



# **Tackling Anti-Social Behaviour and Crime Strategy 2019-2022**

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## Introduction

Nottingham City Homes (NCH) is a group of housing companies that work together to deliver on the vision of creating homes and places where people want to live. The Group comprises Nottingham City Homes (ALMO), NCH Registered Provider and NCH Enterprises Ltd.

The Group manages homes on behalf of Nottingham City Council, as well as its own homes and homes owned by other landlords. It also provides a range of services to support people in the communities it serves. Around 27,500 homes are under the Group's management, and a fifth of Nottingham households live in NCH Group homes.

One hundred years on from the Addison Act, we are ambitious for Nottingham City Homes. We want to be recognised as one of the best housing organisations, a leading innovator in social housing, whilst delivering an excellent range of services in the eyes of our tenants and leaseholders. Tackling crime and anti-social behaviour is at the heart of this.

This strategy sets out our vision to create **safe neighbourhoods where people want to live** and underpins the NCH Corporate Plan goals:

- To listen to our tenants and provide an excellent service
- To make all our estates great places to live
- To build high quality affordable new homes for local people
- To diversify our services, re-investing in our communities
- To be a great place to work

Preventing and tackling anti-social behaviour and criminality through a victim focused approach is a priority for our residents and communities. Left unchallenged, we recognise that crime and anti-social behaviour can have a significant detrimental impact on the lives of individuals and communities. NCH is in a strong position to tackle anti-social behaviour and has an excellent track record of successful partnership working with a range of partner agencies with the aim to tackle anti-social behaviour and crime. Some of our achievements throughout the lifetime of the previous strategy include:

- Management of 3568 cases of ASB, hate crime & domestic abuse
- Customer satisfaction is at an all-time high with 87% of customers satisfied with how their case was handled
- Introduced the Noise App which has improved the quality of noise nuisance reporting
- Key partner in the development and implementation of the city Hate Crime Performance Panel
- Signed up to the CIH Domestic Abuse Make a Stand Pledge
- CommUNITY Mediation service empowering residents to resolve disputes
- Trained 25 volunteer community mediators

- Delivered Decent Neighbourhood improvements to our estates.
- Delivered successful awareness campaigns for hate crime awareness week and noise action week.
- In 2018 20,671 tenants qualified for their Responsible Tenant Reward.

Our Tackling Anti-Social Behaviour and Crime Strategy 2019-2022 sets out our future direction and how we intend to continue to deliver our commitment to tackling anti-social behaviour and crime through a framework of prevention, early intervention, support and enforcement in partnership with statutory, non-statutory and voluntary sector organisations. The strategy will make sure we are positioned to continue to deliver a high quality service at a time of challenge and ensure the service we provide to our customers is delivered effectively and efficiently.

## **Developing this strategy**

This Strategy has been developed in accordance with our Corporate Plan and seeks to support delivery of the objectives set out in the plan. We have consulted on our future priorities and invited a wide range of partners, colleagues, stakeholders and tenants to comment on our strategy. The findings of this consultation have shaped this strategy.

## **Context**

### **National context**

It has been five years since the Government introduced a new approach to policing, community safety and anti-social behaviour. It included reviewing the whole system of dealing with anti-social behaviour in order to ensure agencies are putting the needs of victims and communities first. The Government is clear that the responsibility for tackling anti-social behaviour is shared between a number of agencies, particularly the Police, Councils and social housing providers. The key national drivers are summarised below:

**Social Housing Green Paper: A New Deal for Social Housing** - The Government published the Social Housing Green Paper, 'A New Deal for Social Housing', in 2018. One of the key messages emerging from the Green Paper was the issue of stigmatisation of social housing residents. The Green Paper highlights that residents of social housing and their communities have felt stereotyped for years and that it was common for others to assume they are unemployed, lacking aspiration or involved in anti-social behaviour. The Green Paper reiterated the importance of tackling anti-social behaviour and highlighted that residents are concerned that their landlords were not taking appropriate action to tackle anti-social behaviour and felt their concerns were not taken seriously or were resolved too slowly. This created tension in communities and resulted in residents feeling unsafe in their homes. Recent research by Nottingham Trent University has highlighted that social housing tenants are 20% more likely to be victims of criminal ASB (e.g. criminal damage, harassment, intimidation, drug dealing) and 20% more likely to be victims of what

research terms inconsiderate ASB (e.g. noise nuisance, litter, dog fouling, neighbour disputes).

The Green Paper aims to strengthen regulation, which will help tackle anti-social behaviour and considers introducing key performance indicators for housing providers to help tackle anti-social behaviour.

The Green Paper recognises that the design and quality of homes and their surrounding area are important to wellbeing, integration, tackling stigma. It further states that it will seek to strengthen planning guidance to take into account the principles of Secured by Design: to ensure that external spaces, parks, streets and courts are well lit and well maintained so they are safe from crime and the fear of crime.

