Introduction

There was a request by the Anti-Social Behaviour (ASB) management to review the ASB services you provide to your tenants and residents. We felt there was no scope for a review as your ASB team had recently been accredited with a house mark award. However, when we looked at covalent and key performance indicators we discovered areas for improvement. We were also aware that new legislation, the Anti-Social Behaviour, Crime and Policing Act 2014, came into effect from October 2014 and we wanted to look at the impact the new legislation on your ASB services. This review began in November 2014 and we finished collecting information in June 2015.

Executive summary

'Anti-social behaviour' is a broad term used to describe day-to-day incidents of nuisance and disorder that affects people's lives. Conduct that has caused, or is likely to cause, harassment, alarm or distress to any person,

We looked at the three Cobalt Housing policies, covering Anti-Social Behaviour, Behaviour (ASB)”, the policies outlined in depth your commitment to tackling (ASB) as a priority for your tenants and residents.

Under the Hate Crime Harassment and Hostility Policy (page 4) the policy implies that Mate Crime. “Is regarded as a form of disability, hate crime or age related hate crime" When they are three different forms of crime

We looked at how you publicise ASB. We found that your web site was not up to date, we were supplied with three newsletters for 2014 in all three newsletters Satisfaction reports on ASB were not included.

People approaching reception with an ASB problem should be shown to a private room to speak to a trained staff member,
We benchmarked several other organisations. We found a number of more user friendly and informative websites. We could not find any evidence that you are signed up for the Respect Charter.

We compared your present tenancy agreements, flexible starter tenancy and assured shorthold tenancy, the best example was the flexible starter tenancy.

We looked at a recent starting pack "tenancy agreement" issued on 6th April 2015. ASB is only mentioned under "your responsibilities"

There is a question, on your referral form “what would you like Cobalt to do about what has happened”, we felt that it was too much of an open question.

We completed a total of 100 surveys from a random sample of tenants. Methods included telephone calls, and face-to-face in Cobalt Housing reception area.

There have been five formal complaints against the ASB team over the past three years. All five were not upheld.

We talked to two ASB officers regarding their cases loads. We were concerned, regarding the heavy case load and the effects that it may have on the ASB staff.

We made a number of ASB enquiries via your web site and the telephone. At the time of writing this review we have still had no response from any of the enquiries.

Panel Members taking part in this Scrutiny

- Larry Shelbourne (Chair).
- Sandra Tynan (Secretary).
- Ronnie Thomas.(Treasurer)
- Alex Kania
- Claire Graham.
- Rhona Parker.
- Janet Heckingbottom
- Debbie Mottram
- Beryl Robinson
- William Tynan
- Edith Hodge.
- Tina D’Arcy

Background

How was this service identified?

The approach we decided to adopt in scrutinising The ASB is as follows:

- Fact finding: reviewing service standards, policies, procedures and tenants’ views.
- Challenge and compare: examining and bench marking what other landlords do and try to identify good practice.
- Recommendations: analysing our findings and making recommendations to Cobalt’s Board, followed by asking Cobalt Housing to produce an action plan demonstrating how our recommendations will be addressed.
Monitor and evaluate: once we have an action plan, we will monitor progress and evaluate the outcome for tenants

In conducting our review, we have:

- Received an initial overview from the service manager
- Produced a scope for the review

Our intention for this review was to:

- Talk to the service director
- Review processes and policies
- Benchmark with other associations
- Data collection
- Review any statistical data

Things to look at:

- Best practice
- Any statistical data
- Value for money/cost of the service
- Desk top audit with a cobalt officer
- ASB policies
- Tenancy agreements
- Sign up pack
- Benchmark with other Housing Associations
- Publicity
- Satisfaction data
- Caseloads per staff member
- Mystery shopping
- Do All Cobalt staff have access to ASB training

Cobalt Housing Anti-Social Behaviour (ASB) Statement of intent

“Cobalt Housing investigates any reports of anti-social behaviour. The service is completely confidential and is available to all residents within our area, so you do not need to be our tenant to benefit from the service.”

Policies

We looked at the three of your policies, covering Anti-Social Behaviour, Behaviour (ASB)” We found (although there is inevitable repetition) that the
policies outlined in depth your commitment to tackling Anti-Social Behaviour (ASB) as a priority for your tenants and residents.

