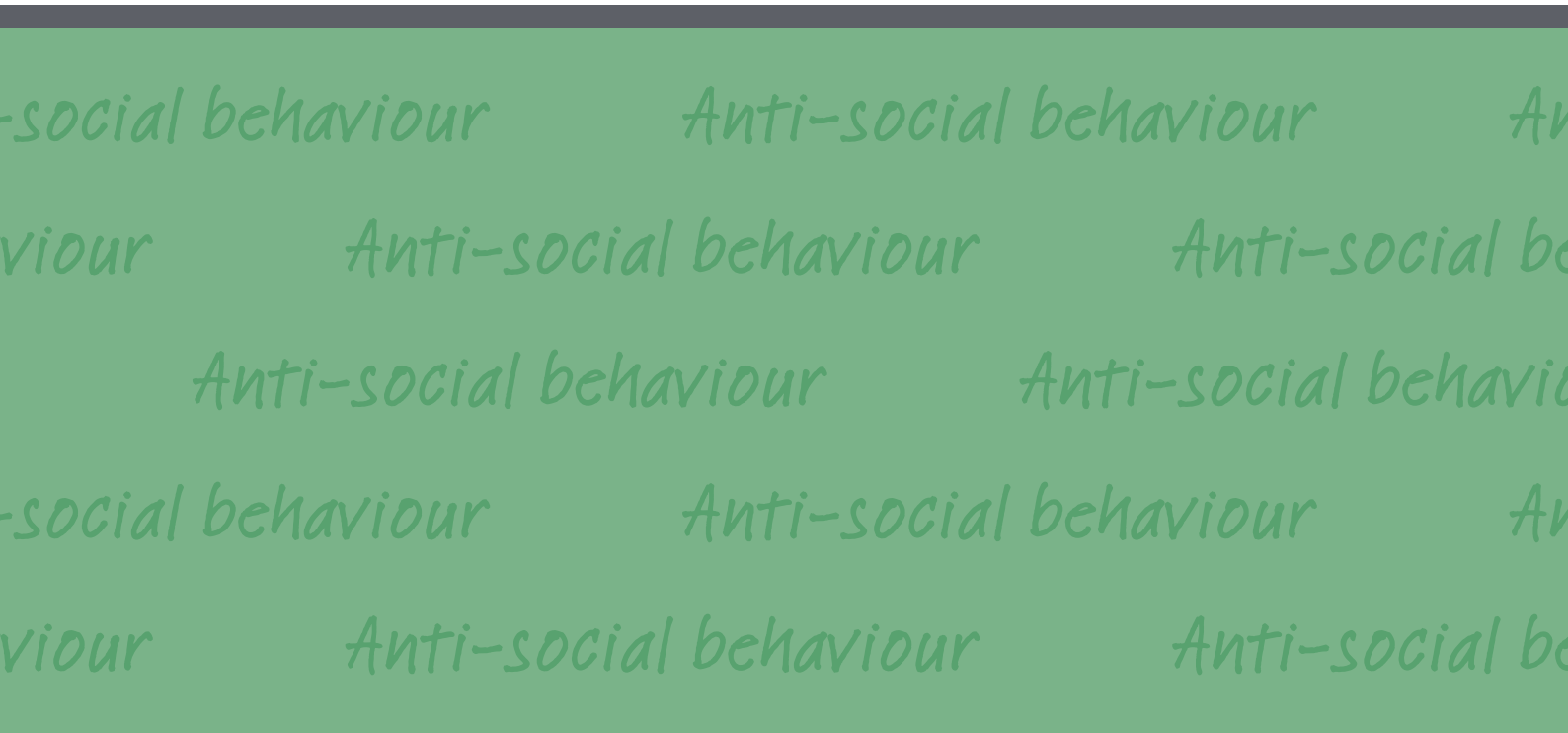


Statement for dealing with anti-social behaviour



CROSS KEYS Homes

You'll be at home with us



Statement

Section 12 of the Anti-Social Behaviour Act 2003

This document is Cross Keys Homes' published statement on combined policies and procedures for dealing with anti-social behaviour as required by the Anti-Social Behaviour Act 2003.

Cross Keys Homes is committed to ensuring that all its tenants and leaseholders enjoy the right to a decent, secure and peaceful living environment, without disturbance or harassment from neighbours or others in the community.

Cross Keys Homes expect all its tenants to understand that they are responsible for the behaviour of those who live with or visit them. The tenancy agreement, which all tenants sign, clearly sets out sections which cover behaviour and what is expected of them.

If you have any difficulty understanding this document we can arrange for it to be explained to you by an interpreter. Please call us on: **01733 385116**.

