

Caerphilly Homes

Summary of Policy and Procedures for Anti-Social Behaviour

Introduction

Caerphilly Homes is committed to providing a coordinated and clear approach for dealing with reports of anti-social and nuisance behaviour.

The Anti-Social Behaviour Act 2003 placed a duty upon all social landlords to develop, produce and publish a statement of its Policy and Procedure for how it is going to deal with reports of anti-social/nuisance behaviour. In addition to these documents Caerphilly Homes must also produce a Summary of the policy and procedure. This document is the Summary of Caerphilly Homes Policy and Procedure for dealing with Anti- Social Behaviour and will answer some of the following questions:

- What is anti-social behaviour?
- What is Caerphilly Homes position on anti-social behaviour?
- How are incidents reported?
- Who will investigate reports of anti-social behaviour?
- How will Caerphilly Homes prevent or reduce anti-social/nuisance behaviour?
- What action can and will Caerphilly Homes take?
- How will we provide support?
- Who are our partners?
- How will we manage the information we receive?
- How will we monitor the process and our performance?
- How often will we review the process?

The policy and procedure are available on request in various formats at Caerphilly Homes housing offices or can be viewed on Caerphilly County Borough Council's (CCBC) web site – www.caerphilly.gov.uk

What is anti-social behaviour (ASB)?

There are several definitions of anti-social/ nuisance behaviour. Caerphilly Homes considers anti-social behaviour to be:

Conduct capable of causing nuisance or annoyance, and/or conduct likely to cause harassment, alarm or distress.

It is behaviour that prevents others enjoying an acceptable quality of life. Some examples of anti-social behaviour are:

- Violence or threats of violence to people e.g. physical abuse, grievous bodily harm, assault.
- Vandalism or property damage e.g. arson, criminal damage
- Noise e.g. playing music too loudly, regular parties at unsocial hours, arguing,

shouting.

- Substance misuse e.g. drugs and alcohol – use/misuse, selling/supplying, cultivation
- Harassment based on, or aggravated by prejudice against a person by virtue of their actual or perceived individual characteristics.

What is our position on anti-social/ nuisance behaviour?

Caerphilly Homes will not tolerate anti-social/nuisance behaviour. Caerphilly Homes will ensure that it responds to all incidents of anti-social/ nuisance behaviour in a way that is consistent, proportionate and appropriate. Caerphilly Homes follows a 3 strand process of Prevention, Support and Enforcement.

The Tenancy Agreement and Leasehold Agreement put obligations on tenants and leaseholders not to cause anti-social/nuisance behaviour to anyone else or to allow anyone living with them or visiting their home to behave in this way either. This is whilst they are in their home, in shared areas, or in the general area of the property.

How are incidents reported?

Incidents can be reported directly to the Tenancy Enforcement Section either in writing, via telephone or by email.

If this is not possible reporting persons can either:

- Report an incident on line using the CCBC's web page – www.caerphilly.gov.uk
- Contact the Area or Neighbourhood Housing Office either by phone, in writing or via email
- Visit one of the Customer First Centre's
- Visit one of CCBC main offices

All reports of anti-social/nuisance behaviour will be logged by the Tenancy Enforcement Section. They will assess the information, grade the report and refer it to the appropriate officer. Caerphilly Homes will aim to assess all tenant related reports of ASB within five working days.

In emergency cases where there are issues involving threats of violence, arson domestic violence/abuse or hate related behaviour Caerphilly Homes will contact the person making the report as soon as possible in order to make an initial emergency assessment.

Who will investigate reports of anti-social behaviour?

Caerphilly Homes has a comprehensive policy and procedure for how it will deal with reports of anti-social/nuisance behaviour. A specialist Tenancy Enforcement Section provides a proactive and focused approach to reports of this nature. They will remain impartial throughout the investigation process and will listen to each party and offer appropriate advice, support and assistance to the person making the report and the subject of the report to alleviate the cause(s) of the incident.

The assistance of other agencies will be requested where appropriate to assist Caerphilly Homes in its commitment to prevention, support and enforcement.

How will we prevent or reduce anti-social behaviour?

Caerphilly Homes will work towards tackling the underlying causes of anti-social behaviour and whilst we are prepared to take enforcement action to deter and challenge anti-social behaviour our primary aim is prevention and support to help to reduce repeat or cyclical instances of anti-social behaviour.

CCBC is fully committed to offering the youth and younger generation of the borough activities; diversions and educational platforms to assist them in gaining perceived citizenship and enabling them to become stake holders within their communities.

What action can and will we take?

Caerphilly Homes has a legal responsibility towards its tenants and leaseholders to ensure that they are able to live in quiet enjoyment and without annoyance from others. Where evidence is obtained of incidents of anti-social/nuisance behaviour, Caerphilly Homes has a number of options with regards to possible actions it may take. This includes:

- Interviewing, visiting and/or writing to the known subject of a report.
- Offering support and advice to address underlying causes of behaviour.
- Referral to mediation (Talk it through).
- Installing noise monitoring equipment.
- Civil Injunction - an Order, which can require an individual to do something or stop doing something.
- Possession Order - for breach of tenancy conditions.
- Eviction

Support for persons making reports

It is the primary aim of Caerphilly Homes to ensure that the reporting person feels confident in the reporting process. Caerphilly Homes will try to keep the reporting person fully informed and up to date of the proceedings, establishing both parties roles and responsibilities and ensuring that any support networks are made available as and when necessary.

Support for subjects of anti-social behaviour reports

Caerphilly Homes believes it has a community responsibility to not only prevent and reduce ASB but also to offer support and assistance to those individuals involved in the committing of such behaviour. We will therefore promote rehabilitation and support services for individuals within our communities.

Who are our partners when dealing with anti-social behaviour?

CCBC as a member of the Safer Caerphilly County Borough Community Safety Partnership will embrace fully the partnership approach to dealing with anti-social behaviour and crime reduction. We will work closely with our internal and external partners, stakeholders and agencies in providing a comprehensive service to reduce anti-social/nuisance behaviour. This will include tenant representative groups, the Police, Probation, Social Services, Education, Youth Offending Teams, Health Organisations, Drug Action Teams and any other organisations that may be in a position to support a joint approach to anti-social behaviour.

Information sharing and publicity

Caerphilly Homes is mindful that for any ASB service to be successful there has to be an effective information sharing protocol between all partner agencies. Therefore we will ensure that all information gathered from whatever source will be treated in confidence and managed in accordance with the relevant data gathering and protection legislation. In cases where it has successfully dealt with ASB through the legal process, Caerphilly Homes may decide to disclose certain matters for media attention if it feels such a disclosure may be of public interest. However each case will be taken on its merit.

Monitoring reports

All reports of ASB will be recorded, given a unique reference number and monitored in accordance with Caerphilly Homes procedures on performance review. Information relating to these cases will be treated in accordance with the Data Protection Act 1998.

Reviewing the process

Caerphilly Homes will review its policy and procedure on ASB where changes in legislation, guidance and good practice dictate. In addition we will strive to develop working practices, which maximise service delivery and embrace customer care.

Additional information

Should you require further clarification on any aspect of this document or additional information or a copy in a different language or format then you should contact:

Tenancy Enforcement Section on:

Tel: 01443 811440

E-mail: tenancyenforcement@caerphilly.gov.uk