

NEXT STEP HOMES ANTI – SOCIAL BEHAVIOUR POLICY

1. AIMS

Next Step Homes aims to improve the quality of life for all customers by creating and maintaining sustainable communities in which anti – social behaviour is unacceptable.

Next Step Homes acknowledges the fact that anti – social behaviour is a cross tenure problem and not one found exclusively in the social rented sector. It is also acknowledged that there are significant legal constraints on what assistance can actually be provided to owner occupiers in regard to anti-social behaviour. Nevertheless, Next Step Homes will assist with advice, conflict resolution and mediation, where necessary liaising with other agencies, in response to complaints from customers about other Sharing Owners or Tenants. Next Step Homes therefore aims to deal with and resolve complaints of anti – social behaviour in relation to sharing owners and tenants.

Next Step Homes defines anti – social behaviour in line with the following definition contained within the Crime & Disorder Legislation of 1998:

Anti – Social means causing or likely to cause harm, distress, nuisance, or annoyance to any person or causing damage to anyone's property. Harassment of a person includes causing the person alarm or distress. Conduct includes speech. A course of conduct must involve conduct on at least two occasions.

2. OBJECTIVES

- To provide a safe and comfortable living environment for sharing owners and tenants
- To adhere to realistic targets for dealing with complaints of anti-social behaviour which will be reviewed annually
- To design out opportunities for crime and anti-social behaviour in the development process
- To improve sound insulation levels in the development process
- To support and advise customers who are victims of anti-social behaviour
- To support and advise customers in addressing anti-social conduct where appropriate
- To use management initiatives, conflict resolution and mediation in the first instance to resolve anti-social behaviour.
- To use the appropriate legal framework when preventative and management approaches have failed
- To work in partnership with other agencies
- To publicise the policy in order to encourage the reporting of anti-social behaviour

3. PROCEDURES

Next Step Homes will ensure that procedures are in place to respond timeously and appropriately to complaints of anti-social behaviour. As Next Step Homes is committed to preventing anti-social behaviour, staff will explain the anti-social behaviour policy and discuss acceptable conduct with all customers as part of the allocation process. Procedures to be followed by staff are held both on paper and computer format.

4. STAFF RESOURCES AND TRAINING

The policy will be implemented by a dedicated member of staff working within the Customer Services function.

Training includes:

- Regular ongoing training in the legal framework affecting anti-social behaviour.
- Mediation
- Early Dispute Resolution
- Dealing with difficult situations

Staff are encouraged to study for formal qualifications, for example –

- Chartered Institute of Housing (CIH)
- Higher National Certificate (HNC)
- Higher National Diploma (HND)
- Mediation Accreditation

5. MONITORING AND REVIEW

The Anti – Social Behaviour process will be monitored weekly and includes the following:

- Categories of anti – social behaviour
- Managing Agents' staff time spent on anti-social behaviour complaints
- Actions taken
- Incidents by location and Local Authority reporting area
- Incidents by ethnicity
- Outputs and outcomes

Reports of the above will be presented to each cycle of the Committee of Management of Next Step Homes

Right to Complain

In the event you are not satisfied with the service you have received, please contact the Association for a copy of our Complaints Policy, which can also be viewed on our website.

Approved by Committee of Management:

3 February 2010

Review Date:

February 2013