

Anti-social behaviour an age-old problem



It would appear that anti-social behaviour is a problem that has been around for some time...

BVT has found a local newspaper - published in 1929 - which reports the number of 'young dare-devils' in the community, causing havoc by staying out after dark and taking to 'bad company and loose ways'.

Unfortunately, anti-social behaviour appears to follow the same pattern nowadays.

There have been reports of youths gathering in the Paddock and Garland Way area of the Trust. They have been caught throwing stones, urinating and breaking wing mirrors.

To try to solve the problem, the local Neighbourhood Watch Scheme and Garland Way Residents' Association have been lobbying the police and BVT to take action.

In response, the police have stopped and questioned youths on various occasions. The youngsters say they congregate there because they have nothing else to do. The police have also reported that most of these young people are not BVT residents.

Consequently, the police have spoken to BVT's youth officer, Rebecca Debenham, who has gone on patrol with them to see if the Trust can engage with these young people.

BVT has responded by constructing a temporary community building on the Hole Farm Estate, which is open for the Youth Forum on Tuesday evenings. A youth club is also run on Thursday evenings at Woodlands Park Hall.

BVT has written to local councillors and the youth service asking for a meeting to discuss issues and to work together to help solve the current problems.

Tenant involvement at the heart of all BVT does

Over the last 12 months, BVT has used a variety of methods to involve its tenants and encourage them to share in the decisions that affect their communities.

From working together in partnership, here are some of the key outcomes that were achieved during 2007:

- **Birmingham Maintenance Panel** - Two tenants

were fully involved in recruiting the contractor for the day-to-day electrical repairs. Additionally, the panel organised their first Annual Maintenance Exhibition.

- **Tenants Project Funding** - Tenants awarded over £17,000 to a range of projects designed to make a difference to tenants and the community at large.

- **Tenant Participation Panel** - The Panel designed their own logo, which is now included on publications to demonstrate that it has been approved by tenants.

- **Mystery shopping** - All residents reviewed the services provided by BVT and the main recommendation was for customer care training to be delivered to all staff. This will be carried out by an independent organisation during 2008.

- **Customer Care Group** - Residents have worked in partnership with the group and developed new identification badges for staff, new customer care

standards have been developed for staff, and leaflets have been compiled for residents.

- **Shropshire Partnership Group** - Formerly the Telford Maintenance Panel, the remit of the group has now expanded to encompass tenants and involve them in all service areas (including budgets) in Shropshire.

- **Annual Tenant Conference** - The 2007 conference saw the best ever attendance.

- **BVT invested in its tenants** - Tenants took part in 11 different training sessions enabling them to increase their skills, knowledge and understanding in various areas. Training sessions and events were also hosted in conjunction with other landlords to achieve value for money.

- **Tenants told us their views** - over 4,000 surveys were returned to us in 2007.

- **Best Value Review of Tenant Participation** - This reviewed our approach, processes and structures to ensure that we are delivering an excellent service. We value our tenants and the contribution that they have made. We would like to take this as an opportunity to thank all of our tenants who have worked with us during the past twelve months. We want to continue to build on the successes that we have achieved during the year ahead and together we will move BVT forward.



● *The Trust works in partnership with its tenants*

Top marks

Members of BVT's Tenant Participation Panel have designed their own logo.

The original designs came from Melanie Marks, of Bournville, who in thinking about what was unique to Bournville, incorporated these aspects with the theme of partnerships. The Panel voted on

approximately ten designs and decided on this particular logo because it was simple, effectively portrayed the partnership between the Trust and its tenants, and clearly stated that it was the Tenant Participation Panel's logo. This design is now featured on all BVT publications that the tenants have approved, including the updated Tenant Participation Charter.



● *Winning designer Melanie Marks with Zoey Stanton from BVT*

Into the conference season

Invitations to BVT's 2008 Tenant Conference have been sent to all tenants.

This year's event is being held at The Holiday Inn, at Dunstall Park, on Saturday May 10. Free transport and child care will be provided.

If you want to book a place, or find out more about this year's event, contact Zoey Stanton, BVT's Tenant Participation Officer, on 0121 415 6516/8 or email: zoeystanton@bvt.org.uk



● *Good tenant participation is something to celebrate*