



POLICY DOCUMENT

Anti Social Behaviour Policy

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LEAD OFFICER:	Dave Abbott
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For guidance on completing this section please refer to the document version control guidance notes

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Anti Social Behaviour

1. Introduction

1.1 This policy sets out St Leger Homes of Doncaster's (SLHD)'s approach to anti-social behaviour (ASB). It specifically aims to deal with ASB where SLHD tenants or leaseholders form one or more party in a dispute either as a victim or perpetrator. It is based upon principles set out in Doncaster Metropolitan Borough Councils (DMBCs) approach to Anti-social Behaviour Policy and seeks to adopt a joint approach with DMBC in dealing with ASB. This policy applies to all customers of SLHD regardless of tenure or property type.

2. Purpose

2.1 The purpose of this policy is to ensure SLHD has a fair, transparent and consistent approach to how we react to, tackle and prevent reports of ASB.

3. Responsibilities

3.1 SLHD will do all within its power as an Arms Length Management Organisation (ALMO) to create and sustain communities, by preventing ASB from occurring in the first instance. When ASB does occur it will deal with it in a timely, fair, firm and consistent manner, ensuring that a victim centred approach is taken and that enforcement and rehabilitation are pursued where necessary and appropriate.

4. Policy

4.1 Vision

The SLHD vision is to create sustainable communities where our customers and their families can enjoy a quality of life free from crime and ASB. To realise this vision we will empower customers to work with us to tackle and reduce instances of crime and ASB. We will treat all reports of ASB seriously making full use of the tools and powers available to us. We will work with key partners at both strategic and local levels to identify multi-agency solutions.

SLHD's approach to ASB is a balanced one:

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- Prevention where possible
- Support where necessary
- Enforcement when needed
- Rehabilitation when appropriate

SLHD is committed to tackling ASB in a strategic, responsive and robust manner, to minimise the amount of ASB that our customers suffer and which impacts adversely in the neighbourhoods in which we work. We will balance enforcement action and intervention with programmes, which aim to prevent ASB and help our customers to become more involved in the resolution of ASB.

4.2 Purpose

The purpose of this document is to inform our customers, staff and key partners of our approach towards ASB. This document sets out the standards we expect from ourselves and outlines what we expect from our partners and customers. Preparation and publication of this policy is a requirement of the Anti-Social Behaviour Act 2003. The document draws on good practice developed from a range of sources.

- Social Landlords Crime and Nuisance Group (SLCNG)
- Department for Communities and Local Government (DCLG)
- Housemark
- Housing Corporation
- Chartered Institute of Housing (CIH)
- Audit Commission
- Office for the Information Commissioner (OIC)

4.3 Definition of ASB

SLHD acknowledges that there is no one definition of ASB, but it favours the definition as stated in the Anti-Social Behaviour Act 2003:-

“Conduct which is capable of causing nuisance or annoyance to any person and which directly or indirectly relates to, or affects the housing management of a relevant landlord”

Examples of Anti-Social Behaviour include but are not limited to:

Neighbour Problems – these are disputes which can happen between two neighbours and cover complaints about noise; verbal abuse; boundary disputes; harassment and intimidation; nuisance children; car repairs; damage to property, and barking dogs.

Neighbourhood Problems – these problems affect more people living in a neighbourhood such as graffiti; dog fouling; fly tipping; nuisance youths, off - road motor cycling, and abandoned vehicles.

Crime Problems – such problems include burglary of dwellings; criminal damage, drug dealing; car crime; arson; race and hate related incidents; public order offences; violence against people, and damage to property.

St Leger Homes Tenancy Agreement 2007 has been strengthened to tackle ASB and

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includes obligations on behalf of the tenant to:-

Section 1 The Tenants Obligations

Part 3 - Nuisance Harassment, Antisocial Behaviour, Hate Crime, Domestic Violence and Unlawful Activities

It is your responsibility to make sure that every person living in or visiting your property does not do anything which is likely to cause nuisance to, harass, annoy, or distress any person who either lives in or has lawful business in the neighbourhood for any reason.

