

## Performance Advisory Group (PAG)

**Monday 12 September 2016 Board Room 4<sup>th</sup> floor Barnet House**

**Main Meeting 6:30pm until 8:30pm**

**Present:**

John Davies	(JD)	Chair Person
Adanna Oji	(AO)	Member
Rachele Davidson	(RD)	Member
Elizabeth Fitzgerald	(EF)	Member
Amlan Ghoshal	(AG)	Member
Norah Fallon	(NF)	Member

Julia Leszczak	(DB)	Community Engagement Officer
Graham Ambler	(GA)	Senior Housing Officer

Item	Title	Action
1	<b>Apologies and welcome</b>  Apologies received from Hazel Mensah, Colette Gallagher, Maxwell Doku, Aletah Drake, Aruna Bhatt and Angela Shine (Observer)  Introductions were made around the table	
2	<b>Minute Approval</b>  All agreed the minutes were a true reflection.	Minutes to be published on website
3.	<b>Matters arising DB</b>  No matters arising	
4.	<b>Anti-Social Behaviour (ASB) Review</b>	
4.1	GA provided a presentation on the existing ASB policy to seek feedback on what PAG felt needed improving. He explained the challenges which limited resources present to ASB officers and how the existing policy addressed these. ASB officers use a triage procedure to assess the vulnerability of ASB victims and the level of ASB.	
4.2	Questions raised;  Q. Will the Police inform BH of incidents to which they are called?	

	<p>A. Yes, but this generally only happens in very serious cases such as the recent shootings.</p> <p>Q. Are Housing Officers also ASB officers? Many people prefer to speak to their Housing Officer. Why can't they deal with ASB issues?</p> <p>A. No, ASB officers are Housing Officers who specialise in dealing with ASB. This gives them the opportunity to accumulate specialist knowledge and effective partnerships with relevant stakeholders. Housing Officers deal with big patches and only have limited capacity to deal with high level ASB cases.</p>	Graham to provide breakdown of number of ASB cases and their levels
4.3	<p>Feedback provided by PAG on ASB Policy</p> <ul style="list-style-type: none"> <li>• The existing policy does not explain the structure of ASB staff within BH</li> <li>• The few ASB cases which present members have heard of or experienced were dealt with effectively by BH</li> <li>• BH should deal with all ASB related enquiries from the start through providing support or intervention</li> <li>• Sign-posting can be an issue, especially for vulnerable people or people who are not assertive or do not speak fluent English. BH should coordinate the communication with relevant stakeholders (i.e. environmental crime) instead of sign-posting</li> <li>• More youth opportunities should be provided to reduce youth related ASB</li> <li>• More support for perpetrators should be provided to resolve ASB issues and avoid repeating ASB issues</li> <li>• Satisfaction should be measured through surveys (all residents should receive one) and door knocking</li> <li>• At start of a tenancy resident should sign a separate ASB declaration, as aspects around causing ASB it often gets lost within the tenancy agreement</li> <li>• There should be more publicity around successfully resolved ASB cases to reassure residents but also discourage ASB</li> <li>• There should be a flow chart on how to report ASB, as the reporting system can be very confusing.</li> <li>• There should be a date on the policy document (leaflet)</li> </ul>	
4.4	<p>Further activities planned as part of the ASB review</p> <ul style="list-style-type: none"> <li>• Focus groups</li> <li>• Consult with relevant staff</li> <li>• Speak to relevant stakeholders at LBB</li> <li>• Speak to Police (i.e. gang unit)</li> <li>• Liaise with Resolve (benchmarking)</li> <li>• Assess HO interview skills and reports</li> <li>• Mystery shopping</li> <li>• Look at internal indicators i.e. cost of ASB, reasons for closing cases, people moved due to ASB</li> </ul>	

5	<b>Grounds maintenance (GM) review</b>	
5.1	Review is at the beginning and will cover 147 estates of which 12% are covered by BH and 88% by LBB Street Scene. Review necessary as it was part of the new management agreement and Street Scene is now managed by BH. Also a lot of complain about grass cutting and shrub maintenance.	
5.2	GA invited PAG to provide one volunteer to be involved in the Review Project Board, the board will meet monthly. Present members agreed that someone with gardening/ground maintenance knowledge should be on the Board to provide expertise. It was suggested that RD's husband could sit on the board as he is a BH resident and passed a BH funded Horticultural Course a few years ago.	Invitation to be sent to PAG to express interest in joining review Board
6	<b>Members' Update:</b>  Elizabeth: Has been representing PAG at ASB review meetings Nora: Carried out phone surveys to ascertain satisfaction of residents with Mears' service. Nora is now Mears Service Champion.	
7	<b>AOB</b>  None	
8	<b>Date of next meeting</b> <b>23 January 2017</b> <b>Board room Barnet House</b>	