

Wandsworth Council

ANTI-SOCIAL BEHAVIOUR 2019 - 2022

ASB Housing Policy Statement

January 2019



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GLOSSARY

ABC	Acceptable Behaviour Contract
AHP	Area Housing Panel
ASB	Anti-Social Behaviour
BCU	Basic Command Unit
CBO	Criminal Behaviour Order
CBP	Corporate Business Plan
CPN	Community Protection Notice
CSP	Community Safety Partnership
FGM	Female Genital Mutilation
FRP	Family Recovery Project
GMAP	Gangs Multi-Agency Partnership
IASG	Inter-Agency Steering Group
IDVA	Independent Domestic Violence Advocate
LGA	Local Government Association
MAPPA	Multi-Agency Public Protection Arrangement
MARAC	Multi-Agency Risk Assessment Conference
MOPAC	Mayor's Office for Policing and Crime
NOSP	Notice of Seeking Possession
NSIR	National Standards for Incident Reporting
PRPs	Private Registered Providers
PSG	Partnership Strategy Group
PSPO	Public Spaces Protection Order
SIB	Small Improvement Budget
SPSS	Stay Put Stay Safe
SNT	Safer Neighbourhood Team
TFP	Troubled Families Programme
TRC	Training Resource Centre
VAWG	Violence Against Women and Girls
WEC	Wandsworth Emergency Control
YOT	Youth Offending Team

1. Introduction

The Council's Housing and Regeneration Department, which manages over 32,000 Council properties, has a long-standing commitment to preventing and tackling anti-social behaviour (ASB) and making its estates and neighbourhoods safer. As a direct provider of services, it has an integral role to play in working with other agencies to tackle ASB and make every effort to ensure that residents enjoy a safe and secure environment. This statement outlines our approach to ASB and the measures in place to deal with it.

Following the Neighbourhood and Community standard set out in the Regulatory Framework this document sets out the Department's approach to tackling ASB. This statement reviews what services are available to residents who experience ASB and how we can proactively support, protect and value our residents. It has been developed in line with Section 218A of the Housing Act 1996, which requires all social landlords¹ to prepare and publish statements of policies and procedures in relation to ASB. The statement must be made available to the public and kept under review. It conforms to relevant legislation, takes account of statutory guidance and continues to be in line with the 'Respect ASB Charter for Housing'. Additionally, the Statement supports the Council's Housing and Homelessness Strategy and Corporate Business Plan and has been developed in line with national, regional and local policies as detailed in Section Two.

Definition of ASB

The Anti-Social Behaviour, Crime and Policing Act 2014 defines ASB as: -

¹ Including local authorities, PRPs and Housing Action Trusts.

- (a) Conduct that has caused, or is likely to cause, harassment, alarm or distress to any person,
- (b) Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or
- (c) Conduct capable of causing housing-related nuisance or annoyance to any person.

The Housing tenancy conditions provide a broad definition of ASB to reflect its wide-ranging nature. The Tenancy Conditions² state:

We will take reasonable steps to investigate your complaints and will take action where appropriate. We will do all we can to help solve any problems with your neighbours and will take firm action against neighbours who cause a nuisance. This is a list of things that you, your lodgers, friends, relatives, and any other person living in the property are not allowed to do whilst in the London Borough of Wandsworth or the area which is local to the property:

- Breach the Tenancy Conditions
- Do anything which causes or is likely to cause a nuisance to anyone living in the borough of Wandsworth and/or the local area
- Do anything which interferes with the peace, comfort or convenience of other people living in the borough of Wandsworth and/or local area
- Cause damage to property belonging to other people or Council property in the borough of Wandsworth and/or the local area
- Harass anyone in the borough of Wandsworth and/or the local area because of his or her race, colour, nationality, culture, sexuality, gender, age, marital status, religion or disability
- Use the property for any criminal, immoral or illegal purpose
- Threaten or harass or use violence towards anyone in the borough of Wandsworth and/or the local area
- Threaten or harass or use violence towards Council employees, managing agents or contractors
- Use or threaten violence towards anyone living in the property

Examples of ASB which might cause us to take legal action against a resident include:

- using or threatening to use violence
- hate crime or harassment due to race, religion, faith, disability, age, gender or sexual orientation
- creating noise at a level that is intrusive or disturbing to neighbours including: music, T.V., radio, DIY, banging and slamming doors and noise outside the property, e.g. car stereos, shouting, etc.
- damaging property
- drug or alcohol abuse and drug dealing
- playing ball games close to properties
- skateboarding and cycling and other similar activities on footpaths and balconies
- dumping rubbish
- being drunk in public so as to cause a nuisance
- criminal activity in properties
- graffiti and other markings
- domestic disputes e.g. shouting etc
- throwing things out of windows
- not keeping your pets under control and allowing dogs to bark and foul
- breaking shared security, for example allowing strangers to get into the building
- not controlling your children properly

² http://www.wandsworth.gov.uk/downloads/download/1830/tenancy_conditions

2. Legislation and policy: national, regional and local

The National Context

Since the previous policy statement, the ASB, Crime and Policing Act 2014 has underpinned the statutory tools available to local authorities and the Police to tackle various forms of ASB. It provides tools to tackle ASB more swiftly such as an absolute ground for possession, amendments to discretionary grounds for possession, as well as civil injunctions, criminal behaviour orders (CBOs), dispersal powers, community protection notices (CPNs), public spaces protection orders (PSPOs) and closure powers. It also provided tools that can be used by the community to engage services, such as the 'Community Trigger' and 'Community Remedy'. The Government introduced revised guidance in December 2017³ to ensure a greater focus on the impact on victims and ensuring that the issues of local consultation, accountability and transparency are addressed.

