

**PLEASE NOTE  
VENUE**



**PEOPLE AND PLACES DELIVERY GROUP  
THURSDAY, 21ST JANUARY 2010 AT 10.00AM  
GORSE COVERT COMMUNITY CENTRE, MAXWELL DRIVE,  
LOUGHBOROUGH**

**AGENDA**

**PLEASE MEET AT THE GORSE COVERT COMMUNITY CENTRE AT  
10.00AM, FOR A WALK AROUND THE WARWICK WAY ESTATE  
PRIOR TO THE FORMAL MEETING OF THE GROUP**

1. APOLOGIES

2. MINUTES

The Group is asked to confirm as a correct record the minutes of the meeting of the People and Places Delivery Group held on 19th November 2009 which are attached at page 3.

3. MATTERS ARISING

4. NEIGHBOURHOOD MANAGEMENT (TOWNS AND VILLAGES)

A report detailing issues and activities across the South of the Borough, arising from regular Neighbourhood Management meetings is attached at page 10.

5. NEIGHBOURHOOD MANAGEMENT (LOUGHBOROUGH)

A report detailing issues and activities across Loughborough, arising from regular Neighbourhood Management meetings is attached at page 12.

6. STRONGER COMMUNITIES

A verbal report in respect of Stronger Communities will be given to the meeting.

7. CHARNWOOD NEIGHBOURHOOD HOUSING

A report covering issues impacting on community engagement/involvement is attached at page 14.

8. LOUGHBOROUGH LPU

A report covering hotspot areas arising from meetings of the JAG is attached at page 23.

9. CHARNWOOD LPU

A report covering hotspot areas arising from meetings of the JAG is attached at page 24.

10. PREVENT

A report detailing programme preparation and delivery is attached at page 26.

11. LEICESTERSHIRE COUNTY COUNCIL

A verbal report in respect of issues relating to Leicestershire County Council will be given to the meeting.

12. OTHER BUSINESS

13. DATES OF FUTURE MEETINGS

Dates for future meetings have been arranged as follows:

18th March 2010

20th May 2010

Proposed Dates for 2010/11 are as follows:

20th May 2010

15th July 2010

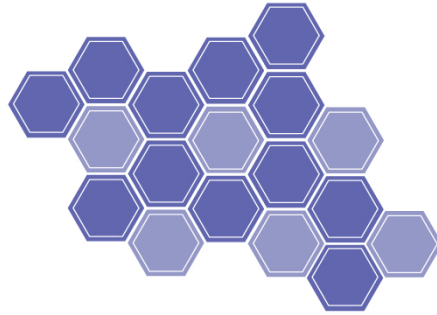
16th September 2010

18th November 2010

20th January 2011

17th March 2011

19th May 2011



**charnwoodtogether**  
making life better

**PEOPLE AND PLACES DELIVERY GROUP  
19TH NOVEMBER 2009**

**PRESENT:** N. Lambert (Chair) Voluntary Action Charnwood  
Councillor M. Preston (Charnwood Borough Council)  
V. Graham (Charnwood Borough Council)  
T. Hudson (Charnwood Borough Council)  
T. Kiernan (Charnwood Borough Council)  
Inspector T. McCabe (Leicestershire Constabulary)  
Sergeant A. Moscrop (Leicestershire Constabulary)  
H. Miah (Charnwood Borough Council)  
I. Rickard (Charnwood Neighbourhood Housing)

**APOLOGIES:** A. Coggins, R. Downing, A. Russell and D. Southall

**I. MINUTES**

The minutes of the meeting of the Area Improvement Group held on 17th September 2009 were agreed, subject to the amendment to minute 2(iii) to read “.... building resilience to violent extremism”.

**2. NEIGHBOURHOOD MANAGEMENT (TOWNS AND VILLAGES)**

V. Graham made reference to two new members of staff in the Community Safety team as follows:

Tim Hudson – Area Improvement Officer, who would be organising Ward Walks and Partnership Action Weeks for both of the Neighbourhood Management teams; and

Helen Clarke – Neighbourhood Development Officer, would be supporting the Neighbourhood Management Towns and Villages team. Initially Helen would be supporting the Thurmaston and Mountsorrel areas.

A report detailing issues and activities across the South of the Borough, arising from regular Neighbourhood Management meetings was submitted.

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People and Places  
Delivery Group  
19th November 2009

V. Graham stated that a questionnaire would be circulated at the Christmas lights celebrations in Thurmaston and another in Shepshed in respect of proposals for a Parish Plan.

T. Kiernan reported that both the Neighbourhood Management Teams were working well, with both the LPU's contributing and a representative from CNH attending both meetings.

**AGREED** that the report be noted.

### 3. NEIGHBOURHOOD MANAGEMENT (LOUGHBOROUGH)

A report detailing issues and activities across Loughborough, arising from regular Neighbourhood Management meetings was submitted. Photographs depicting before and after rubbish clearances had taken place on the Warwick Way Estate were tabled at the meeting (copies filed with the agenda).

Reference was made to the following issues:

- (i) CNH took responsibility for properties once a tenant had been identified.
- (ii) Officers were focusing their work on the Warwick Way Estate and were currently selecting a property for use as a community flat. Further details in respect of a community flat would be available for the January 2010 meeting of the Group.
- (iii) Additional policing arrangements were having a positive effect in the area. However, there was a need for properties to use for covert activities.
- (iv) The Social Capital Survey and other surveys undertaken in recent years. The next formal national survey would be the Household Survey in October 2010. The results of the Council tenancy survey would be available in February 2010 and CNH officers could give a presentation of the analysis of that information to a future meeting of the Group.
- (v) The County Place(s) survey had been updated and the Group could consider the evidence gathering from that survey at a future meeting.
- (vi) Data from CRAVE was considered on a monthly basis. At the initial demonstration of CRAVE it showed that the worst perception of the fear of crime was in Market Harborough, an area with the fewest crimes.
- (vii) Following a meeting between N. Lambert and T. Kiernan, funding had been secured to employ Mrs C. Tinenti at 91 Russell Street, the Marios Tinenti Centre (MTC), for 25 hours each week from December 2009, to support increased usage of the Centre. Reference was made to the daily usage of the Centre by Partner agencies, it would be important to ensure space was reserved for meetings to be held at the Centre.