(a) "You, your friends, relatives and any other person living in or visiting the property must not act in any way which causes or is likely to cause nuisance, alarm or distress to any person, or act in any way, which is antisocial.

4.4 Harassment and Discrimination

St Leger Homes will not tolerate any form of harassment and discrimination on its estates. We are committed to tackling swiftly and efficiently those individuals or groups who are involved in harassment and discrimination.

Discrimination

St Leger homes will use a robust approach to deal with discrimination on the grounds of colour, race, nationality, ethnic or national grounds. Such behaviour is unlawful under the Race Relations Act 1976. The Race Relations (amendment) Act 2000 imposed a general duty on social housing providers to promote race equality.

St Leger Homes will work in partnership with Doncaster's Racial Multi Agency Partnership (RMAP) and local Safer Neighbourhood Teams (SNTs) to tackle such behaviour.

"The Racial Multi Agency Partnership (RMAP) is a Partnership of core agencies both statutory and voluntary, which has come together to work to develop a co-ordinated response to racist incidents across the borough of Doncaster."

When carrying out our functions we will aim to:-

- Eliminate unlawful discrimination
- Promote equality of opportunity and good relations between persons of different racial groups
- Train staff on equality and diversity and the procedures to deal with discrimination and harassment in any form

Harassment

Harassment is defined as any unwanted behaviour directed at an individual or group which is offensive or objectionable to the recipient. It is behaviour or conduct which will interfere with the peace and comfort of individuals or groups which has the effect of hurting, intimidating, humiliating, ridiculing and/or undermining confidence.

We consider that the main types of harassment are:-

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- Racial Harassment
- Sexual Harassment
- Disability Harassment
- Age Harassment
- Harassment because of sexuality. (e.g. gay, lesbian, bi-sexual or transgender)
- Gender Harassment
- Religious Harassment

SLHD also has clear prohibitions in its Tenancy Agreement which states:

Section 1 The Tenants Obligations
Part 3 Nuisance, Harassment and Anti-Social Behaviour

(b) “You, your friends, relatives and any other person living in or visiting the property must not harass or discriminate against anyone particularly because of race, religion, sex, sexuality, disability or age. You must not threaten to harass, use or threaten to use violence to anyone in the neighbourhood, or incite others to do so. Examples of harassment include but are not limited to: Racist behaviour or language, using or threatening to use violence; using insulting words or behaviour; damaging or threatening to damage another person’s home or possessions; writing threatening, abusive or insulting graffiti, letters or emails; doing anything that interferes with the peace, comfort, convenience and enjoyment for others”.

4.5 **Legal Framework**

The following legal documents contain legislation and guidance upon which this policy is based and which can be accessed via the Internet for further, more detailed information:

- Environmental Protection Act 1990
- Disability Discrimination Act 1995
- Civil Evidence Act 1995
- Housing Act 1996
- Confiscation of Alcohol (Young Persons Act 1997)
- Sex Offenders Act 1997
- Protection from Harassment Act 1997
- Crime and Disorder Act 1998
- Human Rights Act 1998
- Data Protection Act 1998
- Race Relations Amendment Act 2000
- Police Reform Act 2001
- Homeless Act 2002
- Anti-Social Behaviour Act 2003
- Serious Organised Crime & Police Act 2005
- Police and Justice Act 2006

4.6 **Respect Standard for Housing Management**

The Respect drive aims to ensure that local agencies tackle unacceptable behaviour

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and its causes to improve the quality of life for residents. The Respect Standard for Housing Management forms part of this drive and is aimed at social landlords. The standard is voluntary and the government is encouraging as many landlords as possible to sign up to show their commitment to tackling anti-social behaviour (ASB). St Leger Homes signed up to the standard in November 2007 to show its commitment to go broader, deeper and further in tackling ASB on its estates. The standard sets out the components which together deliver an effective response to ASB and help create a culture of respect.

