

How Housing Services are utilised to support and manage community safety outcomes in the city

OSMC recommendation: *'That the Council's Executive considers how the Housing Revenue Account and staff working across Housing Services could be utilised more effectively to help support community safety outcomes in the city.'*

Progress Status

The HRA and Staff in Housing Services already are effectively utilised to support and manage community safety outcomes in the city.

The HRA can only be used for council tenancy issues – funding rules ring fence the HRA to this so work outside of council areas is not something that we can undertake.

It may be helpful for you be aware of what is already in place in Housing that deals with community safety issues:

- ASB and Safeguarding Coordinator role – this person does not work on day to day casework – he advises others in the services if needed; he writes and updates our ASB Procedure; links with the MASH and our staff in the MASH; collates information for Safeguarding Reviews (both Adults and Children), and Domestic Homicide Reviews
- Housing have two dedicated staff that are in the MASH (deliberate from Housing that we have two) – each spends three days in the MASH and their other two days back in the service – this 'grounds' them and gives them relief from dealing with cases all of the time, and allows them to carry out training sessions for Housing Staff so they all have an awareness of the MASH
- Housing fund some of the staff in the IDVA Team – Senior Manager in Housing manages the IDVA Team, chairs the DSA Operational Group, is a member of the DSA Strategy Group, sits on the Safe City Partnership
- Housing have received DAHA Accreditation in the last few months – this has meant a re-write of DSA Procedures, training, getting DSA Champions in all service areas, partnership working with others
- Housing Managers attend all CTCGs
- District Housing Managers are responsible for managing Housing Staff that are dealing with ASB cases
- Housing have Neighbourhood Wardens and Cleaners out on the estates all of the time – uniformed staff who tenants/residents know – our 'friendly face' out and about – first line for some reporting which is fed through to the Housing Teams in the Local Housing Offices
- Housing fund a Mediation Assessment Service – independent of the council and the first step in our ASB procedure. Timescales are tight for turn-round of cases with NFS Mediation. This is a very successful service (received national and government recognition) for dealing promptly with initial one to one ASB cases preventing escalation. The parties involved must be a council tenant or leaseholder.
- All Housing Staff are trained in safeguarding – recognising the signs and where to report
- We have, and will take part in DHRs, Safeguarding Reviews as necessary
- Homelessness Teams deal with Street Homelessness

- The Well Being Team who work with our tenants in supported accommodation are knowledgeable of safeguarding issues in relation to older people, and know reporting process
- Housing Repair staff who access homes over 70,000 times a year have been trained in ASB/Safeguarding so they are able to report
- Housing sit on the TPM+ and so meet with the Police and other Agencies on a regular basis
- Housing Staff refer welfare cases to HFRS for well-being visits
- As necessary we are able to direct staff to certain areas of the city should the need for additional resources be there at any time (eg the recent murder in Thornhill where we had Neighbourhood Warden Staff on the ground working for a period)
- Housing Management Officers carry out periodic tenancy checks to every tenant (once in every five year) but we can target these as necessary as well as systematically (eg we used them in Thornhill after the murder to get in to talk to more people in that area at that time)
- Neighbourhood Wardens carry out block checks in every block once a month - picking up H&S issues as well as other work – these are advertised so that tenants/residents know when someone be there, and they can talk to them
- Walkabouts are carried out every month across the city – these can be targeted to certain areas if there are areas of concern (eg if TPM+ say that a specific area has x,y,z issue then we could target a walkabout to that area