The Secure Tenancies (Victims of Domestic Abuse) Act 2018, contains measures to ensure that lifetime tenants of social homes who are victims of domestic abuse are granted a further lifetime tenancy when they are re-housed by the local authority due to the abuse and the Council's Tenancy Policy reflects this.

The Domestic Abuse Bill currently going through Parliament seeks to address domestic abuse at every stage from prevention through to rehabilitation and reinforces the Government's aim to make domestic abuse everyone's business. Alongside this a new statutory definition of domestic abuse is also proposed to cover the concept of economic rather than just financial abuse.

The Bill focuses on four main themes with the central aim of prevention running through each:

- promote awareness – to put domestic abuse at the top of everyone's agenda, and raise public and professionals' awareness
- protect and support – to enhance the safety of victims and the support that they receive
- pursue and deter – to provide an effective response to perpetrators from initial agency response through to conviction and management of offenders, including rehabilitation
- improve performance – to drive consistency and better performance in the response to domestic abuse across all local areas, agencies and sectors

The Microchipping of Dogs (England) Regulations 2015, made it a requirement for every dog owner to ensure their dog is micro chipped if older than 8 weeks and not a certified working dog. On 5th January 2009 the Department made it a requirement for all dog owners who are council tenants and leaseholders to ensure their dog is micro-chipped and the owners details are recorded and kept up-to-date.

The Chartered Institute of Housing, Social Landlords, Crime and Nuisance Group and Housemark are responsible for the Respect ASB Charter for Housing. The Charter continues to be voluntary and contributes to the co-regulatory and consumer led approach being promoted by central government that focuses on resident scrutiny of social landlord performance and a local focus in addressing, tackling and reducing ASB. Wandsworth signed up to this in 2012 and continues to be a part of this charter to re-affirm its ongoing commitment to effectively tackling ASB on council housing estates.

The Troubled Families programme (TFP) was launched by the Government in November 2011, with the intent to change repeating patterns of poor parenting, abuse, violence, drug use, ASB and crime in the most troubled families in the UK. The second phase was launched in 2015 to run until 2020, with £920 million allocated to help a further 400,000 families targeting additional problems, including domestic violence, health, drug abuse, mental health and children at risk. Many of these households will be living in social housing or temporary accommodation provided by the Council or private

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https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/679712/2017-12-13_ASB_Revised_Statutory_Guidance_V2.1_Final.pdf

registered providers (PRPs) so the programme provides opportunities for services to work together to tackle the root causes of ASB.

The 'Neighbourhood and Community standard' in the Regulatory Framework for Social Housing⁴ sets out required outcomes which organisations should aim to achieve in relation to ASB. This includes: working in partnership with other agencies to prevent and tackle ASB in the neighbourhoods where they own homes; publishing a policy on how they work with relevant partners to prevent and tackle ASB; communication with tenants, shared understanding of responsibilities with other agencies, preventative measures, decisive enforcement action, and support for victims and witnesses in relation to ASB.

The Social Housing Green Paper places a focus on empowering residents and strengthening the Regulator. The Government consultation proposes a strengthened framework to monitor new key performance indicators on neighbourhood management, including tackling ASB, whereby residents can compare how their landlord is doing against others.

The Crime and Disorder Act 1998, places a responsibility on the Police and the Council to work together alongside other key partners to reduce crime and disorder in their areas. Under Sections 5-7 of the Act, Community Safety Partnerships (CSP) were set up. CSPs are made up of representatives from the 'responsible authorities' and for Wandsworth this includes; Wandsworth Borough Council; Metropolitan Police Service; Mayor's Office for Policing and Crime (MOPAC); Wandsworth Primary Care Trust; London Fire Brigade; and Probation Services. Further to this, the production of a Strategic Assessment and associated Partnership Plan is a statutory requirement under the Act and is based upon an annual review of ASB in the Borough.

The Regional / Pan-London Context

The London Crime Prevention Fund (LCPF), brings together several funding streams and initially ran from 2013/14 to 2016/17. In November 2016 the Mayor committed to continuing the budget over the next four years (2017-2021) to prevent crime in London, maintaining recent levels of investment despite significant pressures on the policing budget.

In 2017 the Mayor published the Police and Crime Plan 2017 – 2021⁵, which details the strategy for tackling crime and making London safer. The plan identifies the top five priorities in London:

- A better police service for London
- A better Criminal Justice Service for London
- Keeping children and young people safe
- Tackling Violence Against Women and Girls
- Standing together against hatred and intolerance

In February 2018 the London Metropolitan Police Service announced changes to the delivery of local policing in London through the introduction of 12 Basic Command Units (BCUs) to replace the 32 borough safer neighbourhood model. The introduction of larger police command units (BCUs) is to better meet demand and to be able to provide greater flexibility to meet policing challenges. BCUs across London now deliver the same core local policing functions - neighbourhoods, emergency response, CID and safeguarding. Wandsworth is part of a four borough BCU, along with Richmond, Merton and Kingston.