You will need to tell us your address and the language you speak.

اذا كان لديكم اية صعوبات في فهم هذا الدليل نستطيع اتخاذ الترتيبات اللازمة ليقم شرحه لكم بواسطة مترجم الرجاء الاتصال بنا علي الرقم ٠١٧٣٣ ٣٨٥١١٦ .

و عليكم بإطلاعنا علي عنوانكم و اللغة التي تتكلمون بها .

اگر در فهمیدن این متن مشکلی دارید می توانیم ترتیبی بدهیم که یک نفر مترجم شفاهی آنرا برای شما توضیح دهد . لطفاً با ما در شماره تلفن **01733 385116** تماس بگیرید .

شما می بایست آدرس محل و زندگی و زبانی را که صحبت می کنید به ما بگویید .

نه گهر بۆ تیگه یشتنی ئەم نامیلکەیه هەر جۆره ناستەنگیکت ههیه ئەوا دەتوانین کاریکی وا بکەین مۆتەرجهیک ناوهرۆکی ئەم نامیلکەیهت بۆ شی بکاتەوه . تکایه بهم ژماره تەلهفۆنه **01733 385116** پێوه ندمان بێ بکه .

پێویسته ناوێشانی خۆتان بێ بەدیهت و پێشمان بلێیت به چ زمانیک قسه ده کهیت .

اس دستاویر کو تہجئے ہیں اگر آپ کو کسی دشواری کا سامنا ہو تو ہم ایک ترجمان کے ذریعہ آپ کے لئے اس کی وضاحت کا انتظام کر سکتے ہیں۔ برائے مہربانی ہمیں **01733 385116** پر ٹیلیفون کریں۔

آپ کو ہمیں آپ کا پتہ اور جو زبان آپ بولتے ہیں بتانا ہوگا۔

Se tem alguma dificuldade em compreender este folheto poderemos arranjar um interprete para lhe explicar este folheto. Por favor telefone para **01733 385116**.

Tera que nos informar a sua morada e o idioma que fala.



If you require an audio version of this leaflet or assistance with a language or Braille translation, call: **01733 385116** or email: translation@crosskeyshomes.co.uk

This is a free service.

How Cross Keys Homes is governed

Cross Keys Homes is governed by a management board. The board is made up of six residents, five independent professionals and four councillors. The board carry out the strategic decision making and give staff direction on the management and future development of the organisation.

Cross Keys Homes' commitment to tackling anti-social behaviour

Cross Keys Homes recognises that in order to provide a quality housing service, and homes where people want to live, we must be effective in tackling the problems caused by anti-social behaviour.

Cross Keys Homes will demonstrate by its actions that it will not tolerate anti-social behaviour and will make this absolutely clear to its existing tenants and to any person who is seeking a tenancy with us.

Cross Keys Homes will use all the powers available contained within the Anti-Social Behaviour Act 2003 and the Housing Act 1996 in order to control anti-social behaviour and to ensure that bad behaviour is not allowed to affect people's quality of life.

Every report of anti-social behaviour will be responded to within five working days or 24 hours if the matter is serious and/or involves violence or racial harassment. We will work closely with all partner agencies to ensure that tenants are given every opportunity to seek positive interventions to address their anti-social behaviour. This is particularly important where young people are involved.

We will seek to offer a non-confrontational approach to resolving anti-social behaviour by involving the Mediation Service for some neighbour nuisance. However, where the matter is serious, involves bad behaviour, violence or racial harassment of any sort, action against perpetrators will include injunctions, demotion of tenancy, and anti-social behaviour orders. Eviction will always be the last resort and will only be considered when other interventions have failed.

Our tenants' views will be sought at the end of the process to see how satisfied they were with the way their complaint was handled.

What is anti-social behaviour?

The Housing Act 1996 gives the following *legal definition* of behaviour, which is not acceptable.

- **Conduct which is capable of causing nuisance or annoyance to any person and directly or indirectly relates to or affects the housing management functions of a relevant landlord**
- **Conduct, which consists of or involves using or threatening to use housing accommodation owned or managed by a relevant landlord for an unlawful purpose.**

The sort of behaviour, which could fall into this category, is:

- Any form of unreasonable noise nuisance
- Intimidation or harassment
- Threatening language or behaviour
- Hate crime that targets members of particular groups or cultures
- Violence including domestic violence
- Uncontrolled children or visitors
- Using your home to sell drugs

Positive intervention to prevent anti-social behaviour

Cross Keys Homes is committed to the prevention of anti-social behaviour by offering effective early intervention. This is critical if communities are to be sustained. The sort of prevention measures which Cross Keys Homes has adopted are listed below and begin with a scheme to ensure that at the start of a new tenancy, our tenants understand that anti-social behaviour will not be tolerated.