**Regulator of Social Housing Standards** - The Regulator of Social Housing's role is to set the consumer standards and to intervene where failure to meet the standards has caused or could have caused serious harm. The Neighbourhood and Community Standard require registered providers to keep the neighbourhood and communal areas associated with the homes that they own clean and safe; help promote social, environmental and economic well-being in areas where they own homes; and work in partnership with others to tackle anti-social behaviour in neighbourhoods where they own homes.

**Withdrawal from the European Union** - The United Kingdom is expected to leave the European Union (EU) in March 2019. At the time of writing this strategy, the precise details of the terms of this departure are still being negotiated, and the impact is difficult to predict. It is clear that Brexit will have a significant impact on many issues of direct and indirect relevance to NCH, our residents and communities.

**Hate crime** - A spike in reported hate crime was seen across the country including in Nottingham after the EU referendum vote in June 2016. There is the possibility of this trend repeating in the run-up to and after leaving the EU. Nottinghamshire Police is coordinating a partnership response to this and it is recommended that the Partnership continues with positive messaging and the narrative of '#Nottingham Together' to give confidence to communities.

**ASB Crime and Policing Act 2014** - The overarching aim of the Act is to focus the response to anti-social behaviour on the needs of victims and communities and to give professionals the flexibility needed to deal with any given situation. The Act provides the tools and powers to tackle anti-social behaviour to protect victims and communities and tackle the underlying causes and change behaviour. The Act, along with the Housing Acts, gives Nottingham City Homes and partners the tools to tackle anti-social behaviour and gives the community the right to hold NCH and partners to account using the Community Trigger.

**Domestic Abuse - Chartered Institute of Housing Domestic Abuse Make a Stand Pledge and Domestic Violence Bill** – Nationally 7.5% of women and 4.4% of men are estimated to have experienced domestic abuse in 2016/17, equivalent to

an estimated 1.2 million female and 713,000 male victims. The Domestic Violence Bill 2017 aims to transform approaches to domestic violence and abuse to ensure that victims have the confidence to come forward and report their experiences, safe in the knowledge that the state and justice system will do everything it can to both support them and their children and pursue their abuser.

The 2018 **Safe Lives report Safe Homes**: The case for the response to domestic abuse for housing providers recognises that the role of the housing sector is essential in a coordinated community response to domestic abuse. The report also highlights the significant financial cost that domestic abuse has on housing providers; nationally this is estimated at £160 million. The report presents a strong business case for housing providers to robustly tackle and respond to domestic abuse.

The Chartered Institute of Housing (CIH) launched its Make a Stand Domestic Abuse Pledge in May 2018, in partnership with Women's Aid and the Domestic Abuse Housing Alliance (DAHA).

**Global forces and terrorism** - In recent year's national and global events have had an impact on local communities. Tensions may develop which may present challenges for community cohesion and have an impact on crime, disorder, anti-social behaviour and hate crime.

## **Local context**

Local drivers that have influenced and shaped the strategy include:

**Nottingham Crime and Drug Partnership Plan** - The plan sets out how the partnership will tackle anti-social behaviour, substance misuse and reoffending in Nottingham. The plan has been refreshed for 2019-2022<sup>1</sup>. The following key partnership priorities are identified in the plan.

- Weapon enabled offending
- Domestic and sexual violence (including stalking and harassment)
- Acquisitive crime
- Violence
- Modern day slavery
- Drugs and alcohol (including supply and possession).

We are an active partner in the partnership delivery model, which involves, CDP Broad, CDP Executive, Partnership Tasking, Neighbourhood Actions Teams and Respect action plans.

**The Crime Drugs Partnership Strategic Assessment** 2018 highlighted that Police recorded anti-social behaviour incidents remained broadly stable over the twelve

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<sup>1</sup> At the time of writing the strategy, the headline Partnership Plan, performance targets were yet to be approved by the Crime and Drugs Partnership Board.

months ending August 2018, with a reduction of less than one per cent. This compares to a 12% reduction in the previous assessment period in 2017. As a result, the declining trend in recorded incidents that began in April 2015 has now been stabilised. In 2017/18, other ASB accounted for 36% of ASB incidents, an increase of 4% from the previous year. Noise ASB made up for the second largest volume of ASB incidents with 30%. Youth incidents accounted for 20%, followed by alcohol-fuelled ASB which made up 14%. Repeat victims of ASB can suffer greatly due to a particular ASB problem that becomes reoccurring and unresolved. The average percentage of repeats in 2017/18 was 32.4%, compared with 34.8% in 2015/16. The problem of ASB in the city is well understood; however, the Strategic Assessment acknowledges that there are gaps in the knowledge around new and emerging communities and the links between ASB and mental health are not fully understood.

### **Nottingham Respect Survey**

The Respect for Nottingham Survey is commissioned by the Crime & Drugs Partnership to explore the views and opinions of Nottingham Citizens about their local area and the city centre in relation to anti-social behaviour. Overall in 2018, 7% of residents included in the survey had a high perception of ASB. This is higher than in 2017 but lower than in 2016. The top-ranked anti-social behaviour issue in the local neighbourhood in 2018 was 'rubbish and litter lying around'. In terms of crime, burglary, alcohol-related violence and disorder and weapon/gang-related violence were ranked most highly as issues that residents were most concerned about.

**Nottingham Domestic and Sexual Violence and Abuse Strategy** – This is a three year strategy which covers both domestic and sexual violence and abuse (DSVA). The aim of the strategy is to reduce the incidence and impact of domestic and sexual violence and abuse in the city.

**Nottingham Hate Crime Plan** - NCH is strongly committed to equalities principles, tackling hate crime to promoting community cohesion in the neighbourhoods where we work. We work in partnership with Nottingham City Council, the Police, and other agencies to tackle hate crime and promote community cohesion. We are members of the Hate Crime and Cohesion Board and Hate Crime Voluntary Sector Group.

### **The NCH picture**

To inform the strategy we consulted with residents. The consultation identified the following themes:

- Drug use and dealing
- Improved CCTV
- Dog fouling on estates
- Noise nuisance
- Feeling of safety in home or area

In addition, took on board feedback from the ASB customer satisfaction survey, ASB customer focus group held in 2018 and feedback from the tenant fun day and the Social Housing Green Paper “big conversation”.

### ASB, hate crime and domestic abuse casework

The number of anti-social behaviour cases managed by Nottingham City Homes has remained consistent since 2015. Noise nuisance and garden nuisance continue to be the most reported case types. Noise nuisance accounts for 30% of total casework; when compared with the last Housemark ASB Benchmarking report, this is slightly lower than the national average of 34.8%. The vast majority of garden nuisance cases are proactively identified by Housing Patch Managers through their work on our estates. Hate-related cases have steadily increased since 2015 following the trend for increased hate crime reported to the Police following the EU referendum.

The table below shows the number and type of cases managed 2015-2018.

Case Type	2015/16	2016/17	2017/18
Alcohol	8	2	4
Begging	0	0	2
Criminal behaviour/ crime	28	35	29
Domestic abuse	53	48	66
Drugs/substance misuse/drug dealing	115	97	81
Garden nuisance	428	424	291
Hate related incidents	19	23	39
Litter/rubbish/fly tipping	17	25	21
Misuse of communal areas	10	15	16
Noise nuisance	222	324	311
Nuisance from vehicles	7	3	5
Pet and animal nuisance	36	31	40
Physical violence	14	12	26
Prostitution/sexual acts/kerb crawling	3	0	2
Staff abuse	14	27	24
Vandalism and damage to property	15	24	30
Verbal abuse/ harassment/ intimidation/ threaten	145	169	187
Other/ no case type	1	0	0
<b>Total</b>	<b>1135</b>	<b>1259</b>	<b>1174</b>

### STAR Survey

The STAR Survey is an independent and confidential survey of residents undertaken on a quarterly basis. The table below shows the top five responses from residents when asked about problems in their neighbourhood.

Citywide STAR Survey			
Rank	2017/18	2016/17	2015/16
1	Car Parking (45%)	Car Parking (48%)	Rubbish/litter (47%)
2	Rubbish & litter (43%)	Rubbish/litter (41%)	Car parking (47%)

3	Untidy Gardens (26%)	Noisy Neighbours (20%)	Untidy gardens (27%)
4	Noisy Neighbours (22%)	Untidy Gardens (18%)	Drug use/ dealing (20%)
5	Pets & animal nuisance (22%)	Drug use/ dealing (16%)	Noisy neighbours (20%)

In 2018, nearly half of all residents surveyed felt that car parking is the worst problem in the neighbourhood, followed by rubbish or litter and noisy neighbours and untidy gardens. Disruptive children/teenagers and theft/burglary are now considered a significantly lesser problem than in 2013. The problem with car parking relates to the lack of parking provision rather than nuisance parking. Other problems show little or no change.

