Introduction

The Council’s Housing Anti Social Behaviour Policy defines anti social behaviour as:

“conduct which is:

a) capable of causing nuisance or annoyance to any person, and

b) directly or indirectly relates to or affects the housing management functions of the council or

c) consists of or involves using or threatening to use housing accommodation owned or managed by the council for an unlawful purpose.”

Anti social behaviour can therefore capture a wide spectrum of behaviour ranging from activities that cause a nuisance or annoyance to individual residents (such as noise nuisance, persistently burning rubbish in a garden at times that impacts on the neighbours use of their gardens or persistently leaving food for pigeons which encourages substantial numbers of pigeons to congregate in an area) through to criminal activity (e.g. such as acts of violence against residents or drug dealing).

The Council is committed to challenging anti social behaviour swiftly and effectively and will use the full range of tools available to it to tackle anti-social behaviour. The Council will only seek possession action where it has exhausted all other options open to it, to resolve the problem.

This procedure provides guidance for staff on the range of approaches to tackling anti social behaviour. The procedure comprises a number of separate sections on addressing anti social behaviour which are:

- Receiving complaints
- Recording Complaints
- Finding out more
- Determining the appropriate response
- Non urgent cases
- Urgent cases
- Complaints in relation to the Environmental Protection Act 1990
- Demotion and possession action
- Incidents where an owner occupier is the perpetrator
- Generic incidents
- Abandoned vehicles
- Satisfaction interviews
- Roles of key agencies
- Monitoring of cases
The procedure document sets out the actions that members of staff should take and also provides background information in the form of guidance, about why specific actions are undertaken. The procedure is accompanied by a suite of standard documents and letters and a series of appendices.

**Guidance**

The approach adopted by the Council to addressing anti social behaviour stresses the importance of keeping the complainant, other witnesses and the perpetrator informed about what action the Council is going to take at every stage of the case.

**Letting the complainant know what’s happening**

Once agreement has been reached in respect of the most appropriate course(s) of action, this should be shared with the complainant. (Certain aspects of the action the Council could and may take will be subject to client confidentiality and cannot be disclosed to a third party e.g. referral to the Supporting People Team).

In certain instances the complainant may decide which course of action to follow, where they are offered a choice of outcomes e.g. to agree to mediation rather than a formal letter to the subject of the complaint.

The complainant and witnesses must be kept updated on progress with the case. It is the Housing Officer and Housing Assistants responsibility to keep them informed, both in person and in writing, at key stages in the progress of the case.

**Letting the alleged perpetrator know what’s happening**

Personal contact with the alleged perpetrator is important, to advise him/her in person that the Council is taking action in relation to anti social behaviour and their need to stop acting in an anti social manner. Personal contact is also important to establish whether:

- the tenant has any unmet support needs
- the tenant has any form of disability
- the tenant is a vulnerable adult who is subject to abuse
- there are children ‘in need’ or ‘at risk’ living in the home.

Alleged perpetrators should be kept informed of what is happening at key stages of the process, both in person and in writing. Before visiting the alleged perpetrator the Housing officer must risk assess the situation in line with the Council’s Lone Working Policy to ensure that they are safe to do so. In certain circumstances it may be appropriate to visit in pairs or to interview perpetrators in the Civic Offices.
Section 1 - Receiving Complaints

Complaints about anti social behaviour can be received by the Housing Management Team in one of the following ways:

- through the One Vale customer contact centre
- by an individual making contact with the Housing Reception Desk in the Civic Centre.
- by an individual contacting the Housing Management Team by phone on a direct line
- by an individual complaining to a member of the Housing Management Team during a home or estate visit
- by the receipt of a petition
- through the Public Protection Team in the Environmental Health Division.
- Via 101 following referral from another department

The following sets out how complaints received from each source should be treated.

Complaint via One Vale

Customers may make a complaint to the Council via the One Vale Customer Contact Centre. The staff member at One Vale will send a Contact One Vale Message via the Workflow Mailer to the Housing Management Team e-mail address box. And should be done so irrespective of the nature of the complaint. The Duty Officer will access the mailbox and forward the message to the relevant Housing Officer (HO) who have access to the mailbox and will forward the message onto the relevant HO. Should the HO who manage the area not be available that day, the Duty Officer will deal with initial stage of the process.

The HO allocated the complaint, or the Duty Officer must contact the complainant that day and either:

- interview the complainant on the phone, completing form ASB PROFORMA (as set out in Section 2); or,
- arrange an appointment with the complainant at a time and venue of their choosing.

The complainant must be sent a copy of ASBC1 to acknowledge receipt of their complaint this will identify the Housing officer for that patch who will also be the Case Officer, a direct telephone number will also be provided, the ASB Leaflet will also be included with this letter. A copy of ASBS1 must be sent to the subject of the complaint.

Complaint at the Housing Reception Desk

Where customer comes into the Civic Offices and makes a complaint at the
Housing Reception Desk, the relevant HO will be called down to interview them. Where the relevant HO is not available, the Duty Officer will interview the complainant.

The Duty HO will interview the complainant in an interview room and complete ASB PROFORMA (as set out in Section 2). The complainant must be sent a copy of ASBC1 to acknowledge receipt of their complaint which will identify the case officer and provide their contact details and send them a copy of the ASB booklet. A copy of ASBS1 must be sent to the subject of the complaint.

**Complaints received by Phone**

Where a customer phones the Housing Management Team on a direct phone line the HO should either:

- interview the complainant on the phone, completing as much of the ASB PROFORMA (as set out in Section 2); or,
- arrange an appointment with the complainant at a time and venue of their choosing.

The complainant must be sent a copy of ASBC1 to acknowledge receipt of their complaint and identifying who their case officer is, providing a contact number and including a copy of the ASB booklet. A copy of ASBS1 must be sent to the subject of the complaint.

**Complaints received during a Home Visit**

Where a customer makes a complaint about anti-social behaviour during a home visit the HO performing the home visit should interview the complainant and complete ASB PROFORMA (as set out in Section 2). The complainant must be sent a copy of ASBC1 identifying the case officer, their contact number and including a copy of the ASB Booklet to acknowledge receipt of their complaint. A copy of ASBS1 must be sent to the subject of the complaint.

**Complaints received in the form of a petition**

Where a petition is received the first named person on the petition should be treated as the complainant and others should be treated as witnesses. The HO allocated the case must make contact with the complainant on the day that the petition is received and either:

- interview the complainant on the phone, completing form ASB PROFORMA (as set out in Section 2); or,
- arrange an appointment with the complainant at a time and venue of their choosing.

