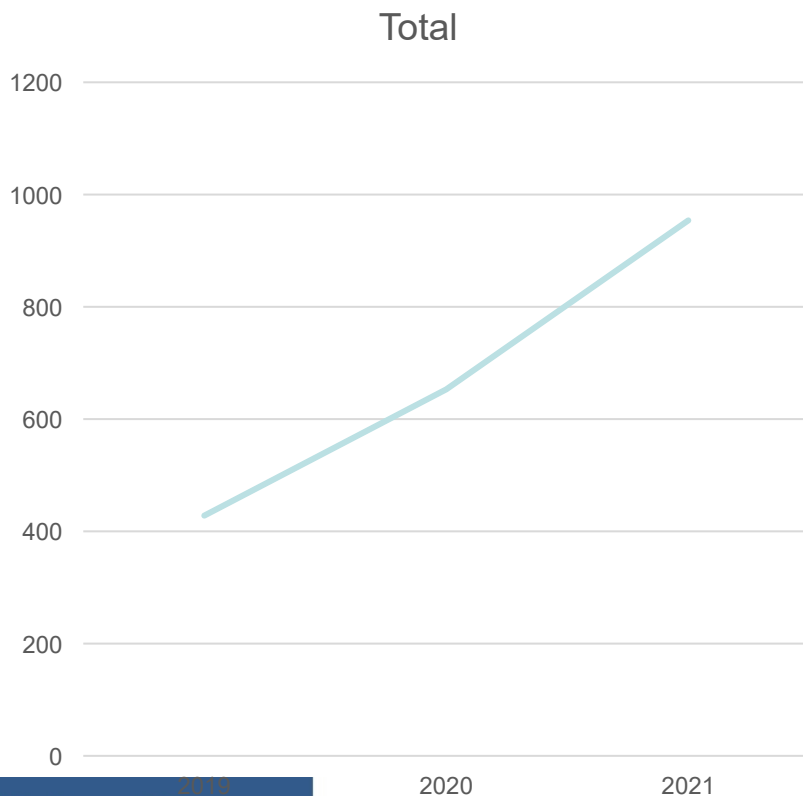

West Kent's Community Safety Approach

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Where we are now



Rise in cases since COVID

2019 – 428

2020 – 653

2021 – 954

2022 - 958

129% increase in reports

What's new

New Community Safety
Policy and Procedure in
December 2022

Launched the ASB APP in
September 2022

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Community Safety Policy and Procedure

Went live in December 2022

Clear definition of what ASB is and what we wont deal with as ASB

Changes “who deals with what”

Training for Tenancy Services Officer, Extra Scheme Managers
and Customer Services

Tenancy Sustainment is the end goal

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What is Anti-Social Behaviour?



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What is ASB?

•2Meaning of “anti-social behaviour”

- (1)In this Part “anti-social behaviour” means—
 - (a)conduct that has caused, or is likely to cause, harassment, alarm or distress to any person,
 - (b)conduct capable of causing nuisance or annoyance to a person in relation to that person’s occupation of residential premises, or
 - (c)conduct capable of causing housing-related nuisance or annoyance to any person.

What is Anti-Social Behaviour?

High	Medium	Standard (Community Safety)
Domestic Abuse	Noise	Graffiti
Physical Violence	Drug use	Bulk Waste
Arson	Verbal Abuse	Litter/Rubbish
Hate Crime	Nuisance from Vehicles	Dog Fouling
Cuckooing/ mate crime	Criminal Behaviour	
Stalking/Harassment		
Sexual Offences		

What is Not Anti-Social Behaviour?

- children playing and babies crying,
- household noise due to every-day living (e.g. proportionate TV, music / radio noise
 - noise from electrical items such as washing machines or vacuum cleaners
- DIY during reasonable hours as defined by local authorities, usually between 8am and 9pm weekdays, 8am to 7pm on Saturdays and 10am to 5pm on Sundays
 - noise created by someone due to a disability/vulnerability/mobility aid,
 - one-off parties,
 - BBQs and celebrations,
 - cooking odours and reasonable household smells, smoke, minor car maintenance,
 - one off arguments and
- minor disputes between neighbours or personal differences, this includes the use of private CCTV or trespassing.

Reporting ASB to West Kent

- Can be done on our website
www.wkha.org.uk
- Telephone – 01732 749400
- Email help@wkha.org.uk
- In person to Tenancy Services Officer

ASB Case – Triaging

- The Community Safety Co-Ordinator (CSC) will then triage the report. Contact the Source to obtain more information. The CSC will then make an assessment as to whether the source is best suited to try resolve the matter with the subject in the first instance.
- The CSC may contact the subject to discuss the report to make them aware to try and resolve the case.
- The CSC may make a decision that a further investigation is required. Things they may look at are (but not limited to)
 - Whether the source has reported this type of incident to us before and has tried to resolve the issue previously
 - The subject has a history of ASB
 - The frequency of the incidents that are occurring.

ASB Case – Triaging

- If the CSC decides that a case needs further investigation then they will assign it to the relevant case officer
- **HIGH**
Community Safety Team
- **Medium/Standard**
Tenancy Services Team

ASB Case – Investigation

- Once a case has been assigned to the case officer they will conduct a further investigation, this might include doing the following
 - Getting to source to complete incident diaries
 - Using the “ASB App”
 - Multi-agency meetings
 - Door knocks
 - Installing CCTV
 - Interviewing the Subject
 - Using non legal remedies
- Investigating ASB takes time

Anonymous vs Confidential

- In the last 12 months 119 reports have been logged as “Anonymous” meaning that most of these reports have been filed with no further action
- We treat all calls as confidential and would not discuss the source of the report with the subject without consent of the source.
- If person is anonymous then it makes it harder to obtain details of what had happen and more importantly the ***impact*** of the behaviour.
- ***We also can not provide feedback of our actions***

Non Legal Remedies

Mediation	Acceptable Behaviour Agreements	Good Neighbour Agreements
Informal warnings	Door step conversations	Written Warnings
Referral to support	Youth intervention schemes	Restorative solutions
Noise monitoring	Informal undertaking	Support and counselling
Parenting Agreement /ABA	CPN warnings	Community Conference

ASB Case – Enforcement

- Managed by the Community Safety Team following a referral from the Tenancy Services Officer
- Injunction – A court order that tells the subject what they should or shouldn't be doing. Can be sent to prison for up to two years if breached
- Possession – Always the last resort, can take a long time (average 12-18 months – not always guaranteed)

Community Safety Team Successive

- In the last year we have obtained 7 Injunctions against residents.
- Helped SDC identified 3 Fly-tippers in Swanley who all received £400 fines.
- Through partnership working issued 12 Community Protection Notices with local authorities– 2 Fixed Penalty Notices for breaching (Outside of SDC)
- Managed over 95 Domestic Abuse cases

ASB APP



- Residents are invited by West Kent to register (Must have an open case)
- The ASB APP is available from the Apple App Store and Google PlayStore
- Has the ability to send diary sheets, sound recordings, videos and photos

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ASB APP



- Since we have had over 50 residents regularly use the app
- Over 300 pieces of evidence supplied to us.

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Why don't you just evict?



- Always the last resort, Tenancy Sustainment is the goal
- Can be timely and costly
- Judges exercise discretion
- Case Law
- Homelessness Reduction Act
- Organisations own strategy

Moving tenants



- Management Transfers
- Mutual Exchange
- Application to Housing Register
- Can't just move either party

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Complaints



- Organisations own complaints procedure
 - Stage 1
 - Stage 2
- Housing Ombudsmen
- Community Trigger

Any Questions



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