

Service Standards
<ul style="list-style-type: none"> <li>• Contact customers within 1 working day upon receiving a high-level anti-social behaviour complaint</li> <li>• Offer customers an appointment to discuss the case within 5 working days of receipt of complaint</li> <li>• Provide customers with a personal interview if applicable within 3 to 5 working days</li> <li>• Review customer cases at least once every 10 working days and keep customers informed</li> </ul>

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**Objective**

To identify and manage anti-social behaviour cases effectively in order to ensure tenants and other residents are able to safely enjoy their homes and neighbourhood, without unreasonable interference from other parties.

	<i>Procedure</i>	<i>Responsibility</i>
1	<b><u>General Actions / Notes</u></b>	
1.1	The Anti-social Behaviour Act 2003 defines ASB as conduct which is 'capable of causing a nuisance or annoyance to any person and directly or indirectly relates to or affects the housing management functions of a relevant association'.	
1.2	<p>The Housing Team will aim to resolve cases within the following timescales:</p> <p>(i) <b>Low-Level Anti-Social Behaviour</b> – within 2 months of receiving report. The Housing Officer shall be responsible for keeping the complainant updated during the investigation and intervention. The Housing Officer shall also have responsibility for dealing with the perpetrator.</p> <p>Low-level ASB includes includes neighbour disputes, sometimes resulting from a clash of lifestyles which does not involve violence, and intermittent noise ensuing from a normal use of the property. An example of this is a loud television set.</p> <p>In many cases the investigation can be completed at first contact with the complainant over the phone or in person.</p>	Housing Officer
	<p>(ii) <b>Medium-Level Anti-Social Behaviour</b> – within 4 months of receiving report. The Housing Officer shall be responsible for keeping the complainant updated during the investigation and intervention. The Housing Officer shall also have responsibility for dealing with the perpetrator.</p> <p>Medium-level ASB examples are abusive complaints or threatening behaviour, excessive noise, especially originating from an unusual use of the property and nuisance that directly affects the health and safety of a resident.</p>	Housing Officer

<i>Procedure</i>	<i>Responsibility</i>	
<p>(iii) <b>High-Level Anti-Social Behaviour</b> – Due to the severity of cases at this level, it is not appropriate to apply a fixed timescale. The Housing Officer shall be responsible for keeping the complainant updated during the investigation and intervention. The Housing Officer shall share responsibility for dealing with the perpetrator and will report all action taken in conjunction with the Housing Manager.</p>	Housing Officer / Housing Manager	
<p>High-level ASB examples involve one or more of the following behaviours:</p>		
<ul style="list-style-type: none"> <li>• Harassment (These actions are deliberately aimed at annoying or disrupting a person’s peace and comfort)</li> <li>• Violence or the threat of violence</li> <li>• Damage to property or threat of damage</li> <li>• Drug taking or dealing</li> <li>• Persistent threats or verbal abuse</li> <li>• Racial Harassment and Hate Crimes (racial, homophobic, gender, culture, disability related harassment. These can take the form of assault (verbal or physical), damage to property or graffiti)</li> <li>• Domestic Violence (physical, emotional or psychological abuse)</li> </ul>		
<p>1.3 If there is any risk to the complainant of a high-level case, additional support shall be considered such as fitting surveillance equipment or security devices or carrying out repairs to make the complainant’s home more secure.</p>	Housing Officer / Housing Manager	
<p>Any requests should be authorised by the Housing Manager and RHP’s Community Compliance Team should be approached where necessary regarding the loan of their ASB monitoring equipment.</p>		
<p>1.4 In the most severe cases of ASB such as racial harassment or domestic violence, the Operations Manager shall approve the arrangement of a transfer to alternative accommodation to ensure the safety of the victim and/or their family. Action against the culprit shall remain the priority.</p>	Operations Manager	
<p>The complainant may also be advised to contact the local authority to present themselves as homeless.</p>	Housing Officer / Housing Manager	
<p>1.5 The housing management staff shall, where appropriate, approach RHP’s Community Compliance Team for advice and use the Home Office Anti-social Behaviour Action Line for free advice on tackling and preventing anti-social behaviour.</p>	Housing Officer / Housing Manager	
<b>2</b>	<b><u>Reporting and Recording Reports of ASB</u></b>	
2.1	Reports of anti-social behaviour (ASB) can be received either verbally, by phone, by e-mail or in writing from residents of Co-op	Housing Officer / Housing Assistant

