

Service Expectation

Between

Brent Community Protection Team

And

Registered Social Landlords

Overview

This service expectation set out expectations from Brent Community Protection Team (CPT) and Registered Social Landlord (RSL) their commitment in the management of anti-social behaviour emanating or within their properties in the London borough of Brent

This expectation outlines the parameters working in managing antisocial behaviour in borough working in the best interest of Brent residents as opposed to team structures and boundaries.

Case management

All cases of antisocial behaviour complaints received by the local authority will be referred to the respective registered social landlord to investigate and conduct necessary action plan to address the complaints within the RSL's service standards.

Brent Council will expect the followings:

- All cases referred should be acknowledged with a named lead officer within 5 working days of receiving the case. Details of this communicated to Brent Council and complainant
- RSL to update Brent Council within 15 working days on steps or action that will be taking to address the complaint received.
- If no update is received within 15 working days, the ASB Officer - Brent Council will arrange a Case Management Meeting with the lead officer and direct manager.
- After the meeting, it is expected Brent council and complainant will be updated within 10 working days on steps or action that will be taken to address the nuisance behaviour.
- Where RSL managed estates are experiencing significant volumes of medium ASB+ linked to more than three properties, RSL can refer the estate to Brent Joint Action Group (BJAG).
- RSL to support the Community Protection Team by working in partnership, support and encourage their efforts to create better, safer and confident communities.
- Brent Council will escalate and may consider application of ASB tools and powers such as Community Protection Notices against RSL where it is unable to demonstrate documented actions to address ASB or nuisance behaviour referred for intervention.

Commitment from Brent Council

Brent CPT will continue to work with Registered Social Landlord (RSL). Our commitment shows working with partners to identify premises, which are, or could potentially be, causing

nuisance or disorder in the area. This multi-agency approach enables us to identify vulnerable people in our communities and to keep them safe from harm by referring them to CMARAC

Brent Community Protection Team will consider using the Tools and Powers such as Criminal Behaviour Orders, Community Protection Notices, Closure Orders, Fixed Penalty Notices etc. under the **Anti-Social Behaviour Crime and Policing Act 2014** for high level and persistent offending. All powers under the ASB legislation are also available to the Police with the exception of the Absolute Grounds of Possession. **Landlords, should contact Brent Community Protection Team to seek advice on applying any ASB tools and powers for any housing related cases which meet the threshold.**

There is a protocol in place with Brent Safer Neighbourhood Police teams and the Council's ASB team to share information and perform duty of care checks on individuals considered for anti-social or criminal enforcement, particularly minors.

Police: The investigation of **criminal offences, drug dealers, burglary and robberies lies primarily with the Police**. In most cases, the police will work closely with the ASB Team to consider other support packages, tenancy or other council enforcement.

Below is a list of some of the most reported ASB and Crime categories and the lead agency responsible to remedy.

ASB Category and lead agency responsibility:

ASB Category	Lead Agency
Reports of Domestic Abuse	We commission Advance to deliver front line domestic abuse support within the borough - http://advancecharity.org.uk/ They support both male and female victims of domestic abuse, aged 16 and over, residing within Brent. People can either self-refer to the service • calling 07398454898, • emailing brent.admin@advancecharity.org.uk or filling out the form on their website. • Or professionals can make referrals on their behalf but they must have obtained the consent of the individual first.
Drug dealing/ Drug dealers	Brent Police - The Police will often work with the ASB team regarding individuals who have been apprehended.
Nuisance Premises (drugs etc)	Brent Police , in conjunction with Brent CPT and the respective RSL should they own the property. RSL should contact Brent CPT to explore using closure order
Cuckooing or properties being taking over	Work closely with social housing providers to address the exploitation of vulnerable tenants

	whose properties are taken over. RSL should contact Brent CPT to explore using closure order and consider referring the vulnerable individual to Community MARAC. Brent Police will also assist and support in this area.
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Crime prevention and support

Where issues are occurring in RSL owned properties CPT will support by requesting the assistance from policing colleagues or other enforcement teams within the Council as necessary, specifically where there are issues of under-reporting but there is clear evidence of criminal activity or ASB. This involves working together to prevent, investigate and tackle anti-social behaviour (ASB). The aim is to reduce repeat incidents and victims of ASB by providing a consistent partnership approach between Brent Council, the Metropolitan Police and Registered Social Landlord to tackling anti-social behaviour

Brent Joint Action Group

The Brent Joint Action Group (BJAG) is a multi-agency panel, which is managed by Brent Community Protection Team and co-chair by Brent Police Safer Neighbourhood Inspector and Brent ASB Nuisance and Crime Manager. The panel address key issues and developing hotspot locations across the borough, focusing on a multi-agency problem solving approach. The Panel meets every 4-5 weeks and has core members across Council Services, Police, London Fire Brigade, Housing Associations and several commissioned third sector providers tackling rough sleeping and substance misuse.

Brent community MARAC

The Brent community MARAC (Multi Agency Risk Assessment Conference) is a process where professionals share information on high-risk cases of vulnerable individuals whose personal safety is at risk and put in place a risk management plan. The aim of the process is to address the safety and protection of the individual and to review and co-ordinate a case management plan. Examples of vulnerable individuals that can be referred to the panel are those who are victims of ASB, victims of hate crime, those at risk of fire related incidents and those are risk of financial abuse/fraud. The meetings are held monthly and managed by the Community MARAC coordinator with the ultimate aim of reducing the risk of harm for individuals referred

Mobile CCTV

Members of the public cannot be applied for CCTV, but can apply through the Police, Brent CPT or RSL. Once application is received this is discussed at Brent Joint Action Group (BJAG) a partnership problem-solving meeting that seeks to tackle location-based crime and disorder issues. The group also look at crime statistics to evaluate the application via hotspot maps produced by the council Community Safety Analyst. These maps are generated by analysing volume call data to Police and Council services. Similar analysis is done on crime incidents and complaints to assess if there is an evidence based to deploy a mobile CCTV camera. Finally, the application request is passed on to the Mobile CCTV Committee who examine all bids and agree requests against current deployments.

Deployable cameras are affixed in areas for a minimum of 3 months