

Anti-Social Behaviour: Resident Liaison Group Survey - November 2023

In November 2023 the Resident Liaison Group Co-Chairs circulated a survey to understand the experiences of residents in reporting, being kept-up to-date on and resolving ASB issues. The survey was based on the following five key areas:

- 1) Residents' experiences of initially reporting an ASB issue to the Council.
- 2) Residents' satisfaction with the advice and information provided upon the first contact.
- 3) Residents' experience of being kept up-to-date on the progress of their case.
- 4) Whether residents feel their issue was resolved following the report of ASB (and if not why).
- 5) If there are any further comments which may assist the Council in improving the service.

The following provides a summary overview of the responses received.

1. Residents' experiences of initially reporting an ASB issue to the Council.

A	"Not easy to report. If you have the time to wait on the phone then that feels more effective, but emails to asb.housing@ tend to go unanswered. I now copy in the Met Police Safer Neighbourhood Team and they respond to me."
B	"As an individual I've reported ASB via email, phone and on-line. I had no problems with reporting. As a Chair of a TRA, I often report ASB directly to an ASB Manager or Officer. I cc in the ASB reporting email as well."
C	<p>"We have raised issues of ASB in TRA meetings to previous Resident Participation and Inclusion Officers, Housing Officers and Events Officers. This has included persistent use of weed and cigarettes in the block stairwell, drug dealing, spitting and urination in the block stairwell and littering (dog poo from non-residents left in community spaces).</p> <p>In all instances, unfortunately we have received no support from Officers and have been told there is not much to be done about it. They have mentioned that we should contact police for drug issues but had no further support to offer except leafleting to promote non-smoking in communal areas."</p>
D	"It is hit and miss whether reporting ASB via email will receive a response. Yes, it is likely you will receive an automated email but 9/10 times you will not receive a follow up from a member of Hackney's ASB team. I have never received a phone call to clarify what was reported. Only when I copy an ASB manager would I receive a response."
E	"Generally I find the Council's response to be poor."

2. Residents' satisfaction with the advice and information provided upon the first contact.

A	"When incidents have been reported on the phone, this has been fine."
B	"The advice and information that I receive back is good and helpful."
C	"Poor/low."
D	"Very poor/non-existent."
E	"Poor."

3. Residents' experience of being kept up-to-date on the progress of their case.

A	"On the phone it was fine and follow-up from the ASB officer was very good. Lack of response to emails undermines overall satisfaction."
B	"My experiences as an individual who has made a report and as an involved resident who has reported ASB on behalf of other residents and ASB in communal areas, are very positive. I'm kept up to date on all the reports that I make."
C	"Poor/low."
D	"Average to poor."
E	"Very poor."

4. Whether residents feel their issue was resolved following the report of ASB (and if not why).

A	"Phone - yes. Emails - nothing done."
B	<p>"Most issues that I report are resolved. Areas for service improvement are consistency and continuity in dealing with noise nuisance.</p> <p>For example, where a resident causes ASB via noise nuisance and I report this and the Housing Officer or ASB Team addresses this with the resident concerned. The noise stops for a while and then starts up again. The problem is when the noise resumes from these residents. The ASB Team has already closed the case and the process starts again from the start.</p> <p>As Chair of the TRA and a Neighbourhood Watch Coordinator. I'm regularly making reports to the Police and the ASB Team. An area for service improvement; when multiple reports of criminality by drug dealers/suppliers and gang members are being reported to the Police and ASB Team. All these reports are interrelated and should not be viewed in isolation as individual cases.</p>

	<p>Regularly individual reports that are made are treated as an individual case and assigned to an Officer. If it's me who has made the report, then I'm often contacted by the investigation Officer for further information.</p> <p>Often the Officers have no or limited knowledge of the bigger picture and the interrelated problems associated with widespread and organised drug dealing on this estate. They just have a micro view of events.</p> <p>ASB managers need to brief their team members of the bigger picture of interrelated ASB and criminality on Estates. All staff should be focussed on producing an overarching action plan, to work with partners to address the ASB and criminality.”</p>
C	<p>“I would say issues may not have been fully supported and indeed resolved. Incidents that have been reported still occur.”</p>
D	<p>“We have tried to tackle three prolonged ASB issues across the estate throughout the past year. We have so far been successful in resolving one case (young men smoking and dealing weed on a staircase).</p> <p>The other two cases (Resident constantly urinating across the estate & near constant fly tipping outside blocks) have seen varied levels of improvement. Although we understand the importance of confidentiality and GDPR, the ASB and housing teams have offered little reassurance that these cases are front of mind.</p> <p>My biggest feedback is that without the TRA constantly chasing these issues they would have been lost amongst all other ASB cases and no progress made. A resident urinating in the communal stairwell should be deemed serious enough an issue to take action and fast as this impacts 10s and 10s of residents on a daily basis.”</p>
E	<p>“No, because of not being kept up-to-date on the progress of each case.”</p>

5. If there are any further comments which may assist the Council in improving the service.

A	<p>“Have an online reporting tool so issues can be easily reported. We have many ASB issues in our estate, but there is no easy way to report incidents.”</p>
B	<p>Some examples of good practice from the ASB Team:</p> <ul style="list-style-type: none"> • About 8 years ago. There was much ASB and Crime on the estate that I live on. This was gang and drug related. The TRA reported this to the Police and the ASB Team. A manager met representatives from the TRA and worked with us to produce an ASB Action Plan to address the ASB on the estate. We all met on a regular basis to review and update the action plan. The action plan clearly outlined the actions the Council would take to address the ASB and how the ASB Team would work with the Police and other partners to develop a multi-agency approach to address the ASB. Hackney Youth were involved in this partnership. • A resident with mental health issues living on the estate. This resident has a regular mental health crisis and in an unprovoked attack on another resident; caused concern and fear for many residents in this part of the estate. The Police and the ASB Team worked together to put in place a plan to ensure

	<p>that this resident with mental health issues received support from the Mental Health Team. He was also arrested. Now residents who have concerns can either report their concerns about this resident's behaviour directly to the ASB Team and the ASB will report this to the Mental Health Team and request emergency action. Some residents will contact me regarding their concerns on the aforementioned resident and I'll report to the ASB Team and the Police.</p>
C	<p>"Communication focus would be great. I believe tenants and residents at present do not know who their point of contact is or indeed what to do if facing ASB in their flat / block. We would greatly appreciate any information that could be sent out to inform tenants and residents of points of contact and what to do if concerned with ASB."</p>
D	<p>"Reporting ASB via email is not fit for purpose. Over the past year it has become apparent the data ASB quotes is vastly at odds with the number of reports the TRA have made/were made aware of from residents. Reporting ASB should be via an online form with specified drop downs that triage the issues.</p> <p>There is little to no collaboration between ASB, Housing and Repairs - there is a clear correlation between the standard of Hackney housing and the likelihood of crime/ASB. For example, at our estate the lighting in communal areas is terrible which undoubtedly encourages crime / poor behaviour. A combined, targeted approach at known hotspots from all services would see improvements for all residents. We have failed to get the necessary work prioritised after many many months of escalations.</p> <p>The team is clearly under-resourced and stretched. However, having set monthly progress meetings with our TRA they have failed to attend on multiple occasions. This is unprofessional and would not be accepted in other professional work environments. If a Hackney Service department sets a monthly meeting it would be courteous to attend, reschedule or cancel."</p>
E	<p>"Develop a better way of understanding residents' experiences of reporting an ASB issue."</p>