The Standard is built around six core commitments:-

- 1. Accountability, leadership and commitment**
- 2. Empowering and reassuring residents**
- 3. Prevention and early intervention**
- 4. Tailored services for residents and provision of support for victims and witnesses**
- 5. Protecting communities through swift enforcement**
- 6. Support to tackle the causes of anti-social behaviour**

4.7 **Tenant Involvement**

SLHD understands that only by working with and involving our customers will we be successful in tackling and reducing instances of ASB and our Tenants Compact 2008 commits us further to this. Customer representatives are involved in the review and monitoring of this policy. Where appropriate we will provide training, advice and support for customers to equip them with the skills to carry out this role. We will carry out regular consultation with our customers through Tenants and Residents Associations and focus groups and we will survey our customers on a regular basis to assess satisfaction with services dealing with ASB. Satisfaction with ASB will be assessed during Tenancy Verification visits and also on closure of ASB cases.

4.8 **Equalities and Diversity**

SLHD is committed to equal opportunities and values diversity. We will ensure that in all cases the application of the policy is fair and transparent irrespective of race, refugee/asylum status, religion, age, sexual orientation, disability and gender. We will provide copies of this policy in an accessible manner; for example in large print and other languages upon request. SLHD is opposed to discrimination on any grounds.

4.9 **Multi Agency and Partnership Working**

SLHD recognises that any one agency cannot solve the problems of communities or ASB on its own and will adopt a multi-agency approach to prevent, combat and reduce instances of ASB.

In particular, we will seek to work closely with our partners at Doncaster Council and the Police. Where possible and appropriate we will work with partnerships, services and agencies such as:-

- Crime & Disorder Reduction Partnerships (CDRPs)
- Safer Doncaster Partnership (SDP)
- Environmental Services

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- Social Services
- Health and Education Services (such as education welfare)
- Voluntary and Support Agencies (such as drug action teams, M25, Stonham Housing, Age Concern etc)
- Victim Support
- Doncaster Domestic Violence Forum
- Youth Inclusion Support Service (YISS)
- Doncaster Council's Neighbourhood Wardens
- Neighbourhood Action Groups (NAGs)
- Safer Neighbourhood Teams (SNTs)
- Remedi Mediation
- Fire and Rescue Service
- Family Intervention Projects
- Citizens Advice Bureaux (CAB)

This multi-agency approach will enable a long-term, joined-up solution to tackling ASB within our communities and recognises the importance of broadening our involvement with the wider community outside our physical estates and tenanted properties.

4.10 Consistent Approach

SLHD aims to achieve a level of consistency in dealing with ASB. This means having consistency in the way ASB is reported and recorded through the use of categories, risk ratings and definitions to enable effective benchmarking and sharing of best practice.

Risk Ratings – A risk rating is applied to each reported case of ASB or Neighbour Nuisance. This rating denotes the urgency of the case and determines how quickly an initial visit or contact should be carried out by the Estates Officer.

RISK RATING/RESPONSE TIME	TYPE OF NUISANCE
LOW Risk Cases (5 – 10 Working days)	Minor neighbour disputes, minor breaches of tenancy, boundary and land issues
MEDIUM Risk Cases (2 – 5 working days)	Allegations of criminal activity, drug dealing, verbal abuse, youth nuisance, noise nuisance
HIGH Risk Cases (24 hours – 1 working day)	Threats of physical assault, serious intimidation or harassment, racial incidents, domestic violence, serious damage to St Leger Homes property, insecure or abandoned premises. Abandoned vehicles and graffiti report to FLAG within 24 hours

Categories and Definitions of ASB

SLHD will adopt Housemark's definitions and categories of ASB and will record cases under 15 Primary categories. An additional category has been added to enable SLHD to record Tenancy Breaches under a separate category for its own monitoring purposes.

