

BOROUGH OF KETTERING

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| Report Originator | Leona Mantle – Tenancy Services Manager | <i>Fwd Plan Ref No:</i> A18/031 | |
| Wards Affected | All | 16 th January 2019 | |
| Title | REVIEW OF HOUSING ANTI-SOCIAL BEHAVIOUR POLICY | | |

Portfolio Holder: Cllr Mark Rowley

1. **PURPOSE OF REPORT**

To seek Executive Committee approval of the reviewed and updated Anti-social Behaviour Policy which sets out the council's response to anti-social behaviour within its housing stock.

2. **INFORMATION**

- 2.1 The Anti-Social Behaviour Act 2003 places a duty on social landlords to publish a policy in relation to anti-social behaviour (ASB). This report highlights amendments to our ASB policy following changes to legislation, guidance, and in response to customer feedback.
- 2.2 The council aims to tackle ASB on its housing estates by acting promptly and effectively, using appropriate and proportionate interventions, as well as working pro-actively with partner agencies to prevent or reduce prevalence of ASB.
- 2.3 The key principles and our approach to ASB highlights the multi-agency approach needed, and recognition that ASB is often a symptom of more fundamental problems with an individual or household which need to be addressed holistically.
- 2.4 The policy identifies actions that may be considered as a proportionate response to ASB. These may be preventative actions, early intervention or enforcement actions. A full list of these actions is set out in Section 6 of the Policy Document (**Appendix 1**).
- 2.5 Summary of the Policy – Key Changes**
- 2.5.1 To assist our residents, as well as providing legal definition and defining what is considered to be ASB, the policy clarifies behaviours which are not considered to be ASB and therefore cannot be dealt with by the council as a landlord. This should provide clarity to residents concerned about the conduct of others, but who are unsure if action can be taken by the council.
- 2.5.2 Advice is provided within the policy on how to report ASB.

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- 2.5.3 Responding to customer feedback, the policy sets out service standards for responding to a complaint of ASB. An officer will contact the complainant within 2 working days to discuss the matter.
- 2.5.4 Responding to customer feedback, case management principles are stated within the policy.
- Minimum service standards relating to contact with complainants are specified (minimum contact every 2 week and at critical stages during a case);
 - confirmation that risk assessments will be carried out for both victim and perpetrator at critical stages;
 - the case will be regularly reviewed and escalated where appropriate.
- 2.5.5 We confirm in the policy that we will provide appropriate practical and emotional support for victims who are willing to attend court as witnesses.
- 2.5.6 A clear case closure policy is included. This will include case closure where evidence is not forthcoming.
- 2.5.7 The policy also advises of the right to have their case reviewed by means of a Community Trigger.

3. CONSULTATION AND CUSTOMER IMPACT

- 3.1 The changes to this policy have taken into account feedback from service users and complaints received relating to the ASB service. A consultation process has been undertaken within Housing Management team and the policy will be presented to Tenants' Forum for consultation on 10th January 2019.

4. POLICY IMPLICATIONS

- 4.1 We have approximately 3800 homes within our management and a key priority is tenancy sustainment. By having a robust ASB policy, a professional ASB team and stringent and transparent processes aimed at dealing effectively with ASB, our communities will continue to be places where tenants want to live, with our support.

5. FINANCIAL RESOURCE IMPLICATIONS

- 5.1 No additional resource implications arising from these amendments.

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6. HUMAN RESOURCE IMPLICATIONS

6.1 No HR issues identified as a result of the policy review.

7. LEGAL IMPLICATIONS

7.1 The Anti-Social Behaviour Policy will be monitored to ensure that it continues to reflect requirements under the legal framework and any relevant case law that effects its operation. It is proposed that a review of the policy will be carried out after one year.

8. RECOMMENDATION

8.1 It is recommended that the Executive Committee agrees to adopt the Anti-Social Behaviour Policy attached to this report.

Background Papers:

Title: Anti-social Behaviour Policy (draft)

Date: 17 December 2018

Contact Officer: Anne-Marie Loughran – Housing Manager (ASB)

Previous Minutes/Reports:

Ref:

Date: