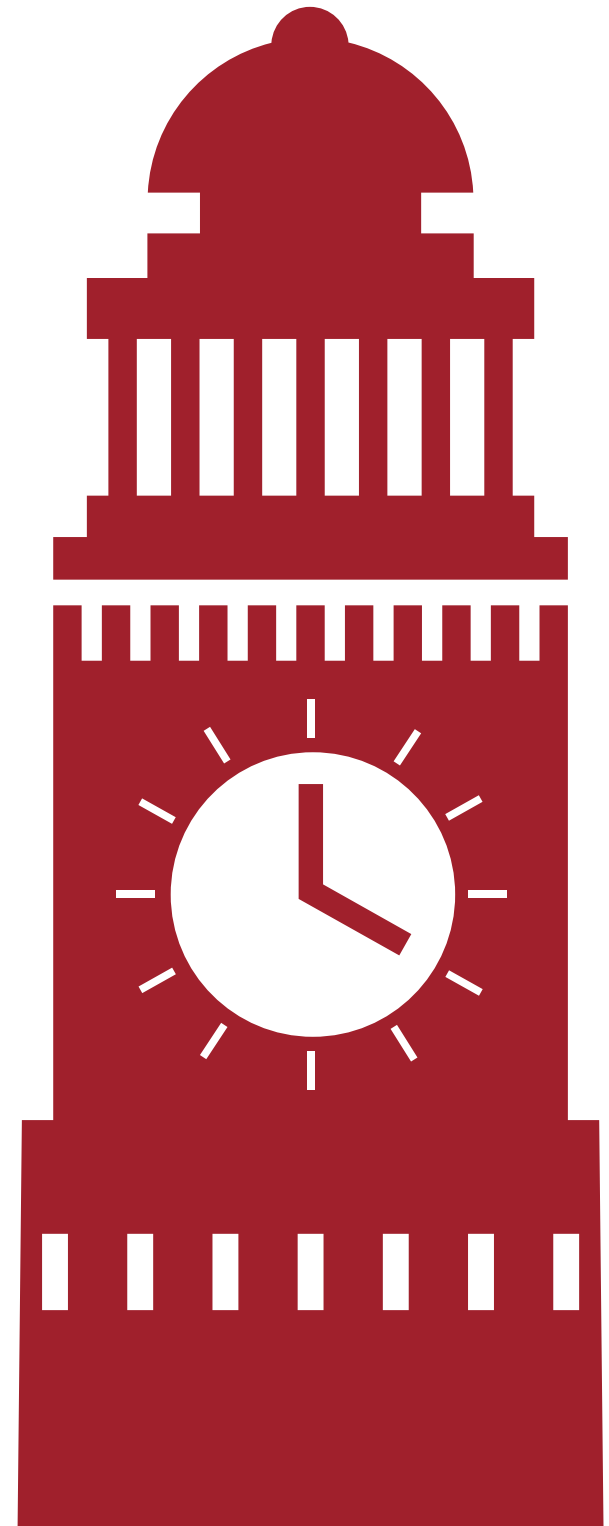




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The Council wishes every person to be able to quietly enjoy their home, noting that everyone has a right to their own chosen lifestyle, providing that this does not spoil the quality of life of others. This implies in some cases a limited degree of tolerance of and respect for the requirements and needs of neighbours.

Cases of antisocial behaviour (ASB) will be dealt with in the appropriate manner taking action which is considered suitable to each individual case. Reporting of antisocial behaviour is actively encouraged and will be acted on in an objective and non judgemental fashion.

In keeping with this statement and commitment, the housing service





We define antisocial behaviour as:

- Conduct capable of causing nuisance or annoyance to any person and directly or which indirectly relates to or affects the housing management functions of the Council.
- Conduct which consists of or involves using or threatening to use housing accommodation owned or managed by the Council for an unlawful purpose. (ASB Act 2003-Nuisance and annoyance)

Some acts of ASB are deliberate, with the person(s) responsible being aware that their behaviour will have a negative effect. Some forms, however, can happen as a result of a lack of consideration or awareness of the impact of certain acts, or because of conflicting, but legitimate, lifestyles.

