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**Anti-Social Behaviour Task and Finish Session**  
 held on Monday 5 February 2024  
 in the Training Room, Akeler House, Sunderland SR3 3XR

PRESENT	IN ATTENDANCE
Brenda <b>(BN)</b> Melvyn <b>(MT)</b> David <b>(DW)</b> Michelle <b>(MW)</b> John <b>(JD)</b> Angela <b>(AD)</b> Margaret <b>(MS)</b> Lynda <b>(LA)</b> Doreen <b>(DR)</b> Pat <b>(PR)</b> Catherine <b>(CR)</b> Rachael <b>(RE)</b> John <b>(JM)</b> Dorothy <b>(DD)</b> David <b>(DB)</b> Anita <b>(AB)</b> Peter <b>(PD)</b> Emma <b>(EN)</b> Diane <b>(DC)</b>	Julie Walker <b>(JW)</b> – Head of Service (Operations) Julie Lister <b>(JL)</b> – Operations Manager (Safeguarding) Josh Sutton <b>(JS)</b> – Customer Voice Partner
APOLOGIES	Vivienne Billy Laura Brian Denise Edith Vivienne Katherine Charles

PARA		ACTION
	<b>1. Introduction to Session</b>	
1	JW provided overall aim of session which was to discuss the groups process regarding Anti-Social Behaviour (ASB). JW presented slides on the following: <ul style="list-style-type: none"> <li>• Consumer Standards and Gap Analysis</li> <li>• Tenant Satisfaction Measures</li> <li>• Future Surveys</li> </ul>	
	<b>2. Community Safety and ASB</b>	
2	JL discussed Gentoo's Policy and Toolkit regarding ASB and presented slides on Community Safety.	

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JM asked if low level noise is covered within the Policy and JL responded that it is.

JM advised there was no mention of when you can / can't make unreasonable noise. JW responded and JS advised times are within the tenancy handbook.

JL went through different categories in which Gentoo would class a breach of tenancy. EN commented that motorcycles and electric scooters should be a Category 1 Breach.

JM advised that he is experiencing ASB and would like to further discuss this. JS explained he would take details following the meeting to investigate.

PR commented on high rise buildings and how he has noticed an increase in noise, particularly DIY. JS advised of times when DIY noise was acceptable.

AD asked if there was any mention of customers being responsible for visitors who were potentially creating the ASB. JL confirmed there was and this is mentioned within the tenancy agreement.

DC advised a lot of customers seem to get passed from the Council to Gentoo when it comes to ASB.

JM asked what happens if you don't get any answers from the Neighbourhood Co-ordinator responsible for the case. JL advised this could be taken up with their manager to investigate. JS also advised that a formal complaint could be submitted and an independent investigation would take place to ensure procedure was being followed.

JL continued with policy slide regarding closing cases and tools we can use (mediation / unacceptable behaviour orders). JL also explained how Neighbourhood Co-ordinators keep a log of each individual case.

DC asked what happens if someone gets evicted with an ASBO. JL advised it would be on record however each case would be considered on its individual merits.

JL went through different vulnerabilities and JM asked about bereavement and why Gentoo do not tell surrounding residents about a death. JS responded advising that that is down to Data Protection. JW also stated that it is not up to Gentoo to advise of deaths. JM thinks Gentoo should tell neighbours if a resident has passed away. JW advised of an Ombudsman case where we shared data but we were advised we failed on that area.

MT asked if there were any mediation options if a customer was not happy with the outcome of their ASB investigation. JS advised that the Customer Voice Team can independently look into this as a formal complaint.