There is reference to the use of ASBOs. However, The criminal behaviour order is essentially replacing the infamous ASBO (Anti-Social Behaviour Order). The availability of ASBOs has also been supplemented by Acceptable Behaviour Contracts. These are individual written agreements in which someone agrees not to carry out certain kinds of antisocial behaviour. If a contract is broken, local authorities may use this as the basis for further action, such as eviction proceedings.

Under the Hate Crime Harassment and Hostility Policy (page 4) you imply that Mate Crime. “Is regarded as a form of disability, hate crime or age related hate crime” When they are three different forms of crime

A ‘Mate Crime’ (as defined by the Safety Net Project) is when vulnerable people are befriended by members of the community who go on to exploit and take advantage of them. ‘Mate’ covers a wide number of people including friends, family and supporters. Sometimes the exploitation may not be an illegal act but still has a negative effect on the individual.

Disability Hate Crime any criminal offence which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a person’s disability or perceived disability.”

Age related hate crime Elderly and young people can be victims of “hate crime” just as much as those of different races and religions,

Publicity

When we compiled this review April 2014.your web site had not been updated and are giving out confusing messages and different numbers to contact

30th January 2013 Contact Cobalt’s 24 hour Respect Line on 0151 633 800 (option4)

20th December 2011 New out of hours Anti-Social Behaviour service Call the Respect Line on 0151 633 8000 and select (option 4)

We studied several Anti-Social Behaviour (ASB) booklets and three recent newsletters. We were informed that all the booklets provided were out of date and last updated in 2008, because of new legislation The Anti-Social Behaviour, Crime and Policing Act 2014, (See appendix 2) the booklets should be updated as soon as possible.
In all the booklets legal terms used, for example: possession orders, asbo’s, and injunction’s etc., should be explained in more depth and jargon free. Contact details (telephone numbers) and initiatives held at the back, should be more prominent on front page.

The service standards in the back of all the booklets stating we will: “Monitor, report, and where necessary publicise the activities of the anti-social behaviour with regards to domestic violence/harassment and hate crime/supporting victims and witnesses and racial harassment” No evidence of any publicised articles referring ASB activities were available.

Three 2014 newsletters spring, summer, and winter were provided to us, all included ASB. Throughout the three newsletters there were excellent reports on ASB, domestic violence and hate crime. However, in article on your Standards for ASB, there was no contact details and was not very informative for new tenants. In all three newsletters under “How well are we doing overall”? Satisfaction reports on ASB were not included. We would like to see ASB reports kept separate from any ongoing initiatives.

In the winter publication under the headline banner “Cobalt will not tolerate Anti-Social Behaviour” states that the ASB team have taken a number of legal actions. Two possession orders against tenants in Gillmoss and Croxteth area and four injunctions against tenants in the Sparrow Hall, Croxteth and Norris Green area. The publication states “there was sufficient evidence for action to be taken” There is no explanation on how the Anti-Social Behaviour or crime was committed and what the “sufficient evidence for action to be taken Give some examples (or cases studies) on how they have been successfully handled.

Large posters be published explaining how, where and when to contact the ASB team and sent to local tenants organisations to display at their meetings.

**Reporting Anti–Social Behaviour (ASB) in reception area**

We noted that members of the public reporting ASB to reception staff in an open area was seen as a barrier. We suggest that the same format that is used in pharmacies (who show patients to a private room when they want explain about new medication.) People approaching reception with an ASB problem should be shown to a private room to speak to a trained staff member, who would then follow the appropriate procedures and sign post the person to the right agencies.

A sign at reception explaining the importance of confidentiality regarding ASB.

**Benchmarking**

We benchmarked several other organisations. South Kesteven District Council have an online diary that can be competed on line and emailed to the ASB.
department from their website. There is also a guidance booklet explaining how and why a diary of ASB events should be kept.

**Hyde Homes** have a similar but more simplified way of reporting Anti-Social Behaviour and keeping a diary.

**Blackpool and Yorkshire homes** have the new ASB legislation prominent on the front page of their web site.

**Solihull Community Housing** was the most user friendly and informative of the housing organisations benchmarked. They signed up to the Respect Charter for Housing in December 2011. In February 2010 they became one of the first housing providers to have our ASB team accredited by HouseMark. They achieved re-accreditation in November 2013. We could not find any evidence that you are signed up for the Respect Charter.

