

ACSO Involvement with Housing Providers, Tenants and Landlords

Summary Report for Safe and Healthy People Select Committee 23 November 2012

Accredited Community Safety Officers (ACSO's) are regularly in contact with housing providers reporting issues from local residents, passing on evidence that they have witnessed themselves or information received by others.

Below are some examples of recent cases from our south east team:

- Officers had a long and ongoing issue in Laburnham Road involving a young family who had constant noise problems from the residents that lived in the flat above. They contacted the housing provider and managed to get recording equipment into the property. We visited to offer reassurance regularly and attended meetings with Hermitage Housing. The offenders were moved out after a few months of persistent work with Housing and the family.
- Officers were involved in a long ongoing dispute in Rushmere Walk, Havant. This involved the complainant asking to help her with her noisy neighbours who were having late night parties and taking drugs in the property across from the block of flats from where she lived. Officers visited regularly to offer reassurance and they advised she kept an ongoing diary of the issues. Officers contacted Portsmouth City Council to help resolve the issues. Eventually the issue was resolved and the team received a thank you letter saying we were an enormous help in resolving the issue.
- Officers visited an address in Lasham Green, Havant following a 101 regarding damage to a resident's garage from neighbours. He was happy that the officers visited to offer reassurance. He said that his neighbours had noticed officers around and by our second visit his problems had ceased. He believed this was due to our presence.
- Officers are currently working with Hyde Martlet to reduce anti social behaviour in Greywell Heights. Officers attended a multi agency meeting recently to discuss various ways to help the residents in partnership. One of the examples was to jointly visit each flat with the new housing officer from Hyde Martlet and find out concerns of each resident.
- Earlier in the year officers attended a meeting regarding Staunton Heights with Guinness hermitage. The agreed action was that officers would carry out patrol activity at the times when ASB was taking place.
- Officers were involved in a neighbour dispute between residents of Padnell Avenue inc residents at Herriot House. The complaint was

regarding children climbing on walls, riding up and down on their scooters, throwing rubbish, swinging off washing lines and being a general nuisance in the yard area of the block of flats. Some of the children were residents in the flats and others were friends of the children. The residents with children objected to their children being told to leave the area whilst other residents (particularly those on the ground floor) were plagued with the noise, litter and general nuisance from the children. Officers also attended a residents meeting set up by Ian Patterson from Guinness Hermitage where the problem was discussed. The meeting became fairly heated at times, however it was agreed to put on pizza and drinks for the children so that we, alongside Guinness Hermitage, could meet with the children to speak to them about their behaviour.

- Have been involved in a few neighbourhood disputes in the Stow crescent area of Fareham. The problems have occurred due to some current issues but with other historical problems often connected. The problems have arisen due to 'difficult' families [often with children] causing problems amongst themselves or for other residents in a densely populated location.
- The problems are being dealt with in a multi agency approach through monitoring, information, sharing, resident meetings and enforcement. A Neighbourhood agreement is being sought at present. We have been involved in this process to some degree but mainly involved in speaking to residents, on street mediation, and passing on information to Police/ ASB co-ordinator and Housing officer.
- We have worked in partnership with housing associations regularly to share information on tenants committing ASB or suffering the effects of ASB. For example at CTCG meetings we have been told of a vulnerable person who is being targeted by local youths. This information was given to the residents Radian housing officer who then informed us, and because of this we conducted high visibility patrols in that particular area at the key times identified by the housing officer.
- We have been asked by the housing association and police to report any incidents or intelligence in or around a property in Liss as the tenant is causing distress to other residents and information is needed to take action against the individual. On many occasions, officers share information on ASB with local housing associations and vice versa. Officers have also done Environmental Visual Audits in the local area such as new play parks jointly with housing associations and other agencies.
- The PUMA project that is run by the East Hampshire ACSOs has recently been offered to Radian housing to assist them tackling ASB where underage drinking is involved. The plan is that officers would run sessions with groups or individuals after a referral from the housing association.