The complainant must be sent a copy of ASBC1 including the name of the case officer and the ASB Booklet to acknowledge receipt of their complaint. A copy of ASBS1 must be sent to the subject of the complaint.
Complaints about pollution received from Public Protection

Where a customer has made a complaint about a pollution matter to the Council, such as noise, bonfires, pest infestation etc, they will be referred via One Vale to the Public Protection Team in the Environmental Health Division. Public Protection will advise the Housing Management Team if they are aware either the complainant or the subject of the complaint is living in a council home. Once aware, Housing should still take the lead role in carrying out the investigation and taking any action but, will be able to use any evidence obtained by the Environmental Health Section in order to assist with this

Guidance

It is important that the standard of service that any tenant or resident receives when making an initial complaint is the same, regardless of where the complaint is received.

Other definitions of ASB are:

Anti-Social Behaviour Act 1998 as behaving in; “a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household

The Home Office defines Anti-Social behaviour as Antisocial behaviour is any aggressive, intimidating or destructive activity that damages or destroys another person’s quality of life.

Recording Complaints

Every ASB Complaint received will be logged onto a database shared by all of the Housing Staff. The Complaint must be logged by the person receiving the initial complaint. All of the fields must be completed along with the initials of the officer concerned.

The spreadsheet can be found in the following location

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\Sparrow\housing\Anti-Social Behaviour Policy\ASBDatabase.mdb
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Headline Details of the Complaint, the alleged perpetrator, the date of the complaint and the nature of complaint should be stored. Before inputting new complaints onto the spreadsheet a search for previous occurrences can be carried out by Pressing ‘Find Icon ‘ and typing in the name or address.

All current ASB cases under investigation will be stored in a central filing cabinet within the Housing Office to enable Officers to deal with any telephone enquiries even if they are not to do with that Officers current case load. The House file will have a bright red card placed on it advising that there is a current ASB case being investigated and indicating where the file is being stored.
Section 2 - Finding out more

Guidance

When a tenant or resident makes a complaint about anti social behaviour, it is important that the Housing Officer or Housing Assistant receiving the initial complaint obtains as much information as possible from the complainant to assist in determining the speed of, and form, of response. This requires the officer to listen carefully to the tenant or resident and ask them relevant questions to obtain the required information. Complainants must be given the choice of type and venue for the interview to complete ASB PROFORMA. Some customers may consider a telephone interview satisfactory others may want to be interviewed face to face. Customers who request a face to face meeting should be provided with a choice of venues, either their own home or the Civic Offices. Where the complainant visits the office the interview must be undertaken in a private interview room.

To establish the precise details of the complaint an HO will need to interview the complainant and complete form ASB PROFORMA. This form has been designed to take you through the ASB policy, record, the case officer, record any further complaints, record decision making at each stage and prompt when standard letters need to be sent to the complainant and the perpetrator.

The following information needs to be obtained from the complainant:

- their name
- their address
- their telephone Number
- the nature of the complaint and its impact on them
  - what the problem actually is, what actually happens
  - when does it happen – the precise times and dates of any incidents
  - where does the problem occur – the precise location of any incidents
  - does the problem occur regularly and what do they feel are the likely reasons for it happening regularly
  - how the problem affects them, their family or visitors to their property
  - whether anyone else is a witness to the problem and their identity
- the identity of the alleged perpetrator (if known)
- the perpetrators address and tenure (if known)
- whether the complainant has approached the perpetrator about the matter and the perpetrators response to this approach
- whether other agencies are involved
- whether the complainant wishes to remain anonymous (particularly if the subject of the complaint has a record of violence or the complainant feels intimidated in any way by them).

It is important that this information is obtained to enable form ASB PROFORMA to be fully completed.
It is also important that once the tenant or resident has provided the HO who is receiving their complaint all the information that the Council requires, they are then advised about the process that is likely to be followed in response to their complaint.

There will be an identified Housing Officer for each case who will manage cases to their conclusion. This will be conveyed to the Complainant on the ASBC1 letter.

In all cases the HO will speak with other witnesses (if there are other witnesses) to obtain further information about the incident/s. Notes of the interview with any witnesses need to made on the appropriate section of ASB PROFORMA.

In the first instance the subject of the complaint should be approached by the HO and advised that a complaint/s have been received about a specific aspect of behaviour. The tenant should not be advised who has complained to the Council. The HO will get their view of the complaint. Notes of the meeting with the alleged perpetrator should be recorded on the appropriate section of ASB PROFORMA.

Where the breach of the conditions of tenancy are obvious, (e.g. overgrown hedges) photographs should be taken by the HO. The tenant should be advised that the matter is a breach of their conditions of tenancy and asked to remedy the problem and given a reasonable amount of time to do so. This represents a verbal warning and should be recorded on ASB PROFORMA. The completed ASB PROFORMA will be used by the HO and in certain circumstances the Housing Manager to determine the response to the complaint.

Section 3 - Determining the appropriate response

The response of the Council will vary from case to case but the Council is committed to challenging anti social behaviour swiftly and effectively and will use a wide range of tools to tackle anti social behaviour. The HO who completed ASB PROFORMA must determine whether the reported incident constitutes an urgent or non-urgent breach of conditions of tenancy and whether the case requires an immediate response from the Council.

Guidance
The Council has two levels of response for complaints of anti social behaviour.

Urgent breaches of conditions of tenancy
An urgent breach of conditions of tenancy includes:
  - violence - any act of violence towards the tenant’s neighbours, others living nearby, or our employees or agents that is perpetrated by the tenant, members of their family, or visitors to their home
  - racial violence/harassment - any acts of violence or harassment of a racially
motivated nature towards the tenant’s neighbours or others living nearby which are carried out by the tenant, members of their household, or visitors to their home.

- illegal/immoral use - where the tenant, members of their household or visitors to their home are using the premises for illegal/immoral purposes, such as drug dealing and prostitution.
- severe neighbourhood disturbance - where the tenant, members of their household, or visitors to their home are carrying out acts which cause severe disruption in the locality, this could include gangs of youths congregating outside of local shops or in playing fields.

Non –urgent breaches of conditions of tenancy

Non-urgent breaches of conditions of tenancy include behaviour or acts which, whilst not being a danger to others, are anti-social acts or breaches of the Tenancy Agreement. They can be defined as:

- nuisance and annoyance - where the tenant, anyone living with them or visitors to their home are guilty of conduct which causes nuisance or annoyance to persons residing in the immediate area eg constantly barking dogs, car parking issues, untidy gardens, bird feeding on a large scale which causes nuisance and attracts vermin, nuisance associated with running a business from home, Car Repairing, Overgrown Hedges, Driving across pavements or grassed verges, Graffiti, Playing football on the road.
- deterioration of premises or furniture - this covers the wilful damage, deterioration and neglect of the property, common parts, or any furniture provided by the landlord as a result of the acts, neglect or default of the tenant, members of their household, or visitors to their home. Eg. Untidy homes and gardens, accumulation of rubbish, vandalism, and damage to Council owned property.
- deception - where the tenant has gained the tenancy through a false statement which has been knowingly made to gain a tenancy
- anything else specified with the Tenancy Agreement - any breach of an express clause in our Tenancy Agreement by the tenant, members of their household, or visitors to their home

The success of the Council’s intervention relies upon Officers making appropriate decisions and selecting the tool that is most appropriate in the circumstance. Each incident of anti social behaviour is unique and it is likely that two similar incidents may result in two completely different course of action, depending upon the attitude of the perpetrator and their response to action taken by the council.