London Councils represents London's 32 boroughs and the City of London and work with strategic partners to combat crime and ASB. London Councils' priorities for 2018/19⁶ include shaping London's local policing, crime prevention and criminal justice services and collaborating to tackle violent crime and extremism, including serious youth violence and violence against women and girls.

⁴ <https://www.gov.uk/government/collections/regulatory-framework-requirements>

⁵ <https://www.london.gov.uk/mopac-publications/police-and-crime-plan-2017-2021>

⁶ <https://www.londoncouncils.gov.uk/our-key-themes/crime-and-public-protection/priority-themes-2015-2016>

In March 2018 the Mayor of London published a Violence Against Women and Girls (VAWG) Strategy 2018-2021, providing a wide range of measures to prevent domestic abuse, tackle perpetrators and to protect and support victims. The Mayor has promised £200,000 to support London Councils' Harmful Practices programme – training nurses, midwives and social workers to recognise abuses such as female genital mutilation (FGM) and significant investment in general and specialist services for victims including £13m for sexual violence services, £5m for domestic violence services, and over £9m for services in London's boroughs

The Local Context

The Council's Corporate Business Plan (CBP) has six core strategic objectives that reflect the Council's priorities and its ongoing corporate ambition to deliver high quality, value for money services:

- Providing the best start in life
- Cleaner, safer, better neighbourhoods
- More homes and greater housing choice
- Helping people get on in life
- Encouraging people to live healthy, fulfilled and independent lives
- Value for money

These objectives are reviewed regularly and are informed by concerns and priorities gathered through professionally conducted market research, user groups and residents' meetings.

In 2017 Wandsworth's Community Safety Partnership (CSP) published its 'Community Safety Partnership Plan' for 2017-2021, monitored through the Partnership Strategy Group (PSG). The plan sets out how the Council will work effectively with partners to tackle community safety issues through neighbourhood policing and problem solving, targeting offenders who cause the most crime and addressing complex needs that drive their offending, and by providing additional protection and support to the most vulnerable people, families and places. The key issues for Community Safety include delivering focussed work in priority neighbourhoods to tackle crime and ASB, including drug supply, burglary, motor vehicle and knife crime.

The VAWG Strategy, sits within the Community Safety Partnership Plan 2017-2021 and sets out the priorities for the Council to increase access to help and support for victims, reduce repeat victimisation, develop effective ways to bring perpetrators to justice and improve the identification of FGM.

In response to the Government's Troubled Families programmes, Wandsworth's Family Recovery Project (FRP), delivers an integrated, intensive and highly targeted set of interventions focussing on tackling the problems of the Borough's 30-40 most problematic families including those at risk of losing their children, liberty, home or any combination of these outcomes. The FRP team provides coordinated and intensive, family-focused support that significantly improves outcomes and has been shown to reduce the cost burden on local agencies and make savings to the wider public purse. Housing services are an integral part of the team with a dedicated housing officer based full time in the FRP.

The Tenancy Policy sets out the circumstances in which the Council will issue flexible fixed term tenancies and exceptional circumstances where shorter tenancies may be offered, for example in cases where there has been ASB. The Housing Allocation Scheme⁷ excludes people from registering for social housing on grounds of behaviour if they have been the cause of ASB in the past.

The Housing Management Division uses a purpose built ASB database to manage cases of ASB. In Summer 2019 a new housing management system will be launched and will allow improved case management of ASB. Case data is categorised in accordance with the National Standards for

⁷ http://www.wandsworth.gov.uk/downloads/file/11231/allocation_scheme

Incident Recording⁸ (NSIR) ASB categories, published by the National Policing Improvement Agency. These categories ensure that social landlords' ASB data is compatible with data collected by other agencies by dividing cases of ASB into three categories based on a risk assessment approach, these are; personal, nuisance and environmental.

3. What has been delivered since the last ASB Housing Policy Statement 2015-2018

Following the introduction of the ASB, Crime and Policing Act 2014, the Department has increasingly served notices for breach of tenancy using the absolute grounds for possession. As table 1 below illustrates there were no Notices of Seeking Possession (NoSPs) for absolute grounds served in 2014/15 and 12 served in 2017/18. The Act allows notices to be served where the tenant, household member or visitor has been a convicted of a serious offence, breached an injunction which was obtained to prevent nuisance or annoyance, breached a CBO, where a closure notice has been served or there has been a conviction for noise nuisance under the Environmental Protection Act 1990. Housing continue to work closely with the Police who have obtained a number of closure orders on council owned homes, as well as Community Safety who have successfully obtained a PSPO to prevent ASB caused by street drinking.

The Department also monitors high level interventions to tackle ASB, including service of NoSPs, Section 80 Notices under the Environment Act 1990, where nuisance consists of a statutory nuisance, Acceptable Behaviour Contracts (ABCs), injunctions, possession orders and evictions. Table 1 below, shows the type and number of area team led interventions from 2014 to 2018. Apart from a reduction in NoSPs served in 2016/17 (34) the number of notices served has remained stable, although the number served using the absolute ground for possession has steadily increased as new legislation has bedded in. Service of Section 80 noise abatement notices has reduced from 116 in 2014/15 to 87 in 2017/18, which indicates that the warning letters for noise nuisance have prevented repeat occasions of noise nuisance. There has been an increase in the number of evictions for ASB from 5 in 2014/15 to 11 in 2017/18, due to an unusually high number of serious crimes rather than an overall increase in cases of ASB.

