

# Working together for safer communities

COMMUNITY SAFETY STRATEGY  
2020-2023



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# 1. Foreword

Anti-social behaviour is a national issue for all Landlords. The Housing Executive's approach to dealing with anti-social behaviour (ASB) has been well documented over a number of years and is founded upon a clear understanding that it has to be addressed in the wider context of communities experiencing a variety of complex social and economic problems.



We recognise that anti-social behaviour can have a significant influence on the lives of victims and wider communities; it can impact an individual's feelings of personal safety, make a neighbourhood an unpleasant place to live or work and greatly reduce quality of life. Tackling and preventing anti-social behaviour is a priority for the Housing Executive as we would like every resident to feel safe, enjoy living in their neighbourhood and feel confident when reporting incidents of anti-social behaviour to us. Importantly we must continue to develop and sustain our successful working relationships with the communities we serve and wherever possible engage in consultation to assess, monitor and feedback the results of our work.

Most of us accept that anti-social behaviour includes a range of behaviour which can be extremely complex. It is essential, therefore, that partnership working must sit at the heart of this Strategy with a clear focus on reducing incidents of anti-social behaviour, tackling not only the issue as it presents but also to address the underlying causes where they manifest. This approach also assists when responding to the needs of victims and witnesses in an effective way, with agencies working together to identify their areas of expertise and providing a rounded solution to the problems our communities encounter.



This Strategy places emphasis upon ensuring that those responsible for causing nuisance or annoyance change their behaviour in an effort to stop or reduce the incidences of anti-social behaviour occurring. The Housing Executive will work with those individuals in an effort to resolve issues using the intervention, prevention and support measures at our disposal. This approach aligns with our anti-social behaviour policy and demonstrates our commitment to dealing with anti-social behaviour in a balanced incremental way. Communities should be re-assured, however, that the Housing Executive will not hesitate to use more robust action whenever and wherever it is required.

Our communities have a role in improving community safety and preventing anti-social behaviour. We will continue to encourage our communities to have an active role in helping to tackle issues and preventing anti-social behaviour through communicating concerns to responsible agencies, and formally reporting witnessed incidents. We continue to remain committed to supporting individuals to take responsibility for their actions and recognising how their behaviour will impact and affect their neighbours.



A stylized, handwritten signature in black ink, appearing to read 'Peter Roberts'.

Professor Peter Roberts  
Chair

A stylized, handwritten signature in black ink, appearing to read 'Clark Bailie'.

Clark Bailie  
Chief Executive

## 2. Introduction and Vision

As Northern Ireland's largest housing authority, it is our responsibility to ensure our communities are safe and anti-social behaviour is tackled appropriately. We want to ensure that housing plays its part in making an important contribution to creating a peaceful, prosperous and fair society. In order to make this vision a reality the Housing Executive is dedicated to tackling anti-social behaviour in all its forms. In doing this our goal is ultimately to improve the quality of people's lives.

### The **Community Safety Strategy 2020-2023**:

- Outlines the key achievements of the Housing Executive over the lifetime of the previous strategy 'Safer Together'; to help tackle anti-social behaviour and alleviate the fear of crime in our communities.
- Sets out what will be done over the next three years to continue this work. Many of our priorities do not change substantially from year to year as they follow long term trends and whilst our strategic priorities will be established for a three year period, Action Plans will be delivered on an annual basis. We recognise that we may, however, need to re-focus our priorities in response to emerging or changing issues and will have the flexibility within the Action Plans to address this.

We look to a future in which everyone will experience peace and enjoyment within their homes and communities in a safe environment free of anti-social behaviour, but we cannot do this alone. The Housing Executive has worked and will continue to work across government with our statutory partners and will build on our well established relationships with voluntary and community based agencies to improve community safety in our communities.

This Strategy focuses on the importance of working together to realise change and highlights the important role that the community play. Ultimately the aim is to empower communities, build greater community confidence, raise community safety awareness and improve support to those who are vulnerable within our communities.

We have and will continue to take a proactive approach by investing in local initiatives through the community safety funding programme as a preventative measure to ensure community safety, deal with local issues, create safer communities, lessen the fear of crime and build community confidence.



### 3. Legislative Authority and National Picture

In addressing anti-social behaviour the Housing Executive employs an incremental and proportional approach. We work with the perpetrator through a range of interventions in an attempt to keep the individual in their home while at the same time addressing the offending behaviour. If, however, the individual fails to respond to offers of assistance and the anti-social behaviour continues, or the behaviour is of such a serious nature that the Housing Executive must take immediate action, then we will use the legal powers available to us to ensure that the victims of anti-social behaviour are protected and the unacceptable behaviour is stopped.

Legal interventions can take a number of forms. We may seek an injunction to stop the anti-social behaviour or choose to repossess the property occupied by the perpetrator to protect the community. The statutory powers and related duties of the Housing Executive are contained in the following:

- Housing (NI) Order 1981, 1983, 1988, 2003
- Anti-Social Behaviour (NI) Order 2004
- Housing (Amendment) Act (NI) 2010, 2011, 2016



#### **Draft Programme for Government Framework 2016-21**

The Housing Executive has taken note of developments within the wider community safety network in Northern Ireland which includes a set of Draft Programme for Government commitments agreed in 2016 by the Northern Ireland Executive. The draft Programme for Government Framework (2016-21), details 14 strategic outcomes. These outcomes cover aspects of work right across government, including the attainment of good health and education, economic success and confident and peaceful communities. The draft Programme for Government places clear expectations on inclusive collaborative working across different organisations and sectors working together to achieve common outcomes.

The Housing Executive is committed to reflecting government commitments set out in the draft Programme for Government in this Strategy. The areas relating to community safety are:

#### **Outcome 7**

**We have a safe community where we respect the law and each other**

#### **Outcome 9**

**We are a shared society that respects diversity**

#### **Outcome 12**

**We have created a place where people want to live and work, to visit and invest**



In respect of these outcomes the Housing Executive will work with a broad range of partners from across the spectrum. We want people to feel safe within their communities and we will contribute to achieving these outcomes by:

- Renewing our commitment to tackling anti-social behaviour and promoting safety and respect within our neighbourhoods.
- Focusing on prevention and early intervention responses and ensuring these services are available for everyone who wishes to avail of them.
- Tackling the negative impacts of alcohol and illegal drugs through support and intervention responses.
- Promoting mutual understanding and working to increase awareness, and reduce fear and mistrust among people of different ages, identities and backgrounds, building a community where they play a full and active role in building good relations.
- Working with our partner organisations and communities affected by criminal gangs and paramilitaries to help build a future that is free from threat of violence and intimidation.
- Continuing to promote and celebrate diversity within our communities recognising that diversity builds strength and adds value to neighbourhoods and society as a whole.

### **Community Planning**

Since the last Strategy community planning came into play through the Local Government Act (NI) 2014, which states that Northern Ireland Departments must promote and encourage community planning and have regard for Community Plans in the exercise of their departmental functions. Community Planning was introduced in NI following Local Government reform bringing together a wide range of partners, including representatives from the statutory partners for example The Education and Library Boards, The Health and Social Care Trusts, Public Health Agency, Health and Social Care Board, Police Service of Northern Ireland, Northern Ireland Housing Executive, Northern Ireland Fire and Rescue Service amongst others. In addition representatives also include from business, higher education, and community and voluntary sectors. The Housing Executive is a statutory partner in the Community Planning process. The vision for Community Planning is to develop positive visions and direction for local areas, helping to shape long term futures and to improve the wellbeing and quality of life for local citizens.

Policing and Community Safety Partnerships (PCSPs) are key to the delivery of community safety actions within the plans, as well as supporting other outcomes in Community Plans. The Housing Executive is a statutory partner and is represented on all 11 partnerships. In addition the Housing Executive works collaboratively on Support Hubs where they are in operation.