Section 4 Non Urgent Cases

This describes the action to be taken by HO’s in relation to non-urgent incidents of anti social behaviour created by tenants of the authority, their family or visitors to their home. The process is set out in figure 1.
The process for addressing non-urgent anti social behaviour cases is essentially a five stage, incremental process. However, the action that Housing and its corporate partners could put in place is significantly more complex than a simple five stage process. The process map shows that possession action is the action of the last resort for the Council, where all other measures to get the offending tenant to comply with the obligations of their tenancy have failed.

It is the responsibility of the Housing Officer to manage the complaint to its conclusion and keep the complainant informed. This may involve the contacting other agencies/departments for an update on action to feed back to the complainant.

- **Stage 1** Informal contact with subject of complaint
  Referral to Mediation, where appropriate.
  Where the complaint is a generic complaint a referral should be made to the ASBO Admin Assistant for the matter to be considered at the next Safer Vale Problem Solving Group meeting.

- **Stage 2** Formal written warning / Mediation / referral to Supporting People Team

- **Stage 3** Referral of individual to the Problem Solving Group.
  Use of ABC or ASBO or injunctions or undertakings

- **Stage 4** Court action for breach of injunction or undertaking / action for breach of ASBO / action for breach of ABC / Demotion action

- **Stage 5** Possession Action
Guidance
The importance of keeping good records and ensuring that they are filed correctly is critical to successfully resolving antisocial behaviour cases.
When completing the standard forms used in this procedure Housing Officers and Housing Assistants should ensure that the notes should always be added to the ASB PROFORMA. Copies of all completed forms, including ASB PROFORMA and correspondence sent to the subject of the complaint should be kept, in chronological order, as part of the case file. and whilst the case is active will be stored in a specific filing cabinet within the Housing Office. Only when the case is closed, by agreement with Housing Manager, will it be filed on the Housing File.

Stage 1 – Informal Contact – Verbal Warning
The tenant who is the subject of the complaint should be advised that their behaviour represents a breach of the conditions of tenancy in the considered opinion of the Housing Officer and, asked to ensure that the behaviour or any other activities defined as anti social behaviour don’t occur again. They should be provided with a copy of the Conditions of Tenancy and issued with a verbal warning – this should be followed up by completing the Verbal Warning proforma and accompanied by a copy of the conditions of tenancy highlighting which conditions have been breached. A copy of the verbal warning should be handed to the perpetrator and a copy placed on the casefile. A copy of the leaflet on the Council’s policy and procedures in relation to anti social behaviour should also be given to the tenant. The subject of the complaint should be advised that the council is committed to tackling anti social behaviour swiftly and effectively. The issue of a verbal warning should be added to the ASB PROFORMA, which should be kept in the casefile.

Guidance
The coming into force of the Disability Discrimination Act (DDA) 2005 in December 2006 and its amendment in the Disability and Equality Act of 2010 was particularly significant for social landlords. The Act makes a number of amendments to the DDA 1995, including the imposition of a general duty on public authorities when carrying out their functions to have due regard to the:

- promotion of equality of opportunity between disabled people and other people
- elimination of discrimination that is unlawful under the DDA 1995
- elimination of harassment of disabled people that is related to their disability
- promotion of positive attitudes towards disabled people
- encouragement of participation by disabled people in public life
- taking of steps to meet disabled people’s needs, even if this requires more favourable treatment.

The duty applies to all local authorities. These measures undoubtedly mean that social landlords will have to become much more aware of the impact on disabled people of their policies and procedures to deal with anti-social behaviour.
In addition to these general duties, the use of legal remedies against tenants who are disabled is constrained by the DDA 1995, ss.22 – 24. Section 22(3)(c) of the DDA 1995 (as amended by the Disability and Equality Act 2010) provides that:
(3) It is unlawful for a person managing any premises to discriminate against a disabled person occupying those premises...
(c) by evicting the disabled person, or subjecting him to any other detriment.
Appendix 1

Full text for the relevant part of the Disability and Equality Act 2010 appears in the Appendices.

Where the HO feels that the subject of the complaint is vulnerable in some way and failing to maintain their tenancy satisfactorily and is receiving support from an individual or an organisation, they should also be asked whether they are happy for the HO to contact them. The HO should get the tenant to sign form ASB2 which provides the tenants’ consent for the HO to contact the support provider and discuss the difficulties the tenant is currently experiencing managing their tenancy.

Where the HO feels that the subject of the complaint is vulnerable in some way and failing to maintain their tenancy satisfactorily and is not receiving support from an individual or an organisation, the tenant should be asked if they would be happy to be referred to the Supporting People Team to be assessed for the provision of tenancy support.

Where the tenant agrees to the referral the referral form (appendix 2) should be completed and the tenant asked to sign the form and a copy of the INAM form (appendix 3) completed. The form should be sent onto the Supporting People Team.

Where the tenant doesn’t agree to the proposed referral, the INAM form should be sent to the Supporting People Team, but anonymised so that the tenant cannot be identified but that the need for support is captured. Where the HO has good reason to believe that either the tenant is a vulnerable adult who is being abused or there is a vulnerable adult in the tenants home who is being abused they should refer the individual to the POVA Lead Manager 01446 704812 in Social Services, completing form VA1 (appendix 4).

Where the HO has good reason to believe that the tenants household contains children who are either ‘at risk’ or ‘in need’ they should follow the Multi Agency Assessment Framework and refer the child/ren to Children’s Services. Where the child/ren appear to be in need the referral must be made with the parent/guardians consent. This will require the following forms to be completed:

- Form RCR - Referral Considerations Record (appendix 5)
- Form CS2 - Parent, Carer Child Consent to Share Personal Information (appendix 6)
- Form CS3 – Multi Agency Referral Form for Children and Families (appendix 7) Completed forms need to be sent to the Emergency Duty Team in Children’s Services. Where the child/ren appear to be at risk of significant harm consent is not required. Therefore only the following forms need to be completed:
  - Form RCR - Referral Considerations Record
  - Form CS3 – Multi Agency Referral Form for Children and Families

Completed forms need to be sent to the Emergency Duty Team in Children’s Services.

Letter ASBC2 should be sent to the complainant and each witness who provided information advising them that the tenant has been warned informally about
breach of conditions of tenancy. The letter should also enclose copies of the incident log sheet ASB3.