- (viii) Community profile statistics were considered at the last meeting of the Charnwood Together Executive, that information could be used by the Neighbourhood Management Teams to identify needs and what actions were being taken, by whom. It was suggested that the information be submitted to the delivery groups within People and Places and report highlights back to the Group.
- (ix) There had been many achievements on the Warwick Way Estate, with effective partnership working. Those successes should be promoted.

**AGREED**

- 1. that the information be noted;
- 2. that the next meeting of the Group, to be held on 21st January 2010, be held at the Gorse Covert Community Centre and include an inspection of the Warwick Way Estate prior to that meeting.

4. STRONGER COMMUNITIES

A verbal report in respect of the Stronger Communities sub-group was given by T. Kiernan. He expected an initial meeting of the sub-group to be held during January 2010. The sub-group would concentrate on community cohesion and challenges of diversity across the Borough. Where issues of interest were generated by surveys, the sub-group would intervene.

Community audits were being commissioned in all Priority Neighbourhoods.

Reference was made to the results of the CNH postal survey. 26% responded and the fact that small incentives had been given to encourage replies had been successful. To ensure that there was no duplication of questions officers should ensure that they were aware of the surveys being undertaken by CNH.

**AGREED** that the information be noted.

5. CHARNWOOD NEIGHBOURHOOD HOUSING

A report covering issues impacting on community engagement/involvement was submitted.

Reference was made to the following issues:

- (i) The graph showing the percentage of tenants satisfied with the outcome of their ASB complaint had fallen during the first quarter of the year, from 78% to 70%. Information depicted on a scatter graph would provide greater details in respect of the 10 questions contained within that survey.

- (ii) CNH had nominated Mrs Cherie Tinenti for the National Crime Fighter of the Year Award, which she won and was given the award by Prime Minister Gordon Brown at a ceremony at 10 Downing Street. The award also meant the Mrs Tinenti had received a cheque for £10,000 towards continuing her work through the MTC.
- (iii) Leicestershire Constabulary had also nominated Mrs Tinenti for a community award.

**AGREED** that the information be noted.

## 6. LOUGHBOROUGH LPU

A verbal report in respect of Loughborough LPU was given by Inspector T. McCabe, which provided information as follows:

- (i) Satisfaction rates and hate crime statistics had both risen.
- (ii) Figures in respect of the confidence agenda had risen to 64%, with ongoing work undertaken with CRAVE.
- (iii) A new Beat team had been established in the Hastings Ward, with a reduction in crime figures of 30%. There had been no reports of burglary in the area for the previous 7 days.
- (iv) Beat 17, Shelthorpe area. There were continued problems in respect of the Rushcliffe Care Home. Since the property had burnt down there had been continued problems of ASB, with 3 fires on 5th, 6th and 7th November 2009, including the use of a petrol bomb. It was suggested that it be a microbeat priority and the matter be considered by the ASB Steering Group.

Officers had been in contact with the owners of the property, who had agreed to demolish the property by Christmas 2009.

Additional problems in the area included overgrown bushes on nearby footpaths, it was unclear whether the County Council or the Borough Council were responsible for the areas or whether it was privately owned land.

CNH had concerns in respect of the matter as the property was opposite Lingdale House, where a number of vulnerable adults lived. There were concerns that there was no joined up Social Services support or co-ordinated response to those people.

Following consideration of the matter it was proposed that officers write to David Sprason, Adult Social Care spokesperson at Leicestershire County Council to advise him of the concerns of the Group in respect of the Rushcliffe Care Home and Lingdale House.

- (vi) A debrief in respect of the initial stage of Operation Umbel would be held shortly.

**AGREED**

1. that the information be noted;
2. that T. Kiernan write to Mr David Sprason at Leicestershire County Council to raise issues relating to the Rushcliffe Care Home and Lingdale House.

7. CHARNWOOD LPU

A report in respect of Charnwood LPU was submitted. Sergeant A. Moscrop attended the meeting to assist with the consideration of the report. He made reference to the following issues:

- Crime prevention leaflets had been circulated;
- Newsletters had been circulated. 8 out of 10 news letters contained ASB issues;
- Additional Officers had been on duty during the Halloween and Bonfire Night period, which had kept the instances of ASB down;
- Youth workers were working with Beat Officers in the Birstall area to address continuing problems in respect of ASB;
- The JAG would be reviewing its meetings. There were few organisations represented at the meetings and to address that matter, officers were considering the rotation of times and venues of future meetings to encourage greater involvement and community representation.

In response to issues raised, comments made and questions, officers stated:

- (a) In respect of the issues of ASB raised in Birstall, there was a need for local ownership. Councillor Snartt had recently addressed a meeting of the Birstall Action Group to discuss the matter. Two reports in respect of the matter had been submitted to the Council's Cabinet.
- (b) Relevant Police Officers would be advised of matters relating to speeding problems in Ratcliffe on the Wreake and Queniborough.

**AGREED** that the information be noted.

8. PREVENT

A report detailing programme preparation and delivery of Prevent Violent Extremism in Charnwood was submitted.

