

Coastline Housing Limited



ANTI-SOCIAL BEHAVIOUR POLICY & PROCEDURE

In partnership with



Contact Us

Customer Services Team

Coastline Housing Limited
Ferris House
Dolcoath Avenue
Camborne
Cornwall
TR14 8SD

Customer Services Line: 0808 202 7728
Text: 07800140997
Fax: 01209722472
Minicom: 01452 396161
Email: customer.services@coastlinehousing.co.uk
Web site: www.coastlinehousing.co.uk

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Cantonese

本文件可以應要求，製作成中文(繁體字)版本。

Thai

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Filipino

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French

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Lithuanian

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Polish

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Portuguese

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Vietnamese

Tài liệu này có sẵn bằng tiếng Việt khi được yêu cầu.

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COASTLINE HOUSING LIMITED ANTI-SOCIAL BEHAVIOUR

AN INTRODUCTION TO COASTLINE HOUSING LIMITED

Coastline Housing Ltd is an independent, not-for-profit housing association. The Company's mission is to: build as much new affordable housing as possible, invest in the maintenance and improvement of the homes it already owns, and offer first class services to its many customers.

Based in the heart of Cornwall, Coastline was established in 1998 and employs more than 150 people.

As a social business and registered charity, we always strive for the highest standards, and pursue the continuous improvement of our services in a manner that underlines our commitment to corporate social responsibility.

Our ethos places our customers and their communities at the very centre of our business, and we work openly and honestly with local people and partners to deliver our objectives sustainably and efficiently.

We understand the importance of recognising, encouraging and valuing diversity and seek to reflect the wide variety of society in our own corporate culture.

CONSULTATION

We have consulted widely in relation to the content of our Anti-Social Behaviour Policy & Procedure, involving customers and key stakeholders through a variety of methods, including sounding boards, surveys and customer conference.

We are committed to developing our policy and services through wide ranging consultation with service users and key stakeholders. This commitment is reflected within our Corporate Plan, Customer Involvement Strategy - "Your Home".

BACKGROUND TO POLICY

Cornwall's growth rate was more than 4 times the growth rate of the United Kingdom as a whole and one and a half times the rate in the whole South West.

Evidence from the 2004 Index of Multiple Deprivation shows that the top 100 most deprived areas in Cornwall have a much higher than average level of social housing between them. It shows two key facts.

Firstly, that people living in these areas experience concentrated deprivation. They have lower qualification levels, lower incomes, less access to transport, more likely to be on benefits, lone parents and to have long-term health issues.

People who live in the Top 10 most deprived areas are:-

- 50% chance of living in social housing;
- twice as likely to be on some kind of benefit;
- more than twice as likely to be sick or disabled;
- 2.5 times more likely to be a lone parent and 3.5 times more likely claiming lone parent benefit;
- half of all adults will have no qualifications; and
- half as likely to have a degree as the general population.

Secondly, living in social housing and the likelihood of being disadvantaged in Cornwall is higher than other parts of the country is because Cornwall has less social housing stock. Social housing is allocated on a needs basis, individuals and families have to be more in need in Cornwall than in any other part of the country to obtain social housing.

- Cornwall has below average levels of social housing stock – 12% compared with the national average of 16%.
- In the top 50 most deprived areas there are an average of 194 units of social housing. In the 50 least deprived areas there are only 29 units.
- Every local authority district has at least 1 neighbourhood in the top 25.

Section 12 of the Anti-Social Behaviour Act 2003 introduced **Section 218A of the Housing Act 1996**, which placed a requirement on all social landlords (local housing authorities, Registered Social Landlords and Housing Action Trusts) to prepare and **publish statements and summaries** of their policies and procedures in relation to anti-social behaviour.

In any event Coastline Housing Limited feels that it is very important to ensure that tenants and other residents in our communities are able to see what options are available to them when experiencing anti-social behaviour and what happens when anti-social behaviour is reported.