The disability suffered may be highly relevant to the behaviour of the perpetrator. When dealing with a case where the perpetrator has, or presents as having a disability then the case should be considered in conjunction with a practitioner, social worker, probation Officer etc., who has specialist knowledge of the circumstances. Where possible the intervention of these specialists should be utilised in changing the behaviour and resolving the nuisance. Where this is not possible, as long as this information is considered and weighted appropriately then action should be taken to progress the case through this policy. The discussions with professionals should be documented as part of this process and added to ASB PROFORMA. Prior to taking any Court Action the case should be discussed with the Housing manager and any vulnerability issues highlighted.

Mediation

When the complainant is interviewed and where the HO feels that mediation offers a potential solution to the problem, they should be asked whether they would consider mediation and an explanation of the mediation process provided to them.

No pressure should be placed on the complainant to pursue the mediation option and it must be explained to them that a referral to mediation will require the Council to disclose their identity to the subject of the complaint.

Guidance on Mediation

Mediation is a process in which an impartial third party - the mediator - helps people in dispute work out an agreement. The people in dispute work out the agreement, not the mediator.

Mediators are sometimes successfully used in neighbour conflicts. They aim to get the people in dispute to meet face to face in a neutral setting and will at times hold a series of shuttle meetings to ensure that both parties are comfortable with a meeting in a neutral setting. The mediators run the meeting with ground rules. They listen to what the people involved have to say but do not take sides - the aim is for the people in dispute to reach an agreement that all will accept and keep to. Mediation can only work if everyone wants it to. The mediators cannot force people to resolve their conflicts. It is an entirely voluntary process.

Mediation can help people resolve various types of issues:
- minor neighbour disputes
- car parking
- Lifestyle issues – eg.those associated with shift working patterns and part of everyday living
- Bird Feeding
  - young people playing in the street
  - boundary disputes
  - dogs barking
  - noise nuisance
Mediation works best if used before the issue becomes entrenched and should always be considered at an early part of the ASB process.

Where the complainant has expressed the desire to use mediation the subject of the complaint should be encouraged to accept the proposal. Both parties should be provided with a copy of the Vale Community Mediation leaflet (a copy of which is attached at appendix 8).

Where mediation is accepted by both parties, the case should be referred to Vale Community Mediation using the referral form (shown at appendix 9). Both parties should be asked to complete ASB4 providing their consent to the referral to Vale Community Mediation and consent to the disclosure of information to Vale Community Mediation.

The referral form can be sent by email to Vale Community Mediation at office@vcms.org.uk or by hard copy to the following address:

Vale Community Mediation Service
121 Broad Street
Barry
CF62 7AL

A copy of the referral and consent forms should be placed in the casefile of the complainant and the subject of the complaint. Both parties should be sent a copy of ASB5.

Guidance on Closing a Case
A case is theoretically closed after every stage of the process, unless the complainant has responded to the letter sent to them stating that they are unhappy with the approach taken to resolve the problem. Every letter sent to a complainant stating what action the Council has taken advises the complainant that the case will be closed, unless they respond within 14 days. Housing Officers will have to diarise 14 days from the date of last action before sending the case closed letter (ASBCloseCase) The case can be re-opened following a further complaint, either from the original complainant or another person. Where the complaint is a repeat of the original complaint, the case will be moved onto the next stage (i.e. from verbal to written warning). Where the complaint is entirely unrelated to the original complaint, the action taken should restart at the lowest possible level.

Stage 2 – Formal Written Warning
Should the complaint be repeated at any time, or another complaint be received, the complaint should be investigated using ASB PROFORMA, as identified in Section 2 of the procedures.

Where the officer believes that the anti social behaviour has occurred, they should escalate the case to the next stage in the process. The outcome of Stage
2 will be a formal written warning. In these cases the subject of the complaint should be visited and advised that further complaints have been received and advised that if further complaints are received the Council will have to initiate action. They should be requested to ensure that further incidents do not occur. Where possible they should be handed in person a completed copy of ASBS2. The complainant and witnesses should be advised that the tenant has received a formal written warning by sending copies of ASBC3. A further referral should be made to the Anti-Social Behaviour Team should be made at this point.

**Stage 3 – Continued Complaints – Issuing of NSP, NoPP**

Where further complaints are made against the tenant, the officer should investigate the complaint using ASB PROFORMA. Where the HO feels that evidence supports the complaint, they should discuss the case with the Housing Manager to agree the appropriate level of escalation. Where it is apparent that other Departments of the Council can play a role in addressing the anti social behaviour, the Housing Officer will gather information from them with a view to better being able to evidence the problem. Any information provided will be added to the ASB case providing that there is sufficient evidence or nuisance then a Notice of Seeking Possession or Notice of Possession proceedings will be issued on the perpetrator. At this point a further referral will be made to the Anti-Social Behaviour Team.

**Guidance on Anti social behaviour and partnership working**

It is important that we work effectively in partnership to tackle anti social behaviour. This will mean working collaboratively with colleagues in other Departments of the Council and on occasions with the Police to plan and take action against the perpetrators of anti social behaviour. All ASB cases will be referred to the Problem Solving Group, however the Housing Officer is still responsible for managing the complaint and taking the appropriate action under the Housing Anti-Social Behaviour Policy. Action taken by the Problem Solving Group can be taken in tandem with Housing Action where appropriate.

The Problem Solving Group is made up of all of the agencies who form the Safer Vale Partnership. There are representatives from the statutory and voluntary sectors, businesses and community groups.

This includes the following organisations: The Vale of Glamorgan Council, South Wales Police, South Wales Probation Service, Health Service, Vale Centre for Voluntary Services, the South Wales Fire Service.

The Partnership exists to support local crime and disorder projects thorough funding from the Welsh Assembly Government.

Cases which involve or could involve any of the Partners will go to the Group for decision as to whether any action under the Anti-Social Behaviour Legislation is required. The case should be referred to the Safer Vale Problem Solving Group, using the Safer Vale Partnership Form attached at Appendix 10. It should be noted whether the case is for action or for information on the referral. The subject of the complaint should be sent a copy of ASBS3. The complainant and any
witnesses should be sent copies of ASBC4. The Problem Solving Group meets on a 6 weekly cycle and will consider the most appropriate course of action for the specific case. The HO who has investigated the case should attend each of the meetings of the Problem Solving Group where the case is considered. The Problem Solving Group will recommend an agreed multi agency course of action. For example (and not an exhaustive list) this may involve an Acceptable Behaviour Contract or an Anti Social Behaviour Order, an injunction or possession action or a combination of actions (injunction and possession). The PSG may also seek to provide support (in a variety of different ways) for the perpetrator in changing their nuisance behaviour. The objective of the action is to ensure that the anti social behaviour is stopped. Possession action is the final course of action that the council will initiate. The recommendations of the Problem Solving Group are to be acted upon. The notes of the decision of the Problem Solving Group and or any other joint planning meeting should be completed on the ASB PROFORMA and placed on the casefile of the subject of the complaint. This does not mean that the Housing officer should not also consider appropriate action to be taken in addition to any action taken by the Partnership Families Group.

