



Anti-Social Behaviour Policy

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ANTI-SOCIAL BEHAVIOUR POLICY

Contents

	Page
1. What is the purpose of the policy	2
2. Policy Details	2
2.1 What is important?	
2.2 What is anti-social behaviour?	
2.3 What is not anti-social behaviour?	
2.4 To prevent anti-social behaviour we have:	
2.5 Triaged preventative approach	
2.6 Playing your part	
2.7 Reporting and responding	
2.8 Sharing information and partnership working	
2.9 Training	
2.10 Performance and monitoring	
3. Legislative or other guidelines	5
4. Links to FCHO's Strategic Plan	6

1. What is the purpose of this Policy?

- 1.1 Improvements to lives in Oldham can be achieved by creating places where people treat each other with respect and consideration and behave in a way that is acceptable to all.
- 1.2 Anti-Social Behaviour impacts on people and places. This policy sets out our preventative approach to Anti-Social Behaviour.

2. Policy Details

2.1 What is important?

- Preventing Anti-Social Behaviour and its escalation
- Listening to victims
- Protecting vulnerable people
- Investing in services
- Working in partnership
- Victim focused outcomes

2.2 What is anti-social behaviour?

- 2.2.1 The term describes a wide range of unacceptable behaviour than can affect the quality of life of people living, visiting or working in Oldham.

2.3 What is not anti-social behaviour?

- 2.3.1 We would not normally consider behaviour which results from different lifestyles or may not be considered unreasonable by most people as Anti-Social Behaviour.
- 2.3.2 We set out both of these terms more fully in “Your Guide to Anti-Social Behaviour”

2.4 To prevent anti-social behaviour we have?

- Made it easier to report concerns
- Improved our interactive website
- Created a new Community Legal Service
- Supported and continue to support victims and witnesses
- Worked with and continue to work with other housing associations, local authorities, the police and the office of the police and crime commissioner
- Created a triaged preventative approach to Anti-Social Behaviour.

2.5 Triaged Preventative Approach

2.5.1 The facts of a case will influence how it is dealt with under our triaged preventative approach:

Primary Prevention:	<p>Information on customer obligations at the sign up of a new tenancy</p> <p>Tenancy training/Probationary Tenancies</p> <p>Regular estate inspections</p> <p>Self Help</p> <p>Referrals to specialist agencies</p> <p>Community Prevention and Diversion</p>
Secondary Prevention:	<p>Tenancy/Face to Face Warnings</p> <p>Community Protection Warnings</p> <p>Community Resolution Agreements</p> <p>Acceptable Behaviour Contracts</p> <p>Mediation Techniques</p>
Tertiary Prevention:	<p>Civil Injunctions in the County Court and Youth Court</p> <p>Possession Proceedings</p> <p>Committal Proceedings</p> <p>Support for Criminal/Environmental Prosecutions with partner agencies</p>

2.6 Playing your part

2.6.1 We want you to be proud of the area where you live. We need you to play your part in this too. We expect you to:

- Keep to your tenancy conditions and in particular be considerate towards your neighbours
- Be responsible for family members and visitors and be accountable for their behaviour
- Take responsibility for solving minor disagreements and show consideration for different lifestyles
- Treat all our employees, contractors and anyone working on our estates with respect

2.7 Reporting and Responding

- 2.7.1 We have invested in our services so that anyone who has a concern can make a report to us by phone, email, online, in person at our offices, or through a third party such as a Ward Councillor or relative.
- 2.7.2 If a reported incident involves violence, threats of violence or hate crime we will give it a Category 1 status and respond within 1 working day. These cases will be managed by our Community Legal Service.
- 2.7.3 All other incidents will be given a Category 2 status and we will respond within 5 working days. These cases will be managed by our Neighbourhood Service.
- 2.7.4 Our Community Legal Service is staffed Monday to Friday from 9.00am to 5.00pm. Other staff can listen to complainants, give advice, take action and manage expectations.
- 2.7.5 'Your Guide to Anti-Social Behaviour' sets out more details.

2.8 Sharing Information and Partnership Working

- 2.8.1 We work with partner agencies throughout Oldham and Greater Manchester to prevent Anti-Social Behaviour in our communities.
- 2.8.2 We do this by investing in partner services, sharing best practice, joint training and joint project work.
- 2.8.3 We share information in accordance with the law.

2.9 Training

- 2.9.1 Our Community Legal Service staff have all obtained an accredited qualification in Neighbourhood Nuisance and Anti-Social Behaviour case working.
- 2.9.2 Staff are trained to ensure a consistent approach to case management.
- 2.9.3 We provide regular updates, briefings and training to staff to ensure tools and powers are being used appropriately.
- 2.9.4 We provide and attend joint training sessions with partner agencies.

2.10 Performance and Monitoring

- 2.10.1 We let our customers know about our work via First Choice for News and press releases.
- 2.10.2 We monitor satisfaction with our service and have made efforts to ensure that feedback can be provided by telephone, email, SMS, online or by post.
- 2.10.3 We assess levels of satisfaction throughout the year so that we are equipped to review and continuously improve our service.

3. Legislative or other Guidelines

- 3.1 The policy explains our approach to managing reports of anti-social behaviour as required under the Anti-Social Behaviour Act 2003.
- 3.2 The Regulator of Social Housing's Neighbourhood and Community consumer standard requires registered providers to publish a policy on how we work with partners to prevent and tackle Anti-Social Behaviour.

4. Links to FCHO's Strategic Plan

- 4.1 By investing in services and partnership working, we are able to ensure that the neighbourhoods in which our customers live are thriving and resilient. In addition, this also highlights our commitment to being an excellent landlord providing services which exceeds our customer's expectations.

MONITORING, APPROVAL AND REVIEW	
Lead Officer / Author	Paula Field, Community Legal Manager
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Equality Analysis	EIA completed 1.11.2016 – no negative outcomes
Approved by	Leadership Team 24.01.2017
Policy Review	The Policy will be reviewed every 3 years or in line with legislative or regulatory changes. Due July 2020
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Copy available from	Joanne Goodall, Governance and Corporate Support Manager