



Wythenshawe
Community Housing Group

Community Safety Review – Action Plan

7th November 2023

Community Safety Review – progress to date

- CX Committee commissioned external review of WCHG Community Safety approach.
- Independent (Resolve) external review complete and members have fed into findings and action plan (September 2023 & October 2023 sessions).
- New Community Safety strategy, ASB policy & Hate crime policy approved.
- Previous Community Safety Strategy High level outcomes – in this presentation.
- High level action plan produced – in this presentation.
- Question to CX committee – Do you still want to see in depth performance information at each meeting re ASB/Neighbour Nuisance ? (see slides)
- Proposal to CX committee – To monitor progress of the action plan via TSM tracker – TSM TP12 updates?
- Any Questions ?

Previous Community Safety Strategy outcomes:

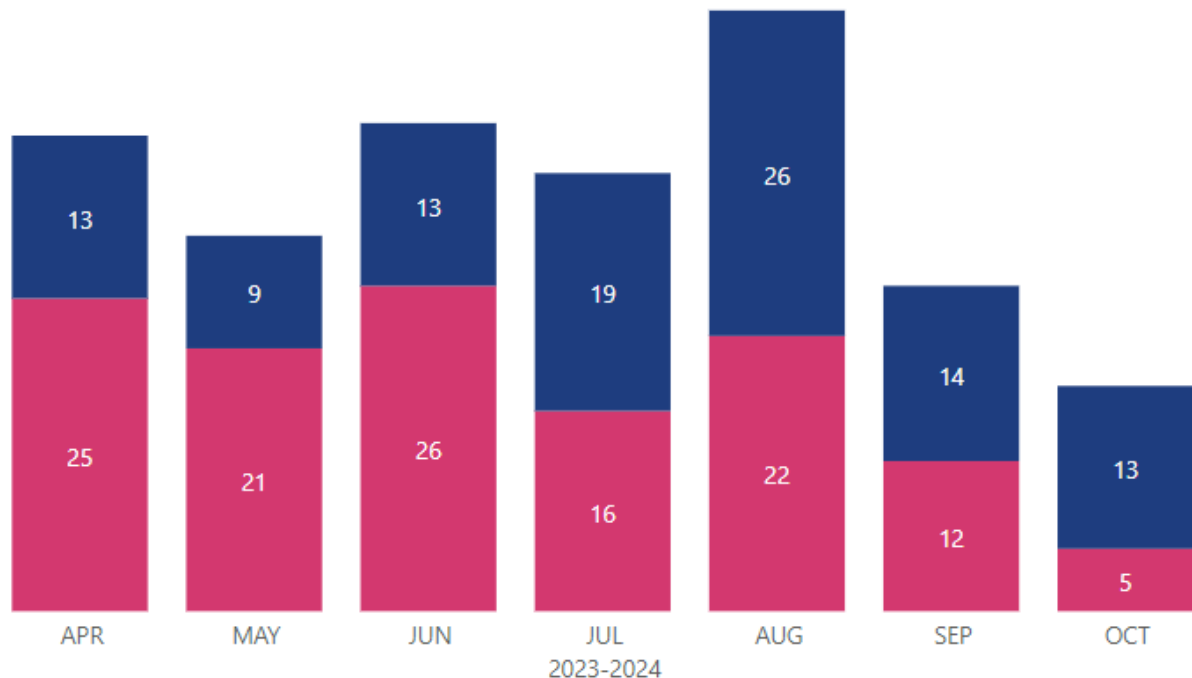
- ✓ The ASB team have dealt with over 400 reported incidents of ASB and secured 28 legal actions to help protect victims of serious ASB over the past 12 months
- ✓ An ASB toolkit has been developed with tenants and is now live and available on the WCHG website. The toolkit provides advice on ASB related matters and an online ASB report form.
- ✓ The team have made over 50 referrals into the Multi Agency Prevention Panel (MAPPS) and joint work with local health and social care providers, mental health service and the Police has ensured that some of the most vulnerable in our communities subjected to cuckooing, exploitation and serious harassment are receiving appropriate support and assistance.
- ✓ Assure24 have dealt with 2,200 reported incidents and carried out over 800 support visits to vulnerable tenants throughout the year. The team also provide invaluable support to the police and evidence captured on CCTV has led to over 50 arrests
- ✓ The team have also carried out over 100 crime reduction visits with partner agencies to offer free advice on crime prevention and additional security measures to properties and carried out 250 reassurance patrols a week to areas suffering from a high incidence of vehicle crime and burglary

