Summary of Anti-Social Behaviour Policy and Procedure

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1. Introduction

This document summarises key aspects of Golden Gates Housing Trusts’ (GGHT) Anti-Social Behaviour Policy and Anti-Social Behaviour Procedure.

The Anti-Social Behaviour Policy and the Anti-Social Behaviour Procedure provide a framework for guidance rather than a 'one size fits all' approach.

This summary:

- should be read in conjunction with our Anti-Social Behaviour Policy and the Anti-Social Behaviour Procedure
- will be subject to annual review (revisions to this summary may be by way of supplements, updates and/or corrections to the published version)
- is published on our website: www.gght.org.uk
- is available on request in printed hard copy form as well as translation and alternative formats including Braille and large print

We always welcome feedback on any of our policies, procedures or services. If you have any questions, comments, compliments or complaints about this summary please let us know. Feedback may be given in any of the following ways:

- by telephone to GG Direct: 01925 452452
- in person at Bank Park House, Kendrick Street
- via the website www.gght.org.uk
- in writing to Bank Park House, Kendrick Street, Warrington, WA1 1UZ
- by email to info@gght.org.uk

2. Our Anti-Social Behaviour Policy

Our Anti-Social Behaviour Policy contains information covering the following key issues:

- What is anti-social behaviour?
- A general policy statement regarding anti-social behaviour
- The strategic context within which our anti-social behaviour policy has been determined
- Expected standards of behaviour
- How we monitor complaints of anti-social behaviour and what we do with the data we collect

Our Anti-Social Behaviour Policy also includes a number of supporting procedures and processes which are directly relevant to anti-social behaviour cases. These include policies, procedures and/or processes relating to:

- Supporting complainants and witnesses
- Professional witnesses and covert surveillance
- Racial and other Harassment / Hate Crime
- Domestic violence
- Prevention of Anti-Social Behaviour
- Specialist support
- Multi-agency partnerships
- Confidentiality, Data Protection and information exchange
- Publicity (with reference to our Policy and Procedure for addressing Issues of Publicity in Anti-Social Behaviour cases)
- Protection of Staff
- Information on other relevant policies
Performance indicators and monitoring

3. Our Anti-Social Behaviour Procedure

Our Anti-Social Behaviour Procedure addresses key issues including:

- How complaints of anti-social behaviour may come to our attention
- How a complaint of anti-social behaviour may be made (how to complain and where to make the complaint)
- What happens if the complaint of anti-social behaviour is an emergency / urgent
- What happens after a complaint of anti-social behaviour is made
- How quickly initial complaints will be actioned
- What happens where the complaint does not amount to anti-social behaviour
- When the identity of a complainant may be passed to an alleged perpetrator
- How complaints of anti-social behaviour are likely to be processed including steps such as:
  - Initial contact from officers
  - Initial assessments of the case including risk, vulnerability and the home environment
  - Consideration of referral or signposting to support agencies
  - Speaking to witnesses and/or contacting existing support agencies
  - Considering swift informal solutions in appropriate cases
  - Action plans for complainants to ensure clear lines of communication and an understanding of next steps and timescales
  - Interviews of complainants or witnesses (including how interviews are conducted and what sort of questions may be asked)
  - Tools for the capturing of evidence including the completion of nuisance diaries (and the principles applicable to the completion and collection of such information)
  - Liaison with other agencies including the police
  - Discussions or interviews with alleged perpetrators (and the applicable principles around the arrangement, preparation for, conduct of and follow up to interviews)
  - How a complainant can comment on a proposal to close a case
- How a case may be escalated where necessary for more formal and/or legal action
- What actions may be open to us after investigation. Examples include:
  - Monitoring of the case
  - Prevention & intervention techniques
  - Warning letters
  - Mediation
  - Acceptable Behaviour Contracts
  - Parental Control Agreements
  - Referral or signposting to other agencies (including external agencies)
  - Legal action: examples of legal action which may be utilised include:
    - Possession proceedings (including Absolute Possession claims)
    - Civil injunctions (with or without a power of arrest)
    - Demotion claims
- Examples of action taken by other agencies which we may support including:
  - Criminal Behaviour Orders
  - Closure Power
  - Dispersal Powers
  - Community Protection Notice
  - Community Remedy
  - Public Spaces Protection Order
- How complainants are supported through the process (including if legal action is taken)
- Internal complaints procedures, external complaints procedures and ASB Case Reviews