
Anti-social Behaviour Policy 2019-22

December 2018

Version 1.1

This Policy is available, on request, in different languages and in other formats such as in larger print, audio- tape and Braille.



Version Control

Policy Author	Version Number	Date	Status	Comments
Julie Allison	1.0	19.11.18	<i>Draft</i>	
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Endorsement Body	Meeting Date	Agenda Item	Comments
<i>EMT</i>	<i>26.11.18</i>		

Approval Body	Effective Date	Renewal date	Comments
<i>Board or committee</i>	<i>10.12.18</i>	<i>3 years from</i>	
		<i>Effective date</i>	
		<i>Or less if high</i>	
		<i>Risk</i>	
		<i>assessment</i>	

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1.0 Introduction

1.1 Purpose of this policy

River Clyde Homes acknowledges that tenants and residents have the right to live within a peaceful, enjoyable environment and feel safe within their home. The Association recognises the detrimental impact that anti-social behaviour can have upon individual residents and communities as a whole.

To realise our corporate vision to improve lives and places, Riverclyde Homes will:

- take timely, consistent and effective action against persons who behave in an anti-social manner.
- Provide support to victims and in appropriate circumstances, to perpetrators to positively change their behaviour, sustaining tenancies, where possible.
- Work in partnership with all relevant local agencies to reduce incidents of anti-social behaviour and their impact by maximising prevention, intervention, engagement and communication activities.

The statutory framework for this service area is set out within the following legislation:

- Antisocial Behaviour etc. (Scotland) Act 2004
- Housing (Scotland) Act 1988
- Housing (Scotland) Act 2001
- Housing (Scotland) Act 2014

This legislation sets out the grounds and process for recovery of possession and implementation/conversion to Short Scottish Secure Tenancies in appropriate circumstances.

Section 143 of the Anti-social Behaviour etc (Scotland) Act 2004 defines that 'a person is engaged in anti-social behaviour if he/she:

- acts in a manner that causes or is likely to cause alarm or distress to, or
- pursues a course of conduct that causes or is likely to cause alarm or distress to at least one person not of the same household as them.'

Within the definition, 'conduct' includes speech.

The Act also refines and enhances the tools and powers available to Local Authorities and the Police to address forms of anti-social behaviour, including:

- Anti-social Behaviour Orders
- Closure of Premises

- Dispersal of Groups
- Noise Nuisance
- Provision of Anti-social Behaviour Strategies
- Registration of Private Landlords

The importance of effective partnership working is also emphasised.

1.2 Supporting Research and Analysis

- CIH – How to Manage Anti-social Behaviour Cases Effectively - 2011
- CIH – Making a Difference – 2012
- CIH – Respect: Delivering the ASB Charter for Housing - 2011
- HO - Effective ASB Management Principles - 2010
- Police Scotland – Hate Crime - 2018
- Scottish Social Attitudes Survey - Public Attitudes to Antisocial Behaviour in Scotland – 2009
- The Scottish Government – Promoting Positive Outcomes – Working Together to Prevent Anti-social Behaviour in Scotland – 2009
- The Scottish Government - The impact of Local Anti-social Behaviour Strategies at a Neighbourhood Level – 2007
- The Scottish Government - Use of Anti-social Behaviour Orders in Scotland – 2007

1.3 Scope

The policy is relevant to:

A variety of stakeholders and partner agencies, including individual tenants and residents, together with tenants and residents groups, Riverclyde Homes staff, Senate and Board members, Police Scotland, Strathclyde Fire and Rescue, Inverclyde Council Officers, Community Health Care Partnership and Elected Members.

The policy has strong links with Inverclyde Councils Anti-social Behaviour Strategy and key action pillars in relation to Prevention, Integration, Engagement and Communication.

2.0 Policy Statement

River Clyde Homes recognises the harmful effect that anti-social behaviour can have upon tenants and residents' lives and will act consistently, effectively and

proportionately to address causes of anti-social behaviour within its neighbourhoods, while supporting victims and witnesses.