### **National Picture**

In England and Wales the Anti-Social Behaviour, Crime and Policing Act 2014 streamlined 19 existing anti-social behaviour powers into 6 faster and more effective powers. The Anti-Social Behaviour Order (ASBO) has now been replaced by the Criminal Behaviour Order (CBO). The new tools introduced include:

- Injunctions
- Criminal Behaviour Orders
- Dispersal Powers
- Community Protection Notices
- Recovery of possession of dwelling houses - Absolute ground for possession for anti-social behaviour
- Community Remedies



Within the draft Programme for Government there was a commitment to review Northern Ireland's legislative framework for helping tackle anti-social behaviour. The Department of Justice has been examining the developments in anti-social behaviour legislation and powers within other jurisdictions and sought views through a public consultation on proposed new powers for Northern Ireland. The Housing Executive provided a comprehensive response to this consultation in July 2018 and await the outcome of it.

### **Social Housing Reform Programme**

In 2013 a series of proposals to reform social housing in Northern Ireland were announced by the then Department for Social Development (DSD) Minister. The Minister's proposals were only the first step in looking at the reform of social housing. The stated aims of the programme included the ability to allow social landlords to play a more proactive role in the communities they serve. The Housing Executive has demonstrated over many years, a strong commitment to working with communities in delivering our services, placing them at the heart of what we do. This strategy re-emphasises that commitment.

### **Good Relations**

The Housing Executive will continue to support opportunities to build strong, cohesive communities that make a positive contribution to good relations. We made an explicit commitment to promote equality and good relations, the core values of which are reflected in our Community Cohesion Strategy 2015-2020. These are aligned with the Northern Ireland Executives' Together: Building a United Community (TBUC) and subsequently the current thinking within 'Housing For All', and is delivered across 5 themes:

1. Segregation/Integration
2. Race Relations
3. Communities in Transition
4. Interface Areas
5. Flags, Emblems and Sectional Symbols

### **Race Relations**

The Racial Equality Strategy for Northern Ireland 2015-2025, launched in December 2015, aimed to establish a framework for Government departments (and others):

- to tackle racial inequalities and to open up opportunity for all;
- to eradicate racism and hate crime; and
- along with Together: Building a United Community, to promote good race relations and social cohesion.

We aim to demonstrate a clear and positive commitment to promoting integration and tackling race issues. We contribute to improving race relations on a strategic and operational level through effective partnership working. This has been reflected in our Race Relations Policy and will continue to be reflected in our refreshed Race Relations Policy.

Our cohesion unit supports front line staff to ensure that all black and minority ethnic people in Northern Ireland can get full and fair access to housing services and employment opportunities within the Housing Executive. We aim to support the promotion of good relations between and within ethnic groups and communities.



## Community Involvement

Engaging, Enabling and Empowering our communities has been at the core of what we do and we will continue to play our role in developing the capacity of our communities to make improvements in their estates, whether that be social, economic or environmental. Tenant participation and community involvement is embedded in the way the Housing Executive delivers services and we are committed to ensuring we engage with our customers in a way that suits them. We aim to promote community involvement across all our communities, as well as enable our communities to challenge, influence and shape our housing service.

## Social Enterprise

The Housing Executive is committed to supporting the creation of self-sustaining and economically vibrant communities through the development and implementation of local social (housing) enterprise initiatives.

Our Social Housing Enterprise Strategy 2020-2023 is complementary to a number of other Housing Executive strategies, including Community Involvement, Community Safety and Community Cohesion in order to help build and sustain safe, vibrant communities. Each of these strategies commits funding to deliver their respective objectives, providing social investment, funding and support.

## Tenancy Sustainment

Our customers are at the heart of everything we do. As the statutory authority for housing and homelessness in Northern Ireland, and in our role as a social landlord to over 86,000 tenants, we have an acute understanding of the link between prevention of homelessness and providing cross-tenure care, support and advice to sustain tenancies. For both tenancy breakdown and homelessness, prevention is better than the cure, because having a secure and stable home and environment is an essential cornerstone to a person's life chances and has a positive impact on ability to secure employment, children's educational attainment and on overall health and wellbeing.



## Fundamental Review of the Social Housing Allocations

In September 2017 the Department for Communities launched a public consultation exercise in relation to proposals to change how social homes are allocated. Twenty proposals suggesting change to the current Housing Selection Scheme to make the allocation process more fair, transparent and effective have been consulted on. Two of the proposals were based on an applicant's eligibility for social housing if they had been involved in unacceptable behaviour. The consultation has closed and further information from the Department will follow.

## Housing Executive Strategies

This document complements the following existing Housing Executive Strategic documents:

- Community Cohesion Strategy 2015-2020
- Community Involvement Strategy 2018-2023 Inspiring Communities Shaping our Services
- Social Investment in Social Housing Communities 2015
- Homelessness Strategy for Northern Ireland 2017-2022 Ending Homelessness Together
- Customer Support & Tenancy Sustainment Strategy 2016-2019
- Social (Housing) Enterprise Strategy 2020-2023

## 4. What is Community Safety?

It is a quality of life issue which impacts on all of society, individually and collectively. It is widely recognised that responsibility for crime prevention and community safety cannot be viewed as the exclusive responsibility of the Criminal Justice System. The Housing Executive is committed to making a difference by improving the quality of life for residents in our estates.

**The Housing Executive defines anti-social behaviour as: Engaging in or threatening to engage in conduct causing or likely to cause a nuisance or annoyance to a person residing in, visiting or otherwise engaging in lawful activity in the locality of a dwelling house.**

While the majority of our estates are safe and popular places to live we recognise that nuisance and anti-social behaviour are real issues which can have a major impact on individuals and communities as a whole.

Community Safety is about helping people in our communities be and feel safe in our estates.



## 5. What we are doing about anti-social behaviour?

We are working to improve community safety for individuals and neighbourhoods, and to ensure our communities are safe through various approaches, some of which can be seen below:

- **We will tackle anti-social behaviour** by employing an incremental approach, working with the perpetrator through a range of interventions in an attempt to keep them in their homes whilst addressing their unacceptable behaviour. This may include the use of warning letters, support for underlying issues, mediation or a Community Restorative Justice resolution. Where individuals fail to respond to offers of assistance, or where the anti-social behaviour is of a serious nature then the Housing Executive will take immediate action using our statutory powers to protect victims. These powers include initiating taking possession of a Housing Executive property, injunction proceedings or seeking an Anti-Social Behaviour Order.
- **We know** that being a witness or victim of anti-social behaviour can cause stress and upset. We want to tackle anti-social behaviour in all its forms and we need you to tell us when it occurs, this includes any incidents of hate which we investigate through our anti-social behaviour process. We want victims to feel confident in the service they receive from us. We will ensure we deal with each case in a timely, supportive and highly professional way.
- **The local office** is the first point of contact for those wishing to report anti-social behaviour. The Housing Executive has put in place dedicated Patch Managers who will deliver on all aspects of housing. These Patch Managers have received comprehensive training in how to deal sensitively and speedily with anti-social behaviour.
- **Support for Victims and Witnesses** is available and the Housing Executive will signpost individuals to specialist organisations to avail of their services.
- **We will continue** to work collaboratively with our partner agencies across the statutory, voluntary and community sectors to address issues of anti-social behaviour where it occurs in our estates.
- The Housing Executive has the statutory power when considering **a person's eligibility for housing assistance** not to allocate housing accommodation to any applicant where it decides they or a member of their household is guilty of unacceptable behaviour serious enough to make them unsuitable to be a tenant and, in the circumstances at the time their application is considered, they are unsuitable to be a tenant of the Housing Executive by reason of that behaviour.
- **A dedicated Community Safety Team** is in place responsible for the delivery of the anti-social behaviour policy. The Housing Executive has adopted a structured approach to dealing with anti-social behaviour and very clear procedural guidance is in place and is continually monitored and reviewed to ensure customers receive an optimum service.
- The Housing Executive **values feedback** from our customers. In order to help us understand what our customers believe a good community safety service means to them we will be working in partnership with our Customer Engagement & Campaigns Team to analyse customer data already gathered and carry out further engagement.