Previous Community Safety Strategy outcomes

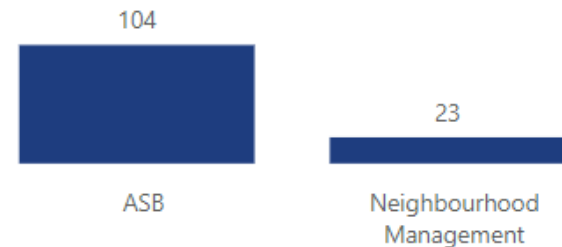
- ✓ Whilst there has not been a significant increase in the number of reported hate crimes compared with previous years, the ASB team continues to take a zero tolerance towards such behavior and Injunctions with a Power of Arrest have been secured where appropriate. An example of this being a female tenant who subjected her neighbour to racist abuse, including criminal damage and offensive material which was left at the property”
- ✓ The Community Safety team have recently completed the Hate Crime 3rd Party Reporting Centre training and Wythenshawe House is now a 3rd party reporting centre for Hate Crime.
- ✓ Over 200 target hardening schemes have been installed, including security lights, additional locks, window shock alarms and CCTV to help victims of Domestic Abuse feel more secure in their own home.
- ✓ Transactional Satisfaction with the handling of ASB over the past 12 months remains high at 86.7. Whilst satisfaction with WCHGs approach to handing ASB (TSM) has increased from 53.5% to 64 % over the period

Open and Closed ASB Cases by Month

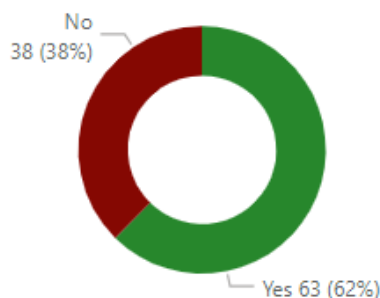
● Opened Cases ● Closed Cases



Open Cases by Team



Closed Cases Resolved within SLA



Average Days Taken to Close a Case by Team

Team	# of Closed Cases	Avg Days to Close
ASB	91	104
Neighbourhood Management	16	87
Total	107	101

Tenant Satisfaction Measures

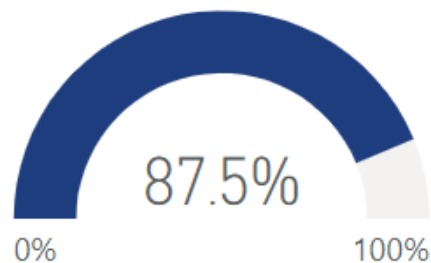
# of Hate Incidents	Year End Stock Count	Rate of hate Incidents per 1000 properties
5	13772	0.36

ASB Cases Opened	Year End Stock Count	Rate of ASB per 1000 properties
127	13772	9.22

ASB Satisfaction by Month



ASB Satisfaction



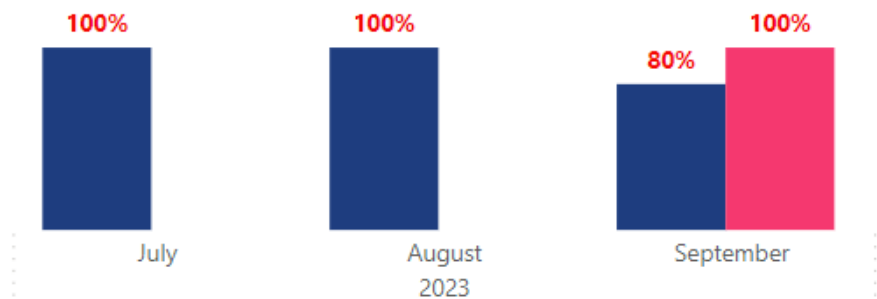
Customer responses **8**
Satisfied responses **7**

Neighbour Nuisance Satisfaction



Customer responses **1**
Satisfied responses **1**

Satisfaction Trend



● Anti Social Behaviour ● Neighbour Nuisance

Anti Social Behaviour

Neighbour Nuisance

Survey Date	Satisfaction	Experience
15 September 2023	Satisfied	there have been no more issues that have involved me directly so happy for now.
14 September 2023	Very satisfied	all dealt with quickly but did notice that letters were posted both at the same time at comp and perps house as they are next door to each other and just a concern but not a complaint incase the perp was to put two and two together.
14 September 2023	Very satisfied	Massive thank you to everyone the way it was handled. [redacted] advise on how to go about an exchange which she has decided she may not move now. Appreciates the phonecall.
14 September 2023	Very satisfied	would like it noted he was extremely satisfied
07 September 2023	Dissatisfied	Just told we'll see how it goes and call other party but didn't realise the severity of situation. Constant incidents where they have to call the Police and WCHG have done nothing
18 August 2023	Satisfied	Helpful and quick
18 August 2023	Very satisfied	No
07 July 2023	Very satisfied	Actually got them talking again to their neighbour they even bring food round to each other now.

