

# Anti-Social Behaviour – Evidence Policy and Performance Scrutiny Committee.

**Ian Swift, Director of Housing Operations**

# Context

- 26,000 Islington Council tenants
- 10,000 Leaseholders with 4,500 occupied as private rented tenancies
- 17,800 Housing Association properties
- Housing Ombudsman Spot Light report and investigations 11% nationally
- Regulator of Social Housing Tenant Satisfaction Measures and new regulatory regime
- Proposed new Housing Management restructures
- Partnership work
- Resident satisfaction

# Partnerships

- Housing Association partnership agreement – attached to these slides
- Joined up approach with Adult Social Care, Health, Children's services, and across all of Homes and Neighbourhoods to breakdown silo working
- Seeking residents' views through the 60 community drop in sessions
- Resident surveys
- Resident focussed and providing services as if we are providing that service to an important member of our own family
- Working with partners to address the vulnerabilities across Islington to
- Community centres used for community drop-in sessions on a regular basis

# ASB PROGRAMME

Areas of collaboration between Housing Tenancy and ASB Programme

- **ASB Reporting Form** developed through IT (Granicas Pilot and the Resident Experience Programme)
- **ASB Policy** - bringing together existing policies regarding ASB to create single policy across the organisation
- **ASB Case Management Team** – a new team focusing on effective management of ASB Cases across the organisation
- **ASB Data** – creating a single view of ASB enabling responsive work and long-term problem solving

# Honest reflection

- What is working well
- What isn't working well
- How would you like the future to look?

# Questions?

Thank you