See more at:

http://www.cih.org/resources/PDF/Policy%20free%20download%20pdfs/What%20you%20need%20to%20know%20about%20the%20new%20injunction%20to%20tackle%20ASB%20.pdf
http://www.cih.org/antisocialbehaviour
http://www.yorkshirehousing.co.uk/neighbourhoods/tackling-anti-social-behaviour
http://www.hyde-housing.co.uk/client_files/asb%20diary%20on%20line.pdf

**Tenancy agreements**

We compared two present tenancy agreements, flexible starter tenancy and assured shorthold tenancy agreement with a 2003 assured tenancy agreement for transferring tenants.

The 2003 tenancy agreement as a brief reference to anti-social behaviour (ASB) and the focus is on nuisance harassment and drugs.

Your present assured shorthold agreement gives a detailed account of ASB in paragraph form.
The best example was the flexible starter tenancy it is set out in sections from 3.13 to 3.15 under each section there are examples of ASB and the reader is referred back to other relevant sections that may cause ASB.

Assured shorthold agreement has the present contact details whereas the other two agreements have the old contact details

The appendix at the back of all the tenancy agreements stating "relevant legislation applicable to the various conditions of the agreements, there is no reference to anti-social behaviour.

We looked at a recent starting pack "tenancy agreement" issued on 6th April 2015. ASB is only mentioned under "your responsibilities" informing new tenants what they must not do...ie, selling drugs, fly tipping, harass, etc. There is no information about what to do if ASB is happening to the tenant, or in the area. There is no contact details.

Solutions

We interviewed your solutions manager who informed us that Solutions staff have had basic training in ASB and when taking calls relating to ASB, and they only offer basic advice. The solutions staff have a one day refresher course every year. There is a meeting arranged with the ASB team once a week to discuss any problems. The solutions staff would be open to a more in-depth ASB course

A short synopsis of the calls relating to ASB was provided for the period between the 1st April 2015 and the 7th May 2015, there were 130 calls received with 91% being resolved by Solutions.

All solutions staff are aware of confidentiality and data protection. No enquiries are kept on desks, as they are sent over electronically to the ASB team as soon as the call is finished. Staff will not pass on any names to anyone else other than the ASB team. People making an ASB complaint can remain anonymous if they wish.

If a caller is suicidal or reports child abuse it is immediately escalated to the safeguarding team who will inform the ASB team, the police or both, if they feel caller is in danger. The staff member taking a stressful call are stood down and are referred to the safeguarding team to debrief.

Referral forms are not dealt with in the reception area, the person making an ASB complaint is escorted to a private room with a duty officer to deal with.
We noted that the referral form was quite easy to navigate, however there was a question, "what would you like Cobalt to do about what has happened", it was felt that it was too much of an open question that could lead to angry response and a negative outcome.

ASB Scrutiny Survey

We undertook a telephone and face to face survey of your ASB service. Our objective was to gather feedback from tenants on the levels of knowledge they had about the ASB team and the services that they provide. We were also keen to find out what information tenants would like to hear about on the work that the ASB team carry out in the different neighbourhoods.

We completed a total of 100 surveys from a random sample of tenants. Methods included telephone calls, and face-to-face in Cobalt Housing reception area

- The Panel had a random sample of 253 tenants to contact by telephone
- 39 of these had no contact details
- 154 of the sample were no answers or resulted in an answer machine message
- 66 surveys were completed on the telephone
- 34 surveys were completed with tenants in reception
- All no responses have been removed from the calculations
- A Full and detailed report can be found in appendix (3)

Complaints

We interviewed your customer insight manager, who informed us that there had been three formal complaints regarding ASB during 2012-2013. All three were not upheld—however one did progress to the housing ombudsman who did not uphold the complaint. There were no complaints during 2013-14 against the ASB team.

There were two complaints 2014-15 that were not upheld. One was settled quickly and amicably. The second was referred to an independent mediator, paid for by you. Although the complainant still felt aggrieved, it was agreed by mutual consent that the complaint should be closed.

All ASB complaints are treated the same way as any other compliant and go through the complaints procedure. The insight manager commented “I have no concerns as to the number and nature of the ASB formal complaints”

ASB team

The ASB team consists of: five ASB officers, one Admin officer, one Manager (team leader), and one manager who oversees both ASB and tenancy management.
We talked to two of your ASB officers regarding their cases loads. The experienced officer confided that she was handling thirty cases at present and the officer with only six weeks of experience, was also handling thirty cases, which cover all areas of Cobalt. This can increase in peak time for example: summer and mischief night. Officers prioritise their own cases. The officers said that “they do feel stretched at times especially through staff absences when they have to pick up cases from the absentees and there were no internal staff trained in ASB to replace them”.