Table 1: Number and type of interventions from 2014/15 to 2017/18

Intervention	2014/15	2015/16	2016/17	2017/18
Notice Seeking Possession (NOSP) - Served on Tenants for ASB	50	49	34	49
Number of above NOSP's served using the Absolute Grounds for Possession	-	2	8	12
New Section 80 (S80) Notices Under Environmental Act 1990	116	96	87	87
Acceptable Behaviour Contracts (ABC)	3	5	3	1
Civil Injunctions	1	1	3	1
Number of Evictions for ASB and ASB + Rent Arrears	5	6	5	11
Number of Evictions using absolute possession	-	-	1	1

ASB cases are managed using an inhouse ASB database which provides details on the types of ASB, actions taken, and the average length of time taken to successfully deal with a case. This data is used to tailor responses where possible and focus resources. The information collected from the database indicates that there has been a year on year reduction of total reported cases of noise nuisance, which is the biggest cause of ASB, from 503 new cases received in 2014/15 to 205 new cases in 2017/18.

⁸ NSIR 2011 -

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/116658/count-nsir11.pdf

There has also been a reduction in dog related incidents from 868 incidents reported in 2014/15 to 506 incidents reported in 2017/18. Since 2014/15 the Animal Welfare Services has co-ordinated 13 ABCs signed by council tenants or leaseholders, and in 2017/18 following changes to legislation 3 Community Protection Warnings have been issued under the ASB, Crime and Policing Act 2014. 117 prosecutions were also taken against residents for dog related incidents. In addition to enforcement, Animal Welfare Officers aim to prevent ASB by providing education and advice to residents about responsible dog ownership. This includes providing the successful dog chipping scheme which requires council tenants to have their dogs chipped as part of their tenancy conditions, as well as dog neutering schemes. Where residents fail to chip and register their dogs and have been requested to do so, the Department will take appropriate tenancy or lease enforcement action. Since the last policy statement 193 dogs have been chipped by the Council.

The Department has also been effective in tackling graffiti, removing 96.4% within target time in 2017/18, compared to 85.3% in 2015/16. This has since increased to 98.5% for quarter one 2018/19. The amount of graffiti reported and requiring removal has remained consistent from 18,658 square meters in 2015/16 to 19,561 square meters in 2017/18, however both years show a significant reduction from 25,098 square metres in 2011/12. Such proactive approaches and the reduction in the amount of graffiti demonstrate that the Council's approach has been successful and wherever possible offenders will be prosecuted. The Department's Estate Services team, attend the 'Junior Citizens' scheme every year, with the Police and Fire Brigade. This is an event for school children where different agencies run stalls to encourage children to learn about crime, safety and ASB, including graffiti and the effect this has on society. The Department uses these opportunities to promote positive diversionary activities in the Borough to help steer people away from ASB.

To ensure residents are kept informed, performance information on ASB is reported quarterly to Area Housing Panels (AHPs), the Co-op Forum and in the Annual Report (published in Homelife, the newsletter for council tenants and leaseholders), ensuring the Department is transparent and accountable in how it deals with ASB. Since the last Policy Statement, an ASB Housing Link survey was conducted in 2016⁹ targeted at those who had reported ASB within the last 12 months. 107 residents responded to this survey, which was approximately 27% of residents who reported ASB, compared to 132 in the Housing Link survey carried out in 2013.

The survey shows there have been positive changes since the last statement with a reduction in the proportion of residents concerned about ASB in their neighbourhood falling significantly from 54% (71 respondents) in 2013 to 31% (33 respondents) in 2016. In keeping with this, the proportion of respondents concerned about specific neighbourhood problems has decreased. In particular, the number of residents who consider drug use/dealing and vandalism as big problems in their neighbourhood has decreased from 32% in 2013 to 22% in 2016. Rubbish/litter (32%) and noise (32%) remain the most common problems in keeping with the 2013 ASB survey findings which were cited by 36% and 40% respectively. 75% of residents remain willing to report ASB to the Council in the future.

Areas for improvement were, being kept up to date with developments (37% satisfied, 45% dissatisfied); and the outcome of the action taken to deal with the case (32% satisfied, 47% dissatisfied). Whilst the Council's ability to provide a successful outcome will often be limited, the Council must improve how it keeps residents up to date with the progress of cases.

Support to residents who have been victims or witnesses of ASB is generally provided by area housing teams, with officers assessing the support needs and developing an appropriate action plan. Where it has been necessary to reduce the risk of harm, victims and witnesses have been moved to alternative accommodation, or measures undertaken to improve the security of their home via our Stay Put Stay Safe (SPSS) scheme. Since 2015, 141 residents have benefitted through the SPSS scheme; 85 of these were Council tenants. As set out in the Housing Allocation Scheme¹⁰, the Department offers management transfers to Council tenants who need to move from a situation of immediate risk where they or a member of their household is being threatened or harassed, fleeing domestic violence or is subject to other exceptional circumstances and there have been 109 such

⁹ http://www.wandsworth.gov.uk/downloads/file/12680/asb_reporting_and_response_2016

¹⁰ http://www.wandsworth.gov.uk/downloads/file/11231/allocation_scheme

moves since 2015. It is intended to continue to support these initiatives.

