Guests:	
Apologies: James Elton	
Note taker: Julia Bandy	

		Action
RK	Welcomed everyone to the group and invited the new members to introduce themselves. She then followed by giving an overview of the purpose of the group.	
CF	Introduced himself. Went through the data slide (appendix A) Quarter 3, which is November 2024 to January 2025 The service standards for responding to complainants are as follows: High risk: 24 hours Standard risk: 5 days	

	<p>The following data comes from the Housing Management system.</p> <p>Complainants being contacted every 10 days, 68% during last quarter. Which is July 24 – September 24</p> <p>Anti-Social Behaviour Case reviews can be requested and will be undertaken by the Community Safety Team.</p> <p>Satisfaction survey results, none from June – December, due to internal issues. We have met the target set by House mark.</p> <p>Case resolution 97.5% with our target being 80%.</p> <p>Any questions?</p> <p>What are do the acronyms stand for?</p> <p>KPI – Key Performance Indicators</p> <p>NEC – Milton Keynes City Council Housing Management System</p> <p>AN VSS – Victim Satisfaction Survey</p> <p>RK Who set the targets, were you (the group) involved.</p> <p>CF Craig and James were asked if they thought they were fair.</p> <p>CF Coproduced after a discussion.</p> <p>NL Room for improvement.</p> <p>CF What happened with the persons unknown injunction?</p> <p>Person unknown goes through the high court, we took a step back. Individual orders were put in place, as we became aware of who they were. These have not been breached.</p> <p>NL We did a big piece of work with licencing, local lettings policy, and project CMK.</p> <p>RK Did a mystery shopping exercise asking if a specific person had been given an injunction and was told no.</p> <p>Reminded the group that they could not mention specific people.</p> <p>FH Slide 5, breakdown of headings and numbers.</p> <p>CF If there are multiple issues noted, are they accounted for in each box?</p> <p>No</p> <p>If we have recorded noise and violence, violence will be used as case opened as this is the priority and quicker. The case can always be downgraded.</p> <p>MMT Currently we have 120 cases.</p> <p>RK Bit different from 6 months ago. It is getting better, but it takes time.</p> <p>MMT System highlighting needs to be addressed.</p> <p>CF Hate incidents.</p>	
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RK	Does not always mean hate crime, all crimes are incidents. Hate does it give specifics. Yes, hate is within the ASB policy, not a standalone policy.	CF RK
CF	Webpage Slide 6 – 8 A review of the webpage started at the at the last meeting, in December with members of the group completing research. Slide 7 shows the suggested page structure and tabs, as the completed suggested from the last meeting. After a discussion with our communications team, we need to merge some of the icons. The information behind three of the icons, has been drafted and I will send to RK, to share with you all and to get your feedback.	
RK	If you (RK) are happy to collate the information Happy to collate Thoughts on consolidating pages?	
JB	We can provide physical copies should anybody like them.	
MMT	Are Tools and Powers, and Operation Intercept the same?	
CF	No, Operation Intercept, looks to stop people being financially abused. Make report – diary sheets. ASBMG, currently link at the bottom. Wording has been drafted; pictures will come later.	
NL	Victims code is self-explanatory.	
JB	Will there be an explanation on what some of the headings mean.	
CF	There will be an explanation underneath.	
RK	Is it a roll back or landing page?	
JB	Currently roll back, I think.	
CF	Will open new page when completed and icon at the top to go back.	
RK	We looked at accessibility.	
RK	Dropbox proposal Rae explained that the Dropbox idea had come from the coproduction actions and that she was currently liaising with Lorri Bub-Olukanmi to look at trialling them at the Housing Officer drop ins.	

	Democratic services are happy to loan boxes.	
	At the coproduction follow up meeting, there was a suggestion about having a phone option like crime stoppers.	
CF	Anonymity will be protected for anyone making a report.	
RK	Alex Robb (Anti-Social Behaviour Officer) who had been at the coproduction meeting, had explained some of the issues that could arise, from anonymous reporting. i.e. the team would not be able to follow up or gain more information, with no contact details. Was it just a nice idea?	
FH	Would you give people information on what the team would need on a report?	
MMT	Where would you put them?	
RK	At drop ins	
CF	We have made huge progress over the last few years. How often would they be emptied?	
RK	We would specify what could go in. No emergencies.	
JB	Rae was given the action as the chair of the monitoring group. To be able to complete the action, Rae needs an outcome.	
CF	Could pilot in Sheltered Housing? Will organise a meeting with Rae and Lorril to discuss and have a conclusion to the action.	CF
JB	Do we currently notify people that they can report anonymously?	
CF	We can. Although people are notified, that the perpetrator could work it out, who the complaint came from.	
MMT	Some people are scared to report.	
CF	An online form needs developing, and those details will not be asked.	

	Information underneath about going to court. Making it clear from the start.	
	<u>Forward planning</u>	
RK	Dates for the coming year. Plan of work to be reviewed.	RK
JB	Review task – go over policy and procedure. Will present findings at the next meeting. Reports, feedback, statistics.	
RK/ MMT	MMT had previously requested statistics on the warnings. How many people had had a first warning? That then went on to a second?	
RK	Would like case studies, we were told that an officer would attend the meetings. Invite partner agencies, Thames Valley Police, Social Service.	
CF	Annual Anti-Social Behaviour Forum 6 May 2025. Would like to involve the whole group.	
RK	Suggested that the group sit on different tables and do an activity as a fact-finding mission.	
CF	Dates for the year to be emailed to the group for agreement.	RK
	CF will send information to RK, to share with the group and to collate feedback. To bring back to the 14 March to do a final review of the website.	CF
Date of Next Meeting: Friday 14 March 2025		