## 6. What can Communities do?

We acknowledge the importance of working together to realise change and the important role that communities play in achieving this, therefore, we need communities to work with us.

- **Communities** have the right to expect agencies such as the Housing Executive to make tackling anti-social behaviour a priority and for them to respond professionally. Additionally, **support from communities** can play an important role and by working with us communities can help us successfully tackle anti-social behaviour to improve community safety.
- The Housing Executive endeavors to help tenants feel safe, connected and involved which we believe is vital in order to foster vibrant communities. We need **information from** our tenants and communities giving us their perspective on what they believe a safe place to live looks like, as this is important to help us understand what **our communities** want.
- **Communities** can do this by reporting anti-social behaviour to us and or another appropriate agency. We work collaboratively with our partner agencies PSNI, Environmental Health and Youth Justice. By coming forward to report anti-social behaviour communities may prevent the same problem happening again and help make communities safer places.
- **Evidence from victims and witnesses** is important as it demonstrates the distress and annoyance anti-social behaviour can cause. We will provide victims and witnesses with support at every stage of the process. It is vital we **work together** to make a difference and create an environment where anti-social behaviour is tackled not tolerated.



Community Safety funded project, 4Rs Recycling CIC

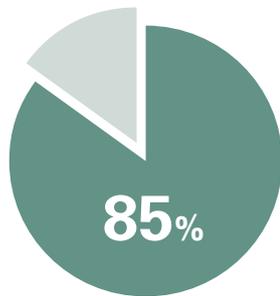
## 7. Key achievements

The Housing Executive invests in our communities through various funding streams to fund community safety initiatives, community cohesion projects and social enterprise investment. Our message to our customers and communities is that “it’s not just about bricks and mortar”, we will build on our achievements to date and going forward will continue to have a major role supporting and working with our communities and others to ensure that we develop, maintain and sustain attractive, connected, healthy and economically active places. This will require us to remain committed to involvement in strategic collaborative working arrangements which seek to tackle and deal with anti-social behaviour and to actively participate in all relevant inter-agency partnerships.

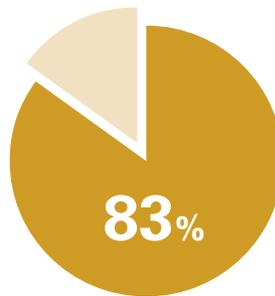
Our previous Community Safety Strategy “Safer Together” set out our direction of travel over the past four years and included an action plan which we successfully implemented.

Ultimately our tenants and communities decide on the standards of service we provide. Feedback from our service recipients has indicated our strategy to date has been a success. Customer Satisfaction Surveys have evidenced tenant confidence in staff dealing with anti-social behaviour has been at a high level.

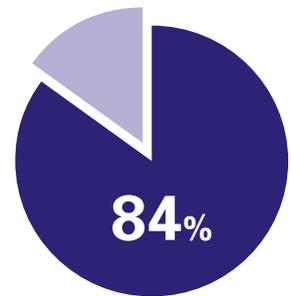
The most recent results (2018-19) show that 85% of our customers felt it was easy to contact a member of staff to report their complaint, 83% felt staff dealing with their complaint were knowledgeable, and significantly, 84% felt they would be willing to report anti-social behaviour to the Housing Executive in the future.



easy to contact a member of staff to report their complaint

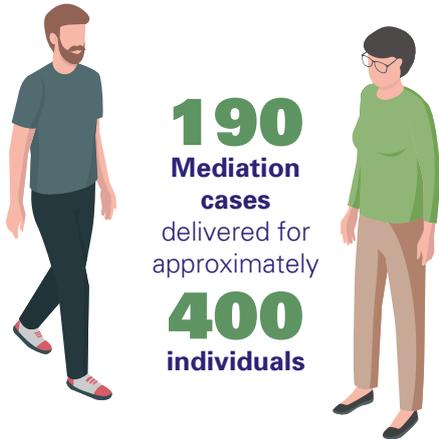


staff dealing with complaint were knowledgeable



willing to report ASB to Housing Executive in the future





Community Safety funded project – Corpus Christi Boxing Club

### Our achievements over the last four years include:

- ✓ Received and responded to **9,802** reports of alleged anti-social behaviour affecting approximately **26,000** people.
- ✓ Most reports of anti-social behaviour were resolved through the use of interventions which included **5,725** of these complaints being closed after the issue of warning letters and visits by local office staff.
- ✓ A combined Community Safety/Community Cohesion Mediation Service delivered by Tides allows local offices to address neighbour/neighbour and community disputes through independent mediation. During this period Tides dealt with **190** cases, involving approximately **400** individuals.
- ✓ **21** Mediation Awareness sessions held for over **400** of our staff in our local offices.
- ✓ We regained possession of **36** dwellings following legal action. Possession continues to be a last resort after exhausting all other interventions.
- ✓ Community Safety funding of over **£1,568,961** has been provided to a range of community based groups, Policing and Community Safety Partnerships, Councils and voluntary sector groups to enable the development of local solutions to address unacceptable and anti-social behaviour in our estates. This funding allows for community safety warden schemes, Good Morning Services, detached youth work programmes, education in schools, diversionary activities and intergenerational workshops.
- ✓ Our support for the Good Morning projects has ensured delivery of services to approximately **4,709** vulnerable clients with **531,391** calls being made to re-assure those who feel most at risk within our communities.
- ✓ Our Community Restorative Justice Partners Northern Ireland Alternatives and Community Restorative Justice Ireland continued to be utilised with **1,067** referrals.
- ✓ Community Safety funding supports the delivery of a Hate Crime project in South, East and North Belfast. **1,123** victims of hate crime have been supported.
- ✓ The Hate Incident Practical Action (HIPA) scheme continues to be available to support victims of hate harassment where there is damage to property by providing additional security measures to homes allowing victims to feel safer. Repairs to **146** properties were undertaken through this scheme.
- ✓ The Housing Executive's Functional Training team has delivered anti-social behaviour competency based training to **375** staff ensuring they have the knowledge to deal with anti-social behaviour issues on the front line.
- ✓ The Community Safety Team developed and implemented use of a Risk Assessment Matrix (RAM) for victims of anti-social behaviour which has been designed to provide a consistent approach to the identification of vulnerable people and enable local office staff to provide advice on appropriate interventions that could support them.

## 8. Strategic Plan 2020-23

This strategy has been developed in keeping with the Housing Executive's Corporate Plan and in particular to deliver the objective of **Fostering Vibrant Communities**.



### Service Standards

The Housing Executive has published a statement of policy and procedures which detail the minimum service standard recipients should expect from us when we are dealing with anti-social behaviour. These include:

- ✓ Doing more than is legally required under the conditions of tenancy (by providing support and assistance, signposting etc).
- ✓ Quickly and formally acknowledging all reports of unacceptable behaviour.
- ✓ Seeking to investigate all reported instances of anti-social behaviour by local office staff in a timely manner.
- ✓ Identifying and interviewing all relevant parties.
- ✓ Establishing inter-agency working where appropriate.
- ✓ Using legal action when all efforts at conciliation are deemed inappropriate. Legal action can include, injunctions, Anti-Social Behaviour Orders and possession.
- ✓ Endeavouring to take action on behalf of Housing Executive tenants who are victims of anti-social behaviour caused by non-Housing Executive tenants.
- ✓ Seeking to respond to instances of anti-social behaviour in Housing Executive estates, whether the complainant is our tenant, a private tenant or an owner occupier.
- ✓ In the context of re-housing, taking full account of any anti-social behaviour carried out by the housing applicant or a member of their household, to the extent that this is legally permissible.
- ✓ Seeking to address proportionately the needs of vulnerable victims and perpetrators.
- ✓ Providing witness support where needed.