Referrals are made to partner agencies as appropriate, including to Social Services, the Mental Health Service and the FRP, to enable residents to receive specialist advice and help. The Department also works jointly with the Police to ensure victims and witnesses are protected and that any alerts are flagged up on the Police database. Where mediation is deemed appropriate the housing service will fund professional mediation to be undertaken by the Wandsworth Mediation Service to resolve conflicts between residents not living in the same household. Since 2015 Wandsworth Mediation Service have assisted with 22 cases.

The Department continues to promote action and successes in tackling ASB in the local media and ASB related news stories are regularly published in Homelife. Posters are used in blocks and on estates, where appropriate, to make residents aware of ASB issues in their area, to request help in gathering information and to identify responses to ASB. ASB related news is also included in the Council's newsletter Brightside, circulated to all 142,000 residents in the Borough, every three months and published on the Wandsworth Council website.

Effective information sharing ensures that pro-active action can be taken to address ASB and the Department continued to make the best use of the information sharing protocols and processes in place. The service has maintained good working relationships with the Metropolitan Police/Safer Neighbourhood Teams (SNTs) to facilitate joint working on the ground to tackle often complex ASB and criminal matters. Information sharing and joint working with partners has assisted in the management of a number of complex ASB cases and supported enforcement action taken, as well as criminal action taken by the Police. The Department attends a six weekly ASB Inter-Agency Steering Group (IASG), and the Gangs Multi-Agency Partnership (GMAP). Further to this, the Department contributes to other council wide strategies such as the CSP's Strategic Assessment and Partnership Plan and the Knife Crime Forum, which meet to discuss joint working around knife crime and ways to stop escalation and retaliation from incidents.

The Department has worked closely with the Youth Offending Team (YOT) and FRP who have worked intensively alongside young people and complex families focussing on treating the root causes of their problems rather than dealing only with the symptoms. Diversionary activities have provided young people with an environment where they feel safe and can develop positive behaviours. Since 2006 the Council has worked with young people at risk of becoming involved in ASB and referred them to activities such as the Chelsea KICKS football project, which also supports activities such as the Barry McGuigan Foundation taster boxing sessions. In addition, the Council Training Resource Centre (TRC) runs a bike project twice a week where young people are taught how to fix and maintain reclaimed bikes, these are either donated to a worthy cause or kept by the young person. Indications are that these activities are having a positive impact, with engagement amongst participating individuals leading to a reduction in ASB.

In 2017 Children's Services established an Early Help Hub to support the front door service and increase capacity to provide and connect children, young people and families to universal services, one-to-one support, group work and positive activities. The focus of these hubs is to provide services to families with lower threshold instances of domestic violence and abuse, and children and young people who are thought to be at elevated risk of engaging in offending behaviour. The Department refers families in need of support, where appropriate, and closely monitors all cases referred to ensure these are dealt with effectively.

Established in April 2015, the Wandsworth Grant Fund (WGF) provides all small grants (£500 - £10,000) for community and voluntary sector organisations in the Borough, to support projects which focus on achieving aspirations for children and young people. For example, in February 2018 the London Sports Trust was awarded a grant to provide a 'pop-up' sports programme, Place2Play in some of the Borough's most deprived wards, including Latchmere, Tooting and Roehampton. Wandsworth have also established a Youth Opportunity Fund (YOF) awarding grants of up to £4,000 that young people can apply for to run a project or activity or to purchase equipment, for example, to run judo classes, music workshops and provide residential trips.

4. Anti-Social Behaviour Housing Policy Statement

Housing has a reputation for its commitment to deliver quality and responsive services and aims to provide a consistently high standard of services to all residents. It is committed to reviewing its services and seeking to continually improve them in response to resident feedback and changing demands.

The Department has a zero-tolerance approach to incidents of ASB and will take reports of ASB seriously taking action where appropriate. It will seek to enforce tenancy conditions and/or lease agreements to resolve breaches caused by any tenant, leaseholder, their sub-tenants, or visitors to the property. This will include using the powers set out in the ASB, Crime and Policing Act 2014.

The Department is committed to supporting those who have been affected by ASB and offers, where appropriate, services which prevent and deter people from perpetrating ASB, such as diversionary activities. The Department is committed to monitoring and evaluating the effectiveness of our services in addressing ASB, reporting our performance widely and making changes where necessary in relation to best practice and resident feedback.

The housing service standards¹¹ provide a clear statement of our commitment to tackling ASB by setting out clear expectations to residents of how we will deal responsively and effectively with ASB. The service standards will be reviewed and strengthened in light of the proposed changes to performance monitoring and resident consultation being considered in the Social Housing Green Paper. In relation to ASB our current service standards are to:

- Operate the WEC 24-hour emergency service, seven days a week, 365 days a year
- Carry out health and safety inspections of communal areas on estates every 3 months, picking up on any graffiti, vandalism etc.
- Remove 98% of all graffiti within target time
- Provide a dedicated noise nuisance line during and outside of normal working hours
- Report on the percentage of follow up actions completed in 5 days after a noise complaint has been received
- Take action against those responsible for ASB. In the most serious cases this could result in a tenant (or leaseholder) losing their home
- Record the number of new ASB cases reported within the year and report on the number of cases successfully closed within the year
- Keep you informed about what action can be taken to address ASB and its outcome

Policy Commitments

The Housing and Regeneration Department's policy commitments reflect the expectations set out in the Neighbourhood and Community standard in the Regulatory Framework and fall under the five strands of prevention, enforcement, support and diversionary activities, communication and partnership working. The following provides information on the steps that the housing service is taking to deliver on its policy commitments.

