

1 March 2024

<b>Title of Report:</b>	Barnet Homes annual update		
<b>Report Relevant To:</b>	Safer Communities Partnership Board		
<b>For:</b>	<b>Noting</b> <input checked="" type="checkbox"/>	<b>Discussion</b> <input checked="" type="checkbox"/>	<b>Approval</b> <input type="checkbox"/>
<b>Previous / Future Approvals:</b>	Date	Meeting	Status
	Click or tap to enter a date.		
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<b>Purpose of the Report:</b>
1. To provide the Barnet Homes annual update to the Safer Communities Partnership Board

<b>Team Overview:</b>
<ol style="list-style-type: none"> <li>Current Model:  3 ASB officers managed by 3 Generic Housing Managers. The officers manage all high level ASB for Housing Officers in their team.</li> <li>Following a review of the service last year, Barnet Homes have recruited an ASB manager to directly oversee the ASB officers, in effect creating a standalone team supporting the Housing Management function.</li> </ol>

<b>Year in review:</b>												
<ol style="list-style-type: none"> <li>The ASB team currently have a caseload of 61 cases.</li> <li>Our case handlers have been managing a total of 94 cases throughout the year from 01 January 2023 to 01 January 2024. This number also includes cases for properties managed by Open Door Homes, of which there were 4. The case classifications are as follows: <table style="margin-left: 40px;"> <tr> <td>Noise</td> <td style="text-align: right;">1</td> </tr> <tr> <td>Hate</td> <td style="text-align: right;">1</td> </tr> <tr> <td>Drugs</td> <td style="text-align: right;">24</td> </tr> <tr> <td>Physical Assault</td> <td style="text-align: right;">22</td> </tr> <tr> <td>Gang</td> <td style="text-align: right;">4</td> </tr> <tr> <td>Harassment</td> <td style="text-align: right;">24</td> </tr> </table> </li> </ol>	Noise	1	Hate	1	Drugs	24	Physical Assault	22	Gang	4	Harassment	24
Noise	1											
Hate	1											
Drugs	24											
Physical Assault	22											
Gang	4											
Harassment	24											

Domestic Abuse	2
Criminal	15
Confidential	1
	94

3. Tenant satisfaction measures:
  - ASB Cases per 1000 – Target 5 – current position 4.5
  - Race hate cases per 1000 – Target 1 – current position 0.
4. Domestic Violence and Abuse One Stop Shop
  - One stop shop held weekly.
  - 790 approaches in 22/23
5. Sanctuary Scheme
  - £40k budget for installing security cameras.
  - 36 referrals to the scheme in 2022/23
6. Pan-London / VAWG
  - London wide agreement – secure tenants able to move to other boroughs – 2 reciprocal moves were carried out last year.
7. The Barnet Vulnerable Adolescent at Risk Panel
  - Engagement with the VARP to reduce the risk of Child Sexual Exploitation (CSE), Harmful Sexual Behaviour (HSB) and Child Criminal Exploitation
8. 0-19 Localities
  - Provides help and support to families, children and young people up the age of 19.

### **Grahame Park Success Story**

9. A Neighbourhood plan was drawn up titled the Graham Park Neighbourhood Plan 22/24. The plan was devised to give residents clarity around priorities for the estates that were identified via consultation with residents. The plan also gave timeframes for the regeneration project delivery.
10. There has been some other great work that's taken place on the Grahame Park Estate, which is being managed by the Regeneration Team. They have been working in very strong partnership with the Met Police and the Council as part of a strategy called '[Clear, Hold, Build](#)' but codenamed [Operation Dakota](#). This is a tactic devised by the Home Office to help areas affected by high crime levels.
11. As part of the strategy the Met Police obtained 21 block closure orders, which gave Police the powers to remove anyone who did not have a genuine reason to be there even if they were not committing any offences or ASB. 21 blocks are believed to be the first in England and Wales. Due to its success, the Police were granted a three-month extension from October 2023, which expired on 26 January 2024.
12. The Police have made roughly 300 arrests since the Closure Orders were obtained. Dozens of people on the Grahame Park Estate have been detained on suspicion of being involved in serious crimes from murder and GBH to firearms possession and drug dealing. Of the offenders dealt with by the Police, 24 of them were confirmed to be residents of The Barnet Group. A very high percentage of people arrested were non-Grahame Park residents.

13. With the assistance of the Police, Barnet Homes ASB Officers are gathering evidence to support potential tenancy enforcement action which may result in possession proceedings.
14. One of the tools being used to keep the estate safe is closed-circuit television (CCTV), which is being installed across the estate. Works to install cameras in ASB hot-spots identified by using police data, is almost complete and will become fully operational in February. Activity around the cameras will be monitored in real-time from Barnet Council's control centre. They will be able to immediately inform Barnet's Safer Neighbourhoods Team and the police of ASB taking place. The cameras are deployable, which means they can be moved to other areas where there are high levels of serious ASB taking place. In total 35 cameras are being installed.
15. In partnership with the Council and the community, we are working on improving the aesthetics of the estate by trying to bring the area to life with the reopening of shops, painting the shutters and improving the footway to The Concourse.
16. The Grahame Park Estate is currently within the 'Hold' phase but is working towards the 'Build' phase which is focused on community-driven action to address the causes of criminality and prevent recurrence.
17. The Regeneration Team Manager Michelle Davies has been recognised by the Met Police's Borough Commander and is soon to receive a commendation, due to the high levels of success in tackling asb and creating a safer community on the Grahame Park Estate.

