

GRANTA HOUSING SOCIETY LTD

ANTI-SOCIAL BEHAVIOUR: STATEMENT OF POLICIES

(**Note:** this policy relates to both general and supported housing and the term “resident” refers to our tenants, members of their household, licensees of our supported housing schemes and people living in adjoining housing who are homeowners or tenants of another landlord).

1. Aims and Objectives

1.2 Granta is aware of the damage that is caused to an individual, family or neighbourhood by the Anti-social Behaviour (ASB) of a small number of people. Granta is committed to tackling the problem where it relates to the management of its properties including those managed by other agencies on Granta’s behalf. We will achieve this by:

- Working to achieve the “Respect Standard for Housing Management”
We are committed to:
 - Demonstrating accountability, leadership and commitment to tackle ASB
 - Empowering and reassuring our residents
 - Prevention and early intervention
 - Providing services for residents and provision of support for victims and witnesses
 - Protecting communities through swift enforcement
 - Providing support to tackle the causes of ASB
- Working in partnership with residents
- Working in partnership with enforcement agencies
- Encouraging and assisting residents to resolve their disputes with neighbours where ever practical.
- Achieving an early resolution and closure of all ASB complaints.
- Enforcing tenancy conditions,
- Using the powers available under Housing Act 1996, Anti- Social Behaviour Act 2003 and any other appropriate legislation.

1.2 This policy links to existing Granta policies related to nuisance, harassment, racial harassment and domestic violence.

1.3 Under “Granta’s Residents’ Charter” we are committed to consult on how we provide management services to tenants/residents and recognise how important it is to involve them in preparing and reviewing the Anti-Social Behaviour Policy and Procedures.

To achieve this we will:

- Involve the Housing Management and Anti-social Behaviour Consultation Panel in the process of reviewing and implementing any changes to policies and procedures relevant to ASB.
- Survey ASB complainants at the end of the process to identify ways of improving our procedures.

- Publish a simple clear summary of our ASB policies and procedures and provide facilities for residents to inspect the full documents.

1.4 Granta recognises that it can only achieve its aim of a harmonious neighbourhood with the full cooperation of residents. To meet this objective we will;

- Clearly set down the standards of behaviour required by residents, their family and visitors.
- Set out actions which residents can take to address problems they are experiencing with their neighbours or their neighbours guests.
- Establish confidence and trust in Granta by setting and delivering a clear complaints procedure that guarantees response times;
- Advise the complainants of the intended action and provide them with regular progress reports.
- Involve the complainant in drawing up our response to an identified ASB problem.
- Publish a summary of Granta's policy and procedures in a way that is accessible and easily understood.

1.5 Anti-social behaviour occurs in many different ways and for different reasons. Granta will respond to the individual needs of all tenants/residents who are involved. A risk assessment will take place to establish the support and protection needed by people who experience anti-social behaviour. This may involve security to the home, witness support or personal counselling. People causing the problems will be offered support, which may enable them to address their behaviour and avoid enforcement action. This could be in a form of an Acceptable Behaviour Contract or may require the services of the medical profession to address problems related to health, behaviour or emotional needs. **Granta is prepared to seek repossession of a tenancy but this is seen as a failure to sustain an individual or family in their home and is the solution of the last resort.**

1.6 Granta, as a landlord, has limited powers when dealing with anti-social behaviour. For that reason, we will work in partnership with our tenants or residents, other agencies and service providers by:

- Seeking support from and working closely with other agencies such as Police, Probation, Health and Local Authority services such as Environmental Health, Social Services and Children's Services.
- Using external specialists to provide expert advice or services to resolve the most difficult cases.
- Sharing information concerning an individual's circumstances with other agencies in order to resolve ASB problems, provided that this is practical and appropriate.
- Keeping our data protection register and confidentiality policies under review in order to achieve our policy objectives, but also preserve peoples' individual rights.
- Working with other Granta departments to share good practice and knowledge.

2. Responsibilities

2.1 Implementation of the Anti-social Behaviour Policy requires a contribution from all of the departments in the Society; and Business Management Team will periodically review its content and progress. The lead officers will be the respective Directors of Housing And Operations and Supported Housing and Care.

2.2 Granta's Anti-social Behaviour Policy has the full commitment of the Granta Housing Societies' Board

2.3 Granta will monitor the level of Anti-social Behaviour involving its property and measure the effectiveness of the policies and procedures that are meant to deal with them. Performance levels will be reported to the appropriate committee of the Society.

3. Training

3.1 The ASB policy can only be achieved if Granta staff and those of managed agencies implement clear and sound procedures. There is a commitment that staff receive training which will enable them to understand and carry out their responsibilities. Officers will be trained on the specific remedies available and how to understand the complex problems experienced by both the victim and the perpetrator. Staff generally in the organisation will be kept aware of the policies and the contribution that they can make in addressing the problem.

Staff in managed agencies will be updated on the policy, which will be made available to tenants also.

4 Definitions

4.1 For the purpose of this policy, anti-social behaviour is defined under the 1996 Housing Act (Section 218a) and is described as

- **Conduct which is capable of causing nuisance or annoyance to any person and that directly relates to or affects the housing management function of the relevant Landlord**

Or

- **Conduct which consists of or involves using or threatening to use housing accommodation owned or managed by a relevant Landlord for an unlawful purpose.**

4.2 Examples of Anti-social Behaviour are:

- Noise nuisance
- Intimidation and harassment
- Fouling public areas

- Aggressive and threatening language and behaviour
- Actual violence against people and property
- Hate behaviour that targets members of identified groups because of their perceived differences
- Using homes to sell drugs or for other unlawful purposes
- Attacking the local environment with graffiti, vandalism or the tipping of rubbish
- The unruly behaviour of children and the lack of control exercised by their parents

4.3 The Society recognises that the following people can be affected by anti-social behaviour:

- Anyone with a right to live in the Society's property
- People living in the locality of the Society's property
- Anyone legally in the Society's property or locality

4.4 For the purpose of this policy housing management covers day-to-day and strategic services such as:

- Resident and community participation
- Maintenance and repair
- The collection of rents and other charges
- Neighbourhood management
- Tenancy management, including enforcement and dispute resolution

4.5 Housing Management services are also affected by;

- Social Care
- Housing Support
- Environmental Health
- Refuse Collection.
-

4.6 This policy will be implemented through Granta's Anti-Social Behaviour Statement of Procedures. The statement is linked to other policies concerning;

- Nuisance and Anti-social Behaviour,
- Harassment
- Racial Harassment
- Domestic Violence
- Complaints Procedures
- Confidentiality and Data Protection Register

Written: 24/11/04

Reviewed and amended: February 2007