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(Housemark is a joint venture by the Chartered Institute of Housing and the National Housing Federation. It is a non profit making organisation which is dedicated to improving performance and efficiency in social housing and works in partnership with the Audit Commission, the National Federation of ALMOs and the Housing Commission).

ASB Categories

Primary Category	Types of Nuisance in Category (Sub Category)
1. Noise	Music, DIY noise, cars, motorbikes and other noise
2. Harassment/Intimidation	Verbal abuse, written abuse, nuisance phone calls and menacing gestures
3. Hate Related Incidents	Racial, sexual, gender, religious, disability and age related intimidation and community tension
4. Criminal Damage	Vandalism, graffiti, damage to property, damage to shelters street furniture, and damage to plants/hedges
5. Animal Nuisance	Animal noise, breeding, dangerous dogs, condition/smell, animal fouling, dogs in flats, and general animal nuisance
6. Vehicle Nuisance	Motorbikes, abandoned vehicles, unroadworthy vehicles, joy riding, vehicle repairs, shared drive dispute, and parking issues
7. Drugs	Drug dealing, paraphernalia, frequent visitors, and presence of dealers/users
8. Alcohol Related	Street drinking, and drunken behaviour
9. Domestic Abuse	Domestic abuse
10. Physical Violence	Physical intimidation, assault, and fighting
11. Litter/Rubbish	Fly tipping, general litter/rubbish, and fly posting
12. Garden Nuisance	Overgrown gardens, rubbish in gardens and bonfires
13. Communal/Public Area Misuse	Condition of communal area, misuse of area, youth nuisance, begging, nuisance children, ball games, and urinating
14. Sexual Acts	Sex acts in public, kerb crawlers, prostitution, and paedophile activity

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15. Other Criminal	Theft/robbery, damage to vehicles, handling/storing stolen goods, illegal weapons and firearms
16. Tenancy Breaches	Minor neighbour disputes, boundary disputes, unauthorised alterations, land issues, illegal occupation, non occupation, overcrowding, no access, running a business, condition of property, illegal structures, garage sites, no hardstanding/dropped kerb, caravan/trailer in garden, storing dangerous/flammable materials, and abandoned properties

4.11 **Continuous Improvement**

SLHD will continuously improve upon its range of ASB services by listening to its customers and other key partners and by being aware of best practice in this field. We will also set challenging targets for all areas of ASB and review these annually.

Best Practice will be identified through the following information resources (not exhaustive):

- Audit Commission Inspection Reports
- Department for Communities and Local Government (DCLG)
- Respect website
- Social Landlords Crime and Nuisance Group (SLCNG)
- Housemark
- Chartered Institute of Housing (CIH)
- Race Action Net

SLHD will strive to incorporate good practice into our strategy, policy and procedures.

4.12.1 **Data Protection and Information Management**

SLHD will ensure that its intention to store personal data is notified to the Information Commissioner and seeks to fully comply with the eight Data Protection principles as below:-

- Information must be fairly and lawfully processed
- Information must be processed for limited purposes
- Information held should be adequate but not excessive
- Information should be accurate and up to date
- Information must not be kept for any longer that is necessary
- Information must be processed in line with the individuals rights
- Information must be securely stored
- Information must not be transferred to other countries without adequate protection

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The act also provides individuals with important rights, including the right to find out what personal information is held on computer and most paper records about them. SLHD will provide this information in line with statutory timescales.

4.12.2 Information Sharing Protocol

SLHD will exchange information in line with the Safer Doncaster Partnership’s Standard Data Sharing Protocol dated February 2008 of which it is a signatory along with; Chair of Safer Doncaster Partnership; South Yorkshire Police; South Yorkshire Police Authority; Doncaster Council; South Yorkshire Probation; Doncaster PCT; South Yorkshire Fire and Rescue Service, and the Voluntary Sector.