These standards will be reviewed regularly to ensure they are meeting the requirements of our communities.

Below is a summary of our strategic aims. It should be noted that work is cross cutting and inextricably linked but fundamentally built on these 3 key aims:



### Building Community Confidence

### Ensuring Local Solutions

### Working Together

Highlighted under each of the aims are some of the activities that help us to shape our work as well as an overview of our high level objectives going forward. The Action Plan in Section 9.0 sets out in more detail, the actions that will help us to deliver our objectives.

Whilst this is a 3 year Strategy, on an annual basis, we will report on progress against a yearly action plan to assess if we are on track. Over the period of this three year Strategy, it may be necessary to react to any changes in, for example, the housing market, new legislation, government policy or funding.

## Building community confidence

There are two Outcomes detailed within the Building Community Confidence aim, the first of which is:

**Outcome 1: Residents and Communities will come forward to report issues to us, confident that we will respond to anti-social behaviour in their areas.**



Highlighted below are examples of how as an organisation we will support the delivery of this outcome. This will be primarily through internal structures, policies and statutory and intervention tools, but, also through investment in the provision of services delivered by other sectors including the voluntary and community sector. To demonstrate the type of investment a number of case study scenarios have been highlighted on pages 20 and 21.

- **A dedicated Community Safety Team**

There is a dedicated Community Safety Team with specialist officers who remain committed to work directly with front line service staff to ensure we deliver a first class service to our tenants and communities.

- **Transparent anti-social behaviour policy and procedural information**

The Housing Executive continue to have in place a robust set of policies and procedures to deal with anti-social behaviour and remain committed to ensure these are current and up to date. Policy is applied consistently across the organisation, is publicly available and can be found in the “Statement of Policies” on the Housing Executive’s website. This policy statement also sets out how anti-social behaviour can be reported and the process that is initiated once a complaint has been received.

Any changes which may be required, for example, by the introduction of new legislation, will be reflected in our policy for dealing with anti-social behaviour and community safety.

- **Provision of anti-social behaviour clinics to front line staff**

Specialist officers from the Community Safety Team deliver regular anti-social behaviour clinics to local office front line staff providing advice and assistance on case management issues, how to support their customer as well as sharing best practice. We remain committed to roll this out across the province.

- **Patch Manager role**

The Housing Executive has introduced Patch Managers to deliver services directly to communities. Patch Managers are responsible for all housing related matters in an identified area or estate, including issues relating to anti-social behaviour. It is envisaged this approach will make engagement with customers and communities more meaningful and build relationships and confidence going forward. This should also include the ability to meet the accessibility and other needs of service users e.g. from particular equality groups.

**We will continue to work with other organisations to provide services in the heart of communities. Securing the support of residents and communities to tackle anti-social behaviour is key to the success of our approach and will assist in developing confidence to report it. Examples of these services include:**

- **Use of professional witnesses/community impact statements**

In order to promote and develop community confidence local politicians and other representatives can act in a ‘professional witness’ capacity. In addition, community impact statements can be used to support cases should victims or witnesses not feel confident enough to provide this information directly. Whilst the best form of evidence is direct evidence there are circumstances where this is not possible because of fear of reprisal.



### • **Community Safety Warden Schemes**

The Housing Executive contributes to funded warden schemes in a number of Councils. The Wardens provide a visible presence and act as a deterrent against low level crime in anti-social behaviour hotspots during evening and weekend hours across our estates. They have forged relationships with residents, community organisations and voluntary and statutory agencies to help tackle anti-social behaviour and improve community safety.

**In addressing anti-social behaviour the Housing Executive uses an incremental and proportionate approach working through a range of interventions in an attempt to keep individuals and families in their home, whilst at the same time attempting to address the offending behaviour. The Housing Executive has at its disposal a range of statutory and non-statutory interventions. Communities should be reassured that we will respond appropriately to anti-social behaviour where it occurs in our estates by using measures available which include:**

### **Non Statutory interventions**

Not all complaints about anti-social behaviour require a legal response; rather they can be resolved by early intervention and preventative action by the Housing Executive and/or in partnership with other agencies. These measures can take the form of:

- Warning Letters
- An independent mediation process
- Use of restorative practices through the Mediation and Community Support Programme
- Tailored support for victims and perpetrators of anti-social behaviour
- Acceptable Behaviour Contracts

Residents should feel anti-social behaviour issues are being tackled effectively in their areas and they as local residents are supported where anti-social behaviour enforcement action is not an appropriate option.

### **Statutory interventions**

Where situations are more serious or where intervention or prevention measures have had no impact then the Housing Executive can use statutory powers in order to resolve issues. These include:

- Issuing of possession proceedings against Housing Executive tenants
- Use of Injunction Proceedings
- Anti-Social Behaviour Orders (not generally used by Housing Executive but still listed under statute)



Included overpage are example cases where the Housing Executive has used statutory powers in response to different types of anti-social behaviour complaints.

When considering an applicant's eligibility for housing assistance the Housing Executive will enquire if the applicant or a member of their household has been found guilty of unacceptable behaviour serious enough to make them unsuitable to be a tenant.

## Case Study Examples

### Injunction Proceedings

The Housing Executive received complaints of a large structure housing more than 30 pigeons in a tenant's back yard. The complaints were regarding the illegal structure and the nuisance created by the pigeons.

Unfortunately the tenant failed to comply with the Housing Executive's "General Conditions of Tenancy" which states:

the tenant promises, "Not to erect or suffer or permit to be erected within the curtilage of the dwelling any movable or immovable structure without the prior written consent of the Manager except to the extent that this is permitted by Statute".

As no consent had been given for this structure and with the tenant refusing to remove same the Housing Executive had no choice but to proceed to court to obtain an "Injunction" to remove the structure and pigeons.

The Injunction was secured at Court by our Legal Services department and the structure was subsequently removed.



### Possession Case 1

The perpetrator had been living in a terraced house for a couple of years.

The Housing Executive received complaints about loud music, screaming, shouting, people running up and down the stairs, banging doors and walls and physical fighting in the street.

When interviewed the tenant blamed the partner, however, investigations identified that the noise was also happening while the partner was not present at the property.

The PSNI had attended on various occasions and witnessed the noise nuisance first hand.

The complainants continued to complete incident diaries and stated on them that their "lives were a living nightmare" and that they were "afraid and anxious".

One neighbour moved out due to the anti-social behaviour.

Despite interviews, warning letters and offers of support, the anti-social behaviour continued and as a result the Housing Executive serviced a Notice Seeking Possession (NSP) on the tenant.

Once the NSP was served the noise escalated with banging and hammering on the party wall during the night and the perpetrator shouting "I hope you are trying to sleep".

A court hearing ensued and the judge awarded the Housing Executive a decree for possession.



### Possession Case 2

The Housing Executive was made aware of a serious assault that took place on Housing Executive property in a block of flats.

CCTV cameras captured the incident of a young person being subjected to a serious assault; the assailant was identified as a Housing Executive tenant.

Given the seriousness of the incident the Housing Executive applied to the court for a Possession Order with the judge awarding an immediate Possession Order.

## Building community confidence

**The next outcome detailed within the Building Community Confidence aim is:**

**Outcome 2: Residents and Communities are engaged and informed about community safety issues and the action we have taken in their area.**



**Ensuring our Communities are kept informed about the work we are carrying out and the outcomes we have achieved is an important element of confidence building, therefore, we are committed to:**

### **Publicising the work of the Housing Executive**

The Housing Executive is involved in funding a wide range of initiatives to tackle anti-social behaviour and community safety issues.