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	<p>MT asked how Gentoo find out about customers mental health issues. JL advised that we have data agreement in place with partners, however if a customer does not want us to talk to the practitioner etc, there isn't a lot we can do.</p>	
	<p><b>3. Questions from Session</b></p>	
3	<p>JD advised that all the telephone numbers to report ASB are national numbers, how does someone report ASB if they can't afford to stay on the phone <sup>[1]</sup></p> <p>BN commented some customers can deal with neighbours better than others and mentioned about suicidal tendencies. JL discussed the Fiona Pilkinton case and advised we carry out risk assessments to measure an individual's vulnerability.</p> <p>BN advised of an instance where there was severe ASB, however because a customer lived in the property for over 30 years with children, the judge was reluctant to evict. JW advised some judges are very reluctant to evict, however all Gentoo can do is present the evidence to them.</p> <p>MW advised that some customers are scared to report the ASB as the perpetrator may know it is them who has reported the issue. JL acknowledges this, however advised we would never tell the perpetrator who has reported the issue.</p> <p>AD asked if Gentoo do Police checks on applications. JL advised we do, but not across the board. It tends to be on those applications where they have made us aware of a criminal conviction.</p> <p>DD asked if all staff have training in how to handle ASB cases. DD advised of a time where the NC spoke to the complainant, however they didn't speak with her. JL acknowledged that all NC's are provided relevant training and she should have been spoken too.</p> <p>JM advised Concierge are letting anyone into his building and this is proving a real concern. JW advised that Concierge should be asking for ID, however they will have a meeting regarding this <sup>[2]</sup></p>	
	<p><b>4. Breakout Session</b></p>	
4	<p>JW asked attendees to work in Groups and discuss the following:</p> <ul style="list-style-type: none"> <li>• How would you like to report ASB to Gentoo?</li> <li>• What information would you like from Gentoo if you have reported ASB?</li> <li>• What would you like to be told about your case (there may be Data Protection to consider)?</li> <li>• What do you think customers would like to hear about Gentoo's ASB service</li> </ul>	
	<p><b><u>How would you like to report ASB to Gentoo?</u></b></p>	

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	<p>JD mentioned about a freephone number.</p> <p>DR asked if everyone knows there is a dedicated number to report ASB issues and customers can contact via various channels, EG: phone, email, visit. <sup>[3]</sup></p> <p>PR agreed with a freephone number.</p> <p>MW advised everyone should be given the option to remain anonymous and customers should be made aware of specialist teams. It was explained that customers can remain anonymous.</p>	
	<p><b><u>What information would you like from us if you have reported ASB?</u></b></p> <p>JD asked for regular updates and all staff singing from the same hymn sheet. All information needs to be consistent.</p> <p>DR asked for an acknowledgement and a timeline, confirming calendar or working days <sup>[4]</sup></p> <p>PR / MW asked for feedback on what has been done / actions</p> <p>DC asked for Gentoo to explain what they are going to do (offer an action plan)</p>	
	<p><b><u>What would you like to be told about your case (there may be Data Protection to consider)?</u></b></p> <p>DR wants Gentoo to tell customers what they can / can't do. Doesn't want to hear 'manage expectations.' Customers need to know how Gentoo plan on approaching the issue <sup>[5]</sup></p> <p>MW wants Gentoo to give as much information as possible so customers feel listened too. Customers may prefer a visit rather than a phonecall. JW advised this is addressed in the action plan which is created with the customer.</p> <p>DC wants Gentoo to acknowledge and confirm something is being done.</p>	
	<p><b><u>What do you think customers would like to hear about our ASB Service?</u></b></p> <p>JD advised outcomes and consistency of staff providing those services.</p> <p>DR would like to see success stories. JW advised we could look at creating some case studies and sharing these with customers. <sup>[6]</sup></p> <p>JM advised to make customers aware there is a caseworker and they can contact them via various methods</p>	
	<p><b>5. Next Steps</b></p>	

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5	JW advised that Gentoo would take the information received from todays session and will also review the data received from the IFF's surveys to look at identifying gaps within our procedure	
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**ACTION LOG**

KEY	
	Action completion overdue
	Action ongoing and date not due
	Action complete

ACTION REF	DETAILS	RESPONSIBILITY	TARGET COMPLETION	STATUS
05/02/24 – [1]	Investigate if the current ASB number 0800 028 4445 is a free phone number. If not, can we change this?	Julie Walker	19/3/24	
05/02/24 – [2]	Speak with Concierge regarding access into buildings. Can we share the procedure the Concierge follow?	Julie Walker	19/3/24	
05/02/24 – [3]	Liaise with Communications Team around creating an awareness piece on the different ways customers can report ASB.	Lewis Walmsley	19/3/24	
05/02/24 – [4]	Can we ensure all customers receive an acknowledgement letter detailing their ASB complaint	Julie Walker	19/3/24	
05/02/24 – [5]	Can we look at creating success stories where our intervention has been successful. Then work with Communications to share these stories.	Julie Walker	19/3/24	