Survey Date	Satisfaction	What customers want changed to ASB reporting
15 September 2023	Satisfied	No
14 September 2023	Very satisfied	n/a
14 September 2023	Very satisfied	No
14 September 2023	Very satisfied	Nothing
07 September 2023	Dissatisfied	There's a lot but isn't at home so can't speak in detail. Called a few times to report this and took a while for something to be done. Has to call Police as WCHG don't respond
18 August 2023	Satisfied	No
18 August 2023	Very satisfied	No. Dealt with quickly
07 July 2023	Very satisfied	Nothing

Survey Date	Contact Details	Experience
07 September 2023	[redacted]	Just told we'll see how it goes and call other party but didn't realise the severity of situation. Constant incidents where they have to call the Police and WCHG have done nothing

Action Plan

Action	Task	By when	Outcome
1. Equip colleagues with skills, knowledge and guidance	<ul style="list-style-type: none"> Clearly define roles and responsibilities between the Neighbourhood and Community Safety teams. Develop and deliver a full training programme to colleagues. Ensure colleagues in the Customer Hub are trained to deal with and triage initial enquires. Introduce clear process maps and procedure guidance for colleagues to use as a resource. 	End of April 2024	<ul style="list-style-type: none"> Professional workforce living the Customer First values. Effective structure in place to meet current demand. Customers and colleagues are fully aware of who does what. Knowledgeable and highly skilled staff that are able to deal with cases and support customers.
2. Knowing our customers and communities	<ul style="list-style-type: none"> Embed a harm centred approach. Improve victim and perpetrator approach to support. Develop formal structures for customer engagement, feedback and consultation. Targeted work with hard to reach groups or groups that represent the voice of these customers etc. 	End of June 2024	<ul style="list-style-type: none"> Improved safeguarding of individuals. Increased support for customers presenting with additional vulnerabilities to live as independently as possible. Increase tenancy sustainability & tailored approach to customer. Increased customer confidence in the ASB Service. Improved communication.
3 – Embed an early intervention, prevention and mediation approach	<ul style="list-style-type: none"> Deliver full range of early intervention and prevention packages – including the use Good neighbour agreement's Agreements, ABCs & Mediation etc. 	End of June 24	<ul style="list-style-type: none"> Increased scope to identify early interventions in partnership, that can achieve long-term resolutions and reductions in ASB. Resolution of disputes via neighbours agreeing approach and way forward. Reduction in legal costs and escalation of cases.

Action Plan

Action	Task	By when	Outcome
4. Improve Information and Communication	<ul style="list-style-type: none"> Review information to customers and key local partners, website, ASB help book. Ensure communication approach recognises diverse customer base. Promote service and success to customers, key partners and stakeholders . Ensure Officers attend local events to engage and promote service. 	End of March 2024	<ul style="list-style-type: none"> Engaged and empowered tenants and residents. Improved service offer for tackling hate crime. Improved communication in person, through various groups and use of social media. Better use of social media, local newsletters and community events to promote service. Increased customer confidence that the ASB Service delivers an effective.
5. Embed Locality working & ensure a visible presence	<ul style="list-style-type: none"> Develop neighbourhood plans with customers, key partners and stakeholders. Develop a Neighbourhood Management policy. Build confidence & capacity in the community through local engagement. 	End of Sept. 2024	<ul style="list-style-type: none"> Improved satisfaction with the community safety services & increase in resident satisfaction with the area as a place to live. Identifying and tackling local priorities in consultation with customers, key partners and stakeholders. Effective partnership work that delivers outcomes. Increase in number of customers accessing the service.
6. Develop a quality assurance framework	<ul style="list-style-type: none"> Implement the new performance dashboard. Introduce a robust performance management framework. Benchmark TSM's and the service with others to share best practice. Review expenditure on legal services. 	End of June 2024	<ul style="list-style-type: none"> More effective case management, cases being progressed more quickly and improving the customer journey. Best practice explored and implemented where appropriate. Ensure service provides value for money.

Action Plan

Action	Task	Date	Outcome
7. CCTV & Assure 24 service review	<ul style="list-style-type: none">• Rebrand, upskill and widen the scope of Assure24 service to support case work and community engagement.• Complete CCTV review.	End of Sept 2024	<ul style="list-style-type: none">• Increase visible and accessible presence on our estates & neighbourhoods.• Investment in CCTV service meets customer expectations and generates income for WCHG via Service charge recovery.
8. Improved Systems	<ul style="list-style-type: none">• Develop and invest in a new IT system.• Build requirements of a new system and understand the benefits for colleagues and customers.• Implement self service offer to customers.	End of March 2025	<ul style="list-style-type: none">• Benefits explored and implemented where appropriate.• More effective case management, cases being progressed more quickly and improving the customer journey.• Improve the speed and accuracy of incident reporting and case management by operating from a single system.