4.12.3 Freedom of Information

Under the Freedom of Information Act 2000 any individual has the right to request information held by public authorities. This includes central government, government departments, hospitals, doctors, schools, police and prison services. The Act allows access to recorded information, such as emails, meeting minutes, research or reports held by public authorities in England, Northern Ireland and Wales. Requests must be made in writing and will be responded to within statutory timescales. A schedule of charges and further information is available upon request from freedomofinformation@stlegerhomes.co.uk

4.13 Prevention & Intervention Measures

SLHD recognises that one of the most effective ways to tackle ASB is to take a preventative approach and early intervention is the key. SLHD will use a range of prevention measures as it feels appropriate which could include the following:-

- Introductory Tenancies
- Utilising Local Lettings Policies
- Giving clear messages to new tenants at sign up including viewing of the DVD titled “St Leger Homes, Information for New Tenants”
- Designing out crime as part of improvement programmes such as the use of strategic fencing, parking areas and lighting
- Use of Mediation
- Acceptable Behaviour Contracts (ABCs & ABC+ Scheme))
- Youth Diversionary Schemes
- Referral to Youth Inclusion Support Services (YISS, YOS, YOT)
- Multi Agency Partnerships
- Good Neighbour Agreements
- CCTV
- Mobile CCTV van
- Target Hardening Works
- Sanctuary Scheme Referrals
- Regular Estate Walks
- Referrals to Family Intervention Projects/Parenting Support Projects
- Promoting positive images about all sections of the community
- Publicising successful cases and actions taken against ASB on the SLHD website, in tenants’ newsletter ‘Houseproud’ and in the wider media

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- Injunctions
- Demoted Tenancies
- Making information accessible to all including translations, Braille etc.

4.14 **Legal Measures**

SLHD will use a wide range of legal measures to combat ASB. We will work in partnership with the Safer Doncaster Partnership which includes South Yorkshire Police, Doncaster Council, Fire & Rescue Service, Health Service, Youth Services and voluntary support organisations. Legal action will only be considered in serious cases of ASB when all other types of intervention have failed to solve the problem.

Powers available to St Leger Homes or other partners include:-

- Demoted Tenancies
- Introductory Tenancies
- Injunctions
- Anti-social Behaviour Orders (ASBOs)
- Notice Seeking Possession (NSPs)
- Eviction
- Crack House Closures
- Closure Orders
- Dispersal Orders
- Designated Public Place Orders
- Enforcement of the Environmental Protection Act

4.15 **Vulnerable People**

SLHD will support customers who have difficulty in managing their home and require extra help to maintain their tenancies. This may be because of mental health issues, special needs, learning or physical disabilities or because tenants are elderly. Other vulnerable groups may also include young tenants, ex-offenders and those who are misusing drugs and alcohol and those who have been in care.

SLHD will work in conjunction with the voluntary and support sector agencies to help provide support, guidance and information to these vulnerable tenants to help them stay in their home and prevent incidents of ASB. SLHD will however take action for breach of tenancy if joint working with support agencies fails to resolve the problems as it has a duty of care to its other tenants.

4.16 **Approach to Witnesses and Complainants**

SLHD understands the crucial role which complainants and witnesses play in coming forward to report instances of ASB and will ensure that all our strategies, policies and procedures reflect this importance. We will build an environment within our neighbourhoods where witnesses and complainants feel secure and safe in coming forward to report incidents of ASB and we will use such measures as injunctions to stop intimidation and target hardening schemes to make witnesses and complainants feel safe in their homes.

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Sometimes complainants and witnesses may not be a tenant of SLHD but an owner-occupier or tenant of another landlord. In these cases we will work with our partner organisations to support and protect these witnesses and take appropriate action to stop intimidation so that they feel safe.

