

**REPORT NO. 1**

**REPORT TO THE COMMUNITIES SCRUTINY PANEL  
MEETING OF 26<sup>th</sup> SEPTEMBER 2019**

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**Status:** For Discussion  
**Title:** Management of Anti-social Behaviour by Registered Housing Providers  
**Report of :** Sarah Pickering, Community Safety Manager  
**Portfolio Holder:** Cllr Rickman, Communities  
**Where from:** Community Safety Team  
**Where to next:** N/A

Objective: To review and understand the management of Anti-social behaviour by Registered Housing Providers.

1 Outcome sought from the Panel

1.1 The purpose of this item is to review the management of Anti-social behaviour (ASB) by our registered Housing providers (RPs) and ensure best practice and the highest standards are in place.

2 Background

2.1 Harborough District Council is committed to tackling ASB and working in partnership to build strong communities. The Council recognises the need to respond in a measured and appropriate manner in order to address the concerns of all the citizens of the District.

2.2 ASB can be defined as;

“Acting in a manner that causes or is likely to cause harassment, alarm or distress to one or more persons not of the same household as themselves” (Crime and Disorder Act 1998).

“Conduct causing, or likely to cause, a nuisance or annoyance to a person residing, visiting, or otherwise engaged in a lawful activity in the locality” (Housing Act 1996).

Both definitions will be used according to the circumstances of the identified behaviour.

2.3 Registered Providers (RPs) have a key role in building strong, cohesive communities and preventing and tackling ASB linked to their housing stock. The Council aims to work closely with RPs to tackle ASB. RPs have lots of tools and powers with which to take action. These include;

- looking at ways to prevent ASB e.g. advice to new tenants
- encouraging neighbours to resolve less serious problems themselves
- taking reports of ASB seriously
- investigation and taking appropriate action, usually following the incremental approach – also used by the Council. This begins with interviews, warnings and acceptable behaviour contracts.
- taking appropriate legal action against people who continually cause a nuisance to their neighbours. This can include injunctions and possession orders.
- protection of tenants from crimes such as domestic abuse and harassment.

2.2 To enable strong and coordinated partnership working to tackle ASB the Council hosts a monthly Joint Action Group (JAG). This is a multi-agency meeting looking at High Risk ASB and vulnerable victims that includes input from Police, social care, health, probation and Housing Providers when required.

2.4 The Council also hold a Housing Liaison Meeting after each JAG. This is a specific meeting to look at ASB complaints being managed by RPs, where help and advice is given to those attending. The police also attend as ASB is often linked with crime and disorder so multi-agency problem solving is important as is consistent feedback to victims and alleged offenders.

2.5 Representatives from RPs with housing stock in the district have been invited to present to the Panel to give an overview of

- How they prevent and tackle ASB
- How they work in partnership with the Council and partners, such as the police
- A relevant case study
- How they are investing in the district, specifically around building stronger communities and community cohesion
- Ideas for improvement/ how the Council can help

2.6 Representatives from the following RPs will be attending:

| <b>Registered Provider</b>           | <b>Representative</b>   |
|--------------------------------------|---|
| East Midlands Housing                | Nikki Chawda, Director for Neighbourhoods                     |
| Longhurst Group                      | Andy Wright, Housing Services Manager                         |
| Orbit Group                          | Matthew Swain, Regional Tenancy Services Manager              |
| Paragon Housing                      | Monique Alexander-Witham, Tenancy Solutions Coordinator       |
| Platform Housing (formerly Waterloo) | Julie Mulligan, Regional Communities & Neighbourhoods Manager |
|                                      | Jerome Dickson, ASB Coordinator                               |
| Riverside Housing                    | Firoza Patel, Community Safety Officer                        |

### 3 Points for discussion

- Are RPs taking a consistent approach to ASB
- Are there areas of best practice which could be adopted more widely
- Consider feedback from RPs regarding partnership work and forums such as JAGs and the Housing Liaison Forum
- Understand how RPs are building community cohesion
- Identify any further work to enable closer partnership work

### 4 Impact on Communities

4.1 Antisocial behaviour is a consistent concern for communities. Harborough District Council and its partners are therefore working to keep the areas we live in both safe and harmonious. This is an ongoing priority of the Council and partners.

### 5 Legal Issues

5.1 Contained within the body of the report to a great extent.

### 6 Resource Issues

6.1 None directly arising from the contents of this report. However, HDC aims to work closely with partners to tackle ASB and so there is a need to prepare for the financial implications that are associated with ASB powers. It is difficult to forecast what this will mean and the financial risk. Therefore resources will be kept under regular review and reported to Cabinet if issues arise.

### 7 Equality Analysis Implications/Outcomes

7.1 Vulnerability and equality issues are managed through individual services and the Joint Action Group, which strives to ensure appropriate support and signposting is in place for both victims and perpetrators of ASB.

7.2 Hate crime/incident reporting is managed through the Community Safety Team and incorporates reports relating to all equality strands.

7.3 Under the Community Trigger applications may be rejected if they are thought to be prejudicial, discriminatory, malicious, unreasonable, vexatious or frivolous.

### 8. Risk Management Implications

8.1 ASB case management and management of vulnerability undertaken differently in different teams and providers – regular meetings with RPs ASB/Housing Officers ensures a focus on best practice and enables a more consistent approach.

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**Background papers:**

ASB Statutory Guidance – revised 2019

**Previous report(s):**

**Appendices:**