



CLARION
HOUSING GROUP

Working with Residents to Tackle Anti-Social Behaviour and Build Safer Communities

13 December 2022

Overview

- Clarion's approach to ASB
- ASB Triage service
- Engaging residents to improve our services
- Community Triggers: supporting residents to review and tackle persistent ASB

Clarion's Approach to ASB

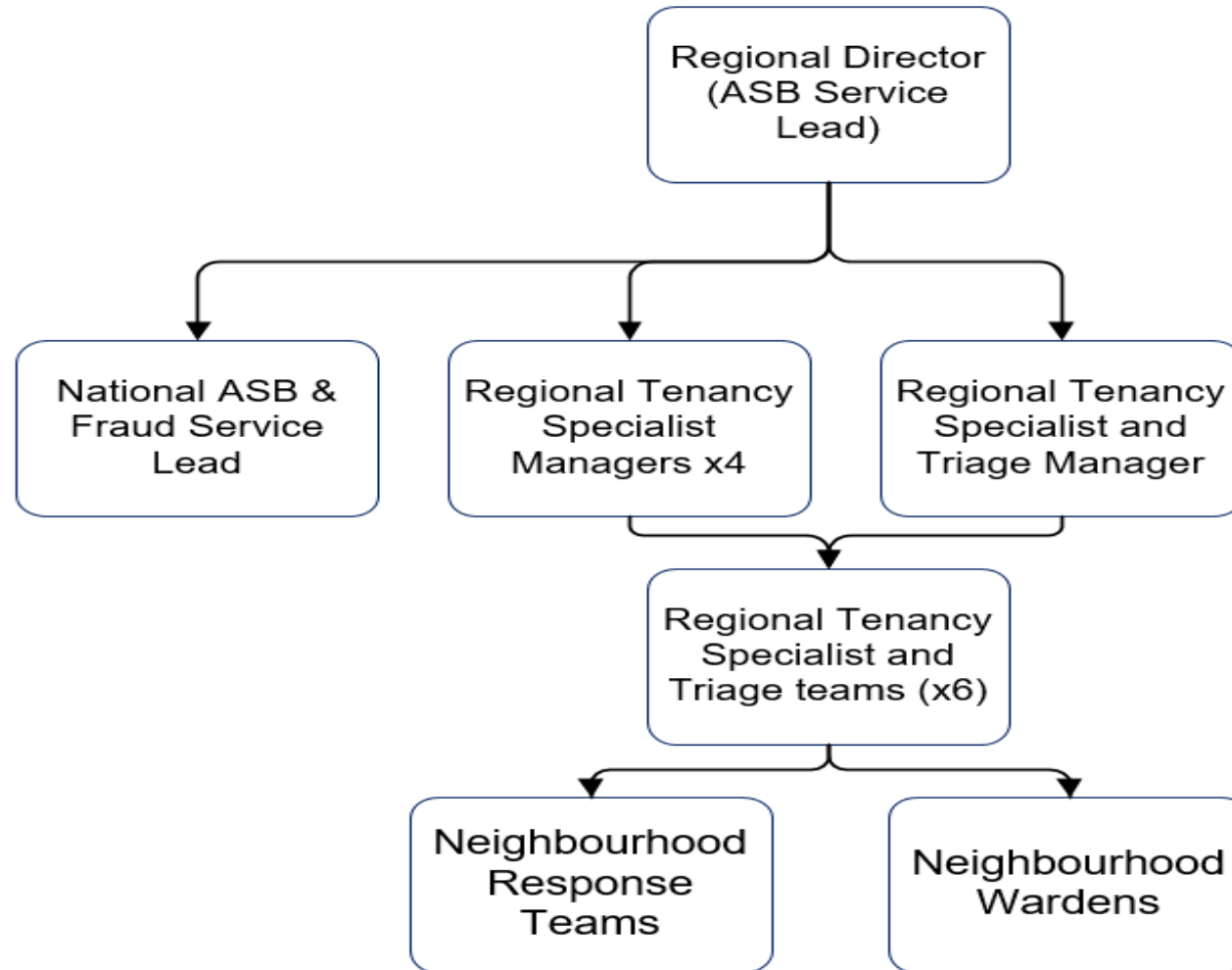


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Our approach to ASB

- A victim centred approach
- Assess the vulnerability of residents and their needs
- ASB is split into three categories
- How complainants make reports
- Specialist ASB teams

Team structure



Social media
 team 



Complaints



Customer
accounts

Admin teams 



Projects/
Policy team



Safeguarding



IT



Contact centre

Tenancy
sustainment



Customer
support teams

LiveSmart
Intelligent living choice
managers

**Clarion's
ASB Service**



Marketing



Surveyors

Estate **services** 

Data protection 



CLARION
RESPONSE

Clarion
response



CLARION
FUTURES

Clarion Futures



Neighbourhood
Response Officers



Neighbourhood
wardens



Tenancy
specialists



Triage team



ASB policy and procedure

- Recognises that the term ASB covers a wide spectrum, and notes the 3 different categories of ASB
- Commits us to take action where we can make an impact
- Acknowledges that the responsibility for dealing with ASB is shared, and notes the need for collaborative working
- Details what we do not consider to be ASB, and encourages residents to resolve low level issues independently
- Expects residents to report crimes to the police (excluding DA)
- Guides staff on how to efficiently resolve ASB cases
- Incorporates the concepts of thresholds and vulnerability



ASB categories

- All reports of ASB types will be classified as:

Crime category / priority 1

Noise category / priority 2

Other ASB category / priority 3

- Some crime issues will also be identified as '**Urgent Crime**' and prioritised

ASB response times

Where an ASB case is category 1, meets a threshold or we have a duty of care our response times are:

- Urgent crime (cat 1) 24 hours
- Crime (cat 1) 5 working days
- Noise (cat 2) 5 working days
- Other (cat 3) 5 working days



Duty of care / vulnerability

When we record an ASB incidents we ask the following questions:

- Are you or someone affected by this problem over 75 years of age?
- Do you receive support from another organisation?
- Do you receive a Personal Budget for care, support or health?

