

JHB/17/02BABERGH DISTRICT COUNCIL and MIDSUFFOLK DISTRICT COUNCIL

From: Gavin Fisk, Corporate Manager – Income and Tenant Services	Report Number: JHB/17/2
To: Joint Housing Board	Date of meeting: 19 June 2017

COUNCIL HOUSING ANTI-SOCIAL BEHAVIOUR POLICY

1. Purpose of Report

- 1.1 The purpose of this report is outline a newly devised Council Housing Anti-Social Behaviour Policy and to seek the approval of the Joint Housing Board for its implementation. The basic principles of the new policy are to support the Councils' Strategic Plan, to be flexible enough to adapt to changes in the future and to be clearly understood by complainants, alleged perpetrators and partner agencies.

2. Recommendations

- 2.1 To agree implementation of the policy and any associated procedures, some of which are yet to be developed.

3. Financial Implications

- 3.1 This project is being undertaken using existing resources within the Tenant Services Team. It is intended the outcomes will in the long-term, enable savings as a direct result of more efficient working practices through a more proactive and targeted approach to anti-social and nuisance behaviour.

4. Legal Implications

- 4.1 The policy aims to work in line with any relevant legislation which is contained within the policy document.

5. Risk Management

- 5.1 This report is most closely linked with the Council's Corporate / Significant Business Risk No. Key risks are set out below:

Risk Description	Likelihood	Impact	Mitigation Measures
4 (b) Failure to manage our housing assets effectively			It is intended this policy will allow us better to manage our assets by means of targeting our limited resources at those that need our support and assistance to resolve anti-social behaviour in our communities

6. Consultations

- 6.1 A consultation event was carried out on 25 April 2017 at Mid Suffolk District Council's offices led by three Community Housing Officers. The main principles of the policy were presented via PowerPoint followed by a workshop session. 25 individuals consisting of internal departments and external agencies attended the event.
- 6.2 A formal consultation on the draft policy document took place between 2nd May 2017 and 12th May 2017. Feedback forms were issued to both internal and external partners. A total of 10 responses were received.
- 6.3 Valuable feedback was received from internal departments and external agencies which has helped us to further develop and improve the draft policy.
- 6.4 All the responses to the consultation have been collated into a document; responses were formed to each comment made, and appropriate changes were subsequently made to the policy.
- 6.5 Once the policy has been approved, we will distribute a copy of the final policy document to each individual that responded to the consultation, along with a copy of the consultation responses.

7. Equality Analysis

- 7.1 The policy intends to work alongside the principles of the Equality Act 2010.

8. Shared Service / Partnership Implications

- 8.1 None.

9. Links to Joint Strategic Plan

- 9.1 Priority 3 - 'Strong and Healthy Communities':

*create self-sufficient communities.

*working in partnership to deliver community led projects to prevent & reduce ASB.

10. Key Information

- 10.1 A review of the Council Housing Anti-Social Behaviour Policy began in January 2017. A small working group was set up involving three Community Housing Officers. Extensive research was carried out, including researching the approach of other housing providers, the Chartered Institute of Housing – ASB Charter for Housing, government & legal briefing papers, previous policies and procedures and the Councils' Strategic Plan.
- 10.2 Following a number of working group sessions over the following months, a draft policy document was created in April.
- 10.3 The policy aims to reduce the reliance of customers on us to resolve their problems with their neighbours, to encourage more tolerance and willingness to resolve problems in the community.

We aim to focus resources where support is needed the most. The policy aims to make it clear where we will not become involved in complaints.

- 10.4 Within the policy we have introduced new set stages of case management, the purpose of which is to enable a clear structure that can be easily visible and understood by all involved. A new 'risk assessment' will be developed to prioritise complaints and allocate a response time.
- 10.5 As a landlord we have a responsibility to be clear with complainants that as a landlord we are not responsible for the entire actions of our tenants and to provide clear expectations of what we can and cannot do. For instances of alleged nuisance we will decide if we will take action against a tenant. We will make it clear that anyone affected by a nuisance has the right to take their own legal action independent of the Councils.
- 10.6 We will ensure tenants are communicated with at key points of their tenancy to ensure they understand their responsibilities in terms of anti-social behaviour.
- 10.7 The policy contains details about activity that will be monitored, however we need to ensure there is a place for Community Housing Officers to record these figures every month for the financial year April – March, starting April 2018.
- 10.8 The policy will be reviewed every three years unless amendments are required prompted by change in legislation, guidelines or monitoring reveals that a change in policy is required sooner. Any policy review that is carried out which significantly changes our approach to managing anti-social behaviour will be brought back to the board for consideration.

11. Appendices

(a) Council Housing Anti-Social Behaviour Policy 2017

(b) Consultation responses

12. Background Documents

12.1 None.

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