<i>Procedure</i>	<i>Responsibility</i>
<p>Homes, their advocate or, those wishing to make a report about a Co-op Homes resident. The officer receiving the report shall record as much information about the type and frequency of the nuisance; ie. What’s been happening, when it happened, how long, and if there are any witnesses.</p>	
<p>2.2 All ASB reports shall be immediately logged on Omniledger Tenant Notes and the electronic ASB individual case log. Any new cases shall also be immediately logged on the electronic ASB log and the officer receiving the report shall notify the responsible Housing Officer.</p>	<p>Housing Officer / Housing Assistant</p>
<p>2.3 Upon receiving notification of the ASB report, the Housing Officer shall:</p> <ul style="list-style-type: none"> <li>• contact customers within 1 working day upon receiving a high-level ASB complaint</li> <li>• contact customers within 2 working days upon receiving a medium or low-level ASB complaint</li> </ul>	<p>Housing Officer</p>
<p>Upon contact with the customer, the Housing Officer shall offer an appointment to discuss the case within 5 working days of receipt of complaint. Where applicable (eg. high-level ASB case), customers will be offered a personal interview either as a home visit or based in our offices within 3 to 5 working days.</p>	
<p>An acknowledgement letter shall be sent confirming the ASB case reference and the arranged appointment time with the ASB information pack and diary sheets if required.</p>	
<p>A paper ASB file will be created by the Housing Officer and stored in a secure location. The file will be kept separately from the related tenancy files to ensure that sensitive/confidential information is not accessible to unauthorised parties.</p>	
<p>2.4 If diary sheets are sent out to a customer following receipt of an ASB report, the customer shall be asked to return them (if used) within 10 working days. The sheets shall be used by the Housing Officer when assessing the case.</p>	<p>Housing Officer</p>
<p>2.5 All information, events and action taken relating to the case shall be recorded on the ASB individual case log and on Omniledger Tenant Notes. The case log shall be updated within 2 working days following action.</p>	<p>Housing Officer</p>
<b>3</b>	<b><u>Investigation of cases</u></b>
<p>3.1 Following initial contact with the customer, the case will be assessed to determine whether it should be classified as a high, medium or low-level ASB case.</p>	<p>Housing Officer</p>
<p>3.2 The Housing Officer shall produce an action plan within 5 working days of receiving the initial ASB report and the report will be</p>	<p>Housing Officer</p>

<i>Procedure</i>	<i>Responsibility</i>
discussed with the customer at the investigation appointment or following the first review of the case. Where possible, the customer shall sign the action plan to confirm their acceptance of it.	
3.3 All ASB cases shall be reviewed at least once every 10 working days and the customer shall be informed of the review and its' outcome.	Housing Officer
3.4 The Housing Manager shall review and record progress on active cases on a monthly basis or more where required.	Housing Manager
3.5 If the complainant or perpetrator are known to be vulnerable, contact should be made with the appropriate support agency, ie. Social Services, Community Mental Health Team.	Housing Officer
3.6 Any significant new evidence or escalation of the case shall result in the case being reviewed and reclassified where appropriate at a higher or lower level.	Housing Officer
3.7 With the agreement of the complainant, the perpetrator(s) shall be interviewed as soon as it is appropriate. The perpetrator shall be interviewed in order to make them aware of the allegations and to provide them with the opportunity to amend their conduct.	Housing Officer
Co-op Homes shall ensure the interviews held are objective and fully investigated prior to any conclusion made.	
3.8 The perpetrator shall be made aware of Co-op Homes approach to managing ASB and the impact their actions could have upon their tenancy. The details of the interview shall be fully documented in the ASB individual case log.	Housing Officer
3.9 Following the interview of the perpetrator, a confirmation letter shall be sent within 5 working days summarizing the main points of discussion and detailing the action Co-op Homes intends to take to resolve the issues arising from the ASB case.	Housing Officer
<b>4 <u>Dealing with Witnesses</u></b>	
4.1 A witness statement shall be sought if the ASB incident(s) have been witnessed by other parties. Diary sheets shall be issued to witnesses for ongoing cases.	Housing Officer
4.2 Where witnesses are afraid to provide evidence due to fear of intimidation or violence, RHP's Community Compliance Team shall be approached for advice and assistance regarding providing a professional witness.	Housing Officer / Housing Manager
4.3 Parties such as the Police or Environmental Health Team shall be formally contacted for witness statements or documentary details of their involvement if relevant.	Housing Officer
<b>5 <u>Taking Action</u></b>	

