

**ANTI-SOCIAL BEHAVIOUR**

PENNINE HOUSING 2000

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POLICY STATEMENT

ANTI-SOCIAL BEHAVIOUR

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## ANTI-SOCIAL BEHAVIOUR

### 1. THE VISION

Pennine Housing 2000 and Calderdale Federation of Tenants and Residents' Associations are committed to the provision of a safe and secure environment by providing a responsive and positive action against all acts of Anti – Social Behaviour (ASB). By minimising incidents of ASB Pennine Housing 2000 aims to build successful and sustainable communities.

### 2. THE POLICY

#### 2.1 Definition

**Anti-social behaviour means acting in a manner which causes alarm and distress to one or more persons not of the same household as the perpetrator**

This can range from persistently playing loud music to serious criminal activity and abusive or threatening behaviour.

#### 2.2 Partners

***Pennine Housing is committed to working with a wide range of partners on joint initiatives linked to combating ASB.***

Partners include:-

- Calderdale Council
- Police
- Calderdale Community Safety Partnership
- Other Registered Social landlords
- Calderdale Tenants & Residents Federation
- CALM mediation service
- Halifax Court
- Probation Service
- Youth Offending Team
- Victim Support
- Drugs Action Teams
- Domestic Violence Forum
- Calderdale Primary Care Trust (PCT)
- Calderdale Racial Harassment Multi-Agency Panel.

Pennine Housing is actively involved in working together with external bodies in lobbying for changes to legislation and in sharing in good practice. These include the National Housing Federation, Northern Consortium of Housing Authorities, the Social Landlords Crime & Nuisance Group, West Yorkshire ASB Group.

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### 2.3 The Policy Statement

Pennine Housing 2000 will deal with ASB and Nuisance in the following ways :

- i) By prevention, through Pennine Housing's allocations policy, in the form of written undertakings for applications for new tenancies where there is evidence of the individual causing ASB.
- ii) By taking firm action against all acts of ASB, harassment and nuisance.
- iii) Housing Management staff along with the ASB Team have the main responsibility of tackling problems of ASB, whilst Pennine also will work together with a range of other agencies
- iv) By doing everything we can to support victims of harassment, nuisance and ASB. We will ensure complaints are treated seriously, impartially and confidentially.
- v) ASB, which is linked to, or motivated, by Race, Colour, Sexuality or Religion, will be treated as harassment and as such Pennine is committed to the Hate Incident Reporting Scheme and by seeking appropriate remedies to tackle the harassment.
- vi) By working closely with the Tenants Federation ASB Sub Group incorporating Residents Associations and Neighbourhood Watch schemes. Pennine Housing 2000 aims to provide a responsive service to its tenants as well as quality homes, which are safe and secure. The Company encourages good tenancy relations and believes that all tenants, their families and members of the community have the right to the peaceful enjoyment of their home and immediate environment.
- vii) Pennine Housing 2000 believes that none of its tenants should suffer domestic violence or the threat of domestic violence of any kind. No tenant should live in fear of violence from a spouse, partner, former spouse or partner or any member of his or her household. The Company is committed to assisting any tenant who is a victim of threatened or actual domestic violence and will consider all appropriate action in addressing the problem.

### 2.4 Specific Initiatives

***In addition to these measures Pennine has also developed a number of specific initiatives to assist in combating ASB and nuisance these include:-***

- Dedicated and experienced ASB Team with staff specifically trained to deal with ASB and nuisance. The team provide in-house training and monitoring and seek out best practice on ASB.
- Pennine Housing seeks out high quality legal representation where cases proceed to Court.
- **The Tenancy Agreement** – The agreement clearly sets down the obligations of tenants and Pennine Housing with regard to ASB. We will review the tenancy agreement periodically.
- **Gathering evidence** – Housing Management staff have the primary role of gathering evidence but in appropriate cases professional witnesses will be

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used. Pennine are committed to the full support of witnesses including regular updates and contact in how a case is being dealt with.

- **Preventative work** – Pennine operate a number of initiatives in order to help prevent incidents of ASB. This includes the new “sign up” procedure for tenants, which emphasises tenants responsibilities in relation to their new home at the very start. Pennine publish our ASB policy and procedures to all our tenants, and Pennine will include design issues where possible on refurbishment schemes, which assist in the prevention of ASB. Pennine works closely with local initiatives in diversionary projects and activities, which involve young people. Examples being the Early Intervention Panel, InBiz Awards, Barnado’s North Halifax Community Project, Acceptable Behaviour Contracts, Supported tenancies by the Stay Scheme and Foundation Housing. Pennine also seeks to prevent ASB by referrals to other agencies when necessary ie Social services, Education, Health Care and so on. Any alleged perpetrator with a disability will be offered assistance and guidance in accordance with the Disabilities Discrimination Act 1995.
- **Rehabilitation of Perpetrators** - Pennine will seek to assist perpetrators where the ASB is linked directly or indirectly to drug abuse, alcohol misuse, mental health or disability. We will work closely with Foundation Housing and West Yorks Probation Service on resettling offenders following prison release. Referrals will be made to the Housing Support Scheme and Drug Action Team where Mental health and substance misuse are issues. Any alleged perpetrator with a disability will be offered assistance and guidance in accordance with the Disabilities Discrimination Act 1995. Acceptable Behaviour Contracts and Parenting Agreements will be used with juvenile perpetrators as key rehabilitation tools. Close partnership with the Street Wardens Service will be maintained to identify any underlying issues.
- **Calderdale Mediation Service** – Pennine is committed to the service and values its contribution towards resolving a number of cases of low-level nuisance.
- **Technology** – where appropriate Pennine will use new technology to assist in information and evidence gathering. This will include CCTV cameras, noise monitoring equipment, alarms systems and the use of hand held video and photographic equipment.
- **Disclosure of Information** – an agreement has been entered into with West Yorkshire Police and neighbouring Authorities to share information and evidence.
- **Publicity & Media** – maximum publicity will be given to all aspects of the policy and procedure and to specific cases when they come in to the Court system and thereby into the public domain. This will be achieved via the local news media and tenants newsletters.
- **Key Legal Actions and Measures** –Pennine Housing is committed to the use of all legal measures available these to include: Possession, Eviction, Injunctions, Committals, Acceptable Behaviour Contracts, Anti-Social Behaviour Orders, Demoted Tenancies, Protection from Harassment Act.
- **Obligations of Tenants** – All Pennine tenants are expected to familiarise themselves with the Tenancy Agreement and use their best efforts to comply with the obligations therein.

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### 2.5 Summary

Pennine will seek to use all its expertise and resources to tackle instances of ASB, and will continue to evolve its Policies & Procedures on dealing with ASB as all cases cannot be treated in the same way, we expect high standards are met throughout the organisation and that our tenants can expect an excellent level of service and response.

The Tenants Federation ASB Sub-Group and the Board of Pennine Housing have an overall responsibility of strategic monitoring of this policy and it will be reviewed on an annual basis. Nuisance Complaints can be made via Pennine's website [www.ph2k.org.uk](http://www.ph2k.org.uk) ,at any Housing Office or by phoning 0800 393634.

### 3. Review and Monitoring

This policy will be reviewed at least every 3 years

### 4. Responsibility

|                                   |                     |
|-----------------------------------|---------------------|
| Responsible Committee             | Operations          |
| Policy Development and Monitoring | Operations          |
| Implementation                    | Operations Director |