We regularly promote these initiatives using a range of communication channels including local press and social media. This allows us to profile the positive work we are carrying out within our communities. Activity taken against the perpetrators of anti-social behaviour is also often publicised through such means as the issuing of press releases. The purpose of this is to act as a deterrent to other potential perpetrators; demonstrate to residents that their concerns have been responded to; increase confidence in agencies' abilities to tackle anti-social behaviour and enable relevant court orders to be effectively 'policed' by the public to allow the prompt reporting of any breaches. The publication of successful enforcement action taken against those perpetrating anti-social behaviour helps to build confidence and improve perceptions within communities. On a case by case basis, the Housing Executive will decide what action to take against perpetrators and what information to publicise.

### **Participating at Events**

The Community Safety Team will continue to use public events such as the Community Conference and PCSP events amongst others to raise awareness of the Housing Executive role in dealing with community safety issues. These events offer the opportunity to highlight the consequences of engaging in such behaviour and promote pro-social behaviour.

**Providing support to Victims and Witnesses is a key priority for the Housing Executive. This will assist in providing the confidence to those suffering anti-social behaviour to come forward and make a complaint. In particular it is extremely important for us to identify vulnerable victims of anti-social behaviour and to assist with this we will continue to:**

### **Utilise and promote the use of the Victim Matrix**

Supporting victims of anti-social behaviour is of the upmost importance to the Housing Executive. All our frontline officers have been trained to deal with individuals experiencing anti-social behaviour issues.

We do, however, recognise there are circumstances where specialist services are required and have introduced a victim matrix to ensure that we better understand the impact of anti-social behaviour on their lives. The matrix will assist officers in identifying if a more specialist response is required. If so we will make a referral to the most appropriate organisation, but only with the consent of the victim.

**Gauging the views of those within our communities who have used our service is vital in order to improve how we do things. Confidence will be built by continuing to engage directly with our tenants and acting on feedback. We will do this by:**



**Undertaking community engagement**

We identify concerns and priorities at community level and seek to engage communities in resolutions where appropriate.

**Monitoring satisfaction levels**

The Community Safety Team monitors satisfaction levels of anti-social behaviour complainants and uses this data to identify issues in service delivery. The analysis of this information allows us to assess the impact of our own work. It also allows us to tailor resources to improve customer perceptions and the delivery of anti-social behaviour services in areas where issues have been identified by using GIS mapping tools available within the Housing Executive overlaid with information from our statutory, community and voluntary partners.



## Ensuring local solutions to local issues

**Outcome 1: Prevention/ Interventions/ resolutions are designed to respond to the needs of communities**



Under the 'Ensuring Local Solutions to Local Issues' aim there is one key outcome which looks to supporting prevention, intervention and resolutions that are designed to respond to the needs of communities. It is widely recognised that there is no "one size fits" all solution to anti-social behaviour issues and, therefore, as an organisation we work to achieve this through contributing to local partnership working, as well as supporting community organisations to deliver projects on our behalf which will deliver local solutions for our customers. Outlined below are some examples of this. We have understood for a long time that as a consequence of supporting the delivery of local solutions we are receiving real social return on our investment. To demonstrate we have highlighted a few interagency, partnership working and other projects below.

**Anti-social behaviour is multifaceted and highly localised in nature and, therefore, requires a holistic local approach. The Housing Executive is committed to playing its part in ensuring our response to anti-social behaviour is reflective of local circumstances. We will continue to participate on:**

### **Policing and Community Safety Partnerships (PCSPs)**

PCSPs are statutory bodies established within each Council area with the objective of ensuring the voices of local people are heard on issues pertaining to Policing and Community Safety.

The Housing Executive is a designated body participating in monthly meetings alongside political and independent members in all facets of work relating to community safety. Policing and Community Safety Partnerships consult and engage with the local community and statutory groups in order to identify local concerns in relation to community safety. They prioritise and prepare action plans to address these issues, and fund major programmes of work with voluntary and community bodies.

### **Anti-social behaviour Forums**

Anti-social behaviour forums work collectively and are underpinned by information sharing arrangements between the Housing Executive, PSNI, Youth Justice and respective councils. These localised forums focus on addressing anti-social activity within our communities in partnership with the other agencies.

**The Housing Executive works directly with community based organisations to deliver local responses to local issues. This is done across a number of wide ranging projects, including youth diversionary activities, intergenerational projects, tackling fear of crime and promoting social inclusion programmes and working with perpetrators and victims of anti-social behaviour. We recognise the important role our community based organisations play in making real change in their respective communities and we are committed to supporting these projects and services going forward. A small sample of these projects and services are outlined below:**

### **Mediation & Community Support Project (MACS)**

Following the introduction in 2007 of the Criminal Justice Branch (NIO) Protocol for Community Based Restorative Justice Schemes, the Housing Executive entered into partnership arrangements with Northern Ireland Alternatives (NIA) and Community Restorative Justice Ireland (CRJI).

These organisations deliver a Mediation and Community Support (MACS) project on behalf of the Housing Executive. NIA provide this in the greater Shankill, North Belfast, Newtownabbey and North Down and CRJI works in the Greater West Belfast area. The MACS projects provide community based mediation and have made a significant difference to the quality of people’s lives by addressing anti-social activities, neighbourhood disputes, alcohol and substance misuse and family issues within communities. They assist clients to resolve their own issues and have contributed to helping them continue to live in a peaceful environment with their neighbours. These two groups have built trust within local communities, increased capacity and improved understanding and co-operation with other statutory service providers as a means of addressing reported anti-social behaviour.

*I’m sure there are many more families in the same position, or even worse, who are in desperate need of the endless support and care that our family received from all at North Belfast Alternatives. I just hope these families have the opportunity to receive the amazing help and support they deserve.”*

**MACS service user testimony**

*Issues of community safety and anti-social behavior are best addressed in a constructive way. This initiative allows us the opportunity to deal directly with the key issues and help prepare children for challenges faced in wider society as they learn for life and work.*

**Ken Perry**  
Principal  
Dundonald High School

**The Respect Programme**

The Housing Executive is partnering the Children’s Safety Education Foundation to deliver the Respect Programme through identifying two Schools per year who receive text books, e-books, worksheets and support from the Children’s Safety Education Foundation.

The programme teaches young people about the devastating consequences that crime and anti-social behaviour has on their health, safety and well-being as well as the effect it has on their community. In turn this will help create a community where it is socially unacceptable amongst peer groups to take part in anti-social behaviour.



*Community Safety funded project - Respect Programme*

*Many of the issues covered in this project could be experienced by children at our school. As educators, we have a duty to provide opportunities for them to overcome community safety barriers and become positive citizens in our society.*

**Frank Maskey**  
Principal, Corpus Christi College, Belfast



**Mediation and Community Support Hate Crime Project**

Delivered by Northern Ireland Alternatives this project is focused in South, East and North Belfast to work closely with local communities to provide a programme of education and support around hate crime. It acts in a mediatory and brokering role allowing prospective tenants from ethnic minority backgrounds to accept an offer of accommodation. It also aims to promote understanding for the need for acceptance of change and diversity.



## Investing Locally in our Communities



Community Safety funded project – Good Morning West Belfast Tea Dance

### GOOD MORNING SERVICES

Over the last number of years and in conjunction with other organisations, the Housing Executive has contributed to the funding and delivery of Good Morning Services.

The main aim of the Good Morning telephone service is to befriend older and vulnerable people with a morning telephone call.

This call not only helps older people who are isolated to connect to people within their community but also provides reassurance and the ability to talk with someone about any fears.

It offers signposting to relevant agencies who can help with various issues and acts as an alert service seven days per week - 365 days per year.

The overall aim of this service is to reduce:

- feelings of loneliness and isolation
- feelings of vulnerability and connect clients to their local communities and services
- fear of crime and anti-social behaviour.