It is possible for more than one course of action to be pursued at any one time. It is the responsibility of the Housing Officer to co-ordinate the action to be taken.

Where the decision is to apply for an injunction the Housing Manager will complete form N16A – Application for Injunction (General Form). [Link](http://www.hmcourtservice.gov.uk/courtfinder/forms/n16a_e0407.pdf)

In cases of minor incidents of anti social behaviour the Council can apply for injunctions under 153A or 153D of the Housing Act 1996.

**Guidance on Anti-Social Behaviour Injunctions (ASBI’s)**

An injunction can be sought with or without notice. In the case of minor incidents of anti social behaviour an application will be made on notice (meaning that the Court will set the time and date of the hearing and the defendant will be provided with the opportunity to attend the Court hearing in person). In such cases, the officer is required to serve the application notice and a copy of the witness statement on the defendant in person. In cases where the injunction is sought with notice, it is important that the Council is represented in Court. Therefore Legal Services must be advised of the decision of the Problem Solving Group at the earliest opportunity following the meeting. The evidence statement, in the case of S153A injunctions, needs to satisfy the court that the tenants conduct is:-

- capable of causing nuisance and annoyance to any person and
- directly or indirectly relates to or affects the housing management functions of the

Landlord nuisance and annoyance must have been caused to any of the following:

(a) a person with a right to reside in or occupy housing accommodation owned and managed by the landlord
(b) a person with a right to reside in or occupy other housing accommodation in the neighbourhood ……
(c) a person engaged in lawful activity in or in the neighbourhood ……
(d) a person employed in connection with the exercise of the relevant landlords housing management functions"

S.153D cases relate to a breach of the conditions of tenancy. The evidence statement in S.153D cases, needs to satisfy the court that the tenant is:
- engaging or threatening to engage in conduct that is capable of causing nuisance or annoyance to any person, or
- allowing, inciting or encouraging any other person to engage or threaten to engage in such conduct.

In terms of evidence, injunctions under the Housing Act 1996 may be granted on the civil burden of proof (the balance of probability rather than beyond reasonable doubt). The Court will only grant an injunction where it is satisfied that the conduct of the defendant meets the specified test and conditions applicable to the relevant injunction. The evidence should therefore explain to the Court the context of the anti social behaviour and its effect or potential effect on people. In doing so it must clearly demonstrate the link between the behaviour and the landlords housing management function. Evidence for consideration by the Court could include direct witness statements, professional witness statements, hearsay evidence, CCTV footage and letters of complaint to the landlord or other agencies. More information on Housing Act injunctions can be found at the following link

The complainant and any witnesses who have provided evidence to the Council of the tenants’ alleged activities, must be contacted to establish whether they are happy for their evidence to appear in the proceedings and their identity/ies to become known to the subject of the complaint. The subject of the complaint should be advised of the outcome of the Problem Solving Group by sending letter ASBS4.

The complainant and witnesses should be advised of the decision of the Problem Solving Group by sending copies of ASBC5. Not all aspects of the decision made by the Problem Solving Group can be disclosed to the complainant and witnesses. Clarification of what can be disclosed should be sought at the meeting.

**Continued Complaints- Final Warning before Court Action**

Where there are further corroborated complaints after serving the Notice of Seeking Possession or the Notice of Possession proceedings, then, The HO should send letter ASBS5 including an appointment to carry out a home visit to them. At the home visit the HO should go back through the breaches of tenancy and, point out why they are unacceptable. There should also be a discussion about what Court action will mean for them i.e. it could result in
their eviction and will affect their prospects of being re-housed in the future. The HO should check that support has been offered to the tenant. If it hasn’t already been offered or if the perpetrator did not engage with the support then support should be re-offered. The HO should also check that there are no other option that could be considered in order to resolve the nuisance. A further referral should be sent to the Anti-Social Behaviour team outlining what the nuisance has been. Letter ASBC5 should be sent to the complainant outlining what action has been taken and what the result of any further breaches of tenancy will be.

**Stage 5 – Court Action.**

If any further significant breaches of yes tenancy occur after this point then the Housing Officer should commence Court action against the perpetrator.

**Section 4 – Urgent anti social behaviour cases**

Serious cases of anti social behaviour are defined as those which involve violence or the threat of violence by a tenant, a member of their family or a visitor to their home directed against someone else in the neighbourhood, including the staff of the landlord. Serious cases also include where a tenant, a member of their family or a visitor to their home is using the property for illegal purposes, such as:

- drug dealing
- immoral use
- possession of weapons
- Threats or actual violence where there is reason to believe that they will be acted upon.

The Council’s policy is not to tolerate illegal activity and the process in the case of serious anti social behaviour cases is therefore shorter. Figure 2 shows the process in a flow chart.

Where the complainant has been the victim of violence or threats of violence or has good reason for fearing violence or the problem identified constitutes a serious risk to the health and safety of others, the Housing Management Team should respond that day and make arrangements to ensure the safety of the complainant.

**Figure 2. Process map for serious anti social behaviour incidents**
Stage 1 – Investigate Incident

Guidance
Where it appears to the HO that the incident reported by the complainant is a criminal act, they should ask the complainant whether the incident has been reported to the Police. If the perpetrator has not reported the incident to the Police they should be encouraged to do so.

Where an incident is reported to the Council it is important that it is treated as a matter of priority. The complainant should be interviewed on the same day as the incident is reported. They should be interviewed using ASB PROFORMA to establish precisely what happened.

The HO conducting the interview should also establish whether the tenant who has made the complaint feels safe in their home.
If the tenant does not feel safe in their home an Alarm can be offered and the Council can apply for Injunctions with power of arrest or exclusion orders, without notice this is only done in the most extreme of circumstances and normally would be accompanied by supporting statements from the Police, Social Services

To seek an alarm contact should be made with the Sector Inspector from South Wales Police. This should be recorded on ASB PROFORMA.

If the complainant feels so threatened that they are not happy to occupy their home, the housing Officer should explore other options with them, are they able to stay with friends or a family member whilst the situation is resolved. As a last resort temporary accommodation may be arranged but this must be discussed with the Housing Manager prior to its arrangement. The request plus the discussions must be recorded on the ASB PROFORMA.
Ordinarily, the tenant will only remain in temporary accommodation whilst there is still a threat to their safety. In certain very limited circumstances where the threat is unlikely to be removed the a case should be prepared for the letting panel to consider the permanent re-housing of the complainant. This report must contain supporting information surrounding the request. A letter ASBC8 confirming the action taken to protect the complainant should be hand delivered to the complainant.

Contact should be made with any witnesses to verify the facts of the incident, noting comments made on ASB PROFORMA.

Personal contact should be made with the subject of the complaint and their view in relation to the complaint should be gathered and recorded on ASB PROFORMA.