### 5 Star Estate Quality Standards

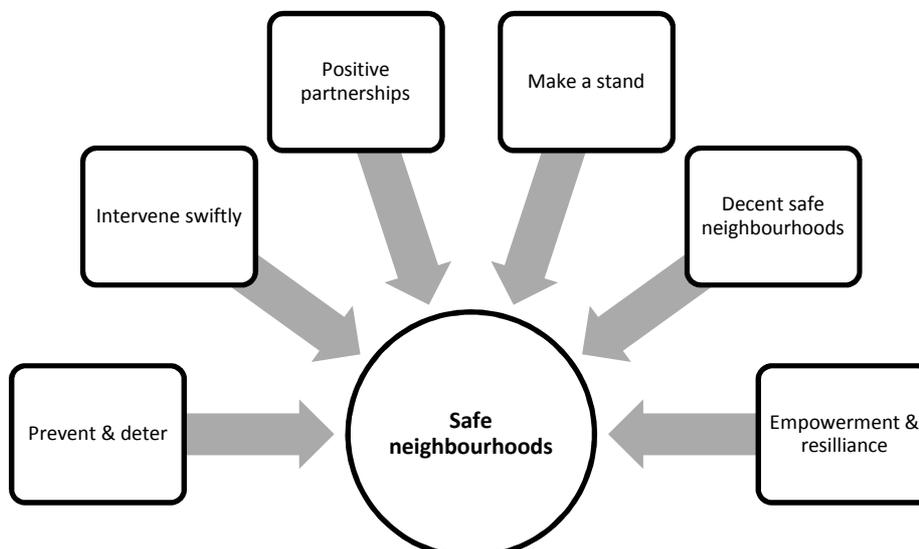
Goal 2 of our Corporate Plan is “to make all our estates great places to live.” To support this goal we have introduced new and more challenging 5 star estate quality standards, which are assessed by our tenant ACE inspectors. These enhanced standards build on our successes to date and focus our efforts to ensure that our estates are attractive, safe and welcoming places to live and visit. We will achieve this by working with our partners in the City Council and others.

### Vision for the tackling anti-social behaviour and crime strategy

The overarching vision of our anti-social behaviour strategy is:

**To create safe neighbourhoods where people want to live**

To achieve this vision we have developed the following six service outcomes, which provide a framework for delivery of the strategy:



## **Delivering the strategy**

Tackling anti-social behaviour and crime and transforming the quality of life in our neighbourhoods is a top priority for Nottingham City Homes and it cross cuts a number of our service areas. There are key actions we will undertake throughout the lifetime of this strategy to meet our service vision and achieve our outcomes.

This strategy applies to Nottingham City Council stock managed by NCH, housing stock developed through our registered provider and market rent subsidiary and to private tenures where Nottingham City Homes residents are affected by or involved in causing anti-social behaviour.

A detailed action plan is to be developed to underpin the delivery of the strategy.

### **1. Prevent and deter**

We recognise prevention as being crucial to developing safe and sustainable communities. This means being tough on the causes of crime and anti-social behaviour and raising awareness of the importance of reducing the detrimental impact that ASB and crime have on people's lives and communities.

#### **We will continue to**

- Have a **visible presence** in our communities so that our communities are reassured and can access our services with ease.
- **Encourage behaviour change and responsible citizenship through the Responsible Tenant Reward scheme**, which will continue to encourage a culture of respect, responsibility improved behaviour. In 2018 20,671 tenants qualified for their Responsible Tenant Reward.
- **Prevent repeat incidents of anti-social behaviour and re-offending** by encouraging and supporting perpetrators to change their behaviour, with a focus on tackling the root causes of crime and anti-social behaviour.
- Develop **employment opportunities** that provide meaningful alternatives to crime and anti-social behaviour.
- Support residents to set up or **get involved** in "good neighbour initiatives" such as Street and Block Champions and Neighbourhood Watch.
- Continue to have a strong focus on **tenancy sustainment** and work with partners to support people facing multiple/complex needs such as homelessness, worklessness, mental health, criminality and substance misuse.

- **Promote positive outcomes** and make sure individuals and communities are reassured by our actions.

## We Will

- Support the development and delivery of **pre-tenancy training** ensuring that new tenants are aware of their responsibilities in terms of crime and anti-social behaviour.
- Maximise partnership opportunities to provide positive **diversionary activities aimed at preventing crime and anti-social behaviour and encouraging responsible citizenship**, particularly for young people.
- Support delivery of the Tenant and Leaseholder Involvement **Engaging Young People Action Plan**.
- Scope out the options to develop and deliver **behaviour change and positive** requirements training through the Tenant Academy.
- **Promote mutual respect**, an awareness of the needs of others, and a sense of civic pride.
- Build on our success with partners to **reduce the opportunities for crime and anti-social behaviour** including the use of CCTV and new technology, door entry systems, hot spot analysis and response and identification of emerging trends.
- **Promote positive outcomes** and make sure individuals and communities are re-assured by our actions. Increase public confidence in our services through effective communication messages and campaigns that use effective methods of communication.
- **Strengthen our communications** plan to increase confidence in our service, improve the perception of ASB in our communities and reduce stigma through effective communication messages. We will also ensure that it includes hard to reach communities.
- Increase the opportunities for **joined up partnership** community safety communications messages.
- Explore how we can work with the Probation Service, Community Rehabilitation Company and prisons to **reduce re-offending in our communities**.

## 2. Intervene swiftly

We recognise that crime and anti-social behaviour undermines the quality of life for individuals, families and communities and we are committed to the provision of a victim centred approach to anti-social behaviour ensuring victims are at the heart of our service and are able to access high quality advice, victim care and support.