- Tenancy 'sign up' interview for all new tenants which sets out our commitment to zero tolerance on anti-social behaviour
- A starter tenancy for one year for all new tenants to ensure that good behaviour is monitored
- Quick referral to the Mediation Service
- Structured interviews for parents of children who are beginning to get involved in anti-social behaviour
- Referral to the Community Safety Partnerships Problem Solving Group at an early stage
- Use of Acceptable Behaviour Contracts
- Floating support schemes to support vulnerable tenants at risk of displaying poor behaviour
- Referral to local Sure Start schemes to support families and children
- Referral of individuals to drug or alcohol rehabilitation agencies

Taking positive action

Whether by telephone, in person or by any other form of correspondence all reports of anti-social behaviour will be responded to within five working days. If the matter is racially motivated or involves violence then this will be investigated within 24 hours. You may be asked to keep further evidence of what is happening and given diary sheets to complete. You may also be invited to attend an interview. The alleged perpetrator will then be contacted. The victim will be kept informed of progress on the case by regular updates and information as to how the case is progressing. Depending on what behaviour is involved will determine what action is considered best to try and resolve the matter quickly. Various options will be discussed with the victim.

Cases involving racially motivated incidents and other hate crime

Any reported cases involving a racially motivated or hate crime or an incident where the victim perceives it to be racially motivated, will be investigated using the 'Open Out Scheme'. This is a victim centred approach co-ordinated by joint agencies including; the police and the local authority hate crime co-ordinator. Cross Keys Homes will take action against anyone found to be in breach of their tenancy conditions. Breaches cover threatening to use or engaging in conduct which is racist or singles out groups or individuals because of their race, religion or sexual orientation.

There is a separate policy document available for racial harassment.

Victims of domestic violence

Cross Keys Homes recognises that victims of domestic violence fall within the scope of anti-social behaviour legislation and the victim will be supported at all times by the Police Child and Domestic Abuse Investigation Unit and Cross Keys Homes. Re-housing the victim will be considered where circumstances prevent the person and/or children from remaining safely in the family home. At all times the victim will be 'believed' and reference must be made to the policy and procedure documents on domestic violence. A joint scheme, 'Sanctuary at Home' is being implemented to keep victims safe.

See separate policy on domestic violence.

Cross tenure estates

Many of our estates now have a large mix of different tenures; this means a range of different landlords and owners of homes. In order to ensure that Cross Keys Homes can deal with all reports from our tenants, area office staff have clear guidance on taking the lead in all cases to ensure that the correct agency is involved where the alleged perpetrator is not one of our tenants.

Supporting our witnesses

Supporting witnesses is key to any investigation and the anti-social behaviour unit within Cross Keys Homes has been established to offer support to witnesses. The unit will ensure that the witnesses have access to a named manager and that they are clear on what they need to do outside of normal office hours if they are worried or are facing harassment. Cross Keys Homes has produced a leaflet called '*Supporting Witnesses*', this is available from any area office or the anti-social behaviour unit.

Perpetrators or victims of anti-social behaviour who have a disability

Cross Keys Homes will take into consideration anyone with a disability who is either a victim or perpetrator to ensure compliance with the Disability Discrimination Act (DDA). Different support or action may be needed.

Actions which can be used to tackle anti-social behaviour

Cross Keys Homes will use a variety of methods to resolve anti-social behaviour, depending upon the type, severity and circumstances involved.

The list below explains what actions might be taken, once a problem has been reported:

- Mediation will always be considered as a non-confrontational approach to resolving neighbour disputes and some types of anti-social behaviour
- Referrals to other agencies such as environmental services will be used
- Use of housing injunctions; these are now being widely used to bring about immediate relief for serious behaviour, before a full court hearing takes place
- Notices of Seeking Possession are served on tenants when we are satisfied that they have broken their tenancy agreement with us and we intend to take them to court
- Tenancy demotion is a new power recently given to landlords, which allows us to demote the tenancy to a less secure tenancy for up to one year. During this time we will work with the tenant to bring about an improvement in their behaviour. If there is no improvement, we can ask the court to give us possession of their home and much more quickly than previously allowed
- Referral to the Community Safety Partnership where there is a vital link with other agencies such as the police, education, children's social care and other agencies, all committed to a problem solving approach where bad behaviour is affecting the wider community
- Anti-social behaviour orders (ASBOs), these are considered where a child or person over the age of 10 years is causing serious nuisance in the locality
- Criminal proceedings where the behaviour involves criminal activity such as burglary or stealing cars and the police are involved
- Use of professional witnesses or CCTV where evidence can be gathered when neighbours are too frightened to come forward. A professional witness specially employed to do this can provide witness statements. We may also use covert observations using CCTV in special circumstances