SLHD will protect the identity of witnesses and complainants where possible and take their views into consideration when taking further action, including the use of consent forms and action plans to keep the complainant involved in the decision making process. There are circumstances where SLHD is required to disclose information. These are highlighted in the table below:-

Main Lawful Grounds For Sharing Information Without Consent

Prevention and detection of crime	Crime and Disorder Act 1998
Prevention and detection of crime and/or the apprehension or prosecution of offenders	Section 29, Data Protection Act (DPA)
To protect vital interests of the data subject; serious harm or matter of life or death	Schedule 2 & 3, DPA
Child protection – disclosure to social services or the police for exercise of functions under the Children Act, where the public interest in safeguarding the child’s welfare overrides the need to keep the information confidential	Schedules 2 & 3, DPA
Right to life Right to be free from torture or inhuman or degrading treatment	Human Rights Act, Articles 2 & 3

SLHD will explain the investigation process to the witness or complainant and explain how the information they provide will be used and what their rights are.

Where appropriate and where the witness or complainant agrees, SLHD will refer them to support agencies such as Victim Support or the Domestic Violence Advocate for specialist help.

SLHD will offer a free minor target hardening service to St Leger Homes tenants to improve security for complainants and witnesses who are suffering harassment. We can also help with transport to court, familiarisation with the court environment and access to our legal representative to discuss the case if required.

SLHD will work in conjunction with the Safer Doncaster Partnership to make improvements to Council properties under the Sanctuary Scheme for those suffering domestic violence and hate crime. SLHD will also share good practice with our partner agencies and on specialist internet sites such as Housemark. Where appropriate we will work with Police and other agencies where the customer is a witness in a criminal case.

SLHD will ask complainants and witnesses to complete a satisfaction survey on closure of an ASB case to gain an insight into their experiences which will help inform future service improvements. In suitable cases we will ask victims and witnesses if they wish to support others who have been through a similar experience by working with Victim

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Support as a volunteer.

SLHD will also ensure that employees are fully trained on how to manage and support complainants and witnesses, interviewing techniques, preparation of witness statements and all associated work which is required in the full investigation and management of ASB cases.

4.17 **Persistent or Multiple Complaints**

SLHD reserves the right to refuse to deal with complaints that are pursued in an unreasonable manner or can be categorised as habitual or vexatious and fall into one or more of the following categories:-

- The complainant persists in pursuing an ASB or neighbour nuisance complaint when the investigation procedure has been fully and properly implemented and there is insufficient evidence to pursue further.
- The complainant focuses on a trivial matter which cannot be classed as anti-social behaviour or neighbour nuisance to an extent that it is out of proportion to its significance.
- The complainant has made an excessive number of contacts whilst pursuing a complaint and has placed unreasonable demands on officer time and resources.
- The complainant has harassed or been personally abusive or verbally aggressive towards staff dealing with their complaint on more than one occasion.
- The complainant has threatened or used actual physical violence towards staff investigating their complaint.

A complainant who fulfils one or more of the above criteria will have his/her file passed to a Senior Officer for a decision on future actions and contact arrangements. The complainant will be advised in writing of the officers' decision.

4.18 **Rehabilitation of Perpetrators**

We appreciate that some perpetrators will need help and support to enable them to sustain their tenancy and reduce the risk of losing their home. SLHD will work in partnership with support agencies when considering issues of ASB that are a consequence (directly or indirectly) of drug abuse, alcohol abuse, mental health or disability. Some examples of support agencies are listed overleaf:-

- **Action Housing Association** – floating support for those with mental health problems and tenants who have a history of offending and drug abuse
- **Doncaster Mind** – support packages for those with mental health problems
- **DMBC Wardens Service** – support for older people, warden support and 24 hour intercom system
- **M25 Housing and Support Group** – support for homeless and floating support provided for any client group to help maintain their tenancy
- **Stonham Housing Association Ltd** – support for teenage parents to help maintain their tenancies and also single vulnerable people.
- **Doncaster Women's Aid** – provides support and shelter for women fleeing domestic violence.

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- **Doncaster Community Drugs Team (The Garage)** – help and support for adults experiencing drug misuse problems
- **Doncaster Alcohol Services** – services for people with alcohol problems
- **Citizens Advice Bureau (CAB)** – financial, legal and signposting service for all.
- **Doncaster Advocacy** – services for adults with learning disability.
- **Keyring** – services for adults with learning difficulties to enable them to live independently in the community in their own home.