We will not hesitate to take enforcement action when necessary and we will continue to ensure that our response is robust and effective using all the tools and powers available to us, targeted to serious and persistent incidents of anti-social behaviour and criminality that can blight our communities if left unchallenged.

### **We will continue to**

- Deliver a **victim centred approach** to case management which focuses on the harm and impact an incident of crime or anti-social behaviour has on victim(s).
- Provide **high quality victim care and support**, making sure that victims have confidence in our service and are kept in regularly informed about the progress and outcome of their case.
- Provide **additional support to victims who are vulnerable or repeat victims** of anti-social behaviour or hate crime.
- Ensure our **response to tackling noise nuisance is robust and victim focused** and that the appropriate tools and guidance is available to effectively tackle neighbour noise nuisance with confidence.
- Drive high levels of **customer satisfaction** and listen to feedback about our services.
- Make **swift and effective use of ASB tools and powers** by working in partnership with Community Protection to deliver enforcement interventions and through our Partnering Agreement with Nottingham City Council, make sure that the services provided by Community Protection meet the needs of our residents and communities.
- **Deliver the CommUNITY Mediation service** as an early intervention tool and empower members of our communities to become fully trained and accredited volunteer mediators.
- Ensure our workforce has the **skills, knowledge and capacity** required to deliver an effective victim centred anti-social behaviour service.
- Work closely with our colleagues in Risk Management to **ensure any Health and Safety risks are mitigated** and that robust procedures are followed for reporting and dealing with violent incidents that affect our employees.

## We will

- Drive confidence in our service by reviewing and publicising the **minimum standards** people can expect if they become a victim of anti-social behaviour.
- Position the CommUNITY Mediation Service to be able to **deliver mediation services to external partners and deliver accredited mediation training** in house and to external partners.
- Promote NCH as a Victim Care Community Contact point.

### 3. Positive partnerships

Partnership working is an essential and integral part of this strategy and is a crosscutting theme across the six strategy outcomes. Working with partner agencies not only strengthens relations with the local community but it can also help to achieve our outcomes and deliver a holistic problem solving approach to tackle anti-social behaviour and criminality.

#### We will continue to

- Work with Community Protection and Police to take **swift and effective enforcement action** utilising the tools and powers available across the partnership.
- Work in partnership with the Fire and Rescue Service to **prevent and remove opportunities for arson** to occur, educate residents on home safety and provide interventions to remove or prevent the development of fire setting behaviour.
- Use a multi-agency **problem solving approach**, based on people, places and premises to develop local solutions to ASB, crime and community safety issues.
- **Continue to work with the Family Intervention Project and Priority Families** to support families with complex and multiple needs, utilising family intervention tenancies where appropriate.
- To be a proactive partner in the **Neighbourhood Action Teams** and deliver interventions in accordance with the **Respect Ward Action Plans** and ensure that our contribution to the Respect Action Plans reflects our commitment to 5\*estates.
- **Participate in partnership Community Trigger case reviews** where victims have activated the trigger where they feel their reports of anti-social behaviour have not received an appropriate response.

- Use the **E-cins partnership database** to contribute to multi-agency problem solving across a variety of community safety work, including, Complex Persons Panel (CPP), Domestic Abuse Multi-agency Risk Assessment Conference (MARAC) and anti-social behaviour.

## **We will**

- Strengthen our links to Probation services in order to provide better support to ex-offenders and to **prevent the cycle of re-offending**.
- Strengthen our links with the **voluntary sector organisations** that contribute to the community safety agenda, from victim and witness support, to supporting perpetrators of anti-social behaviour to change their behaviour.
- **Manage premises** on behalf of the city council where a property management order is in place.

## **4. Make a stand**

We are committed to making a stand against **serious and violent crime, drugs, domestic abuse and hate crime** within our communities.

### **Serious violent crime and drugs**

We remain committed to challenging and tackling the effects that drug use, drug dealing, gang culture, youth violence and serious and organised crime can have on our communities. We will continue to take the toughest possible stance against drug offences and violent crime, including knife crime on our estates.

In 2017, 15% of our residents felt drug use or dealing was a major issue in their neighbourhood, this has reduced when compared with 20% in 2015, nonetheless, through consultation for this strategy, our residents have told us that drug dealing and use of drugs in their community continues to be a concern.

## **We will continue to**

- Work in partnership with Community Protection and Nottinghamshire Police, to take the **toughest enforcement action** against perpetrators of drug, violence and knife crime related tenancy breaches.
- Take robust tenancy enforcement action against cannabis cultivation in our homes communities.

- Work with Police and Nottingham City Council to **tackle and respond to knife** crime and serious violent crime in our communities.
- Support residents to **report concerns about drug use and dealing** to the Police to support the Police to build intelligence to take action to disrupt the supply and use of illegal drugs.