Officers stated that at the present time there was only one years funding available, therefore it would not be sensible to establish projects, but rather enhance current projects.

In response to a question, officers stated that following a meeting on Friday, 20th November 2009 when a final plan would be agreed, the agreed projects would be publicised. However, there was some sensitivity around the prevent agenda, with some concerns raised in respect of the philosophy of the programme. It was suggested that the successes of the project be highlighted without labelling it as part of the prevent programme.

**AGREED** that the information be noted.

9. LEICESTERSHIRE COUNTY COUNCIL

There was no one in attendance from Leicestershire County Council to give a verbal report.

Members requested information in respect of the outcomes of the recent round of Area Forums, when consideration was given to participatory budgeting. Concerns had been raised in respect of the strength of public support for specific projects at some of the Area Forum meetings.

It was noted that there was a need to provide a mechanism for communities to engage with the Local Authorities.

**AGREED**

1. that the information be noted;
2. that T. Kiernan obtain information in respect of the outcomes of the recent round of Area Forums and circulate the information to members of the Group.

10. WARD WALKS AND PARTNERSHIP ACTION WEEKS

A report setting out proposed dates for Ward Walks and Partnership Action Weeks to April 2010 was submitted.

T. Hudson stated that venues for the first four Ward Walks had been booked. The dates for the Action Weeks remained provisional at the present time. Two Ward Walks had been agreed for areas of Thurmaston, as the Ward Councillors had been keen for both areas to be covered.

I. Rickard stated that CNH had an audit inspection in February 2010 and the Inspectors were looking for events to view. A Ward Walk or an Action Week could be of interest to them.

**AGREED** that the dates be noted.

11. OTHER BUSINESS

Community Houses

It was suggested that discussions be held with the University in respect of its support at the Community Houses. Councillor Preston stated that he met with the Vice Chancellor at the University on a regular basis and could raise the matter with her at his next meeting.

**AGREED** that Officers provide Councillor Preston with details of proposals as to how the University could support the Community Houses for his next meeting with the Vice Chancellor.

12. DATES OF FUTURE MEETINGS

Dates for future meetings had been agreed as follows:

21st January 2010

18th March 2010

20th May 2010

**AGREED** that the information be noted.

**People and Places Delivery Group  
21st January 2010**

**Report of: The Head of Communities and Partnerships**

**Neighbourhood Management Towns & Villages**

**Introduction:**

This report is to provide a summary of information following the meetings of the newly established Town and Villages group. There has been little action over the Christmas and New Year period but the next few months will focus on the Ward Walks and Action Weeks in the priority Neighbourhoods.

**Summary of issues/activities:**

Whilst the groups focus continues to be on the issues within the 3 priority neighbourhoods, work has also continued in other areas. A part time neighbourhood Management officer is now in place and is working closely in the key areas.

**Mountsorrel**

Mountsorrel ward walk was held on Tuesday 12<sup>th</sup> January. Attendance from officers from all organisations was good unfortunately there was limited attendance from the wards Councillors. Several residents came to both drop in sessions raising various issues.

**Work is now proceeding in preparation for the proposed Partnership Action Week planned 1<sup>st</sup> - 5<sup>th</sup> February.**

Work continues with the group looking at the proposed Youth Café. VAC are continuing to work the local residents groups.

**Syston**

The burglary issues faced in this area have dropped off. A key issue is the need to review the status as a priority neighbourhood.

**Ward walk is planned for the 19<sup>th</sup> January.**

**Thurmaston**

Work is continuing on the Parish Plan and a steering group has now been established.

Fly tipping has become an issue Street Management had requested the use of the covert camera for fly tipping problems in Thurmaston.

A key issue continues to be the limited youth facilities and youth worker availability. Efforts are being made to keep a boxing club open.

**Ward walk is planned for the 26<sup>th</sup> January.**

## Other areas

A presentation has been given to Birstall Parish Council about the Council's ASB/crime reduction service. It highlighted the amount of resource Birstall has had to help combat the main issues with specific focus on Graffiti.

Acceptable behaviour contracts in partnership with the schools (Rawlins, Stonehill and Longslade) are now being established and measures to reduce anti-social behaviour are being incorporated within the school code.

Street Management had requested the use of the covert camera for fly tipping problems in Thurmaston.

### **Recommendations:**

That members of the P &P delivery group ensure that their organisations continue to support the various initiatives and where possible attend the Ward walks and in particular the Partnership Action Weeks.

Officer Name: Verity Graham  
Role: Communities and Partnerships Officer  
Tel: 01509 632516

**People and Places Delivery Group  
21st January 2010**

**Report of: The Head of Communities and Partnerships**

**Neighbourhood Management Loughborough**

**Introduction:**

This report is to provide a summary of information following the meetings of the newly formed Loughborough Neighbourhood Management Group. There has been little action over the Christmas and New Year period but the next few months will focus on the Ward Walks and Action Weeks in the priority Neighbourhoods.

**Summary of issues/activities:**

Whilst the groups focus continues to be on the issues within the priority neighbourhoods, work has also continued in other areas.

**Hastings Ward – Peel Drive**

We continue to provide support for the LETA and the Marios Tinenti House. There has been a significant improvement on crime levels in this area and reassurance in the community has improved.

A key concern in the area is Hate Incidence Reporting; this area is currently being reviewed.

**Ward walk is planned for the 20<sup>th</sup> January.**

**West Loughborough**

A flat has now been identified on the Warwick Way Estate for a Community House. Work is now in progress to take this project forward. There is significant need for this facility as there is a historic lack of engagement by the community.