### **High Road Success Story**

1. In November 2023, Barnet Homes executed an eviction warrant to a flat in High Road, N20 after a long legal battle, which started before the pandemic lockdowns. The case involved a tenant's girlfriend assaulting a neighbour's child. The perpetrator was convicted and received a custodial sentence. Due to the conviction being for a serious offence and committed in the locality, the Absolute Ground for possession was able to be applied for. The eviction took place in November 2023.

### **Noise Nuisance**

1. The Housing Ombudsman Service published a report entitled '[Spotlight on noise complaints](#)' in October 2022 to highlight the effect low level noise has on residents and the disparity in how they're dealt with by the different housing providers who responded and provided data.
2. The report gave recommendations to all housing providers to ensure that the approach is informed by the policies and legislative framework within which we operate. The report made 32 recommendations regarding all aspects of housing management that is relevant to reduce noise transference taking place.
3. On the back of the recommendations, Barnet Homes will be developing a Good Neighbourhood Management Policy and invite residents who have reported noise to comment. This policy will be distinct from the ASB Policy and give staff guidance on how to deal with low level noise complaints.

### **Regulatory change:**

### **Tenant Satisfaction Measures**

1. The Regulator of Social Housing published The Tenant Satisfaction Measures (TSMs) in April 2023. They require housing providers to start reporting satisfaction measures across key areas. The central aims of the TSMs are to provide tenants with greater transparency about their landlord's performance and inform the regulator about landlord compliance with consumer standards.
2. The measures range from overall satisfaction and time taken to complete repairs to landlord's approach to handling complaints and satisfaction with landlord's approach to handling ASB.

### **The Consumer Standards**

1. The Government will be publishing new consumer standards early this year. The consultation closed autumn 2023. Although the standards have not been finalised, we believe the main headings to be:
  - a. The safety and quality standard
  - b. The transparency, influence and accountability standard
  - c. The neighbourhood and community standard
  - d. The tenancy standard.
2. The standards are expected to be published early 2024 in order to go live in April 2024. What we can expect is that they will be building upon and replacing the current standards.

## **Partnership Working**

### **Urban Gamez**

1. In 2023 the Urban Gamez were held for the children of the Grahame Park Estate. The event was held on Heybourne Park, next to the Grahame Park Estate, and was a celebration of sport and community for the whole Grahame Park area.

There was, of course, the traditional racetrack to find out who NW9's fastest children are. And this year, it was joined by an inflatable climbing wall, a rodeo bull, a bouncy castle and smoothie bike, as well as a visit from the London Fire Brigade who gave children the chance to test out their firefighting equipment.

Urban Gamez brought the whole Grahame Park community together and gave residents the opportunity to have an enjoyable day.

Residents also had access to Barnet's community organisations who provided information on work and training, substance abuse, the regeneration of the area and community safety.

We were honoured to be joined by the Deputy Mayor of Barnet, Cllr Tony Vourou who handed out the gold medals to the race winners in each age group. The Barnet Group would not have been able to host Urban Gamez without the generous support of its sponsors: Ad Hoc, Barnet Council, Bugler, Bumblebee, Lift Specialists, Masher Brothers, Morgan Sindall, Notting Hill Genesis, Purdy, Quinn London, WG Wigginton and WSP

### **Joint CST and BH ASB Work**

1. Community Safety MARAC takes place regularly which enables the great partnership that we have with our colleagues in the Community Safety Team to be maintained. The MARAC takes place to discuss cases of ASB and develops strategies in a multi-agency manner to help to resolve these cases. Barnet Homes always attends the discussion to feed into the great work being undertaken collaboratively.
2. Barnet Homes are key partners in the convening of, and attendance at, Task and Finishing Groups (TAFG) which are an essential tool to bring together relevant teams and service in emerging cases of ASB. The use of TAFG ensure that if cases are then referred to MARAC, case notes and action plans are in place.

Barnet Homes also have access to the ECIN's database used by the Police and the Community Safety Team and update this system with information on our cases and actions we are taking.

### **Other partnership work**

3. The underpass on the Grahame Park Estate was left unattended to for a long time. During that time, it became a haven for ASB including congregations of nominals causing the local community to avoid it. Through a collaborative approach work was undertaken to install additional lighting, cut back overgrown foliage, install CCTV to deter the area from being used by people intent on causing a nuisance. As a result, the local community can once again enjoy the convenience of the underpass.
4. There was a recent round of ASB Surveys carried out on the Grahame Park Estate to gauge the perception of ASB by the residents. The surveys were carried out by door knocking and speaking to the residents at their homes. A total of 58 surveys were carried out. The results are currently being collated.

## **Priorities for year ahead**

### **Staffing**

1. Barnet Homes will continue to work with residents and provide a data lead, service design approach, to help mitigate ASB and provide focus and clarity on areas requiring higher levels of intervention.
2. From the spotlight report, we have seen the need to have greater scrutiny of the way we work, to ensure that the lives and life chances of our residents are not hindered in any way. Having a dedicated ASB Team to deal with and respond to all reports of ASB will improve the level of service offered to our residents.
3. We will be purchasing the 'Noise App' to provide additional assurance to residents Barnet Homes takes all noise reports seriously.

### **Regulatory changes**

4. The TSMs and the Community Standards are going to be key areas where there will be greater scrutiny upon the service, thus being well equipped and resourced will be more important than ever. Upskilling the team through training is going to be key. Ensuring our staff are kept informed of the changes and how to implement them in their day-to-day work will be closely monitored and managed by the ASB Manager.