If the case involves one or more partners in the Safer vale Partnership then an emergency ‘special’ meeting of the Problem Solving Group should be arranged. The purpose of this should be to co-ordinate what action should be taken. Regardless of the involvement of other agencies, this should not prevent the Housing Officer taking the appropriate housing action.

**Housing Injunctions**

The discussion should consider whether the Council needs to apply for injunction under S153B of the Housing Act 1996. S.153B injunctions should be sought in the case of the use of the premises for unlawful activities. Section 153C enables the Court when granting an injunction under either Section 153A, or 153B or 153D, to attach a power of arrest to one or more provisions of the injunction or exclude the defendant from any premises or area specified within the terms of the injunction where there is either:

- a threat of violence
- a significant risk of harm to any of the classes of person specified in S.153A of the Housing Act 1996.

Where there is a threat of violence or a risk of harm, an injunction with the power of arrest or an exclusion order should be sought. The Court, if it agrees to the injunction, will grant it for a temporary period to enable a full hearing to take place where the defendant is represented in Court. In such cases the injunction should be sought without notice by completing form N16A [http://www.hmcourts-service.gov.uk/courtfinder/forms/n16a_0604.pdf](http://www.hmcourts-service.gov.uk/courtfinder/forms/n16a_0604.pdf).

The Court, if it agrees to the injunction, will serve the order on the tenant. If the injunction is granted with the power of arrest, it is important that the Housing Manager delivers a copy of the relevant provisions of the order to the local police station and advises the Safer Vale Partnership Coordinator of the terms of the order by sending him/her a copy of the order. The investigating HO should write to the alleged perpetrator advising him of the action that the Council has taken to
date and intends to take, using ASBS7. A Notice of Seeking Possession or Notice of Possession Proceedings will be enclosed with ASBS7.

The HO must serve ASBS7 and the enclosed Notice on the tenant in person, where possible advising them of the contents of the Notice and its implications for their tenancy. Where personal contact is not possible the letter and the enclosed Notice should be posted through the letter box of the tenants’ home.

The time, date and method of service should be noted on the Certificate of Service Form a copy of which is attached at appendix 11. (See Section 6, Stages 2 & 3 for a more detailed explanation of the process of serving notices on introductory and secure tenants).

The HO should request convening a ‘special’ problem solving group meeting by E-mail the ASB Admin Assistant and at the same time gather evidence and witness statements.

The Court, if it agrees to the injunction, will serve the order on the tenant. If the injunction is granted with the power of arrest, it is important that the Housing Manager delivers a copy of the relevant provisions of the order to the local police station and advises the Principal Community Safety Officer of the terms of the order by sending him/her a copy of the order. The investigating HO should write to the alleged perpetrator advising him of the action that the Council has taken to date and intends to take, using ASBS7. A Notice of Seeking Possession or Notice of Possession Proceedings will be enclosed with ASBS7.

The HO must serve ASBS7 and the enclosed Notice on the tenant in person, where possible advising them of the contents of the Notice and its implications for their tenancy. Where personal contact is not possible the letter and the enclosed Notice should be posted through the letter box of the tenants’ home.

The time, date and method of service should be noted on the Certificate of Service Form a copy of which is attached at appendix 11. (See Section 6, Stages 2 & 3 for a more detailed explanation of the process of serving notices on introductory and secure tenants).

The HO should request convening a ‘special’ problem solving group meeting by E-mail the ASB Admin Assistant and at the same time gather evidence and witness statements.

**Stage 2 – Convening of ‘special’ problem solving group meeting.**

The request should be made of the ASBO Admin Assistant, as quickly as possible after the incident is reported to the Council, using the Community Safety Referral Form attached at Appendix 10.

The problem solving group will meet within 5 working days of the referral, and may meet on a number of occasions to determine the most appropriate course of action. The HO who has investigated the case and the Housing Manager where possible should attend each of these special meetings.
The group will recommend a course of action. This may involve an Acceptable Behaviour Contract (ABC) or an Anti Social Behaviour Order (ASBO, injunctions or possession action or a combination of actions (ASBO and possession). The decision of the group will be binding and the Safer vale Protocol should be used to gather information from key partners to assist the Council’s case for possession. The Housing Department will outline what action they have already taken and discuss what other action can be taken in tandem with this action. Regardless of the decision of the ‘Special’ Problem Solving Groups the Housing Officer will continue escalating the case through the Housing process.

**Stage 3 – Possession Action**
The next stage in the process is to seek possession. Refer to Section 6.

**Section 5 – Complaints concerning the Environmental Protection Act 1990**
Where a customer has made a complaint about a pollution matter to the Council, such as noise, bonfires, pest infestation etc, they will be referred via One Vale to the Public Protection Team in the Environmental Health Division. Public Protection will advise the Housing Management Team if they are aware that this is a Council tenancy that complainant or the subject of the complaint is living in a council home and of any action they have taken (e.g. written to the tenant, served a notice, confiscated equipment etc). Where the issue is governed by the tenancy agreement then the housing officer will take the lead on resolving the issue although the Housing Officer may seek assistance in evidence gathering from the EH Officer.

Where the complaint is received directly by the Housing Department, then their complaint should be referred onto the Public Protection Team in the Environmental Health Division but the Housing officer remains responsible for dealing with the Complaint and keeping the complainant informed of any action. In the majority of cases complaints should be dealt with using the non-urgent case approach (set out in Section 3). It is important that the Housing officer and Environmental Health Officer keep in regular contact regarding resolving these cases.

Where the Public Protection Team take action against a tenant in breach of the Environmental Protection Act 1990 they will advise the Housing Management Team of the action they have taken. It is important that Housing takes action to reinforce the message about not tolerating anti social behaviour. It should be noted that the Environmental Health section assist with the gathering evidence again the Housing Officer should take the lead on dealing with the case as soon as they become aware of the issue.
Section 6 – Demotion and Possession Action
This section of the procedure sets out the actions to be followed to:

- serve a Notice of Proceedings for a Demotion Order on a secure tenant and seek possession whilst a Demotion Order is in place
- serve a Notice of Possession Proceedings on an introductory tenant and seek possession
- serve a Notice of Seeking Possession on a secure tenant and seek possession

Throughout this section of the procedure reference is made to serving notice on and writing to the tenant. Where the tenancy is held by joint tenants, all tenants must be served with the appropriate Notice and written to advising of the outcome of hearings etc.

Stage 1 - Demotion Orders and Possession

Guidance
Possession and Demoted Tenancies
The courts will order possession of the property provided that the statutory process detailed in s143D-F Housing Act 1996 is followed. The statutory procedure provides that notice must be given to the tenant. The notice must:
- State that the court will be asked to make a possession order,
- Set out the Landlord's reasons for seeking such an order,
- Specify a date after which the possession proceedings may be begun. This date may be no sooner than the tenancy could be determined by a Common Law Notice to Quit Appendix
- Inform the tenant of his right to request a review of the landlord's decision to seek an order for possession within 14 days of the service of the Notice.
- Inform the tenant to seek help, if needed, from the Citizens' Advice Bureau, a housing aid centre, a law centre or a solicitor.

