

Committee	Dated:
Housing Management & Almshouses Sub-Committee	23/07/2018
Subject: Anti-Social Behaviour Policy	Public
Report of: Director of Community & Children's Services	For Decision
Report author: Liam Gillespie, Acting Head of Estates	

Summary

A new Anti-Social Behaviour Policy has been written to provide a clear statement of our commitment to dealing with issues of nuisance and anti-social behaviour on our estates. The Policy also describes principles that will guide decisions made by officers when investigating cases and taking action to address anti-social behaviour.

This new Policy forms part of a review of the way in which we manage anti-social behaviour cases. This review has also seen the introduction of a new procedure for officers and the implementation of new case management software to assist in the effective administration of cases.

Recommendation

Members are asked to:

- Approve the Anti-Social Behaviour Policy for use by the Housing & Neighbourhoods Service

Main Report

Background

1. Over the past year, the Housing & Neighbourhoods Service has made changes to the way in which it manages anti-social behaviour cases, with the aim of improving officers' knowledge and skills in this area and, in turn, helping to ensure that cases are dealt with effectively and decisively.

As part of this exercise, the Anti-Social Behaviour Policy has been reviewed and re-written. An associated procedure has also been written to assist officers. The new Policy emphasises a preventative approach to anti-social behaviour and makes a commitment to ensuring that any action we take as a landlord is a proportionate response to the behaviour in question.

Current Position

2. The Anti-Social Behaviour Policy was last approved by Committee in 2015. That Policy was written in response to major changes to anti-social behaviour legislation in the form of the Anti-Social Behaviour, Crime & Policing Act 2014. Our estates have relatively low levels of anti-social behaviour and the incidents that do occur tend to be relatively minor. However, we do occasionally deal with serious cases that require legal intervention. It is important that officers are equipped to respond effectively to these cases to ensure that victims are supported, and appropriate action is taken against perpetrators.
3. During 2017, estate-based staff received training on anti-social behaviour case management and best practice. In early 2018, we introduced Streetwise, a specialist anti-social behaviour case management system, which is now being used to administer cases. Streetwise also enables more effective monitoring and reporting of cases by management and allows us to run statistical reports very easily.
4. The new policy re-states our commitment to dealing with anti-social behaviour on our estates and emphasises the importance of providing timely support to victims. It also stresses the need to address any vulnerabilities that might be the cause of someone's anti-social behaviour, with the aim of stopping the nuisance and helping sustain the individual's tenancy.
5. The policy aims to strike a balance between the needs of the victim and the perpetrator. We will provide appropriate support to vulnerable perpetrators and ensure that any action we take is proportionate to the behaviour in question. We will normally attempt less formal interventions first, though we have reserved the right to proceed directly to formal action where this is justified.
6. This policy was sent to members of the Housing HUB for comments and suggestions. Twelve residents replied, and their feedback is summarised in Appendix 3, which also includes management responses to their comments.

Corporate & Strategic Implications

7. This Policy supports our corporate aim of contributing to a flourishing society. The relevant outcome is 'ensuring that people are safe and feel safe'. This outcome includes tackling anti-social behaviour and protecting consumers and users of our buildings, streets and public spaces.

Conclusion

8. The new Anti-Social Behaviour Policy is intended to outline our commitment to dealing effectively with issues when they arise on our estates. It is also meant to support officers in making decisions in case management, as well as emphasising that we will take proportionate and effective action to deal with issues when they arise.

Appendices

1. Anti-Social Behaviour Policy
2. Equalities Assessment for this policy
3. Summary of resident feedback on the draft policy, with responses

Liam Gillespie

Acting Head of Estates

T: 020 7332 3308

E: liam.gillespie@cityoflondon.gov.uk