We were concerned, because of the heavy case load, if any of the cases played on their minds and if they could debrief to someone at the end of the day if they had any problems. This was not a facility that you provided but Human Resource does offer counselling facilities if it was required. Both officers did say that they would be able to approach their manager if they had any issues.

Tenant’s first point of contact with an ASB complaint is through either the solutions team or a member of staff. We were concerned that tenants may be put off when calling through to the solutions team because they may just want to speak to an ASB officer. They also expressed concerns regarding anonymous reporting because when a tenant does find the courage to report ASB and they have to go through solutions it may put them off. When a case is first assigned the tenant is sent a letter with the contact name and telephone number of the ASB office that is dealing with their complaint, and they also given a reference number for future reference.

External partners are available to help if needed; mediation, police and other external agencies.

When a case is closed, tenants are usually informed by telephone or in writing. The ASB team does not have the resources or the capacity to talk to the tenants face to face. They also update tenants with progress reports by telephone.

**Mystery shopping**

We rang Cobalt Housing to report ASB 10.29 hrs on 29 April 2015 as a mystery shopper, we were given 4 options, and the ASB was number 4. An answer machine responded “no one available to take your call, please leave name and contact details and we will get back to you”. We were given date and time of call. We did not leave any details on this occasion, as was concerned with anonymity, so no message or details were left.

Following this result we then went onto your web site at 10.43hrs, and navigated to the ASB page. It gave 5 options on how to report ASB: 1.Online, 2.Call into Cobalt Offices, 3.Telephone, 4 Email ASB Team and 5.Via a third party (i.e. relative or friend) We decided to report a fictitious ASB online and it generated a form to fill in which was a general contact form. With this form we felt we were
losing our anonymity because we need to enter personal details. However, we completed the form and waited for a response, to date we have not received any contact whatsoever.

On 11th May 2015 we once again telephoned you regarding ASB and again no one was available to take our call, on this occasion we left a message and our details for you to call us back. At the time of writing this review we have still had no response from any of enquires.

We telephoned your out of hour’s service on 5th June 2015 at 19.35hrs and we received a message, “the mobile phone you are ringing is not available goodbye”.

Speaking to a person may take away some of the anxieties reporting ASB, and people can be confident that their details will be safe and secure. Giving personal details to an answer machine or online may put people off reporting ASB.

Out of hour’s service

We contacted your Neighbourhood Services for a breakdown of the cost of the out of hour’s service. He informed us that there have been 45 calls recorded between January 2014 and January 2015. The cost of the service is £4950 per annum, which averages out at £110 per call. (See appendix 1) In terms of the call volume, the service is expensive and we did not see this as value for money. We want you look at the service provision across all subsidiaries and the possibility of bring the service in-house.

Support group

We discussed the possibility of establishing a resident support group so that the resident experiencing problems with ASB could obtain some support from other residents who are going through or who have experienced similar issues. Residents complaining about anti-social behaviour often feel quite lonely or isolated and may very much value the support of others in a similar situation.

Strengths

✓ Your ASB team won the housemark accreditation
✓ 72 of 95 interviewed were aware that you offer an ASB service
Over a three year period there were only 5 complaints against your ASB team. None were upheld

You have a dedicated hard working ASB team

Recommendations

- Your website should provide instant links to Anti-Social Behaviour (ASB) information for tenants from its Home Page. The correct number for reporting ASB should be promoted in the newsletter and highlighted in ASB information on the website.

- Due the nature of ASB and the need to give advice at the first point of contact and to carry out a vulnerability assessment. Your Website on ASB reporting isn’t the best way to report ASB. Hence the need for some work to be done around managing the kinds of issues that people report as ASB. Consideration should be given on your website to make it clear what counts as ASB, and what is just an issue to raise with their Estate Officer. Overall, we concluded that the current tenant communication standards are weak and there is a clear need for, a new tenant communications strategy.

- Full training should be provided for all front-line staff on dealing sympathetically with reports of ASB. This will ensure that all front line staff will be aware of the correct way of dealing with ASB reports. And ensure robust systems are in place to monitor the progress of complaints. You should develop a comprehensive training package on tackling ASB.

