

# JIGSAW HOMES SCRUTINY PANEL

## ASB SCRUTINY FINAL MEETING

Minutes of a meeting - Wednesday 28<sup>TH</sup> July 2021

**Present:** (Staff) Chelsea Evans (CE), Linda Whyatt (LW), Janet O'Connor (JO'C), Shehnaz Akhtar (SA).

**Present:** (Panel) Debra Nicholls, Lucy Bradshaw, Margaret Crane, Sandra Nixon, Lorraine Darcy.

### 1. Welcome (LW & CE)

CE & LW - Neighbourhood Engagement Officers welcomed everyone to the meeting.

CE - will be facilitating this meeting

LW - will be taking the minutes

### 2. Apologies for absence (LW & CE)

Apologies - Norman Dinsdale

### 3. Online Housekeeping (CE & LW)

LW confirmed that all panel members had received the relevant paperwork - all panel were okay with this.

LW advised the meeting would be recorded - all panel were okay with this.

CE requested all phones were either switched off or on silent so that any/calls messages cannot disturb meeting.

CE Asked if everyone could put themselves on mute when they weren't talking to prevent background noise/distortion. CE advised there was also a chat box panel members could type messages into for everyone to see if members feel more comfortable doing this rather than speaking.

CE & LW asked if the panel had any questions - no questions at this point by panel.

### 4. Recommendations - Chelsea read through the recommendations

**Recommendations**

1. Promote to tenants the benefits of mediation both by an independent professional and in-house staff and consider whether it's feasible to make mediation a compulsory step in an anti-social behaviour case - **All agreed**
2. Review the ASB case closure letter to clarify that a new case will be opened on ReAct if a further incident is reported after a specified time - **all agreed**
3. Consider amending the heading 'Support' within the ASB information on the Jigsaw website to 'Supporting Complainants and Witnesses' for easy reference for people searching what support is available to them should they make an ASB complaint - **All agreed**
4. Promote the complainant's right to request a 'Community Trigger' anti-social behaviour case review on the Jigsaw website - **all agreed**
5. Give further consideration to the benefit of tools available and make more use of them such as; demotions, starter tenancy ends (s21 notices), and starter tenancy extensions - **all agreed**
6. Given the current volume of low level noise related ASB cases (often little more than household noise) promote being a good neighbour/tolerance; it's good to talk etc - **all agreed**
7. Offer anonymised examples of satisfaction of the ASB service and feedback from customers on Jigsaw's website. - **All agreed**
8. Give examples of successful outcomes and partnership working that Jigsaw achieve; offer case studies of enforcement action taken to show commitment to tackling ASB - **all agreed**

### **Addition comments/Questions**

Q. In relation to recommendation No 2 does the case get re-opened and assigned to the same Case officer.

A. if the Officer is still in place it will get passed to them and the case will be re-opened but even though there is a different case number there will be a link to the previous case if re-opened within 4 months.

Q. How will we promote the 'being a good neighbour'.

A. we will promote it on-line and suggestions were made also via Newsletter, rent letters and leaflets to community groups and teams who are out in the Neighbourhood.

Q. Can Jigsaw consider the use of email surveys as an alternative to the current automated calls.

A. Yes we can.

## **5. Evaluation form**

Will be sent out to all Panel members and points will then be added on to their accounts when received; points will be awarded regardless of whether evaluations are positive or negative.

## **6. Discussion about online platform**

Everyone said they preferred the online platform and were happy to screen share rather than send out paper copies, but we agreed that it was personal preference and we would ask each panel member at the start of every new scrutiny.

## **7. Thank you**

A big thank you to the panel members who took part in the ASB Scrutiny there was really good participation from everyone.