If a complainant answers yes to any of questions they will be identified as vulnerable on their case, and not subject to the thresholds

- Our Contact Centre and triage team staff are trained to spot signs of vulnerability if the answer to the above questions is no

ASB Triage Service



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ASB Triage Team


- Recognised the unprecedented times and made changes to our usual approach
- 6 Month pilot
- Making contact with complainants within 24 hours
- Gatekeeping and correct categorisation of ASB
- Streamlined processes

ASB Triage Team

- 100% complainants contacted within 24 hours (urgent ASB)
- 20% reduction in workload
- Quality information
- 30% reduction to 90 day+ caseload
- Customer enquiries resolved at source

ASB Triage Team

- Further opportunities for improvement
- Personal security equipment
- Data protection breaches
- Targeted support for regional teams



The neighbours upstairs are arguing, banging, shouting, smashing things every morning and every night and it is becoming excessive!!! It's not fair as my partner and I cannot sleep. They haven't even been there long.

Report of 'shouting and arguing'



Engaging Residents To Improve Our Services






















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Resident Involvement Menu of Opportunities

 Digital  Face to face

National		
	Resident Board Members	 
	Special projects/ one off consultations	
	Property Engagement Group	
	Resident writers/photographers	
	Home owner/ Shared owner Engagement	
	Clarion Voice email surveys	
Regional		
	Resident Scrutiny Committees	 
	Partnership events	
Local		
	Tenant and Resident Association Support	
	Local consultations	 
	Local offer consultations	 
	Community inspectors	

Date

Impact of Resident Involvement

823 involved Clarion residents

7199 residents involved in local consultations

700 residents contribute through Clarion Voice





ASB Service Improvement Group

- Reviewed information on our website around ASB
- Created a new digital reporting form
- Social media campaign

Report antisocial behaviour

ASB Special Project Group

- Tasked to review the use of mediation as a tool to tackle ASB
- Members received training from ‘Calm Mediation’
- Clarion Voice survey launched to understand knowledge and preconceptions about mediation
- 206 responses – majority unaware of services available
- Review of service provision
- Standardised SLA
- Publicity and promotion

Resident Scrutiny Committees

- Five scrutiny committees
- Resident, independent and staff members
- Recommendations for improvement made to the Board
- Delivery monitored by senior management

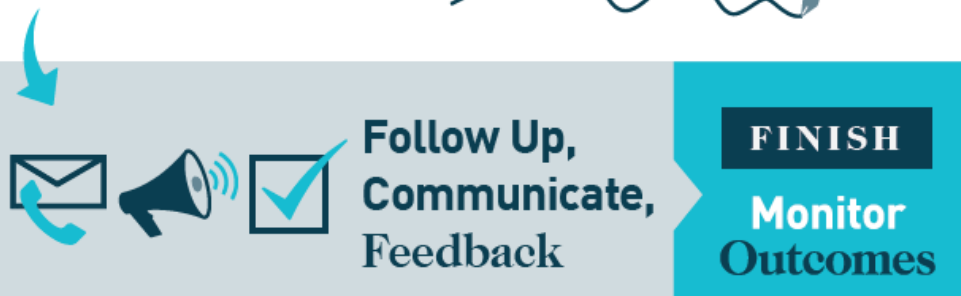


“The best way of letting Clarion know is to become involved. It doesn’t cost anything except time, and you can give as much as you want.”

Bob resident scrutiny committee

How The Scrutiny Process Works


START
Topic Selection



Community Triggers



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“To give victims and communities the right to request a review of their case where a local threshold is met, and to bring agencies together to take a joined up, problem-solving approach to find a solution for the victim.





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The Community Trigger

- Rationale
- Aims and objectives
- Indicators of success
- Method

Findings

Surveys

- 90% hadn't heard of the Community Trigger (CT)
- 75% found it difficult to locate CT information on our website
- 63% understood what the CT was from the information available

Website analysis

- Info difficult to find
- Search tool gave 100+ results
- 71% bounce rate

Standard comms

- No reference to CT on ASB letters
- No reference to CT included in welcome packs

Benchmarking

- 50% had no CT info
- Local Authorities provided the most detailed information

Data

- CT data isn't routinely collected/reported on
- No formal process for sharing outcomes/learning
- Low use of CT (less than 50 in 5 years)



Recommendations

- Overhaul of ASB pages on website
- Review of standard ASB communications
- Information included with welcome pack
- Publicity in resident communications
- Regular reporting on CTs including outcomes



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Why promote the Community Trigger?

- Victim led
- Requires agency collaboration
- Solution focused
- Ensures powers/resources used effectively
- Strengthens partnerships

Case study

- ASB reports include banging on walls, shouting, arguing and foul language
- No other household affected, unable to corroborate noise reports with independent witness
- Local authority deemed to be ‘household noise’
- Support referrals made, mediation offered and multi agency approach taken
- Community trigger activated
- Local authority tasked to prioritise noise monitoring installation – abatement notice served
- Perpetrator began to engage, Good Neighbour Agreement signed
- Recommendation for Clarion to consider use of the Noise App

The Noise App

- Helps us to bridge the gap in Local Authority resources
- Residents who are unable to write have a recording method
- Reassures complainants
- Quicker progression and resolution of noise cases

Thank you



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