- We would ask you to consider establishing resident support groups for those suffering from ASB.

- The cost of the out of hour’s service should be reviewed.

- Publicise the ASB out-of-hours service more vigorously.

- Look at the ASB out of hours service provision across all subsidiaries with the possibility of bring the service in-house.

- 72 tenants out of 99 interviewed did not know that you have an out-of-hours ASB telephone number/service.

- The starting pack "tenancy agreement" to give more detail regarding ASB. There is no contact details ASB.

- The question on your referral form “what would you like Cobalt to do about what has happened” be reworded or removed.

- New legislation The Anti-Social Behaviour, Crime and Policing Act 2014, Should be included on your website and all your literature.
Satisfaction reports on ASB to be included in newsletter
A jargon free ASB flyer to be inserted into the starter pack and rent statements

Conclusion

We would like to congratulate your ASB team who were awarded a nationally-recognised accreditation by HouseMark for its commitment to tackling anti-social behaviour (ASB) in its communities.

We would ask you to recognise that publicity is an essential part of the strategy to tackle anti-social behaviour in terms of: reassuring tenants and the wider community that successful action is being taken to tackle anti-social behaviour. Publicising individual cases so that breaches of orders obtained/contracts entered into can be notified to the relevant agency. Raise awareness of anti-social behaviour by publicising successful prosecutions and case studies of perpetrators to existing tenants via local press, your newsletters, website and other publicity opportunities.

In interviews with solutions and ASB staff, limited training is given to staff to deal more effectively with ASB issues. The ASB staff case load was also a concern. You have not developed a comprehensive training package which would cover: policies and procedure, counselling and support to victims, Court procedures dealing with aggressive customers.

During our telephone survey we discovered that 74 of 98 of respondents did not know that you have an out-of-hours ASB telephone number/service.

The starting pack "tenancy agreement" only mention ASB "your responsibilities" informing new tenants what they must not do…i.e., selling drugs, fly tipping, harass, etc. There is no information about what to do if ASB is happening to the tenant, or in the area. There is no contact details.

We won the CSI 2014 award for the most inspiring scrutiny panel in the North of England, we also short listed for 2015 TPAS most inspiring scrutiny panel and our chair was runner up for the TPAS tenant of the year. We recognise that these achievements could not have been made without the co-operation of Cobalt Board and staff and will continue to build on the good relationship we are establishing with you, in that way we can together ensure your tenants and Cobalt Housing receive value for money.

Acknowledgments
We would like to thank the staff below for all their help with this review:-

Steve Jones - ASB Operations Manager
Angela Freeman - ASB officer
Rachel Tuddenham - ASB Officer
Debbie Serefoglou - Customer Insight Manager
Beth Moorcroft - Performance and Review Support Officer
Sarah Rowan - Solutions Manager

Jackie Hart our facilitator who helped enormously arranging interviews and material required to complete this review, without sacrificing the panel's independence.

The Senior Management team and the boards continued support

Paul Ellison - Neighbourhood Services Manager

We would like to give a special mention to Joan Johnson and Phyllis Booth, two of our founder members who passed away before the completion of this review

Action plan

As agreed with the Board, we require you to produce a SMART action plan, setting out how and when they will implement our recommendations. We will monitor progress against this action plan and monitor outcomes for tenants through the feedback we receive from customers.

We will require you to produce an action plan by the time of our monthly meeting in October 2015, so that we can commence monitoring.

We would expect all our recommendations to be thoroughly considered by your officers and completed within six months after the board’s approval. If for any reason is not practical for all our recommendations to be completed within
six months, we will require a full explanation in writing to the chair. We will also require the officer to attend our monthly meeting to explain why our recommendations have not been completed.

We require monthly updates from officers regarding progress in implementing our recommendations. These updates can be in writing to the chair or attendance at the panel’s monthly meeting.

We will send letters immediately after the board meeting, to thank everyone who took part in this review. The panel feel that it is important let people know how their involvement has made a difference, as well as thanking them for their input.

An Equality Impact Assessment (EIA) has been conducted against this review to ensure it does not discriminate either directly or indirectly.
## Appendix 1

### Analysis of Calls to Cobalt ASB Out of Hours Service
**January 2014 – January 2015**

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Appendix 2

The Anti-Social Behaviour, Crime and Policing Act 2014

Was introduced to streamline the existing tools and powers to deal with Anti-Social Behaviour.