## **We Will**

- **Revise our tenancy agreement** to make it clear that we will not tolerate knife crime in our properties or communities. Work with Police and partners to deliver the Police and Crime Commissioner's Partnership Knife Crime Plan.
- Work with partners to strengthen our approach to **protect vulnerable adults**, tackle modern-day slavery, FGM, victims of scams and cybercrime, adults with mental health issues, homelessness and victims of serious violence.
- Work with partners to **protect vulnerable children**, victims of criminal exploitation, gangs, County Lines, crimes involving weapons, child sexual exploitation and those with mental health issues.
- Contribute the **new psychoactive substances practice development** unit in order to understand the impact of new psychoactive substances and how we and partners can respond and reduce harm.
- **Strengthen our relationship with the Police Burglary Reduction Team** to make sure our properties are safe and secure and victims of burglary supported.

## **Domestic Abuse**

We know the impact domestic abuse and hate crime has on individuals, families and communities, and that hate crime and domestic abuse remain a very real and often hidden issue within our communities.

Domestic abuse is often described as a hidden crime that happens behind closed doors. Housing providers can be the only agency to see behind those doors. It is therefore essential that we are engaged in the local and national response to domestic abuse. NCH have signed up to the new CIH Domestic Abuse Make A Stand Pledge. Signing the pledge not only demonstrates our commitment but will also support practical steps to further improve our organisational response for both residents and employees.

## **We will continue to**

- **Identify the signs of domestic abuse and respond swiftly and sensitively** by ensuring that our workforce is aware of domestic abuse issues, including stalking, honour-based violence and forced marriage. We will ensure training is provided and our workforce is supported to evaluate, risk assess and respond appropriately.
- Provide help, support and **minimise the risk of harm and repeat victimisation** to survivors of domestic abuse. We will continue to work in partnership through the Multi-Agency Risk Assessment Conferences (MARACs) for domestic abuse.
- Continue to work with local agencies to **tackle the cause and effect of domestic abuse** and support the delivery of the Nottingham Crime and Drug Partnership Nottingham Domestic and Sexual Violence and Abuse Strategy.
- Work in partnership to **increase the safety of survivors of domestic abuse**. We will continue to work with the Sanctuary scheme to offer survivors of domestic abuse the prospect of staying safely in their home by substantially enhancing security and target hardening.

## **We will**

- Develop alternative approaches to **keep domestic abuse survivors engaged with the service** and explore how we can better support and build resilience in the survivor's peer support network.
- **Further strengthen our relationship with** voluntary sector organisations such as Women's Aid and Equation.
- Deliver the requirements of **the CIH Make a Stand Domestic Abuse Pledge**.
- Deliver the **Domestic Abuse Housing Alliance** accreditation action plan.
- Strengthen our involvement **White Ribbon Campaign** by applying for White Ribbon Status and identifying White Ribbon ambassadors from within our workforce and the community.
- Make sure that domestic abuse survivors have the option to have the **choice of gender** when interviews are conducted or repairs carried out.
- Working with partners, we will **improve our awareness of stalking and harassment** in domestic abuse and non-domestic abuse settings.

## Hate Crime

New Research by Nottingham Citizens UK<sup>2</sup> highlights that hate crime remains under reported in Nottingham and data provided by the Crime and Drugs Partnership shows that repeat victims of hate crime rose steadily, from a rolling 12 month average of 8.9% in June 2016 to 15.2% in January 2019.<sup>3</sup>

### We will continue to

- Offer an **enhanced level of support to victims of hate crime** and working with partners, take the toughest action against perpetrators of hate crime.
- **Raise awareness and increase reporting of hate crime** and make clear that hate crime, mate crime, harassment and bullying in all forms, including cyber bullying is not acceptable and encourage responsible use of social media.
- We will **demonstrate our priority to tackle hate crime by our commitment to the #No to hate crime partnership pledge** which has been developed to drive strategic change in the way hate crime is managed across the partnership.
- **Be an active partner in the Nottingham City Hate Crime and Cohesion Group** which has been tasked to deliver the city Hate Crime Action Plan and Hate Crime Repeat Victimization Action Plan.
- Be a key partner in the **Nottingham Hate Crime Incident Performance Panel (NHIPP)**.
- Support annual national **Hate Crime Awareness Week** and Nottingham Together # Nottingham No Place For Hate campaign.

### We will

- Develop innovative approaches to **prevention of hate crime** incidents and raise confidence in the services provided.
- Support the newly established national hate crime **bystander awareness** day and encourage communities and our workforce to take a stand against hate and prejudice.
- Work with our partners to train community groups and representatives to hold and **conversations on issues of prejudice, intolerance, racism and hate**

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<sup>2</sup> Nottingham citizens (2018) Still No Place for Hate

<sup>3</sup> Nottingham CDP

**crime** and to challenge negative stereotyping often present in mainstream narratives.

- **Support delivery of the Citizens at the Heart** (EU funded project) –Hate Crime Shift Champions Scheme which will see at least one Hate Crime Champion in every shift across Nottinghamshire Police and in each relevant service within the Council and partner organisations.