As will be noted, the tenant has a right to review of the landlord's decision to seek an order for possession. If such a review is sought, the Landlord must give the tenant not less than 5 days clear notice of the date of the review and inform the tenant of the time and place at which the review will be heard.

Where a secure tenant has committed continual non-urgent breaches of their tenancy agreement and it has been resolved that a tenancy demotion order should be sought, the HO must prepare a Notice of Proceedings for a Demotion Order. The Notice must be signed by the Housing Manager and
accompanied by letter ASBS8. A copy of a blank notice is attached at appendix 12. The HO must serve the Notice on the tenant in person, where possible advising them of the contents of the Notice and its implications for their tenancy. Where personal contact is not possible the Notice should be posted through the letter box of the tenants home. The time, date and method of service should be noted on the Certificate of Service Form a copy of which is attached at appendix 11. 28 days following the service of the notice the Council can apply to the Court for a hearing, which will lead to the granting of a Demotion Order. Again it is imperative that the HO and Housing Manager work closely with legal Services to prepare papers for the hearing, specifically the Particulars of Claim. The HO and Legal Representative should be prepared to represent the Council in Court. Once a Demotion Order has been granted the HO should send ASBS9 to the subject of the complaint. ASBC9 should be sent to the complainant and witnesses. The Demotion Order is in place for 12 months (this is extended if the Council commenced possession action before the end of the 12 month period).

Where the tenants anti social behaviour has continued and it is the Council’s decision that possession action should be commenced the tenant must be sent ASBS10 by the HO advising them that it is the Council’s intention to apply for possession of their home and providing them with the opportunity to have the decision reviewed. Again it is imperative that the work closely with Legal Services in arranging the Review of the decision to seek possession and in preparing the wording of the letter to the tenant.

The review will be undertaken either by the Housing Officer and another officer of the same or higher grade that the Housing Officer who had nothing to do with the issuing of the proceedings.

The HO must serve the letter on the demoted tenant in person, where possible advising them of the contents of the letter and its implications for their tenancy. Where personal contact is not possible the letter should be posted through the letter box of the tenants home. The time, date and method of service should be noted on the Certificate of Service form, which should be placed in the tenants’ housefile.

The HO and Housing Manager should be prepared to represent the Council in Court. Once possession has been granted the HO should write to the perpetrator to advise them of the outcome of the case, using letter ASBS11. This letter should be hand delivered to the property. The time, date and method of service should be noted on the copy of the letter to be placed in the housefile.

The complainant and any witnesses should also be advised of the outcome of the hearing, using ASBC10. The HO should write again to the perpetrator to advise them of the date of the eviction, when known using ASBS11. This letter should be hand delivered. The time, date and method of service should be noted on the copy of the letter placed in the tenants file.

The complainant and any witnesses should also be advised of the eviction date, using ASBC11. Copies of all letters sent should be placed on the respective housefiles.
Appendix 1

*Stage 2 - Introductory Tenants and Possession*

**Guidance on Possession and Introductory Tenants**

By the very nature of Introductory tenancies, the Landlord has considerable flexibility in determining them. No statutory grounds need be proven, nor must it be reasonable to seek possession. Provided the Landlord complies with the correct procedure, the court has no discretion and *must* make the order for possession.

The Landlord must serve a s182 Notice on the tenant before possession proceedings are commenced. This notice must:

- State that the court will be asked to make a possession order,
- Set out the Landlord's reasons for seeking such an order,
- Specify a date after which the possession proceedings may be begun. This date may be no sooner than the tenancy could be determined by a Common Law Notice to Quit.
- Inform the tenant of his right to request a review of the landlord's decision to seek an order for possession within 14 days of the service of the s182 Notice.
- Inform the tenant to seek help, if needed, from the Citizens' Advice Bureau, a housing aid centre, a law centre or a solicitor.

It should be noted that if the trial period comes to an end after possession proceedings have been commenced, but before an order has been made, the tenancy will remain Introductory until the proceedings are determined. (s130 HA 1996)

Regardless of whether an introductory tenant has committed either continual non-urgent breaches of their tenancy agreement or an urgent breach of conditions of tenancy, the process to be followed is identical.

The HO must prepare a Notice of Possession Proceedings. A blank copy of a notice is attached at appendix 13. The Notice must be signed by the Housing Manager and accompanied by letter ASBS13. The HO must serve the Notice on the introductory tenant in person, where possible advising them of the contents of the Notice and its implications for their tenancy. Where personal contact is not possible the notice should be posted through the letter box of the tenants home. The time, date and method of service should be noted on the Certificate of Service form.

A copy of ASBC12 should be sent to the complainant and any witnesses. An introductory tenant has a right of review of the decision of the Council to terminate their tenancy. The Housing Manager should work closely with Legal Services in arranging the Review Hearing and the HO and Housing Manager should be prepared to attend the review hearing. The review will be undertaken by the Head of Housing or the Operational Manager Public Sector Housing. Should the decision of the review be to pursue possession the HO and Housing Manager should work closely with Legal Services in preparing the papers for Court.
Once possession has been granted the HO should write to the perpetrator to advise them of the outcome of the case, using letter ASBS11. This letter should be hand delivered to the property. The time, date and method of service should be noted on the file copy of the letter. The complainant and any witnesses should also be advised of the outcome of the hearing, using ASBC10.

The HO should write again to the perpetrator to advise them of the date of the eviction, when known using ASBS12. This letter should be hand delivered. The time, date and method of service should be noted on the file copy of the letter. The complainant and any witnesses should also be advised of the eviction date, using ASBC11.

**Stage 3 – Secure Tenants and Possession**

In cases categorised as urgent, possession action will be commenced against secure tenants. The HO must prepare a Notice of Seeking Possession. A blank copy of a Notice of Seeking Possession is attached at appendix 14. The Notice must be signed by the Housing Manager and accompanied by letter ASBS7. The HO must serve the Notice on the tenant in person, where possible advising them of the contents of the Notice and its implications for their tenancy. Where personal contact is not possible the notice should be posted through the letter box of the tenants home. The time, date and method of service should be noted on the Certificate of Service form. The HO and Area Housing manager should work closely with Legal Services in terms of the wording of the Claim Form of Possession of Property (N5) and the Particulars of Claim (N119), and the gathering of evidence to support the Council’s case for possession. The HO and Housing Manager should be prepared to represent the Council in Court.

Once possession has been granted the HO should write to the perpetrator to advise them of the outcome of the case, using ASBS11. This letter should be hand delivered to the property. The time, date and method of service should be noted on the file copy of the letter.

The complainant and any witnesses should also be advised of the outcome of the hearing, using letter ASBC10.