Concern about the lack of reporting crime has also been flagged as a possible issue in this area.

**Ward walk is planned for the 28<sup>th</sup> January.**

**Shelthorpe**

The nursing home that had been causing significant ASB issues has now been demolished. The local residents group continues to work well but are struggling to find an appropriate venue. We are looking at the possibility of providing another facility.

**Ward walk is planned for the 11<sup>th</sup> February.**

**Ashby Road**

There continues to be issues regarding ASB in this area.

**Ward walk is planned for the 24<sup>th</sup> February.**

**Thorpe Acre**

The Ward walk was held in this area but due to the bad weather there was a limited attendance by both Councillors and residents.

### **Partnership Action Week – proposed date 15<sup>th</sup> – 20<sup>th</sup> February**

Other areas

ASB patrols have taken place in the Golden Triangle of Loughborough in response to resident's complaints. Drinking in the No Alcohol zones was a key issue and work at a multi-agency level continues in this area.

#### **Recommendations:**

That members of the P &P delivery group ensure that their organisations continue to support the various initiatives and where possible attend the Ward walks and in particular the Partnership Action Weeks.

Officer Name: Verity Graham on behalf of Ashley Russell

Role: Communities and Partnerships Officer

Tel: 01509 632516

**People and Places Delivery Group  
21<sup>st</sup> January 2010**

**Report of: Isobel Rickard**

**Charnwood Neighbourhood Housing**

**Introduction:**

Charnwood Neighbourhood Housing is an arms length management company which manages council housing on behalf of Charnwood Neighbourhood Housing. CNH has two teams working on actions relevant to this working group

1. Tenancy services
2. Resident Participation

**Summary of issues/activities:**

**1. Tenancy Services**

1.1 A copy of the latest report on ASB statistics for the period April to September 09 is attached to this report. This also includes returns on satisfaction surveys. In addition the following work is underway

1.2 CBC/CNH have received a ten thousand pounds grant for taking part in an initiative to investigate potential unauthorised occupants in council dwellings – to be split £7,500 CNH, £2,500 CBC ( for housing associations)  
The new perpetrator surveys were delayed until 1<sup>st</sup> December but have now gone live.

1.3 Sentinel 2 ( ASB case management) went live on 1<sup>st</sup> December, but reports will not be available until March 2010 as they are still being developed.

1.4 ASB training has now been given to all customer facing staff within CNH (except the contact centre –programmed for Jan 10)

1.5 3<sup>rd</sup> Qtr stats for ASB will be available for the next meeting

1.6 The Bell foundry estate community agreement is to be launched in January 2010.

**2. Resident Participation**

2.1 This has been a quiet time for resident participation as it is a time of low activity, however the Shepshed group has folded due to lack of support. We intend to retain the few tenants who are interested in being involved as community reps

2.2 The sheltered schemes held a very popular and hotly contested Christmas decorations competition over the festive period, with the mayor judging and presenting prizes.

2.3 A new diversity handbook for staff has been produced by the in-house diversity group which will give staff guidance on how to take account of cultural and religious differences when working with our tenants.

2.4 The in-house diversity group also hosted a Lunch 'n' learn event during December, with seasonal festive fayre from a wide variety of cultures. Recipes were available for those who tried the food on offer and wanted to make it themselves. It is intended to repeat this during the coming year with guest speakers and topics of interest.

2.4 Work is taking place to increase the number of residents on whom we hold full profiling information across the seven diversity strands. We now hold 71% of details across all strands. Some interesting facts

- 5.5% of tenants are under 25 ( 100% data)
- 40% of tenants are over 60 (100% data)
- 60% of tenants are female ( 100% data)
- 70% of known ethnicity is white British ( 75% known)
- 26% of known religion is Christian , Other 1.75%, Muslim 0.54%( 35% known)
- 18% of known disability is impaired mobility, mental health 1.94%, hearing 1.7%, vision 105% (31.42% known)
- 0.5% of known sexuality is gay, lesbian bisexual ( 58.84% known)

More information is available on request (currently broken down by population centre)



**Agenda Item No.**

**Originator:**  
Isobel Rickard  
**Telephone:**  
01509 634668

|                      |  |
|----------------------|--|
| <b>Report to:</b>    | The Board of Directors   |
| <b>Date:</b>         |  |
| <b>Report Title:</b> | Anti Social Behaviour update incorporating Domestic Abuse and Harassment |

|            |  |
|------------|--|
| <b>1.0</b> | <b>Executive Summary</b>   |
| 1.1        | This report details key anti social behaviour activity from 1 <sup>st</sup> April 2009 to 30 <sup>th</sup> September 2009, including domestic abuse and harassment and updates the board on recent developments in dealing with anti social behaviour. |
| <b>2.0</b> | <b>Recommendations</b>   |
| 2.1        | That the Board: <ul style="list-style-type: none"> <li>a) Note the content of this report.</li> </ul>  |

