

Anti-social behaviour summary



CROSS KEYS Homes

You'll be at home with us



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Summary

Section 12 of the Anti-Social Behaviour Act 2003

This document is Cross Keys Homes' published summary of its statement 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 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** پیۆه ندمان یی بکە.

پیۆسته ناوێشانی خۆتان یی بەدیهت و پێشمان بلێیت به چ زمانیک قسه ده کهیت.

اس دستاوێز کۆتێجھنی ئێم 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 carries out the strategic decision making processes and give staff the 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, involving 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 tenant's 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

Crime which 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. The type of interventions offered and used are outlined in Cross Keys Homes' full statement. The document is available from our area offices.

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. The full investigation process is detailed in our full statement document.

Cases involving racially motivated incidents

Any reported cases involving a racially motivated hate crime or incident where the victim believes or 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.

There is a separate policy document on hate crime and racial harassment.

Victims of domestic violence

Cross Keys Homes accept 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 Investigations Unit and Cross Keys Homes.

See Cross Keys Homes separate policy document on domestic violence.

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. Cross Keys Homes has produced a leaflet called '*supporting witnesses*', this is available from any area office or the anti-social behaviour unit.

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. A full list of the sanctions available is detailed in our full statement document.

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. A full list of the legislation available is detailed in our full statement document.

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 are signed up to. Working with partner organisations such as the police and community safety 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.

Monitoring and review

Cross Keys Homes will review its policy, procedure, statement and summary on anti-social behaviour at least annually. A range of performance indicators will be used to drive through change and continuous improvement.

Resident involvement

Cross Keys Homes will encourage residents to get involved to help 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.

Advice and information

The following leaflets are available from Cross Keys Homes' head office or any area office:

- 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 any advice is 01733 385000

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

Further printed copies of this summary are available from:

Cross Keys Homes
Shrewsbury Avenue
Woodston
Peterborough
PE2 7BZ

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