### Good Morning Down

The project provides telephone calls and befriending service to older and vulnerable residents in South Down.

133 people are regularly supported through phone calls and attendance at social events. Information is provided on health promotion and crime prevention initiatives.

30 new beneficiaries came on during the year.



### Social Return on Investment (SROI)

£1  
INVESTED

£4.61  
RETURN

### EDGARSTOWN RESIDENTS ASSOCIATION DETACHED YOUTH PROGRAMME

The Housing Executive supports this programme for delivery of a highly visible and approachable detached youth work service across several social Housing Executive estates in Portadown. It is aimed at youth aged 9-20yrs who are vulnerable and at risk of becoming involved in anti-social behaviour as they do not engage with traditional structured youth provision.

The Programme coordinator works in partnership with statutory and voluntary youth providers already offering club based services in Portadown.

The programme has been successful in engaging young people in accredited OCN courses and in mentoring primary school pupils. In addition to this, volunteers have built on existing befriending services to the elderly and these elderly residents are now complementing the project by reporting issues like youths loitering. Consequently they feel safer in their homes knowing the detached team are in their area.

This programme reaches those groups who have disengaged with traditional support.

*It is no exaggeration to state that without the backing, encouragement, support and funding from the Housing Executive (in particular the Community Safety Team) many of our programmes and projects that have produced life changing inputs and impacts quite simply would not exist.*

**Phyllis Abraham**, Youth Co-ordinator



### Edgarstown Residents Association Detached Youth Programme

This project involved detached youth workers out and about in estates in the evenings and weekends engaging and supporting young vulnerable people.

Awareness sessions were delivered in local schools - drugs/alcohol, building self-esteem etc. Five young people were supported, into the community as volunteers and have now graduated from Jordanstown with a Community Development degree.



#### Social Return on Investment (SROI)



### OFF THE STREET COMMUNITY YOUTH INITIATIVE

The Housing Executive supported this programme for delivery of a highly visible and approachable youth initiative in Derry/Londonderry

It aimed to improve the quality of life of 12 young people with education and support providing news skills and a chance to use their new skills to organise and deliver community events.

The aim was to promote young people in a more positive light. Additionally, more young people volunteered and helped to plan and deliver events for local residents.



### Off the Street Community Youth Initiative

This project aimed to engage up to 12 hard to reach local young people and provide them with training (in a local setting) and support to enable them to host and oversee a community fun day event. They were recruited by the youth team who deliver street based support for young people in Outer North. Throughout the programme Off the Street (OTS) youth leaders supported participants to gain skills and knowledge and to use these skills to deliver community events in Galliagh. There was a reduction in anti-social behaviour and no bonfire for the first time in years.

The PSNI also provided a letter praising the impact of the project in making the community safer and preventing children and young people coming in the criminal justice system.

#### Social Return on Investment (SROI)

*Taking into consideration the reduction in Fire Service/PSNI call outs, youth engagement activities, reduction in fear of crime of residents etc, the social value created is significant.*



## Working together

**Outcome 1:  
Communities are assured we are working together with partners across statutory, voluntary and community sectors to achieve best outcomes for tenants and communities**



The Housing Executive cannot solve issues of anti-social behaviour alone and recognises the need to work with partner organisations and communities to effect behaviour change and create safer places for our tenants to live. Tackling the full range of behaviours that constitute anti-social behaviour often requires effective partnership working with Police, Youth Justice, Social Services, Education, Health, Councils and the voluntary and community sector. Many of these arrangements are underpinned by Information Sharing Protocols, which allows us to take a more joined up approach to tackling anti-social behaviour. Working together will improve community resilience, support victims and challenge the behaviour of perpetrators. The Housing Executive remains committed to working with specialist, community and statutory organisations going forward. This is demonstrated through our work with Tides to deliver a specialist Mediation Services, our contribution to support hubs and our work on hate crime issues. Below are some examples illustrating our continued commitment to “Working Together, to Build Safer Communities”.

**It is pertinent now more than ever in a climate of austerity and shrinking public resource that we work even closer with our all our partners and stakeholders to identify and prioritise the services that have the greatest benefit in reducing anti-social behaviour. Moving forward and working collaboratively we remain committed to deliver for our communities in the area of Community Safety. Examples of some of partnerships we are involved in are outlined below:**

### **Policing and Community Safety Partnerships and Anti-Social Behaviour Forums**

We work in partnership at a local level in Policing and Community Safety Partnerships (PCSPs) and Anti-social Behaviour Forums. These work across both local and strategic levels for the Housing Executive, and, therefore, have been discussed previously under strategic aim 2 (Ensuring Local Solutions to Local Issues) with a local focus. We also work in partnership strategically and collaboratively in order to deliver a local response.

Following the publication of a review of PCSPs in NI (Working Together for Safer Communities) in August 2019 we will be working to incorporate both the strategic and operational recommendations relevant to the Housing Executive.

### **Mediation Service Provision**

The Housing Executive works in partnership with TIDES (Training & Consultancy) in the delivery of a specialised mediation service. This ensures we provide a service for tenants and communities to access independent mediation as an option to resolve disputes. The mediation service is available to everyone across Northern Ireland. This is a non-statutory method of addressing neighbour disputes and can be used to prevent a conflict from escalating to the point at which court action is necessary. The process is often faster, less stressful and more cost effective than enforcement measures.

**Mediation as a means of successful dispute resolution**

**Complaint**  
*Allegations and counter allegations between Occupant A in upstairs flat and Occupant B in flat below. Complaints from Occupant A in reference to an issue about a pet and their neighbour constantly calling at their door to complain of loud music.*



**Response to complaint**  
*Occupant B alleged there was loud music from above and when they called to door to complain they were ignored. Complained also that Occupant A's dog barked constantly keeping them awake.*

**Action**  
*Local Office registered both complaints; spoke to both parties and the Patch Manager carried out investigations identifying this as a neighbour/neighbour issue and offered mediation to help them resolve their dispute. Both neighbours agreed to give it a try.*



**The process**  
*The independent mediator visited both parties separately building confidence in the mediation process. It emerged that previously the individuals concerned had been more than just friends Occupant A had moved on and was in a new relationship, they felt this was when the complaints started. Both parties were keen to find a resolution to the issues. Occupant A explained to the mediator that their perception was a conflict situation would arise over anything they did. Occupant A did admit they might play music at a higher noise level but the reason for that was to compensate for the shouting of the Occupant B downstairs. Occupant B's version of events was different. Whilst not fully agreeing they acknowledged that the loud music and loud noise was a two way problem.*



**Outcome**  
*Both parties agreed to compromise over the music and banging of doors, shook hands and apologies were offered and accepted by each party. Both stated they wanted to move on and put the past behind them.*



**Review**  
*Both parties were on friendlier terms and the Patch Manager confirmed there were no outstanding issues so the case was closed. As part of the process they agreed that any issues that may arise in the future they would sort between themselves in a positive manner. This case is now six months old and the agreement has been observed by both parties.*



**The Housing Executive is represented on many different fora and partnership arrangements at both Area and Regional level. Additionally we are involved in a number of strategic partnerships and cross government groups focused on dealing with Community Safety issues e.g. hate crime, information sharing, legislative amendments, emerging trends and best practice. Examples of these collaborations include:**



### **Concern/Support Hubs**

A Concern/Support Hub is where a group of people from different organisations come together to work with a person who needs help. This ensures that the person who needs the help does not have to keep telling multiple people in different organisations the same story and we all work together. These arrangements are currently in place in a number of locations throughout Northern Ireland.

The Housing Executive is committed to prevention and early intervention approaches and the Support Hub models offer an opportunity for us to work collaboratively across agencies to reduce vulnerability and improve individuals' wellbeing. Importantly this can include working with individuals who have been the victim of ongoing anti-social behaviour or other crime. Other people may need support in order to avoid being drawn into behaviour which may lead to offending, or others may find themselves in difficult situations which can affect their personal safety, physical or mental health.