SLHD will work with vulnerable tenants to help them maintain their tenancies but we will take action for breach of tenancy if joint working with support agencies fails to resolve the problems.

4.19 **Exclusions from the Housing Register because of ASB**

The Allocation of Accommodation Code of Guidance for Local Housing Authorities November 2002 states “Where a housing authority is satisfied that an applicant (or member of the applicants household) is guilty of unacceptable behaviour serious enough to make him/her unsuitable to be a tenant, section 160A(7) permits the authority to decide to treat the applicant as ineligible for an allocation.”

This effectively means that certain applicants can be excluded from the housing register if they fulfil the following criteria:-

- They have committed a serious breach of Tenancy
- They have caused serious nuisance, harassment, alarm or distress
- They have been convicted of using the accommodation or allowing it to be used for immoral or illegal purposes such as drug dealing
- They have caused serious damage to a property
- They have convictions for arrestable offences committed in or in the locality of the property
- They have threatened or caused violence to a former partner
- They have made a false statement to a former landlord, or provided false information on a Housing Register application form

Applicants are suspended from the register for a period of 12 months, they have the right of appeal and applications for appeal can be made to the Housing Assessment Panel.

Following a period of suspension from the register the applicant may apply to have their case reviewed. To lift a suspension, they must be able to demonstrate a period of good behaviour, with another housing provider, to show that they can conduct a tenancy in a satisfactory manner. The onus is on the applicant to provide this information and to reapply at any time in the future.

4.20 **Closure of Cases**

SLHD understands that to retain the confidence of its customers in its approach to ASB, no case should be closed unless it has been thoroughly investigated. Cases can be closed for one of the following 10 reasons:-

1. **Complainant satisfied** – case investigated and complainant satisfied that the

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- nuisance/problem has been resolved. **(resolved)**
2. **No complaints for 3 months** – the case has been closed because the nuisance has ceased and no further complaints have been received for 3 months **(closed)**
 3. **Case resolved to landlord satisfaction** – the case has been resolved to the satisfaction of the landlord but not necessarily to the satisfaction of the complainant (e.g. no further action can be taken, all reasonable actions exhausted) **(closed)**
 4. **Case withdrawn by the complainant** – the complainant no longer wishes to pursue the complaint **(closed)**
 5. **Unsubstantiated complaint** – the complaint has been investigated but no evidence can be found to substantiate the complaint **(closed)**
 6. **Property Terminated** – the perpetrator gives up their tenancy so the nuisance ceases **(resolved)**
 7. **Property Abandoned** – the perpetrator abandons their tenancy so the nuisance ceases **(resolved)**
 8. **Eviction for ASB** – the perpetrator is evicted from their tenancy so the nuisance ceases **(resolved)**
 9. **Other (please specify) Resolved** – the case has been successfully resolved to landlord satisfaction when the ASB has ended for any other reason than those listed above (e.g. intervention by another agency).
 10. **Other (please specify) Closed** – the case has been closed for any other reason other than those listed above.(e.g. information requested by the landlord has not been provided)

When closing a case we will always let the complainant know in writing giving 7 days notice of the intention to close the case. This gives them the opportunity to make a further complaint if they disagree with the case being closed. On closure of the case the complainant will be asked to complete a satisfaction survey which gives them the opportunity to feed back on how their case was handled, what else could have been done and their overall satisfaction. The comments and ratings from these satisfaction surveys will aid service improvement in the future.

4.21 **Publicity**

SLHD believes that publicising cases can act as a deterrent for those who may consider acting in an anti-social manner and can also reassure and encourage others to come forward. Part of the Respect Standard for Housing Management focuses on empowering and reassuring residents through involvement in decision making, engagement and reassurance through robust action and publicising successful cases and positive activities to combat ASB. Where appropriate, successful cases and initiatives will be publicised in the tenants' newsletter 'Houseproud', on the SLHD website and in the local media.