The HO should write again to the perpetrator to advise them of the date of the eviction, when known using ASBS12. This letter should be hand delivered. The time, date and method of service should be noted on the file copy of the letter. The complainant and any witnesses should also be advised of the eviction date, using ASBC11.

**Section 7 - Incidents involving Owner Occupiers**

The same processes can be followed where the subject of the complaint is an
owner occupier, excluding possession action. Therefore the owners should receive a verbal warning, then a written warning and following that be referred to the Problem Solving Group if theor behaviour constitutes ASB to determine what further action is to be taken. Where the owner is creating other kinds of nuisance they can be referred to different Council Departments or agencies that deal with those issues. nuisance (e.g. noise, pollution, waste, rubbish, overgrown land harbouroing rodents) they should be referred to the Public Protection Team.

Guidance

Housing Act Injunctions under S.153A of the Housing Act 1996 can be granted against owner occupiers, where their conduct is:-

- capable of causing nuisance and annoyance to any person and
- directly or indirectly relates to or affects the housing management functions of the

Landlord nuisance and annoyance must have been caused to any of the following:

(a) a person with a right to reside in or occupy housing accommodation owned and managed by the landlord
(b) a person with a right to reside in or occupy other housing accommodation in the neighbourhood ……
(c) a person engaged in lawful activity in or in the neighbourhood …….
(d) a person employed in connection with the exercise of the relevant landlords housing management functions”

Section 8 - Generic incidents

Generic incidents refer to cases where following the initial assessment, the officer who investigated the case cannot determine the identity of the perpetrator/s of the anti social behaviour. Examples could include problems with school children creating nuisance when leaving the school premises or problems caused by people leaving licenced premises late at night. In such cases the Housing Manager needs to discuss the issue with the Principal Community Safety Officer to consider a multi agency approach to resolving the problem. The complainant should be sent a copy of ASBC13, advising them that the matter has been referred to the Safer Vale for action. Following a multi agency meeting to discuss the problem and determine the most appropriate course of action, letter ASBC14 should be sent to the complainant outlining the course of action the Council will put in place to reduce/eliminate the problem.

Section 9 - Abandoned Vehicles

In the case of abandoned vehicles it is important to establish whether the vehicle is abandoned. It is therefore important to establish how long it has been in its current position and whether it is moved on a regular basis. Where the vehicle is
moved on a regular basis but is not taxed, the vehicles details should be referred onto DVLA on the DVLA Enforcement Telephone Hotline 08000 325 202.

Where it is obvious that the vehicle has been abandoned (for example it is burnt out or where enquiries indicate that it hasn’t been moved for a substantial period of time) it should be referred to Cleansing, who will arrange for its removal and disposal.
The HO should go to the following page on the Council website

http://www.valeof glamorgan.gov.uk/living/do_it_online/report_it/abandoned_cars.aspx

and complete the on-line form reporting the location of the abandoned vehicle. On receipt of the Cleansing will arrange for the recovery of the vehicle.

Section 10 – Satisfaction Survey

The Housing Officer/Assistant who is dealing with the case will send a satisfaction survey out with the final letter closing the case referred to as ASB6. This is to ascertain how the Complainant found the ASB process and whether the Council had successfully dealt with their issue. On completion of the questionnaire it should be sent to The Housing manager for analysis and incorporation into performance information.

Section 11 - Role of Key Agencies

Safer Vale Partnership
Corporate Partnerships, 1st Floor, Fire Station, Port Road West

The Safer Vale Partnership, is committed to creating a safer environment, in which people can live, work and visit, free from crime and disorder and the fear of crime.

Through the establishment of the Partnership in 1999, many agencies have reached accord and are now working together to tackle crime and disorder. Significant reductions in crime and disorder over recent years are testimony to the success of the Partnership.

Members of the Partnership are representatives from the statutory, voluntary sectors, businesses and community groups.

The Vale of Glamorgan Council, South Wales Police, Cardiff and Vale University Health Board, South Wales Probation Service, the Vale Centre for Voluntary Services and South Wales Fire Service are all key partners.

The Partnership, through Home Office and Welsh Assembly Government funding is able to support local crime and disorder reduction projects.
South Wales Police
Emergency: 999
Barry Police Station – 01446 734451
Domestic Abuse Unit – 01446 746988
Community Safety Department – 01446 731623
Neighbourhood Policing Team – 01446 731626
ASB Team – 731625

Responsibilities
- Responding to and investigating criminal activity
- Working with partners in the Safer Vale Partnership to reduce crime and disorder

Victim Support
Contact: 01446 746049
Responsibilities:
- UK charity supporting victims and witnesses of crime,
- Offers emotional support, information on police and court procedures, practical help with insurance matters and a free Criminal Injuries Compensation claims service, and referrals to other organisations.

Atal y Fro (Domestic Abuse)
222 Holton Road, Barry, CF63 4HS
Tel Support Unit: 01446 744 755, Helpline: 01446 746 981
E-mail: v.gwa@btconnect.com
Responsibilities
- Offer free and confidential support, information, outreach, education, and temporary emergency accommodation for women and their children experiencing domestic abuse.

Public Protection
Public Protection Team, Environmental Health Division, Civic Offices, Holton Road, Barry CF63 4RU
Tel: 01446 709761
Responsibilities include:
- Anti-social behaviour and nuisances created by a breach of the Environmental Protection Act 1990 such as noise nuisance and other forms of pollution
- Underage sales of substances, such as tobacco and alcohol
- Licensing including liquor licensing
- Pest control

Social Services
Social Services Directorate, Civic Offices, Holton Road, Barry, Vale of Glamorgan, CF63 4RU
Children’s Services – 01446 725202
Community Mental Health Team – 01446 733331
Adult Services – 01446 725100
Responsibilities include:
- protection of vulnerable adults
- delivery of community care services to vulnerable adults
- safeguarding children at risk
- provision of services to children in need

**Monitoring of Cases**

On a monthly basis the Housing Manager will print out all open cases for the period from the ASB Recording spreadsheet and go through each case with the lead Housing Officer to check

1. That the case is recorded on the spreadsheet
2. That all letters have been appropriately responded to.
3. That the appropriate action has been taken in the case and that the decisions for this action have been correctly recorded.
4. That any other agencies have been involved where necessary.
5. That any cases that have been closed have received a satisfaction questionnaire.
6. To ‘sign off’ any Court Action that needs to be taken and ensure that the necessary checks have been made and informal action taken prior to endorsing any Court action.

In addition the Housing manager will review all the cases due to be closed and record on the spreadsheet the reasons for closure. These reasons will fall under one of the following categories;

1. A Single isolated incident and no further complaints for a period of 28 days.
2. The case being resolved at the informal stage
3. The case being passed to mediation
4. The case being resolved at the formal stage
5. Perpetrator moved from property.
6. Cases that have reached the end of the process without any action being able to be taken.