Prevention – we will put measures in place to avoid ASB starting or put a stop to it before it can escalate.

Enforcement – we will use the full range of powers available to tackle ASB and will seek to ensure that tenants and leaseholders abide by their tenancy/leasehold conditions.

Support and Diversionary Activities – we will ensure that residents who experience ASB are well supported as well as providing appropriate assistance for vulnerable perpetrators of ASB to tackle the root causes.

Communication – we will keep residents informed of action taken to tackle ASB at all stages and publicise action taken against perpetrators. We will provide accessible services to enable

¹¹ http://www.wandsworth.gov.uk/info/200447/housing/1025/housing_service_standards

residents to report ASB through a wide range of methods including; in person, by telephone, by letter/email and out of hours.

Partnership Working – we will work effectively with partners including the police and other agencies to tackle ASB, for example as part of inter-agency strategic partnerships and multi-agency teams such as the FRP.

Prevention

Officers have a role in the identification of ASB issues and where possible early intervention measures to stop ASB escalating. This includes regular estate and block inspections, as part of their normal duties, and the use of CCTV to capture images of perpetrators of ASB and act as a deterrent. Officers regularly carry out informal mediation whereby they discuss concerns between relevant parties with an aim to resolve conflicts. Once ASB is identified, officers work with partners to identify support and aide conflict resolution, through Wandsworth Mediation Service and working with the YOT. Where appropriate this can be to draft and agree ABCs or issue warnings. These allow perpetrators of ASB to agree to an acceptable level of behaviour which is then monitored to achieve the desired positive outcome. To ensure vulnerable families get the support they require we will make staff aware of the variety of support services that are available through the Council's FRP and how to make a referral to the service where intensive support is required to turn their lives around. Additionally, the Department works with partners in the promotion of neighbourhood watch and community awareness schemes to help prevent and tackle ASB by providing support and information to Council tenants and leaseholders.

Prevention of ASB will be considered in the design of any regeneration, estate and environmental improvement and development projects to target areas on estates of poorer quality that do not feel safe, and seek to improve connectivity with the wider neighbourhood, thus reducing instances of ASB. The Council will aim to design out ASB through the regeneration of Winstanley York Road and Alton estates. Our schemes will seek to meet the principles of 'Secured by Design' focussing on designing out crime with effective security standards. The Council plans to invest £131m to improve homes and estate design between 2017-2022. Similarly, a further £2.5m will be invested between 2017-2022 on the 'Environmental Estate Improvement Programme'. Working with residents, the aim is to design out crime over the long term by, for example, ensuring designs incorporate improved lighting, safer pedestrian routes etc. Further to this, small improvement budget (SIB) grants are an additional source of funding available to residents to make improvements to their estate or block to benefit the community and assist in improving a feeling of safety and wellbeing, for example railings that provide better defensible space for council residents, or secure bicycle storage.

Enforcement

The Department will utilise the full range of enforcement powers at our disposal to address and resolve ASB problems as necessary. Estate Services Officers are able to make a swift response to complaints of ASB, including fly tipping, noise and youth nuisance and are on hand to witness and intervene, where appropriate and safe to do so. Actions can include fines where fly tippers are identified (including rewards for staff who are able to identify name and address evidence in dumped rubbish) and officers acting as witnesses in noise nuisance cases. This allows the situation to be observed and ensures enforcement action is decisive, effective and resolves ASB situations as quickly as possible. Estate Services Officers will liaise with the area teams, who monitor and action reports of nuisance behaviour. Action can include issuing warnings, noise abatement notices, NoSPs, undertakings, injunctions and evictions, bringing the ASB to a fast conclusion. The Department will also ensure effective joint working relationships with other teams are in place, including; SNTs, Community Safety Division and YOT, amongst others to monitor and take enforcement action against perpetrators.

The Department will use flexible fixed term tenancies as set out in the Tenancy Policy to help to manage ASB. This will include, in exceptional circumstances, offering shorter length tenancies (a minimum of two years) where tenants have previously been evicted for ASB or by offering no or a shorter tenancy after the end of a fixed term where the tenant or household members have been perpetrators of ASB. Where a possession order is in force on the grounds of ASB, or where an

application to the court has been made for an injunction or a demotion order tenants will not be given consent to move when requesting a mutual exchange. In addition, when people apply for social housing, the Department will assess applications and if the applicant has caused ASB in the past they may be excluded from the social housing register, under the Housing Allocation Scheme.

The Council is in the process of reviewing its CCTV strategy and establishing a joint CCTV control room for both Wandsworth and Richmond. The proposals aim to upgrade the wider infrastructure and review the approach for the use of CCTV to make sure it is used cost-effectively, in compliance with legal obligations and has maximum impact. Currently many housing CCTV cameras are coming to the end of their working life and require upgrading which will be considered as part of this review. The Council will be investing in better quality modern mobile cameras to provide improved images to support the detection of crime.