Information leaflets on ASB will be made available in local area offices, electronically on the website and through Estates Officers dealing with individual cases. Current leaflets are as follows:-

- Anti-social Behaviour and Neighbour Nuisance
- A Guide for Witnesses attending Court
- Introducing the Sanctuary Scheme
- Mediation Service

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4.22 Staff Training

SLHD's policy and procedures will be well publicised and promoted internally and a summary provided for customers. All relevant staff who manage ASB will be trained on ASB policy and procedures and an ongoing development program will be provided.

Staff will be professional in their approach towards tackling ASB and will be trained in the complexities of working with victims; perpetrators; internal procedures; external partners, and voluntary agencies.

Staff will be trained in the processes involved in tackling ASB, including investigation; gathering evidence; keeping complainants informed: maintaining agreed timescales, and adhering to data protection. Staff will also support customer training where appropriate to ensure they are aware of our policies and procedures and what they can expect from staff who deliver the service.

4.23 Supporting Staff

SLHD takes a serious view of any incident or assault against its employees and of its duty of care under the Health and Safety at Work Act. It will provide a safe place of work and safe system of work to ensure that employees are protected from the risk of violence at work so far as reasonably practical. Officers and assistants will follow the procedure for visiting officers at all times.

Support will be provided to any employee who is assaulted, threatened or verbally abused in the course of their duties. This support may involve assistance from legal services, time off with pay to attend interviews, court or for counselling and training. SLHD will take appropriate action against perpetrators which could include Police cautions, legal notices or injunctions.

5. Monitoring and Review

5.1 Recording

SLHD will record the following information on each case of ASB, Tenancy Breach or Neighbour Nuisance. SLHD may share depersonalised information only with external organisations. Other information will be shared in accordance with the Safer Doncaster Partnership Data Sharing Protocol and the Data Protection Act.

- **Primary Category** – incidents will be recorded under 16 categories as listed on page 9
- **Sub Category** – allows the primary category to be split down further into the different types of nuisance
- **Complainant details** – name, address, age, gender, ethnicity, religion, disability (facility to record other complainants)
- **Perpetrator details** - name, address, age, gender, ethnicity, religion, disability (facility to record other perpetrators)
- **Case details** – date reported, officer assigned to case, case description
- **Risk Rating** - A risk rating is applied to each reported case of ASB or Neighbour Nuisance this rating denotes the urgency of the case and determines how quickly an initial visit or contact should be carried out by the Estates Officer. (See page 8 for details.)

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- **Action stages** – details are recorded of every action taken on a case e.g. visit, letter, contact with other agencies, telephone calls, legal actions, referrals to support agencies etc.
- **Case Closure Details** – cases will be closed as per the 10 closure reasons on page 15
- **Satisfaction** – on closure of each case of ASB a satisfaction survey will be sent to the complainant and returned questionnaires will be recorded and assessed.

6. Performance Standards

6.1 SLHD will record the following Performance Indicators for ASB and will report on these to the SLHD board and also publish details on the website and in the local area offices.

- Number of new cases received per month
- Number of new cases per month per 1000 properties managed
- Number of cases ongoing monthly
- Number of live cases per 1000 properties managed
- Number of cases closed monthly
- Number of cases resolved monthly
- Number of cases closed per 1000 properties managed
- Number of cases resolved per 1000 properties managed
- Number of Notice Seeking Possessions (NSPs) served per month excluding rents
- Number of evictions per month excluding rent evictions
- Service Satisfaction levels quarterly

7. Feedback

7.1 SLHD welcomes suggestions and complaints from people who use our services, we believe that your comments are invaluable and help us improve our services for everyone. If you have something to say about SLHD's policies and procedures or wish to make a complaint about anything else please ring our Customer Care Officer on 01302 862726 or contact us at the address below.

St Leger Homes of Doncaster Limited
 St Leger Court
 White Rose Way
 Doncaster
 DN4 5ND

www.stlegerhomes.co.uk

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