Legislation used

There are a number of other pieces of legislation and policies, which Cross Keys Homes will refer to when considering what action to take for anti-social behaviour:

- The Anti-Social Behaviour Act 2003
- The Crime and Disorder Act 1998
- The Race Relations Act 2000
- The Housing Act 1988 (amended 1996)
- Housing Corporation circular Tenancy Management currently 02/07
- Disability Discrimination Act 2005
- The Children Act 1989 - including the 'Every Child Matters' agenda
- The 'Respect' Agenda 2006 - the six core components

We also rely on the following Cross Keys Homes' policies to guide staff:

- Domestic Violence Policy
- Child Protection Policy
- Racial Harassment and Hate Crime

Rehabilitation and intervention strategies for offenders

Rehabilitation of perpetrators is a key theme when attempting to offer interventions to someone who may have drug or alcohol issues, or a mental health problem. In respect of young people the use of acceptable behaviour contracts can be the step into accessing other preventative measures to divert their behaviour to a more positive outcome. Cross Keys Homes has close links with drug agencies and other support agencies where a range of rehabilitation strategies can be offered.

Sharing information and partnership working

Information sharing is a key area in which our staff need to consider confidentiality at all times, in order to comply with the information sharing protocol to which Cross Keys Homes is signed up to. Working with partner organisations such as the police and community safety partnership are key if the best possible outcomes are to be achieved for our tenants to improve their lives.

Our media strategy

Cross Keys Homes has a media strategy, which includes positively publicising action, taken to combat anti-social behaviour. It is important that the wider community knows that action is being taken and why.

Other and future initiatives

Cross Keys Homes has a range of other initiatives, which are listed below. All are designed to support our commitment to the approach of intervention, prevention, and enforcement when tackling anti-social behaviour:

- Online reporting now available on: antisocialbehaviour@crosskeyshomes.co.uk
- An out-of-hours reporting line is available for tenants to contact us about anti-social behaviour - 01733 385099. A text service is also available. Text ASB followed by your message to: 60066
- Various schemes are being considered to reward good tenants
- Good neighbour declaration schemes are being used positively
- Out reach surgeries are being rolled out across the city to reach all groups of people who may not be able to report anti-social behaviour
- Positive media strategy to keep the community well informed

Well trained and knowledgeable staff

Training our staff is key to the organisation's ability to be able to deal quickly and effectively with all reports of anti-social behaviour. All staff at Cross Keys Homes have been given up-to-date training and support, which is ongoing. All staff have a working procedure document to ensure consistency of approach when deciding what action to take.

Monitoring and review

Cross Keys Homes will review its policy and procedure on anti-social behaviour annually. A range of performance indicators will be used to drive through change and continuous improvement in the services offered.

Local 'hotspots' will be identified, as will any areas of deprivation where it is apparent that anti-social behaviour is prevalent. We will measure our performance against other similar social landlords and seek to excel the targets set by the Housing Corporation to ensure continuous improvement. We will monitor responses to issues affecting minority groups.

Resident involvement

Involving residents is critical to the service and recognised groups of individuals will be encouraged to get involved in helping to shape and develop the service further and ensure that it is representative of what tenants want and expect from an anti-social behaviour unit. Cross Keys Homes' Resident Liaison Group will receive regular information and statistics and will be actively involved in decision making about issues affecting their communities.

Quality of life initiatives

The causes of and reasons for anti-social behaviour can sometimes be linked to deprivation, inappropriate parenting, and poor life skills. Cross Keys Homes will be working towards helping people to achieve goals in life which will improve their own quality of life and in turn benefit the wider community. Further information can be found in our Quality of Life strategy.

Advice and information

There are leaflets available from Cross Keys Homes, which offer advice and support. These are available from any area office or the anti-social behaviour unit. These include:

- Anti-social behaviour - Advice and information for new tenants
- Anti-social behaviour - General advice for tenants and residents
- Supporting witnesses - What to expect if you are giving evidence, and how we will support you

Contacting us

Cross Keys Homes' head office switchboard for initial advice: 01733 385000

You can also email: antisocialbehaviour@crosskeyshomes.co.uk

Further printed copies of this statement are available from:

Cross Keys Homes
Shrewsbury Avenue
Woodston
Peterborough
PE2 7BZ

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