In addition to the existing tools available the new powers include:

- **Community Resolution** - which gives victims a say in an out-of-court punishment for very low-level crime and anti-social behaviour.
- **Anti-Social Behaviour Order** - a civil order to prevent anti-social behaviour (ASBO).
- **Criminal Behaviour Order** - aimed at tackling serious and persistent offenders where their behaviour has brought them before a criminal court.
- **Dispersals** - will be used by police to remove any person committing or likely to commit anti-social behaviour, crime or disorder to leave an area for up to 48 hours.
- **Community Protection Notice** - stops a person 16 years and over, a business or organisation committing anti-social behaviour, which spoils the community's quality of life.
- **Public Spaces Protection Order** - which will stop persons or groups committing anti-social behaviour in a public space.
- **Closure powers** - allows landlords to quickly close premises, which are being used, or likely to be used to commit nuisance or disorder.
- **Absolute Ground for Possession** - possession of secure and assured tenancies, where anti-social behaviour or criminality has already been proven by another court.
- **The Community Trigger** - allows the public to challenge public bodies to account for their response to anti-social behaviour.
Appendix 3

RESULTS REPORT
ASB SCRUTINY SURVEY

MAY 2015

INTRODUCTION

This survey was created by us to investigate on your ASB service. Our objective was to gather feedback from tenants on the levels of knowledge they had about your ASB team and the services that they provide. We also keen to find out what information tenants would like to hear about on the work that the ASB team carry out in our neighbourhoods.

METHODOLOGY AND RESPONSE

We completed a total of **100** surveys from a random sample of tenants. Methods included telephone calls, and face-to-face in Cobalt Housing reception area

- **We had a random sample of 253 tenants to contact by telephone**
- **39 of these had no contact details**
- **154 of the sample were no answers or resulted in an answer machine message**
- **66 surveys were completed on the telephone**
- **34 surveys were completed with tenants in reception**

All no responses have been removed from the calculations

For reporting purposes, percentages have been rounded to the nearest whole number, therefore, in some instances cumulated results may be +/- 1% of 100%
If you witnessed Anti-Social Behaviour, would you report it?

- Positively, the majority of respondents said that they would report ASB - **79%** (77/98).
- For the **21%** (21/98) of respondents who said “No”, we asked them to give details as to why they wouldn’t report ASB. We had **8** respondents who commented. Please see the details below:

<table>
<thead>
<tr>
<th>If “No”, why not?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Not sure if I would report it</td>
</tr>
<tr>
<td>2. Don’t know</td>
</tr>
<tr>
<td>3. Don’t want to get involved</td>
</tr>
<tr>
<td>4. Don’t want to say</td>
</tr>
<tr>
<td>5. Frightened</td>
</tr>
<tr>
<td>6. No answer</td>
</tr>
<tr>
<td>7. Frightened</td>
</tr>
<tr>
<td>8. Nothing was done</td>
</tr>
</tbody>
</table>
Do you know that Cobalt has an Anti-Social Behaviour team?

Total number of responses: 95

- We wanted to ask if respondents were aware that you had an ASB team. The results would show whether the team need to focus on raising awareness of their presence in our areas.
- Out of 95 respondents, 72 (76%) said that they were aware that we had an ASB team. The majority of people asked were aware that you had a team dedicated to ASB in the area.
- However, 23 respondents (24%) said that they were not aware the ASB team. This may be due to the fact that they have never witnessed or been involved in any ASB issues. Although, on sign-up tenants should be given an information pack with all the teams at Cobalt and the services that are provided.
How effective do you think Cobalt’s Anti-Social Behaviour team at tackling ASB in your area?

Total number of responses: 74

- Those who said they were aware of your ASB team were then asked how effective they thought the team were at tackling ASB in the area.
- The results show that 62% (46/74) of respondents believe that the team are “Effective” at tackling ASB in their area.
- However, 22% of respondents said the team are “Not effective”.
- The remaining 16% of respondents said “Neither”. Additionally, it may be worth contacting these 12 respondents in order to gauge what they would like the team to do in order to become “Effective”
Do you think Cobalt do enough to publicise how we tackle Anti-Social Behaviour in your area?

