

Standard: Anti-social behaviour

TSA Standard	How we meet the TSA standards	Existing commitments/standards
<p>✚ Registered providers shall work in partnership with other public agencies to prevent and tackle anti-social behaviour in the neighbourhoods where they own homes.</p> <p>✚ Registered providers shall set out in an annual report for tenants how they are meeting these obligations and how they intend to meet them in the future. The provider shall then meet the commitments it has made to its tenants.</p>	<p>✚ We are part of the Safer Doncaster Partnership - the umbrella organisation for partnership and joint working from a strategic level to the front line</p> <p>✚ We work with the Fire Service on arson prevention and reduction</p> <p>✚ We are part of the LIFE project to help young vulnerable people to improve behaviour and quality of life</p> <p>✚ Case Conferences are held involving all relevant partners for individual cases</p> <p>✚ Joint Operations are undertaken with partners to combat wider anti social behaviour issues and problems</p> <p>✚ The Anti-social behaviour Team within Doncaster Council has an officer funded by St. Leger Homes. The ASB Team uses all available powers to reduce anti social behaviour using a partnership approach</p> <p>✚ We are members of PACT (police-led but multi agency meetings open to the public) and meetings are held across the borough involving tenants and</p>	<p>Our existing commitments are -</p> <p>We will not tolerate anti-social behaviour or hate crime, such as racism, on or around our homes.</p> <p>We will:</p> <ul style="list-style-type: none"> ✚ Investigate every case reported. ✚ Support complainants, witnesses and perpetrators until the case is resolved. ✚ Take preventative action to avoid complaints becoming more serious. ✚ Respond within 24 hours where there are threats of or actual violence, or hate crime. ✚ Deal with you sensitively if you are suffering from domestic violence. ✚ Always agree an action plan with you, explaining what we will do and when in each case. ✚ Take legal action against identified perpetrators.

	<p>residents .These meetings discuss local issues and allow the residents to agree joint priorities each month in their local neighbourhood area</p> <ul style="list-style-type: none"> ✚ Family Intervention workers are readily available across the borough and St. Leger Homes regularly refers tenants to the Family Intervention Programme ✚ Our Hot Spot Strategy uses a partnership approach to combat Anti-social behaviour and other community issues. We currently have 14 hotspot areas and are working with communities and partners to improve them. ✚ The Neighbourhood Response Team within Doncaster Council are a major partner and we work very closely with the team to improve local areas, combat Anti-social Behaviour and enable an out of hours service to be delivered to our tenants ✚ Doncaster Council's Private Sector Housing Team have a Neighbourhood Hit Squad to tackle issues within the private housing sector. We work in partnership with this team to tackle neighbourhood problems ✚ We provide performance information to tenants through our annual report, reports to tenant forums, reports to TARA's in respect of anti social behaviour 	<p>Our service standards are:</p> <ul style="list-style-type: none"> ✚ All neighbourhood disputes, tenant breaches or anti-social behaviour reports will be allocated a risk rating and you will be visited within 24 hours to 10 days – low risk 5-10 days (95%), medium risk 2-5 days (95%) High risk 24 hours (90%)
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	<p>and estate and tenancy management</p> <ul style="list-style-type: none">✚ We measure and monitor our customer service standards and performance against these is reported to tenants✚ Estate Walk action plans are fed through to the local Tenant and Resident Associations✚ We have an Anti-social Behaviour policy and statement in place✚ Our Tenancy Agreement has recently been reviewed in consultation with tenants and is clear in relation to tenants obligations and the obligations of St. Leger Homes✚ The new tenancy Sign up procedure is comprehensive and provides new tenants with clear information on obligations and service standards✚ Tenancy Verification Visits are carried out where we ask questions around satisfaction and understanding commitments✚ Our Website contains information on service standards and response times for Anti-social behaviour✚ Our Anti-social behaviour procedures have clear	
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	<p>response times, each case is categorised relating to risk and response times fit the risk associated with each case – we measure our performance against these response times and currently are performing at 100% of complaints responded to in time</p> <ul style="list-style-type: none">✚ We report performance information to tenants and residents through local PACT meetings✚ We encourage people to report anti social behaviour using the telephone , local housing offices, Hate Crime reporting centres and our website. We also have visiting officers to visit people in their homes.✚ The majority of Estate Walks happen every three months in all estates across the borough. Estate Walks take place more often on hot spot estates and on other estates that are deemed high risk of becoming a hot spot area. This tries to nip problems in the bud quickly✚ We have a well used, independent Mediation service and we monitor the outcomes immediately afterwards for each case and after three months.✚ We use data produced by the Safer Doncaster Partnership to monitor the number of injunctions, anti social behaviour orders, acceptable behaviour contracts, parenting orders and possession orders	
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- ✚ Introductory Tenancies have been introduced from 7 June 2010 that allows for a year long probationary period for all new tenants
- ✚ We use Victim Support and Witness Support where necessary for victims of anti social behaviour
- ✚ Hate Crime reporting centres are in place across the borough
- ✚ Our Anti-social behaviour procedures include regular contact with complainants and monitoring of the situation
- ✚ Anti-social behaviour monitoring forms are provided to victims and regular contact is made to provide assistance where necessary
- ✚ Our performance shows that we received 3,695 reports of anti social behaviour last year. We resolved 2,976 of these cases. We also closed 854 cases during last year that did not require any further action.
- ✚ We served 49 notices of seeking possession on tenants last year for tenancy issues other than rent arrears and secured 17 evictions.