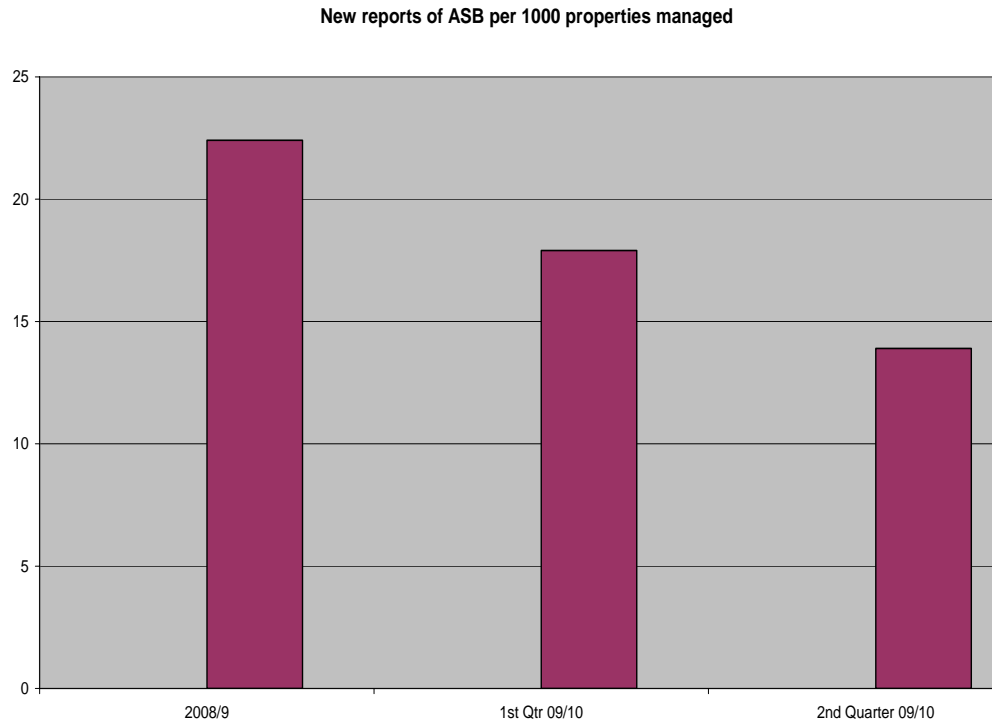
|            |  |
|------------|--|
| <b>3.0</b> | <b>Purpose of the Report</b>   |
| 3.1        | It is a requirement of CNH's equality and diversity policy that cases of domestic abuse and harassment are reported to the Board on a regular basis. The report is also intended to update the board on key anti social behaviour activity from 1 <sup>st</sup> April 2009 to 30 <sup>th</sup> September 2009.   |
| <b>4.0</b> | <b>Background</b>  |
| 4.1        | The first report on domestic abuse and harassment was presented to Board in July 2009. This covered the whole of 2008/9. This report covers the period April 2009 – Sept 2009 and widens the scope of the initial report through advising the board of key trends in relation to anti social behaviour, providing an update on developments since the July report on all aspects of anti social behaviour. |

5.0

**Key Trends**

5.1

**New reports of ASB per 1000 properties managed.**



5.2

There appears to be a continuing decline in new reports of anti social behaviour.

5.3

**% of new cases by type:**

| 2008/9     |     | 1 <sup>st</sup> Qtr 2009 |     | 2 <sup>nd</sup> Qtr 2009 |     |
|------------|-----|--------------------------|-----|--------------------------|-----|
| Noise      | 56% | Noise                    | 46% | Noise                    | 35% |
| Harassment | 20% | Harassment               | 21% | Harassment               | 34% |

Noise and Harassment continue to account for around 70% of all reported cases of anti social behaviour. Over the 2<sup>nd</sup> quarter 2009/10 it is of note that the percentage of noise cases have significantly declined and the percentage of harassment cases have significantly increased. This in part can be explained through a revision of the harassment procedures in April 2009 which widened the interpretation of harassment for housing staff assessing new cases.

5.4

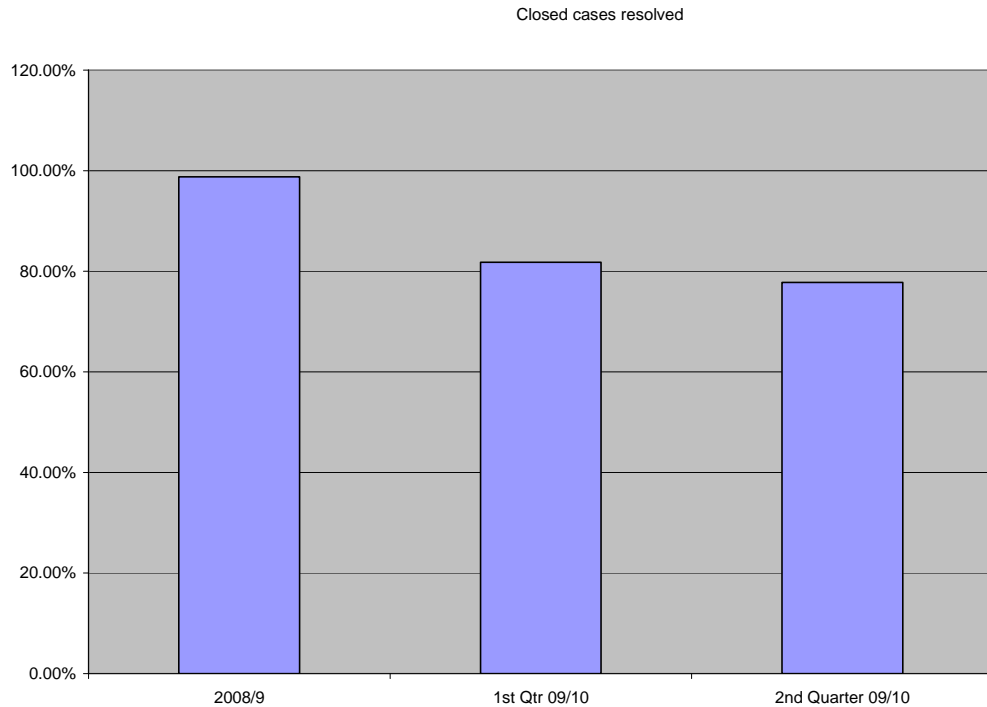
**Percentage of closed cases by type:**

| 2008/9         | 1 <sup>st</sup> Qtr 2009 | 2 <sup>nd</sup> Qtr 2009 |
|----------------|--------------------------|--------------------------|
| Harassment 63% | Noise 40%                | Harassment 42%           |
| Noise 31%      | Harassment 32%           | Noise 28%                |

The vast majority of anti social behaviour cases that have been closed have been harassment and noise cases.