To allow us to focus on the impact of ASB and our support victims we divide it into three categories known as the '3 A's':

- **Act** - designed to identify ASB incidents that the caller, call-handler or anyone else perceives as either deliberately targeted at an individual or group or having an impact on an individual or group rather than the community at large.

Types of behaviour that fall into this category include:

- Hate related incidents and crime
-

**Local Nuisance** - those incidents where an act, condition, thing or person causes trouble, annoyance, inconvenience, offence or suffering to the local community in general rather than to individual victims.

Types of behaviour that fall into this category include:

- Noise Nuisance
- Drug dealing or cultivation of drugs
- Prostitution
- Criminal damage to public buildings
- Pets not being kept under appropriate control

As well as the PEN approach there are also two other sets of behaviours to be aware of:

**Anti-Social Behaviour** which is also listed above will be dealt with as such but as a partnership. We may also use specific ASB tools and powers (including legal action) to reduce the effect of this behaviour on local communities.

Types of behaviour that fall into this category include:

- Drug dealing or cultivation of drugs
- Threat or actual use of violence
- Criminal Damage
- Hate Crime

**Anti-Social Behaviour** is behaviour that is unwanted and viewed as unacceptable by the person experiencing it (the complainant).

The Council does not consider behaviour in this category to be 'antisocial behaviour,' so legal action is unlikely to be appropriate, but services such as mediation are still offered to help resolve this type of complaint and to manage the complainants expectations. Types of complaints that fall into this category include complaints about:

- Cooking smells
- Normal living noise (for example, hovering and D.I.Y)
- Children playing
- Fencing or boundary disputes
- Parking issues when there are no parking regulations being broken

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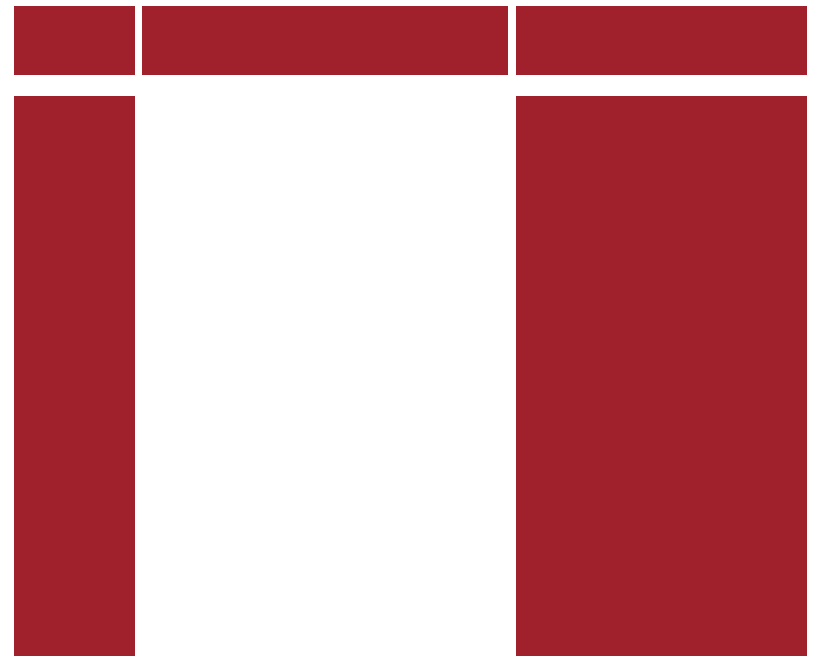




This strategy's priorities and actions for tackling ASB are based on the following fundamental principles:

- There should be opportunities for everyone to live the lifestyle that they choose as long as this does not negatively impact on others. A person or group is not necessarily acting in an antisocial way solely because they have a different lifestyle.
- Where disputes arise due to difference in lifestyle or culture, these must be dealt with sensitively and appropriately, and support given to communities to help them to work together to find solutions.
- That tenants and the wider community are kept informed of the action taken to deal with ASB in their area.
- That there is effective consultation with individuals, groups, and the wider population in the development of programmes and initiatives designed to tackle ASB in the Borough.
- A resident centred approach is taken when delivering services.
- That evaluation and monitoring against objectives are key elements of all initiatives, and of the overall strategy.
- That effective partnership-working is fundamental to the delivery of services to tackle ASB in the borough.
- That the partnership's services are always good value for money.