Through this partnership approach we envisage building safer, stronger and more confident neighbourhoods, where appropriate partner organisations will refer vulnerable cases, share information and work with together to achieve the best possible outcome. Confidentiality in relation to our customer's details is of vital importance and consent will be sought prior to any discussion or referral of a case to the Support Hub. This innovative approach to collaborative problem solving demonstrates our commitment to making a difference.

### **Mid & East Antrim Agewell Partnership (MEAAP)**

The Housing Executive has contributed to core funding the Mid & East Antrim Agewell Partnership (MEAAP). This is a local inter-agency based partnership aimed at improving the lives of older people aged 60 years and over, living in the Ballymena, Larne & Carrickfergus areas. The partnership has been successful in receiving significant funding from the Northern Health and Social Care Trust to deliver a wide range of activities and services to support frail and older people in areas such as access to transport, loneliness and literacy and, therefore, positively impacting on the health and wellbeing of older people in our communities.



### **Sustaining Tenancies**

#### **• Floating Support**

The Community Safety Team continues to work with its Supporting People and Homelessness colleagues in relation to services to meet the support needs of those experiencing anti-social behaviour / hate crime / domestic violence. Floating support services are available throughout Northern Ireland and are delivered by a range of organisations providing specialist intervention to those dealing with the range of issues which may threaten their tenancy. Such services include:



• **Assisting People and Communities Project (APAC)**

The Housing Executive has a funding agreement with Northern Ireland Association for the Care and Resettlement of Offenders (NIACRO) to deliver the Assisting People and Communities (APAC) floating support programme. This programme provides comprehensive end to end tailored support to individuals involved in anti-social behaviour, working with them to address underlying issues. It works to prevent people becoming homeless as a result of anti-social behaviour, offers support to help maintain tenancies and it seeks to promote community integration. This service is available across Northern Ireland.

• **Sustaining tenancies for people from ethnic minority backgrounds (STEM)**

This programme is delivered by Northern Ireland Association for the Care and Resettlement of Offenders (NIACRO). This is a floating support service within NIACRO's APAC programme providing support and assistance to people whose tenancy may be at risk due to harassment because of their ethnicity. This service is currently only available in Belfast.

**Hate Crime**

Northern Ireland is becoming an increasingly diverse society with more than 200,000 people having been born outside of Northern Ireland and over 32,000 people belonging to an ethnic minority group.<sup>1</sup>

As a Social Landlord, the Housing Executive is strongly committed to equality principles and promoting good relations between different communities in our estates. We are committed to tackling hate crime and supporting victims of hate crime by working in partnership with the police, other statutory agencies and the community and voluntary sectors thus strengthening a multi-agency response to hate crime incidents.

Any hate harassment reported to the Housing Executive will be investigated under the anti-social behaviour process; we will respond in a sensitive way and take appropriate action taking individual wishes into account, this may include referring to organisations which can provide further support, seeking to take action to stop the harassment and to deal with the perpetrator, along with working in partnership with other agencies to create an environment which encourages community cohesion and prevents further harassment.

**Racist**  
*attacks on the beliefs and identities of those who are perceived as being 'different' because of their ethnic or cultural origins*

**Sectarian/Religious**  
*these could include any incident by one individual or a group against another on the basis of perceived religion or political opinion*

**Homophobic**  
*these can include incidents, committed on those perceived as lesbians, gay men, bi-sexual or transgender*

**Disability Related**  
*this can include incidents committed on those who have a physical disability or mental health issue*

1. Northern Ireland Statistics and Research Agency (2011) 2011 Census in Northern Ireland

## Toolkit

The 'Hate Harassment Toolkit' was developed by the Housing Executive in partnership with other organisations to provide customers, staff, community groups, professionals and the general public with a wide range of information and advice about Hate Harassment.

[https://www.nihe.gov.uk/Documents/Community/hate\\_harassment\\_toolkit](https://www.nihe.gov.uk/Documents/Community/hate_harassment_toolkit)



*Community Safety funded project - Bytes Project*

## HIPA

The Hate Incident Practical Action Scheme (HIPA) is available across Northern Ireland to support victims of hate incidents in their homes.

The scheme can provide personal and home protection measures if the home has been damaged or a victim has been targeted in the vicinity of their home, where the motivation for the attack is racist, homophobic, transphobic, disablist, sectarian or faith related.

The HIPA scheme is available to all tenures. It is jointly supported by the Department of Justice, PSNI, the Housing Executive and the Department for Communities. When an incident is confirmed by the PSNI and the victim wants to remain in their home, the Housing Executive can provide security measures to the home in order to assist them to remain there safely.

A Service Level Agreement between the Housing Executive, Department of Justice, PSNI and Department for Communities underpins this scheme and is in place until 31st March 2021.



## Action Plan 2020-21

| <b>Build Community Confidence</b>   |  |                               |  |
|---|--|-------------------------------|--|
| <i>Outcome 1: Residents and Communities will come forward to report issues to us, confident that we will respond to ASB in their areas.</i>         |  |                               |  |
| <i>Outcome 2: Residents and Communities are engaged and informed about community safety issues and the action we have taken in their area.</i>      |  |                               |  |
| <b>What will we do</b>  | <b>How will we do it</b>   | <b>Delivery Mechanism</b>     | <b>How will we measure</b>   |
| Help Support Communities to address Under-reporting of ASB incidents within a Community Setting   | Work with individuals and communities and actively involve them in identifying ASB issues.   | Local Office                  | Annual Action Plan Review  |
|   | Increase Awareness and Improve understanding of what ASB represents within our communities and how the Housing Executive can address it by delivering awareness sessions e.g. to Regional and Area HCN, and HCN members, voluntary and/or community groups.  | Community Safety Team (CST)   | Number of awareness sessions delivered   |
|   | Ensure that we make it easy for victims of ASB to report to us, through face to face contact, email, by phone, in writing or via Housing Executive website.  | Patch Managers/ Local Office  | Customer satisfaction Survey Q1 - how easy was it to contact a member of staff to report your complaint                  |
|   | Work to improve Housing Executive website platform and progress Digital Tenancy Services (Customer Portal) to enable our customers to self-service on selected features.   | CST/IT Team                   | Annual Action Plan Review  |
|   | Continue to work collaboratively with our partners at a strategic and operational level to build capacity, relationships and ultimately confidence within and between our communities.   | CST                           | Annual Action Plan Review  |
| Ensure our communities are confident that we have in place resources and responses to deal with ASB issues to encourage communities to come forward | Have in place transparent and robust organisational policy and procedures to deal with ASB and ensure they are reflective of any changes in Government Policy or introduction of new or amended legislation. Identify and adopt any additional prevention or intervention responses which would assist the Housing Executive deliver the Community Safety Service. | CST                           | Annual Action Plan Review  |
|   | Ensure staff are trained in all aspects of managing ASB and specialist advice and assistance is available when dealing with complex cases of ASB.  | CST/ Functional Training Team | Number of: Staff trained on managing ASB, Advice clinics delivered to local office staff, and Cases recorded for advice. |
|   | Procure specialist ASB Training for staff dealing with ASB related issues.   | CST                           | Annual Action Plan Review  |
|   | Work in partnership internally to further develop technology for Patch Managers to use whilst out on site to improve service.  | CST/ HMS Project Team         | Annual Action Plan Review  |

## Build Community Confidence

*Outcome 1: Residents and Communities will come forward to report issues to us, confident that we will respond to ASB in their areas.*