5.5

**Resolved cases:**



5.6

There has been a decline in the number of successfully resolved cases although the percentage of resolved cases is still nearly 80%. Analysis has shown that this is largely due to a lack of contact from complainants despite numerous efforts by housing staff to make contact by personal visit, telephone and e-mail. In these circumstances it is impossible to ascertain if the complaint has been resolved and as such the complaint is closed as unresolved.

5.7

**Actions taken – resolved cases:-**

April 09 to Sept 2009:-

- Early intervention 79.5%
- Transfer 11.0%
- Specialist support package 3.5%
- Other (e.g. complainant moved) 3.5%
- Legal Enforcement 2.5%

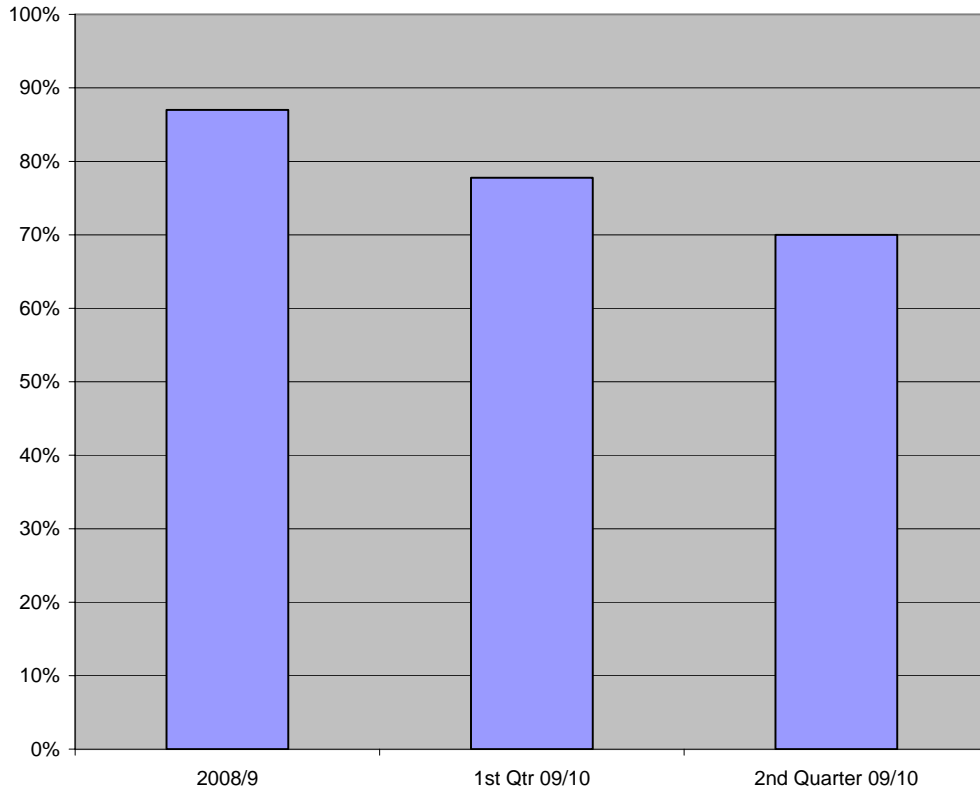
5.8

Since April there has been an ongoing emphasis on preventative work which has meant that more cases are successfully closed at earlier interventions such as verbal warning, written warning, mediation, acceptable behaviour contracts (ABC's). This negates the need for complainants to attend court and go through the often daunting court process. The increased preventative work also ensures that vulnerable perpetrators are identified at the earliest opportunity, which has led to successful support and signposting of those perpetrators. It is of note that only 2.5% of all resolved closed cases required any form of legal intervention.

6.0

**Customer Satisfaction**

Customers satisfied with outcome of complaint



6.1

All complainants of anti social behaviour are surveyed following the closure of their complaint. Customer satisfaction in relation to the outcome of anti social behaviour complaints declined to 78% in the first quarter of 2009 and to 70% in the second quarter of 2009. It appears that the decline in satisfaction was due to fewer satisfaction surveys being returned and following an exercise to chase up returns, satisfaction has again increased. It would therefore appear with regards to ASB, that the people who do not return satisfaction surveys are generally those most satisfied. Early indications for quarter 3 (October – December 09) suggest that customer satisfaction has risen again to around 80%.

6.2

Regrettably no responses to closure surveys have been received by victims of domestic abuse during the period so no analysis has been possible. Anecdotally however we continue to receive positive feedback from Women’s Aid, who are usually supporting these survivors.

7.0

**Harassment Q1 and 2**  
**1<sup>st</sup> April 2009 – 30<sup>th</sup> September 2009**

|   |    |
|---|----|
| No of Harassment cases reported to CNH                        | 69 |
| No of vulnerable victims moved under management transfer      | 2  |
| No of vulnerable perpetrators moved under management transfer | 2  |

8.0

**Domestic Abuse Q1 and 2**  
**1<sup>st</sup> April 2009 – 30<sup>th</sup> September 2009**

|  |   |
|--|---|
| No of Domestic Abuse cases reported to CNH                 | 4 |
| No of Domestic Abuse cases moved under management transfer | 0 |
| No of Domestic Abuse referred to sanctuary scheme          | 0 |

9.0

9.1

**Anti social behaviour updates:-**

There is a comprehensive package of support that can be offered to those in fear of domestic abuse and harassment. This is outlined in the CNH leaflet Supporting victims and in the full Anti Social Behaviour Policy and Procedures that are published on our website.