<i>Procedure</i>	<i>Responsibility</i>
5.1 Following investigation into an ASB case, the Housing Officer shall make a decision on what action is to be taken and agree this with the Housing Manager. This can include:	Housing Officer / Housing Manager
<ul style="list-style-type: none"> <li>• Written request to perpetrator to stop causing a nuisance</li> <li>• Absolving the alleged perpetrator if they are not responsible and the nuisance is being caused by another party</li> <li>• Providing written explanatory confirmation of the closure of a case if there is no case to answer</li> <li>• Using non-legal remedies such as mediation between the involved parties</li> <li>• Distributing circulars to schemes / estate for ASB in communal areas where applicable</li> <li>• Arranging for repairs to be carried out (eg. Fixing communal door entry system)</li> <li>• Improving security</li> <li>• Referral to other agencies for intervention</li> <li>• Referral to support agencies</li> <li>• Employing other evidence gathering techniques such as surveillance or sound recording equipment</li> <li>• Engaging with the perpetrator and offering an Acceptable Behaviour Agreement (ABA) or Parental Control Agreements</li> </ul>	
If informal measures fail to resolve the case, legal action will be taken with the authorisation of the Housing Manager and Operations Manager. This includes:	Housing Manager / Operations Manager
<ul style="list-style-type: none"> <li>• Injunction – Court order that either prevents someone from doing something or orders them to do something specific</li> <li>• Notice of Seeking Possession – the first of stage of legal action in repossessing a property</li> <li>• Domestic Violence Injunction – Court order that prevents someone harassing or assaulting the victim, from coming within a certain distance of the household or ordering them to leave the household</li> <li>• Demotion Order – Order by a Court against the tenant and is valid for one year. A demotion order makes it easier to evict the perpetrator if they continue to offend</li> <li>• Anti-Social Behaviour Order (ASBO) – Court order prohibiting the perpetrator from committing specific acts of ASB</li> <li>• Eviction – Outright possession order awarded by the Court that enables the landlord to apply for a warrant to evict the perpetrator from their home. The Anti-Social Behaviour Act 2003 requires the Court to consider the impact upon neighbours and the neighbourhood as well as the impact upon the individual of losing their home before awarding the landlord possession of the property.</li> </ul>	

A Notice of Seeking Possession (NOSP) should only be served if a

<i>Procedure</i>	<i>Responsibility</i>
<p>lesser warning might be ignored, there is sufficient evidence to suggest that action may lead to eviction or it is the most appropriate means of modifying the perpetrator's behaviour. A NOSP is the last course of action and shall only be used where other interventions have failed.</p>	
<p>5.2 Following the implementation of the agreed action, the case shall continue to be monitored and additional evidence shall be gathered. This is especially important where legal action is being taken and evidence is required to support the case. The appropriate support agencies should be involved. I.e. Police, Environmental Health Team, CMHT, Social Services etc.</p>	Housing Officer
<p>5.3 As part of the ongoing review of the case, the following should take place:</p> <ul style="list-style-type: none"> <li>• Evidence gathered to decide whether to escalate or close the case</li> <li>• Case monitored to establish whether the perpetrator has stopped causing a nuisance</li> </ul>	Housing Officer
<b>6</b>	<b><u>Support for Complainants and Perpetrators</u></b>
<p>6.1 If the complainant or any witnesses appears to be at risk from the perpetrator, all options shall be considered to provide protection; including injunctions, Police protection, emergency transfers and in extreme cases, the use of the National Witness Mobility Scheme run by the Home Office.</p>	Housing Officer / Housing Manager
<p>6.2 Where a complainant is suffering from domestic abuse, racial or other hate harassment; Co-op Homes will put them in touch with specialist agencies.</p>	Housing Officer / Housing Manager
<p>6.3 If the perpetrator or complainant is known to have any vulnerability such as mental health, elderly or have drug and alcohol issues, contact shall be made with the relevant support agency. This is to ensure that all partnering agencies are aware of the case and are working together prior to any possible enforcement action is taken.</p>	Housing Officer
<b>7</b>	<b><u>Court Proceedings</u></b>
<p>7.1 If the complainant agrees to give evidence at court, every effort will be made to support them and any witnesses. When legal action commences, the complainant shall be invited to meet with the Housing Officer and our Solicitor so they can be briefed on the legal process.</p> <p>Co-op Homes staff will not reveal the name of the complainant to the alleged perpetrator in the initial stages of investigation to avoid any retaliation. However, at a later date, some Court action cannot proceed without the evidence of witnesses but we will not disclose information to the perpetrator, their legal representatives or other interested parties without seeking the permission of the complainant.</p>	Housing Officer

