

Minutes of the Safer Communities Improvement Panel Meeting
Wednesday 26th January 2011 2pm at KinCraig Community Centre

Present

Maurice Christian **MC**
Elaine Christian **EC**
Irene Bishop **IB**
Stella Clarke **SC**
David Heanaghan **DH**
John Raine **JR**
Ray Masson **RM**

In Attendance

Janet Flint **JF**- Chair BCH
Tracy Ansell **TA** – BCH (*Minutes*)

Apologies

Viv Critchley
Paul Clarke
Robert Peacock
Kevin Lodge
Philip Kelsall
Yvonne Johnson (BCH)

1. Welcome/Introductions

JF opened the meeting, thanked and welcomed all attendees.

2. Apologies

As above

3. Minutes of previous meeting/matters arising

- ASB pre-paid reply envelopes – pre paid 1st and 2nd class stickers are now being used for ASB
- MC asked if the hate crime figures could be split into the different categories and area's i.e. separate Bispham from Queens Park, JF will look into request
- Oma Mullen is the new ASB Officer and is settling well into her new role

4. Key Performance Indicators

JF handed the group a copy of the Anti-Social Behaviour Quarter 3 Performance Figures 1 October 2010 - 31 December 2010, the following points were raised:

- Could individual phone numbers be supplied for the ASB Officers.
- Tenants were unhappy with the length of time being taken to resolve the issues, JF explained that it can take up to 6 weeks for noise monitoring equipment and we can be waiting months for a court date, Peter Jefferson has recently received a letter from Grant Shapps about some possible new legislation that will speed up the court process.
- All agreed the format of the document

5. Service Standards- Local Offers

JF handed the group a copy of the BCH Local Offers for members to take away and read.

6. Customer Satisfaction – Satisfaction Survey Results

Satisfaction survey results handed to the group and the following points were raised:

- Only permanent experienced staff to deal with ASB
- A document should be signed stating staff not to divulge private and confidential information
- Tenant given the wrong contact number – JF to look into
- Complaints about agency staff and the lack of continuity and commitment

7. Service Improvements

YJ has completed the 4 weeks on the Housing Management System.

8. Bench Marking

None to report

9. Value for Money

None to report

10. AOB

React is still the system for ASB as not gone over to Orchard yet. If a case is closed on React it is not removed from the system and will be re-opened if necessary

11. Date of next meeting

Wednesday 11th May 2011, 2pm, Kincaig Community Centre.