Support and Diversionary Activities

The Department will ensure that residents who experience ASB are provided with the support they need as well as providing appropriate positive interventions for vulnerable perpetrators to tackle the root cause of ASB. The inhouse Tenancy Support Service provides intensive support to Wandsworth Council tenants identified as vulnerable and who show a clear indication of failure to maintain their tenancy, some of which are at risk of losing their tenancy due to their engagement in ASB.

The Department will continue to foster a good working relationship with the Wandsworth Drug and Alcohol Service, the Mental Health teams and Learning Disability service to prevent such ASB from recurring. The Department will offer support to those suffering from drug and alcohol problems which may be linked to incidents of ASB, including through the Community Drug and Alcohol service outreach team, who can provide floating support. The team will help people access the services they require by providing practical support including signposting to drop in centres.

The Department will offer support to tenants and leaseholders who report ASB by assessing their needs and providing clear and accurate information to manage the support needs of victims and witnesses. Estate Managers will develop a plan of action to address and monitor complaints of ASB.

Where residents have been the victim of domestic violence, harassment or hate crime and the ASB is ongoing, officers can help residents of any tenure, remain in their own home by making improvements to the security of their home through the SPSS scheme. Security improvements can include new locks, heavy-duty doors, additional window security and safe rooms. Referrals to this scheme can be made by a range of agencies including the Police, Victim Support, social workers or housing officers. Management transfers to alternative accommodation can be carried out if a tenant or a household member is at risk of harm. The Department will continue to make use of and promote the Independent Domestic Violence Advocate (IDVA), based part time in housing, to ensure those who have experienced, or are still experiencing domestic violence are referred for support.

Diversionary activities provide young people, who are most at risk of causing ASB, the opportunity to develop positive behaviour by channelling their potential through other avenues. The Department is committed to the promotion of these activities for perpetrators, or potential perpetrators of ASB, so that there can be a positive contribution to the wider community and will sign post to projects such as KICKS. The scheme is part funded by the Department and promotes participation in sport in areas of high need. It provides opportunities for young people to develop skills and confidence and support young people to progress into positive pathways. The project provides a variety of workshops, for example around crime prevention and awareness, self-defence and nutrition. It also promotes the work of other targeted youth services, such as Rackets Cubed, who offer an hour of rackets sports, an hour of maths and a meal for disadvantaged children. The Department is also at the early stages of working with the KICKS project to consider the renovation of a youth club to be the first KICKS Community Hub in the Borough. The Council's Youth Services provides the Achieve Programme which runs for six months and has a weekly session where young people learn personal, interpersonal, team and life skills, money management and prepare for work. They also run entrepreneurship and enterprise workshops, driving theory classes and advice on education and career paths.

The Estate Services team will continue to contribute to the 'Junior Citizens' scheme and encourage children to learn about crime, safety and ASB, including graffiti and the effect this has on society and promote participation in positive diversionary activities.

Communication

The Department is committed to regularly communicating with residents on the action it is taking on ASB and informing residents about what is being done to prevent ASB in the community, including bespoke communication plans following a major ASB incident. The service recognises that it needs to tell residents at every stage what it is doing to tackle ASB, provide feedback on individual cases and how it is improving its service response. The Department is committed to hearing resident's views on how well we are tackling ASB and will continue to undertake resident satisfaction surveys, with an aim to improve service delivery. When a major ASB incident occurs, the Department will work with partners to provide reassurance to residents. This can include co-ordinating public meetings as required and working with residents to agree and publicise actions arising. A particular focus of the approach is the role Council and lead members can play in meeting with residents helping to mediate and relay concerns. The role of Resident Associations is particularly important in helping to gather resident views and provide a liaison point.

Residents will be kept updated on the progress of cases affecting them and where necessary reassured on matters of confidentiality. Where appropriate articles on ASB will be published in 'Homelife', as well as regular use of ASB flyers in blocks and estates to say how ASB issues are being addressed. Where appropriate Members will also be kept informed on the Council's involvement. The Department will report on the ASB services performance in the Housing Annual Report to residents and publicise satisfaction surveys.

The Department is fully committed to equality in the provision of all its services and we will ensure that all residents have equal and varied access to the housing service to report ASB. This includes accessing the service in person, over the phone (using 'Type Talk' if necessary), by email, letter text and by reporting ASB online. The Department will also use interpreters, including sign language interpreters and written translations, including braille to ensure equality of access to services for all residents.

In September 2016 the Council introduced a 'Wandsworth Report It' app, which makes it easier for anyone to report problems such as fly tipping, graffiti and other environmental issues. When a matter is reported via the app an email will be sent to the informant notifying them of the timescales in which they can expect the problem to be resolved. During 2017/18 2,531 reports were received via the app showing the growing need for more online methods of communication.

The Department is introducing a new housing management IT system in Summer 2019. This will include a new customer portal accessible through the main website, to allow residents to report issues directly to the Council at any time. The portal can be used on various devices and will allow residents to update their contact details at any time, view what communication they have sent the Council and what the Council has sent to them and create a log, whereby they will be provided with a reference number when reporting issues, such as ASB.

Partnership Working

The Department is committed to effective partnership working with residents and partners to jointly tackle ASB and find the best resolution. The service is signed up to the information sharing protocol which aims to facilitate this close working partnership, including disclosure of information on residents to tackle crime and ASB, and sharing CCTV recordings taken on Council estates.

