



Swindon Borough Council
Housing
Anti-Social Behaviour Policy
October 2014

Swindon Borough Council

Housing

Anti-Social Behaviour Policy

1. Introduction

Preventing and tackling anti-social behaviour (ASB) is a priority for Swindon Borough Council. We will put victims at the heart of our service, ensuring they feel safe and secure in their homes and neighbourhoods. We understand the detrimental effect ASB can have on tenants, family members and their communities. The policy incorporates the legislation set out in the Anti-Social Behaviour, Crime and Policing Act 2014.

2. Purpose

This policy defines the Council's firm commitment to providing our tenants with a good quality service in terms of giving advice, investigating and taking early and effective action to tackle ASB.

3. Scope

This extends to all operational areas within Housing but more specifically Tenancy Services whom perform the Housing Management function.

4. Roles, Responsibility and Authority

Neighbourhood Housing Officers (NHO's) will take the lead on advising, investigating, tackling and recording low and medium priority ASB cases that involve our tenants. The NHO's will be supported, guided and monitored by the Lead Neighbourhood Housing Officer (LNHO) and Neighbourhood Housing Manager (NHM) through regular 1-1 meetings.

LNHO's and NHM's will take the lead on advising, investigating, tackling and recording high priority ASB cases that involve our tenants. The LNHO/NHM will be supported by the Tenancy Support Manager (Enforcement).

For residents living in Council Sheltered Housing the lead will be taken by the Sheltered Housing Supervisor with the assistance of the Sheltered Housing Officer. For cases that involve our tenants and private residents, we will work in partnership with the Council's Anti-Social Behaviour Team.

An ASB guide has been developed for use by tenants. This guide gives details as to what might be classed a high, medium or low priority case, how/where to report ASB, and advice about tackling ASB and how the Council can assist.

5. Quality Management System Requirements - General Requirements:

When a report of ASB is received the following will be undertaken: -

We will listen to the complainant and offer the best ASB related advice for the circumstances, focusing on an early resolution to the problems.

If appropriate, we will record and thoroughly investigate the case. In most circumstances, we will offer to visit complainants to agree an action plan for tackling the problems and issue ASB log sheets to aid the recording of further incidents.

We will attempt to contact the complainant/victim within 24 hours (Monday-Friday) where the case has been identified as urgent, to begin our investigations. This is usually where there is a threat of, or there has been actual violence. We will attempt to contact the complainant/victim within 48 hours for less urgent cases.

A named officer will deal with the complainants/victims case and agree with the complainant/victim the actions we will take and provide regular updates.

We will consider a wide range of approaches, and tools provided by legislation, to attempt swift and effective resolution of the ASB problem, for example, using restorative justice/mediation and injunctions.

As part of our processes, we will consider the security of the complainant/victim's home and offer support to witnesses going to court.

We will also treat any information received as confidential if requested by the complainant, unless we need to disclose details as part of legal proceedings or the Council has a duty of care to share the information.

Sometimes, the person causing the ASB will need support to address their behaviour. We will work with them and engage with specialist agencies to help the person change their behaviour. These may be included as part of legal proceedings and are known as positive requirements under the ASB, Crime and Policing Act 2014.

We are committed to working closely with tenants and key partners such as the Police and the Council's ASB team to resolve anti-social behaviour problems.

Incidents involving racist abuse, domestic violence and abuse or other discriminatory behaviour will be considered urgent and will be investigated within 24 hours of the report.

6. Implementation, Monitoring and Review

This policy will be implemented–Autumn 2014 and is linked to the Housing Business Plan 2013 – 14.

We place high regard to continuous improvement and therefore this policy will be monitored reviewed and evaluated in 6 month periods initially and then 12 monthly when established.