ASB in the borough – anti-social behaviour is a key concern for our





Like all strategies, success depends on regular and robust monitoring and review to ensure that the intended outcomes are being achieved and action is taken to address service failings, or any other problems that arise.

We will monitor our progress on a monthly basis by reviewing the amount of satisfaction surveys returned to us and how many of those are satisfied responses.

Throughout the life of this strategy the monitoring, evaluation, and review will be undertaken by the Housing Management Team (HMT).

The intention of this plan is to ensure that services which respond to ASB are equally accessible to all sections of the community.

As well as stimulating participation by under-represented groups, it is proposed that work will continue to encourage increased participation by those groups in society who are already well represented.

It is recognised that equal opportunity requires targeted positive action, and, in line with the vision for this strategy, actions will be taken to encourage all residents in the Borough to take part in the engagement structures in place, so that their views can be heard and responded to.







The strategy will support the setting of targets for identified groups and recommend that plans and programmes are developed in consultation with group representatives.

The training of people and capacity building within communities will be a key feature of this development work.







 <p>Enable the different housing organisations to share the key issues of ASB they are experiencing.</p>	 <p>Establish a programme of meetings to facilitate exchange of advice and experiences.</p>	 <p>Council meets with RSLs on a regular basis.</p> <p>RSLs are invited to monthly Standing Case Conference to address issues of ASB involving their properties.</p>	 <p>Increased percentage of residents satisfied with the Council as a landlord.</p>	 <p>Ongoing</p>	 <p>ASB Coordinator</p>
<p>Review and build on the estates policing approach.</p>	<p>Ensure the appropriate tasking between Housing and Police officers.</p> <p>Use learning from the success of this approach so far to explore ways of to further its effectiveness.</p>	<p>Monthly monitoring and information sharing meetings between estates police and Management teams.</p> <p>Weekly visits to housing officers by Estates Team</p> <p>Officers for intelligence sharing.</p> <p>Improved communications on a daily basis between estates Team and Housing including joint working.</p>	<p>Increased % of residents satisfied with their neighbourhood as a place to live.</p>	<p>Ongoing</p>	<p>ASB Coordinator</p>
<p>Support the introduction of a mandatory private sector landlord licensing scheme.</p>	<p>Implementation of a private sector landlord licensing scheme in the borough.</p>	<p>All properties in the borough are managed to a high quality.</p>	<p>Increased percentage of residents satisfied with their neighbourhood.</p>	<p>Complete</p>	<p>Divisional Director of Environment</p>





Review case management procedures.

Develop a combined risk assessment and action plan process to be implemented by housing of cers. Investigate the out-of-hours arrangements for dealing with ASB, using the new ASB position as a link between Housing, the Police and out-of-hours work. Review information provided to tenants on ASB at sign up. Review the case closure procedures for ASB complaints, incorporating the resident satisfaction surveys.

There is consistency in the Service with regards to communication, and tenants have a consistent level of expectation. Complainants are satisfied with the level of communication they receive after they report an incident of ASB. Fortnightly one-to-one case reviews between housing of cers and seniors, and divisional performance monitoring responsibilities for the new ASB position. Culture change regarding ASB management within the housing division.

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Review the approach to the collection of satisfaction surveys.

Investigate the different options available for collecting satisfaction surveys, including the use of face-to-face surveying, online surveys, social media, telephone surveys and texts.

Satisfaction surveys are collected on all closed ASB cases.





