

<b>LONDON BOROUGH OF CAMDEN</b>	<b>WARDS:</b> All
<b>REPORT TITLE</b> Neighbourhoods- Housing update	
<b>REPORT OF</b> Director of Housing	
<b>FOR SUBMISSION TO</b> Housing Scrutiny Committee	<b>DATE 12 November 2024</b>
<p><b>SUMMARY OF REPORT</b></p> <p>We have been asked to update the committee on the following:</p> <ul style="list-style-type: none"> <li>• Anti-Social Behaviour (ASB) Policy</li> <li>• Estate Parking</li> <li>• Tenancy Visits</li> </ul> <p><b>Local Government Act 1972 – Access to Information</b></p> <p>The following documents have been used in the preparation of this report:</p> <p>Anti-Social Behaviour (ASB) Policy</p> <p><b>Contact Officer:</b></p> <p><b>Maria Jacobs, Head of Neighbourhoods (maria.jacobs@camden.gov.uk)</b></p>	
<p><b>RECOMMENDATIONS</b></p> <p>That the Committee notes the content of this report.</p>	

Signed: 

Date: 29 October 2024

## 1.0 Purpose of Report

- 1.1. To provide members of the Scrutiny Committee with updates in several areas of its operation as requested.

## 2.0 Anti-Social Behaviour (ASB)

- 2.1 Officers set up a task force in response to concerns raised by residents and members, specifically regarding its handling of reports of Anti-social Behaviour (ASB).
- 2.2 As part of this taskforce, officers have now reviewed the existing Anti-Social Behaviour Policy (ASB).
- 2.3 Following some work with the resident panel, officers identified areas that needed to be prioritised using tenants and residents 'lived experience' of ASB.
- 2.4 Officers also used cases studies from complaints about the handling of ASB and Housing Ombudsman determinations to inform the approach.
- 2.5 The new ASB policy was launched on the Council's website on 19 September. It clearly sets out the approach with some key new features:
  - A single point of contact for reports of ASB
  - A commitment to our response times when reported through our dedicated channels
  - A single named investigating officer who will manage the case
  - Common **Risk Assessment Management System (RAMS)** enabling us to quickly assess the risk and respond with right resources
  - An action plan that will set out agreed steps and frequency of communication with complainants/victims
  - Accurate data collection
  - When we close a case we will contact the complainant/victim to confirm and a follow up survey will be carried out.
- 2.6 Training and procedures will be rolled out to officers in the next 3 months.
- 2.7 The Council will continue to monitor this as part of its ongoing commitment to improve its services and outcomes for residents, using data and feedback.

## 3.0 Estate Parking

- 3.1 The Estates and Off-Street Parking Strategy was developed in response to an initial borough-wide consultation held in March 2023. This gathered resident feedback on the principles of implementing Traffic Management Orders (TMOs) on our estates.
- 3.2 The Council had a trial implementation of a TMO on the Maiden Lane estate in 2020, and it was able to use learning from this to inform the current project.
- 3.3 The strategy was approved by Cabinet in late March 2023 as part of Camden's commitment to improving access, in particular, for emergency vehicles across our council estates.
- 3.4 Nine estates were identified in the first phase group:

Agar Grove

Ampthill  
Bourne  
Ossulton Estate 1&2  
Russell Nurseries  
West End Sidings  
Harben Road  
South End Close

- 3.5 Extensive informal and formal consultation was carried out on these estates and this was concluded in May 2024.
- 3.6 The current strategy has made provision for disabled residents. This follows the learning from the Maiden Lane trial, where the Council found Blue Badge holders from outside of the estate were able to park in disabled bays reducing the availability of parking for disabled residents. In response to this, a system of 'Protected Bays' will be made available with free permits issued to Blue Badge holders who live on these estates.
- 3.7 The project is now in the mobilisation phase with contractors undertaking line renewal and signage.
- 3.8 Once the physical changes have been completed, enforcement of new parking rules will be brought in gradually. This will ensure that everyone has fair warning before the Penalty Charge Notices (PCNs) are issued. There will be a period during which enforcement officers will affix warning notices to cars not displaying valid permits.
- 3.9 The Phase 1 Traffic Management Order will come into effect from **4th November 2024**.
- 3.10 Further phases will follow with estates identified as part of the roll out of this strategy.

#### **4.0 Tenancy Visits**

- 4.1 Following the wind-down of the intensive tenant participation work, where we engaged with over 3000 residents, our tenancy visiting programme is now being reviewed.
- 4.2 The programme will be targeted to those residents we wish to prioritise for a visit, these will be:
  - Those who have been registered for enhanced repairs service and/or who are over 65
  - Those who have had damp and mould visits over 12 months ago with **no further follow-up**
  - Those who have **not** reported a repair in the last 12 months
- 4.3 To support the accurate data collection a mobile application is currently in development, and we will be testing this in the new year.
- 4.4 There is increasing regulatory and statutory demands on social landlords to gather key information about our residents. We are working closely with colleagues in property services and building safety to align opportunities to gather data that will minimise the need for multiple contacts from different areas within the council.

## **5.0 Finance Comments of the Executive Director Corporate Services**

5.1 The matters covered in this report have already been agreed within existing budgets and approved.

## **6.0 Legal Comments of the Borough Solicitor**

6.1 The Borough Solicitor has been consulted and has no comments.

## **7.0 Environmental Implications**

7.1 There are no immediate environmental implications arising from the measures described in the report.

## **8.0 Appendices**

Anti-Social Behaviour (ASB) Policy

**REPORT ENDS**