*Outcome 2: Residents and Communities are engaged and informed about community safety issues and the action we have taken in their area.*

| What will we do   | How will we do it   | Delivery Mechanism                        | How will we measure  |
|---|---|---|--|
| Take reported cases of ASB seriously  | Record all cases of reported ASB, acknowledge, investigate, and deal with in line with policy and procedures.   | Local Office                              | Analyse reports of ASB   |
|   | Identify within local Business Plans actions to address local issues of ASB where appropriate.  | Local Office                              | Update Business Plans  |
| Support victims and witnesses of ASB  | Use the Victim Matrix to identify vulnerabilities and provide support to victims and witnesses where appropriate, including referral to specialist support services where required. | Patch Manager                             | Analyse data on support  |
| Utilise intervention as a means of resolving neighbour/neighbour disputes   | Referrals to mediation are undertaken.  | Patch Manager                             | Analyse data on cases referred to mediation service                  |
| Provide support for perpetrators to address underlying issues   | Signposting to specialist support agencies.   | Patch Manager                             | Analyse cases referred to floating support                           |
| Tackle Fear of Crime issues for those elderly groups within our communities   | Support projects providing services tackling fear of crime and social isolation and promoting intergenerational engagement and activities.  | Area Office/ CST                          | Analyse supported Projects   |
| Monitor and Review Customer Satisfaction with service and implement improvements where identified   | Attempt to carry out Customer Surveys on each closed case (where there has been an identified Complainant) to establish service issues.   | Customer Service Unit                     | Analyse customer satisfaction surveys completed.                     |
|   | We will work with Research to explore the possibilities on how to reach customers to ensure ASB service is accessible to full range of service users.                               | CST/ Research                             | Annual Action Plan Review  |
| Publicise to a wider audience the work being undertaken within communities to tackle ASB and raise awareness of Housing Executive services to our communities | Develop a Communications Plan to include a wide range of communications e.g. website, events, HCN.  | CST/Comms team                            | Communications Plan in place   |
| Understand what our tenants perceive to be a safe place to live   | Assessment of existing data and insight, as well as undertaking face-to-face engagement with communities.   | CST/ Customer Engagement & Campaigns Team | Analysing customer data already gathered and host further engagement |

## Ensuring local solutions to local issues

*Outcome: Interventions / Resolutions are designed to respond to the needs of communities*

| What will we do  | How will we do it  | Delivery Mechanism                           | How will we measure   |
|--|--|--|---|
| Provide interventions and resolutions to respond to the needs of communities at a local level  | Actively participate in 13 Policing and Community Safety Partnership meetings (PCPS) across NI.  | Area Office                                  | Monitor with Area Managers  |
|  | Undertake an internal review with Area Managers about the workings of Policing and Community Safety Partnerships and monitor bi-annually.  | CST/Local Office                             | Outcome of Review   |
|  | Review outcome of CJNI PCSP Report (Working Together for Safer Communities) and implement appropriate recommendations: <ul style="list-style-type: none"> <li>• Strategic Recommendation 5 - to increase the recognition of the role of PCSPs and delivery of shared positive outcomes in their corporate planning.</li> <li>• Operational Recommendation 2 - to have direction from internal lines of reporting within NIHE to report on achievement through PCSP.</li> </ul> | CST/Local Office                             | Annual Action Plan Review   |
|  | Proactively tackle ASB within Housing Executive estates across NI through local ASB Forums.  | Area Office                                  | Monitor with Area Office  |
|  | Undertake a review to gather feedback from operational staff to establish the effectiveness of ASB forums and produce analysis on feedback.  | CST  | Outcome of Review   |
| Gain intelligence on types of ASB and hot-spots within our neighbourhoods  | Record all individual complaints of ASB by type and location.  | Patch Manager<br>HMS ASB system & Dashboards | Analyse records on ASB system detailing type of nuisance by location.<br><br>Use of GIS                 |
|  | We will also investigate the potential of liaising with other agencies about intelligence around potential hot spots.  | CST/Area Office                              | Annual Action Plan Review   |
| Use Community based organisations to resolve neighbour/neighbour disagreements   | Use of community restorative justice organisations where available to deliver resolutions or interventions to Anti-Social behaviour within local community settings.   | Patch Manager/<br>Community Safety Team      | Analyse ASB complaints resulting in mediation or restorative practice referrals.                        |
| Empower communities and promote tenant responsibilities  | Continue to promote the use of the Good Neighbour agreements at sign up.   | Patch Manager                                | No measurement required part of sign up   |
| Ensure our Officers actively encourage and act upon customer feedback at a local level to improve customer service   | Cases failing to meet customer satisfaction rate of 80% or above to be contacted.  | CST  | Analyse Cases requiring contact   |
| Consider supporting organisations to deliver projects and initiatives to deal with issues relating to Community Safety based on the needs of the local community | Community Safety Funding Support.  | Area Manager/<br>Community Safety Team       | Assessing the Number of community safety applications submitted and numbers approved within local areas |

## Working together

*Outcome: Communities are assured we are working together with partners across Statutory, Voluntary and Community Sectors to achieve best outcomes for tenants and Communities.*

| What will we do  | How will we do it   | Delivery Mechanism                  | How will we measure  |
|--|---|-------------------------------------|--|
| We will work with partner organisations and communities to tackle ASB and hate crime and create safer places to live   | We will work in partnership with our procured independent mediation provider, TIDES, to provide a specialist mediation service to our customers to prevent disputes between neighbours and communities escalating.                    | Local Office                        | Analyse cases referred to Mediation and restorative practice referrals |
|  | We will work collectively, taking a multi-agency approach to reduce vulnerability and improve the wellbeing of individuals via Support Hubs where they exist.   | Local Area Managers                 | Monitor with Area Office   |
|  | Where tenancies are at risk of failing because of unacceptable behaviour we will work with the tenant to try to sustain their tenancy where possible and offer to sign post our tenants to relevant support agencies.                 | Local Offices                       | Analyse Floating Support referrals data                                |
|  | We will work with Supporting People colleagues to review Floating Support services dealing with ASB to ensure they are meeting required need.   | Area office/ CST/ Supporting People | Analyse need for ASB floating support services                         |
|  | We will explore the potential for staff awareness training with Voluntary Sector Agencies. For example, NIACRO, Womens Aid.   | Local offices/CST                   | Monitor with local office  |
|  | Represent the Housing Executive on a range of relevant multi-agency strategic, steering and working groups to respond to issues relating to community safety.   | Local offices/CST                   | Monitor with Area Office   |
|  | We will continue to deliver the multi-agency Hate Action Practical Action Scheme (HIPA), on behalf of the Department of Justice, to ensure repairs are undertaken to properties to assist victims to remain in their homes in safety. | Local offices/CST                   | Number of cases referred for HIPA support                              |
|  | Work collectively to commence a review and update the Information Sharing Protocol.   | CST                                 | Progress towards Updated Protocol                                      |
| Identify and categorise incidents where they are perceived as a hate crime   | Use new ASB system configuration to record type of Hate Crime.  | Local Office                        | Analyse cases recorded in hate crime categories                        |
| Work with a range of partners and communities to deliver focused services where hate crime issues have been identified | Provision of Community Safety Funding.  | CST/Local Office                    | Monitor with Area Office   |
|  | Review Hate Harassment Toolkit.   | CST                                 | Annual Action Plan Review  |
|  | Work with the Housing Community Network to challenge housing myths in relation to migrants and increase awareness of ASB and hate crime.  | CST                                 | Annual Action Plan Review  |
| Explore new approaches for tackling ASB using intelligence led models based on problem solving                         | Work with organisations to explore new practices for dealing with ASB using different models.   | CST                                 | Annual Action Plan Review  |
| Develop initiatives to support and sustain tenancies   | Work with partners to explore new innovative interventions to support customers to remain in their own homes.   | CST                                 | Annual Action Plan Review  |



This report can be found on the Housing Executive website: [www.nihe.gov.uk](http://www.nihe.gov.uk)

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