Total number of responses: 72

- We then asked respondents if we do enough to publicise how you tackle ASB in the area.
- 69% (50/72) of respondents answered “Yes” to this question. This can be seen as a good result, yet identifies that just less than a third of respondents (31%) think that there is not enough publicity.
- In response to this we asked what information respondents would like Cobalt to provide regarding ASB in our areas.
- The graph below shows the areas that respondents would like to hear more about.
Total number of responses: **133**

- For this question, respondents could tick more than one option and so the response number is higher than the number of surveys returned, and also the percentages will exceed **100%**.
- The most common type of information that respondents wanted to hear about was **“Summaries of ASB cases specific to your area”** with **50%** of the responses.
- This was closely followed by **“ASB statistics of all Cobalt neighbourhoods” (44%)**, **“Positive outcomes from ASB cases” (39%)** and **“Positive outcomes from ASB cases” (39%)**.
- There were 4 respondents (5%) who ticked “Other”. 2 of these respondents stated what they would like to see:

  “**progress reports as we only hear about cases once they have been dealt with**”
How would you like to receive/view this information regarding ASB?

Total number of responses: **128**

- The most popular option for this question was **Newsletter** with **70%** (68/128) of respondents.
- Following this, **Leaflet** was the second most option with **30%** (29/128) of respondents.
- The other options – **Email, Website, Facebook/Twitter, Focus Groups, All of the above** all received responses, but not near the scale of the first two.
- Out of those who ticked **“Other”**, there was only 1 respondent mentioned another method of communication which was **“Letters”**
Have you ever reported ASB to Cobalt?

Total number of responses: 99

- The majority of respondents (70%) said that they have not reported ASB to you. This equates to 69 respondents out of 99.
- The remaining 30% said that they have reported ASB to you. This equates to 30 respondents out of 99.
- For those who had ticked “Yes”, we wanted to investigate whether they were satisfied with the handling and outcome of the case. Please see p. 9 for the breakdown of these questions. If yes, how satisfied or dissatisfied were you with the way your case was handled?

Total number of responses: 26

- The majority of respondents 65% (17/26) who had reported ASB to you were “Satisfied” with the way the case was handled by the team.
- 27% who ticked that they were “Dissatisfied” with the way the case was handled equates to 7 respondents.
- There were 2 respondents (8%) who were “Neither satisfied nor dissatisfied”.

If yes, how satisfied or dissatisfied were you with the way your case was handled?

65%

27%

8%

Satisfied

Dissatisfied

Neither
If yes, how satisfied or dissatisfied were you with the outcome of the ASB case?

- Expectedly, the dissatisfaction for this question are higher than those for how the case was handled. Sometimes, the outcome of a case will not coincide with how a tenant wants the issues to be resolved.
- Once again, the majority of respondents 62% (13/21) who had reported ASB to you were “Satisfied” with the outcome of the case.
- 29% who ticked that they were “Dissatisfied” with the way the case was handled equates to 6 respondents.
- There were 2 respondents (9%) who were “Neither satisfied nor dissatisfied”.

Total number of responses: 21
Do you know that we have an out-of-hours ASB telephone number/service?

- We were disappointed that 76% (74/98) of respondents did not know that you have an out-of-hours ASB telephone number/service.
- Cobalt need to publicise the ASB out-of-hours service more vigorously
SUMMARY OF KEY FINDINGS

✔ 79% of respondents said that if they witnessed Anti-Social Behaviour, they would report it
✔ 76% of respondents knew that you have an Anti-Social Behaviour Team
✔ 62% of respondents said that the ASB team are effective at tackling ASB in our areas
✔ 69% of respondents think that you do enough to publicise how we tackle ASB in our areas
✔ 50% of respondents said that they would like you to provide summaries of ASB cases specific to their area
✔ 70% of respondents said that they would like to receive ASB news via the newsletter
✔ 65% of respondents were satisfied with the way their ASB case was handled
✔ 62% of respondents were satisfied with the outcome of their ASB case

✗ 21% of respondents said that if they witnessed Anti-Social Behaviour, they would not report it
✗ 24% of respondents did not know that you have an Anti-Social Behaviour Team
✗ 22% of respondents said that the ASB team are not effective at tackling ASB in the area
✗ 31% of respondents don’t think that you do enough to publicise how we tackle ASB in our areas
✗ 27% of respondents were dissatisfied with the way their ASB case was handled
✗ 29% of respondents were dissatisfied with the outcome of their ASB case
✗ 76% of respondents did not know that you have an out-of-hours ASB telephone number/service