Where there are significant problems identified or major incidents the Department will work collaboratively with partners to communicate, as necessary reassure and to set out joint actions. The Department is committed to learning lessons from any incident.

The Department is committed to working with the CSP to carry out problem solving based pilots on estates with high incidents of ASB reporting to tackle crime and ASB and increase community

collaboration and reassurance. These pilots will aim to raise awareness of ASB affecting the community, empower and encourage residents to report ASB and be involved in crime prevention initiatives, such as knife sweeps, personal safety, homes safety and to reduce moped crime.

The Department will also support the work of the CSP to tackle knife crime through the delivery of a knife crime action plan, including enforcement, diversion, prevention and early intervention and how the Council will tackle hate crime, radicalisation and extremism. This will include awareness raising through workshops, Safer Neighbourhood Boards (SNB), Multi-Faith Forums and community organisations.

The Department is committed to supporting key groups such as CSP, IASG, GMAP, the Knife Crime Forum and Sexual Exploitation Steering Group to work proactively to deliver the aims and objectives of these groups and to maintain the positive joint working relationships that have been established, so a co-ordinated response can be taken to reduce ASB and protect the most vulnerable. A senior officer from the Department works with the Multi-Agency Public Protection Arrangements (MAPPA), which is tasked with the management of registered sex offenders, violent and other types of sexual offenders, and offenders who pose a serious risk of harm to the public.

The Department provides senior officers attendance at the Multi-Agency Risk Assessment Conferences (MARACs), these are multi-agency meetings where statutory and voluntary agency representatives share information about high-risk victims of domestic violence to produce a co-ordinated action plan to increase victim safety. Agencies that attend MARACs will vary but are likely to include; the Police, Probation, IDVAs, social services, health and housing. Officers in the Department also attend the VAWG Steering Group and the Hate Crime and Harassment Steering Group. To support women with complex needs the Department will develop new service partnerships with Refuge and SPEAR.

The Department will continue to refer families and work with the FRP to deliver an integrated, intensive and highly targeted set of interventions to tackle the problems of the Borough's most problematic families. The FRP is represented by a wide range of agencies including Police, mental health teams, health visitors, social workers, education, housing and job centre officers. The Department will, subject to any future reviews of the service, continue to offer a housing officer and other resources to ensure the effective working of such positive interventions.

All staff in the Department receive safeguarding training and are clear that the safeguarding of children and vulnerable adults is everyone's responsibility. In addition, the Department will review multi-agency VAWG training provided to staff. Where staff have a safeguarding concern, an appropriate safeguarding referral will be made through the formal channels for Social Services to investigate.

5. Housing and Regeneration Department: Anti-Social Behaviour Policies and Procedures

Procedures

The Department procedures and strategies, in dealing with ASB, are continually reviewed and updated to reflect changes in best practice. The Housing and Regeneration Department has individual procedures, which are periodically reviewed, to provide guidance for staff to effectively tackle ASB. These include:

- Absolute Grounds for Possession
- Acceptable Behaviour Contract
- ASB procedure
- Breach of Secure Periodic or Flexible Fixed Term Tenancy
- Breach of Introductory Tenancy
- Closure of Drugs Premises
- Dealing with Hate Crimes, Hate Incidents and Harassment Complaints
- Dogs

- Domestic Violence
- Information Sharing
- Family Recovery Project
- Management Transfers
- Noise Nuisance
- Safeguarding Children/Adults
- Sexual, Violent and other Potentially Dangerous Offenders
- Tenancy Policy

Statutory powers and legislation

Local authorities must act within the powers provided for them by statute. The Council's statutory powers and obligations have shaped its policies and operational procedures in relation to ASB issues. The policy and procedures will be reviewed as appropriate should any changes be made to these statutory powers and obligations.

6. Training and Support

To enable housing and regeneration staff to provide appropriate services to people who are experiencing ASB and take enforcement action where appropriate, all relevant staff will receive appropriate and regular training, information and support with a focus on addressing areas highlighted for improvement in this Policy Statement.

7. Monitoring and service development

The Department will regularly monitor and review its service to ensure continuous improvement. The Department already collects a range of statistics and performance related material in relation to ASB which will assist in this monitoring including-

- Noise nuisance complaints actioned within 5 days
- The number of clients assisted by the Tenancy Support Service
- The number of homelessness presentations to the housing service where ASB was cited as a contributing factor
- The number of notices served (Noise, Possession, etc.)
- The number of injunction applications carried out for ASB
- The number of ABCs, CBOs and Civil Injunctions
- The amount of graffiti removed within target

The Department will report on its activities through the Housing Annual Report and is committed to undertaking regular satisfaction surveys, including targeted surveys for those who have reported ASB. Any findings from performance analysis and surveys will inform changes to this policy, practice or approach to dealing with and tackling ASB. The Department will undertake a review of ASB case management and complaints handling arrangements following the introduction of the new IT System. The proposals set out in the Social Housing Green Paper, which include improving performance monitoring, resident involvement and the professionalisation of the housing sector, will be explored and will take into account professional accreditation, such as that offered by the Domestic Abuse Housing Alliance (DAHA), which have established a set of standards for housing providers to meet when responding to domestic abuse.

**If you have questions about this document
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