## **5. Decent and safe neighbourhoods**

We are committed to making sure our communities are safe and attractive places where people want to live. We recognise the strong link between high quality, safe and sustainable communities and satisfaction with the neighbourhood as a place to live. We recognise that poorly maintained neighbourhoods can act as a catalyst for crime and anti-social behaviour and we encourage our workforce to keep their eyes open and to proactively report issues affecting our estates. Our decent neighbourhood programme is at the heart of our work to improve the safety, attractiveness and design of estates.

### **We will continue to**

- Deliver **improvements to our homes and communities** through the asset management strategy.
- Deliver our **decent neighbourhood programme** and use resources available to us deliver **environmental improvements** with the aim of reducing crime and anti-social behaviour, improve the feeling of safety on our estates and improve parking. We will work with residents, local Councillors and the Police Architectural Liaison Officer to design and deliver improvements to estate environments.
- Continue to **build new homes to a high quality standard, with an emphasis on good design**, which takes into consideration design principles known as crime prevention through environmental design. We will strengthen our links with the Police Architectural Liaison Officer and involve them at the earliest opportunity.
- **Tackle the challenges presented by problem car parking**, including the lack of adequate parking provision and inconsiderate parking. We will continue to respond to the challenges of inconsiderate parking by proactively encouraging residents to park responsibly. Where a lack of adequate parking is identified as a problem we will explore the options to improve parking or management of parking.
- Make sure our **estates and communal grounds are well maintained**. Together with our partners at Nottingham City Council, we will provide

excellent street and block cleaning, grounds and tree maintenance services, keeping on estates feeling well looked after, clean, and free from litter and graffiti.

- Make sure that all our employees are spotting and reporting issues on our estates through our **Eyes Wide Open** initiative when they are out and about on estates. We will raise the profile of Eyes Wide Open, particularly to our employees within Construction, Repairs and Maintenance Team which conducts 86,967 repairs appointments, making it ideally positioned to identify and report issues on our estates.
- Deliver our **Five Star Estate Quality Standards**, which is reflective of our resident's aspirations and drives high standards of estate management. We will create detailed action plans to drive up standards on our estates to five stars.
- **Hold days and weeks of action** on our estates and make sure that we widely promote the events to encourage residents to participate and provide feedback to communities about the outcomes.
- **Deliver an annual Big Spring Clean**, working together with residents, community groups and local partners as a combined effort to get our city looking great. We will also encourage our workforce to volunteer to get involved in Big Spring Clean initiatives.
- **Pro-actively identify environmental issues such as dog fouling and litter.** We will use STAR data results to drive partnership respect priorities and week of action priorities. In addition, we will take part in regular Councillor led ward walks with tenants and partners in order to identify problem areas and deliver a coordinated partnership response.
- To encourage residents to look after and have pride in the area where they live and to have **well maintained gardens**. We will do this through estate visits, the responsible tenant reward scheme and by making the best use of our **volunteer garden club and the garden tool loan scheme**.
- Hold our **annual garden competition** which recognises the genuine pride taken by our residents in looking after their gardens.
- We will continue **to work with partners and the voluntary sector to deliver community based projects**.

## **We Will**

- Respond to priority areas and develop **targeted actions plans to tackle environmental anti-social behaviour** such as dog fouling, litter by

undertaking an analysis of hotspot areas, in partnership with Neighbourhood Action Team and City Council Services.

- Revise our Pets Policy and place a greater emphasis on **responsible dog ownership**, working with key partners to do so.
- Encourage and equip volunteers to support other households unable to maintain their own gardens.
- Develop further our **'Eyes Wide Open'** initiative by exploring the opportunity to roll out externally to Street and Block Champions and residents.
- Maximise opportunities to **identify external funding** to deliver community based projects to tackle crime and anti-social behaviour, supporting communities to access the funding and make a difference.

## **6. Empowerment and resilience**

Strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others is key to increased satisfaction levels within neighbourhoods. Through active citizenship, our residents and communities themselves can play a more active role in keeping themselves safe and reduce crime and anti-social behaviour.

### **We will continue to**

- **Listen to and learn from customer feedback** to drive up customer satisfaction and to steer service improvements. We will actively encourage and act upon customer feedback and utilise customer satisfaction data, STAR data, 3C's feedback and the complaints panel to inform service improvement.
- Ensure that the anti-social behaviour service is widely promoted and **residents are informed of positive actions** and service developments. To do this we will revise our communications plan in consultation with the resident Communications Panel.
- **Participate in citywide local initiatives and events** which encourage cohesive communities and foster good community relations.
- Continue to work with schools and **empower young people to be active citizens** and to take pride in their estates through the Young Ace Inspectors initiative.
- Work with Nottingham City Council's Cohesion Board, Nottingham Together and Neighbourhood Development Teams to **identify and respond to the needs of new and emerging communities**.