9.2

All instances of domestic abuse or harassment are reported to senior managers (head of service or director) as part of the domestic abuse and harassment procedures. This ensures that the strategic aims of the multi agency ASB strategy are being responded to. Key decisions such as authority for security measures and management transfers rest with the Area Housing Manager and Tenancy Services Manager to ensure consistency and effective resource management.

9.3

Charnwood Neighbourhood Housing is a member of the Sanctuary Scheme. The Sanctuary Scheme is a multi agency group that organises support, both practical and emotional to survivors of domestic abuse. From

- 9.4 April this year we have carried out work through 2 Sanctuary scheme referrals (received pre-April) which have resulted in enhanced security measures of 2 Perma doors, a fire retardant letter box and a safe room. The cumulative cost has been £2400, paid from existing security measures budgets and has resulted in 2 survivors being able to remain in their own homes.
- 9.5 In October of last year we launched a one year pilot partnership with the national Victim Support Scheme to offer a Witness support package to CNH tenants who attend court to give evidence on harassment cases. The support includes the offer of pre-court visits, one to one telephone support, a Victim Support Officer to bring the witness to court and stay with them throughout the day, sitting with them whilst they give evidence, the use of a private victim support waiting room at the Leicester County Court where witnesses can also be debriefed after the hearing and ongoing telephone support if requested after the hearing. The cost of this specialist increased witness support is just less than £1000 per year and is being resourced within existing budgets. The service has already been used by three witnesses who have given very positive feedback.
- 9.6 In December of last year we widened our Anti Social Behaviour case closure survey to perpetrators as well as victims. Perpetrators of anti social behaviour are now asked a series of questions about the service they received from us and also about their perception of which of our remedies are useful and which are not. This is part of our continued commitment to explore the service users experience from both perspectives to help us further develop ways to address these activities.
- 9.7 In light of the recent Pilkington enquiry into the dealing of a harassment case in the nearby Hinckley and Bosworth district, we are taking part in a multi agency ASB strategy review within the district of Charnwood. This group is tasked with identifying any potential weaknesses in current practice and approaches to dealing with anti social behaviour and recommending improvements. The group is to present its findings in March 2010 and any outcomes will be reported to Board in the next report.
- In December of last year we launched a bespoke anti-social behaviour performance monitoring IT package with Vantage Technologies. The aim of this package is to allow for the efficient and effective monitoring of anti social behaviour case management.
- The package has been designed to complement the existing multi agency anti social behaviour database Sentinel, but will be available to Charnwood Neighbourhood Housing staff only.
- Sentinel 2 has been developed to be interrogated by a series of pre-written reports that are currently being developed by Vantage Technologies. These will allow us to report on performance against procedures at all key action stages. Vantage Technologies have agreed an expected implementation date of March 2010. Internally we are also working on developing a suite of reports that will allow us to report to Board on the diversity strands of complainants and perpetrators, hot spot locations and repeat victims.

9.8 During the coming year, we will be developing a separate anti social behaviour policy and procedure for hate crime. Complaints of this nature are currently dealt with within the wider harassment procedures but it is felt that we need to develop procedures that address the specific nature of hate crimes to develop our knowledge and effectiveness of addressing racial, homophobic and other hate complaints.

**10.0 Contribution to Strategic Objectives and Delivery Plan**

The reporting of these statistics contributes to our strategic objectives and delivery plan

**11.0 Access to Customer Care Implications**

11.1 We have developed a suite of ways for complainants to report anti social behaviour to us. Reports can be made via unannounced office visit, pre-arranged office visit, telephone, letter, e-mail, request for home visit, request for out of hours visit, out of hours via our 24 hour customer contact number or on-line via the CNH website. Where known, we will communicate with complainants and alleged perpetrators in their chosen method which can be any of the above. Complaints can be made anonymously and will be investigated but the complainant will not be updated as to progress on the complaint.

**12.0 Equality and Diversity Implications**

12.1 This strategy complements the existing equality and diversity strategy.

**13.0 Financial and VFM Implications**

13.1 All costs referred to in this report are being funded out of existing budgets.

**14.0 Requirement for Resident Engagement**

14.1 None arise from this report. Residents have been extensively involved in all of our policies and procedures relating to anti social behaviour including domestic abuse and harassment.

**People and Places Delivery Group  
21st January 2010**

**Report of:  
Loughborough LPU**

**Introduction:**

The issues that are affecting the Loughborough LPU at present are

1. The Hive Children's Home, 4 Compton Close, Loughborough
2. Rushcliffe Care Centre, Shelthorpe

**Summary of issues/activities:**

1. The Hive has issues surrounding ASB and crime. Residents have stated that neighbours have been threatened by the homes female residents. General abuse in the street, youths congregating in the street causing intimidation.
2. Youths have been gathering at the site and have caused damage by smashing windows ect.....

**Recommendations:**

The Hive

- **Complaints received from residents**
- **Community consultation conducted with survey and door knock**
- **Meetings held with most affected residents (2 & 6).**
- **Meeting held with residents**
- **File of evidence gathered**
- **Raised at both JAG & Steering Group**
- **Working Group established with CBC**
- **Meeting scheduled 18<sup>th</sup> Jan 2010 with Senior members The Keys Group**
- **Meeting to be scheduled with 20/20 & YOS who have expressed interest in working in partnership regards long term solution**
- **Community Neighbourhood Agreement drafted**

Rushcliffe Care Home

- Shelthorpe House has now been demolished following a press release from Ann Watkinson of the Shelthorpe residents group in the local newspaper and constant complaints from PC REID.
- The site now only consists of 2 large piles of rubble and as such there are no further issues with ASB. The priority is now being considered for closing depending on feedback from the next resident's group meeting.