**APPENDIX TWO CO-OP HOMES ANTI-SOCIAL BEHAVIOUR PROCEDURE**

	<i><b>Procedure</b></i>	<i><b>Responsibility</b></i>
7.2	During the court hearing, the complainant and any witnesses shall also be offered the service of being escorted to and from Court if required.	Housing Officer / Housing Manager
<b>8</b>	<b><u>CONCLUSION OF CASE</u></b>	
8.1	Prior to closing a case, the ASB file will be fully reviewed by the Housing Manager with the responsible Housing Officer to ensure that all reasonable action has been taken and to identify areas where there is future scope for improvement.	Housing Officer / Housing Manager
8.2	<p>If closure is agreed, the Housing Officer will contact the complainant to explain why the case is being closed and to seek their agreement if possible. The outcome of this will also be confirmed in writing within 5 working days.</p> <p>Every effort will be made to hold a personal interview with the complainant and if contact is not made, a written explanation of our reasons for closing the case will be sent out. The letter shall provide the complainant with at least 5 working days to provide a response.</p>	Housing Officer
8.3	If the complainant accepts the closure of the case, a confirmation letter shall be sent to the perpetrator detailing the complaint, the action that has been taken and reiterating what the perpetrator should do in future to avoid further complaints. The letter shall be sent within 5 working days of the discussion with the complainant.	Housing Officer
8.4	If the complainant is not satisfied with the closure of their case or how their case has been managed and a resolution cannot be reached, they shall be advised of the complaints procedure and their complaint will be treated as stage one of our complaints procedure.	Housing Officer
8.5	Upon the closure of a case, the completed ASB individual case log and supporting evidence shall be placed either on the tenancy file or communal file for the estate. The electronic ASB log shall also be updated with the relevant details.	Housing Officer
8.6	The Housing Officer shall advise the Customer Service Team the case has been closed and an ASB satisfaction survey letter shall be sent out. Where any returned surveys show a high level of dissatisfaction, the Housing Manager shall contact the customer to discuss their feedback. Following this, any recommendations based on this feedback to improve the service will be presented by the Housing Manager to the Senior Management Team.	Housing Officer / Customer Service Team / Housing Manager
<b>9</b>	<b><u>Information Sharing</u></b>	
9.1	Confidential or sensitive information, such as Police Disclosure is at times received in the course of an investigation. This shall be kept separate from the ASB and tenancy file in a secure location which the Operations Manager has access to.	Operations Manager

## APPENDIX TWO CO-OP HOMES ANTI-SOCIAL BEHAVIOUR PROCEDURE

	<i>Procedure</i>	<i>Responsibility</i>
9.2	Co-op Homes staff have received Data Protection Training. Information regarding complainants will not be disclosed unless it is required for court proceedings and we have the permission of the complainant to disclose the information.	Housing Manager / Operations Manager
9.3	Co-op Homes has signed up to Local Authority Information Sharing Protocols for its' main local authority partners. This also includes the relevant Police Safer Neighbourhood Teams.	Housing Manager / Operations Manager