- Provide **training opportunities through the Tenant Academy** on community safety topics, including anti-social behaviour and hate crime.
- **Support young people from our estates to be active citizens** and become more involved in their communities through membership of local youth groups and organisations, providing meaningful alternatives to crime and anti-social behaviour.
- Encourage and **support communities to take ownership of anti-social behaviour** by raising awareness of the service and partnership community remedy by promoting self-resolution techniques, community led mediation and restorative justice.
- Celebrate good citizenship, through our annual **Tenant and Leaseholder Awards**, the many unsung heroes who make our estates and neighbourhoods great places to live, including those residents, communities and volunteers that contribute to making our estates safe and attractive places to live.
- **Support Street and Block Champions to make a difference** in their local area, supporting this strategy by reporting issues such as fly-tipping and graffiti, getting involved in street and block inspections, litter picks and being a good neighbour.

## **We will**

- Respond to the recommendations of the Housing Green Paper to help **tackle the negative stigma of social housing** residents and make sure any regulatory changes about anti-social behaviour are incorporated into the service.
- We will promote **active citizenship** through attendance at public events and through awareness programmes.
- **Refresh the Young Inspector Programme** to further develop their role during estate inspections to include organised and promoted activities such as litter picks, gardening and green space improvements.
- Support the development of **NCH Involvement Champions** for colleagues and ensure that volunteer community mediators play an active role.
- **Strengthen our engagement with the voluntary sector**, which is a crucial way of engaging with many hard-to-reach groups in the community in order to get a representative understanding of local crime and ASB concerns.

## **Resources**

There is a dedicated Safer Neighbourhood Manager and ASB Manager employed to implement this Strategy together with the frontline Tenancy & Estate Management Teams. Other areas of the organisation also support delivery of this strategy including Asset Management, Construction, Repairs and Maintenance, Learning and Development, and Tenant and Leaseholder Involvement.

There is a dedicated budget to support the delivery of the strategy, the mediation service and to meet the cost of enforcement action and legal fees.

## Monitoring and reviewing the strategy

The performance of this Strategy will be monitored in accordance with the Corporate Plan 2018-2021 KPI's below. These KPI's will be reported on a quarterly basis via Pentana.

Regular updates will also be reported to the Executive Management Team and NCH Board as and when required. An action plan will ensure that the strategy stays on track with its delivery and outputs.

Corporate Goal	Performance Measures	Target 2022
<b>To make all our estates great places to live</b>	Resident satisfaction with the ASB service	90%
	% of anti-social behaviour cases resolved	99%
	% of cases resolved by the first intervention	85%
	Resident satisfaction with the neighbourhood as a place to live	90%

## Key risks

We aim to identify, control and manage all risks within a culture of risk management. Key risks identified are listed below.

Risk	Key actions to mitigate risk
Failure to deliver actions set out in the strategy	Annual team plan aligned with strategy action plan. Regular review of progress and monitoring of performance indicators using Pentana.
Lack of resources internally - As for most areas of service delivery, there	Annual PBB

are potential risks related to budget cuts and restructuring across the public sector.	
Reduction in partnership resources. Further cuts made to external services where there is a coordinated approach therefore front line officers will be dealing with matters that are normally outside of their remit. This could lead to more incidents of anti-social behaviour, lower customer satisfaction rates and leave vulnerable people at risk.	HRA contribution to NCC services
Ineffective partnership working and information sharing	Information sharing protocols and service level agreements where appropriate. A Group Privacy Statement is in place. Continued involvement at key strategic and operational meetings such as Crime and Drugs Partnership and Neighbourhood Action Team meetings. Use of e-cins for defined community safety work streams.
Legislative change not embedded across the organisation.	Regular review of new legislation, policy, procedure, processes, and training.
Lack of capacity to develop and deliver new initiatives e.g. Diversionary activities.	Anti-social Behaviour and Community Mediation Manager in post. Develop clear links with Community Involvement Team and statutory and voluntary sector.
Failure to tackle anti-social behaviour, hate crime and domestic abuse. Low levels of customer satisfaction and impact on reputation.	Performance monitoring through covalent and customer satisfaction survey. Communications plan to promote the service and positive outcomes. Anti-social behaviour case quality assurance framework.
Hard to reach communities may be isolated and unaware of how to report anti-social behaviour, hate crime or domestic abuse.	Equality Impact Assessment. Communication plan to include targeted awareness raising activities. Key partners at the Hate Crime and Cohesion Sub Group and Hate Crime Voluntary Sector Group.

The mediation service fails to meet demand.

Performance framework in place.  
Regular recruitment and training of new volunteers.