Officer Name: PS 1206 Osborne

Role:

Tel:

**LEICESTERSHIRE CONSTABULARY****SUBJECT: PEOPLE AND PLACES MEETING – 21/01/2010**  
**CHARNWOOD LPU REPORT**

For Charnwood LPU I can report as follows:-

- **Confidence / Satisfaction**

The latest CRAVE data (as at 8/1/10) in relation to Charnwood LPU policing performance shows:

Overall satisfaction – 88%;

Dealing with ASB/Crime in your area – 67%;

Racist incident satisfaction – 81%;

Feel safe walking in your area at night – 78%

Feel safe walking in you area by day – 95%

ASB not an issue in area you live – 91%

- **Crime**

Overall crime levels across the LPU are showing a gradual reduction compared to the previous year.

As at 8/1/10 total recorded crime is showing a reduction of 2.5% (3,984 from 4,086) a reduction of 102 crimes.

Serious acquisitive crime (Burglary Dwelling / Robbery/ Auto-Crime) is now showing an actual reduction of 0.84% which is notable given the heavy upsurge in these types of crime earlier in the review year.

Burglary Dwelling offences remain the primary focus for the LPU as in this particular crime category there remains an increase over the previous year of 86 offences. This is partly offset by notable reductions in offences of theft of motor vehicle (15.97% reduction – 19 less offences) and theft from motor vehicles (20.78% reduction – 85 less offences).

Violent crime is similarly showing a pleasing reduction – with a 26.92% decrease in serious violent crime (7 less crimes) and an 18% reduction (60 less crimes) in the category of assault with less serious injury.

The primary policing initiative on the LPU aimed at tackling these crimes is Operation Chinook. Given the large geographical nature of the LPU and the trend for serious acquisitive crime to impact heavily at one location before quickly moving to another, a regular and dynamic review of emerging crime trends and current intelligence is undertaken. LPU response officers and the Neighbourhood Action Team are then directed to patrol the identified peak hotspot locations and, utilising the LPU based ANPR vehicle (acquired through partnership funding) are tasked to conduct stop checks of vehicles / persons acting suspiciously in these locations. Neighbourhood Beat Teams and the Community Initiatives Co-ordinator, working in partnership with the local authority and community groups, provide supportive crime prevention advice in the priority locations.

- **Anti – Social Behaviour**

Overall reported incidents of ASB have shown an increase of 78 complaints (2907 compared to 2829 last year). Key locations continue to be in the larger residential villages of Syston, Thurmaston and particularly Birstall where a large number of graffiti / damage incidents were reported just prior to the festive holidays. These offences are still subject to an ongoing investigation with 5 persons having currently been arrested in connection to this. Mountsorrel village – an historic ASB hotspot location – is currently showing a pleasing reduction in ASB complaints.

The LPU Joint Action Group (JAG) which meets on a monthly basis, regularly reviews these problematic locations and looks to support problem solving initiatives. Current initiatives include the provision of a youth café in Birstall village supervised by youth workers aimed at diverting young people from engaging in ASB activity in the village centre and also the deployment of an ASB Van on Friday evenings which routinely patrols ASB hotspot locations in various villages on the LPU. Twice monthly local Parish Councillors or NHW Co-ordinators are invited out on patrol in the van to experience at first hand the issues around youth ASB.

At a Force level a new “Get Out” initiative is being implemented which requires a more robust policing approach when attending reported incidents of ASB. Minimum standards have been set and all reports are to be more actively investigated, including victim updates.

Beat Teams are currently consulting with their respective communities in relation to the current beat priorities and in consideration of setting the beat priorities for the next 3 month period (February – April 2010). Work around the planned beat re-alignments on the LPU, and the plan to go from the current 10 to 6 beats, is still continuing.

Insp Southall.

Charnwood LPU Commander.

**People and Places Delivery Group  
21st January 2010**

**Report of: Head of Communities and Partnerships**

Prevent

**Introduction:**

This report provides an update on the developments of the PVE agenda.

**Summary of issues/activities:**

As previously mentioned CBC haven't received any funding to deliver Prevent project. Any funding will be seen as short term and efforts are focussed on projects that can be mainstreamed or will have a definite outcome. Below are summary of some of the activities

- Hiron and Tom attended the Mainstreaming workshop in Birmingham to look at ways to mainstream prevent projects
- Local Strategic Group Meeting took place in November where an project evaluation pro-forma was adopted. Next meeting on 23<sup>rd</sup> February
- Stakeholder's conference in Birmingham was by Steve, Tom and Hiron. Steve was invited to deliver a workshop integrating prevent related activates with mainstream services.
- Prevent Project sub group met on 7<sup>th</sup> January to develop the proposed prevent projects.
- ACT NOW training taking place on 15<sup>th</sup> January at Force HQ.
- Working with Universities and Colleges meeting at Mansfield House on 22<sup>nd</sup> January
- Stop and tell campaign 25<sup>th</sup> – 29<sup>th</sup> January
- Visit to King Street Mosque with senior officers from Police and CBC took place on 4<sup>th</sup> December

**Recommendations:**

Continue to support community and prepare to deliver of prevent projects. Hiron to attend prevent related training and work closely with the City and County on deliver of prevent projects

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Role: Neighbourhood Development Worker  
Tel: 01509 632517