To achieve this, we will:

- Work preventatively to reduce anti-social behaviour at the beginning of tenancies, new tenants visits and in appropriate circumstances the provision of Short Scottish Secure Tenancies.
- Work in partnership with all relevant agencies, including Police Scotland and Inverclyde Councils Community Safety Team to identify sources of anti-social behaviour and strategically target resources to reduce their impact upon individuals and neighbourhoods.
- Practice early intervention to prevent situations escalating and where appropriate, the use of alternative approaches to conflict resolution, such as mediation and referrals for support.
- Embrace new technology and provide a range of mechanisms to report anti-social behaviour, together with clear and accessible information on policy and procedures relating to it's management.
- Investigate all reported incidents of anti-social behaviour in accordance within locally agreed target timescales, taking effective and proportionate action, including legal remedies, where alternative interventions have proven unsuccessful.
- Support victims and witnesses of anti-social behaviour and in appropriate circumstances extend support to perpetrators to positively influence behaviour and sustain tenancies. Where legal remedies prove necessary, we will utilize Expert Witnesses, where possible, to present evidence in court.
- Recognize the importance of effective communication and keep complainants informed of progress and actions arising throughout the duration of their complaint.
- Maintain accurate records relating to anti-social behaviour and monitor case progress and outcomes, and regularly review our anti-social processes, learning from our experiences and customer feedback.
- Manage anti-social behaviour openly with integrity and due regard to confidentiality.
- Ensure our staff have clearly defined roles and responsibilities and are adequately trained and equipped to manage anti-social behaviour.

- Develop information sharing and joint working protocols between other RCH Teams and or other agencies concerned with the management of anti-social behaviour, including Police Scotland, Strathclyde Fire and Rescue and Inverclyde Council.
- Research and embrace best practice concerning prevention and tackling anti-social behaviour.
- Assess and utilize information to contribute to community planning and investment programmes, assisting to design out anti-social/criminal behaviour and reducing fear of crime within neighbourhoods.

3.0 Context

3.1 Supporting Procedures

Procedures can be viewed at the following file location.

J:\Housing Services\Public\AREA TEAMS\OFFICER HANDBOOK DEVELOPMENT MAY 2016\Sect 3 Respect for others\ASB Policy Review 2018

3.2 Responsibility for Implementation

- Executive Director of Customer Services
- Head of Customer Services
- Service Improvement Manager
- Team Leader
- Housing Officer.

3.3 Key Stakeholders

- Community Councils
- Health and Social Care Partnership
- Customer Senate
- Individual tenants and residents
- Inverclyde Council – various sections and departments, including Social Work, Social Protection Team, Environmental Services,
- Police Scotland

- Registered Tenants and Residents Organisations
- River Clyde Homes Staff
- Strathclyde Fire and Rescue

3.4 Related Legislation

- Anti-social Behaviour etc (Scotland) Act 2004
- Data Protection Act 2016/679
- Disability Discrimination Act 2005
- General Data Protection Act 2018
- Homelessness (Scotland) Act 2003
- Housing (Scotland) Act 2014
- Matrimonial Homes (Family Protection)(Scotland) Act 1981
- The Children (Scotland) Act 1995
- The Housing (Scotland) Act 1987
- The Housing (Scotland) Act 2001
- The Human Rights Act 1998

3.5 Related Strategy

- Inverclyde Community Safety Strategy
- RCH Customer Involvement Strategy
- RCH Customer Services Strategy

3.6 Related Policies

- Allocations Policy
- CCTV Policy
- Complaints Policy
- Customer Care Policy
- Tenancy Sustainment Policy
- Vulnerable Customers Policy

3.7 Customer Feedback and Complaints

River Clyde Homes strives to provide an excellent customer service at all times and welcomes feedback and comments from our customers on the way in which we deal with incidents of anti-social behaviour and the outcome of cases. We will seek

feedback via our website, e-mail, in writing and verbally to learn from service users experiences, using them to shape and develop our service.

Any complaints in regard to this policy will be dealt with in line with the River Clyde Homes Complaints Policy. Complaints can be submitted:

Telephone: 0800 013 2196

Online: www.riverclydehomes.org.uk

E-mail: customerexperience@riverclydehomes.org.uk

4.0 Performance

The Performance and Services Committee will review and approve Key Performance Indicators and targets on an annual basis and outcomes will be monitored at bi-monthly meetings.

Performance will be measured against the following:

- Percentage of anti-social behaviour cases which were resolved within locally agreed targets.
- Percentage of ASB court actions initiated which resulted in eviction
- Percentage of reports of anti-social behaviour attended to within target timescales.
- Percentage of reports of ASB that are classified as hate related.
- Percentage of tenants satisfied with the management of their neighbourhood
- Satisfaction with ASB Case Handling