This statement of policy and procedure is made to ensure that tenants and residents of Coastline Housing Limited can clearly see the commitment that is made by Coastline Housing Limited to tackling anti-social behaviour within the County and can see what help we can offer and what action we can take to help them.

LEGISLATION & STATUTORY DUTIES

Coastline Housing Limited has responsibility for implementing and enforcing it's landlord's legal duties and will comply with all relevant legislation including:

Housing

[Housing Act 1988 \(as amended\)](#)

[Housing Act 1985 \(as amended\)](#)

[Housing Act 1996 \(as amended\)](#)

[Homelessness Act 2002](#)

Crime & Disorder

[Crime & Disorder Act 1998 S.17](#)

[Anti-Social Behaviour Act 2003](#)

[The Domestic Violence, Crime and Victims Act 2004](#)

[The Protection from Harassment Act 1997](#)

[Drugs Act 2005](#)

[Public Order Act 1986](#)

[Criminal Justice Act 2003](#)

[Contempt of Court Act 1981](#)

Health & Safety

[Health & Safety at Work Act 1974](#)

General Rights of Individuals

[Human Rights Act 1998 Articles 2 & 8](#)

[Disability Discrimination Act 2005](#)

[Race Relations Act 1976](#)

[Sex Discrimination Act 1975](#)

Access to Information

[Data Protection Act 1998](#)

[Freedom of Information Act 2000](#)

Children's Rights

[The Children's Act 1989](#)

[The Adoption & Children Act 2002](#)

[Part IV of the Family Law Act 1996](#)

[United Nations Convention on the Rights of the Child 1991](#)

[Children \(Leaving Care\) Act 2000](#)

Mental Health

[National Assistance Act 1948](#)

[National Health Service and Community Care Act 1990](#)

Environmental Protection

[Local Government Act 1972](#)

[Environmental Protection Act 1990](#)

[Noise Act 1996](#)

[Dangerous Dogs Act 1991](#)

[Dogs \(Fouling of Land\) Act 1996](#)

[Highways Act 1980](#)

[Refuse Disposal \(Amenity\) Act 1978](#)

[Criminal Damage Act 1971](#)

[Clean Air Act 1993](#)

Gathering Evidence

[Police Reform Act 2002](#)

[Police and Criminal Evidence Act 1984](#)

[Civil Evidence Act 1995](#)

[Regulation of Investigatory Powers Act 2000](#)

This Policy is compatible with [Kerrier District Council's Homelessness Strategy](#) (Local Government Act 2003 S87).

It supports the Government's National Crime Reduction Strategy, the county-wide Community Strategy's chapter on community safety and the county-wide Crime & Disorder Reduction Strategy.

DEFINITION OF ANTI-SOCIAL BEHAVIOUR

Coastline Housing Limited definition of anti-social behaviour is based on a range of definitions contained in various acts of parliament as set out earlier in this policy & procedure; and in summary includes:

- Being convicted of an arrestable offence in the locality
- Being convicted of using a property for illegal or immoral uses
- Acting in a manner that is likely to cause harassment, alarm or distress to others
- Acting in a manner which causes nuisance or annoyance to others

A legal definition of behaving in an anti-social manner is found in the Crime and Disorder Act 1998 and many agencies tackling anti-social behaviour, including Coastline Housing Limited, have adopted this definition for more general purposes, such as seeking anti-social behaviour orders. It defines anti-social behaviour as

“acting in a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as the complainant”.

For the purposes of seeking a housing injunction or a tenancy demotion order, the Housing Act 1996 defines behaviour, which can result in an injunction (under the Housing Act 1996) or a demotion order (under the Anti-social Behaviour Act 2003) as:

“conduct which is capable of causing nuisance or annoyance to any person AND directly or indirectly relates to or affects the housing management functions of a relevant landlord; OR consists of, or involves using or threatening to use, housing accommodation owned or managed by a relevant landlord for an unlawful purpose”.

Housing management functions can include all the usual landlord functions such as income management; property management; tenancy & estate management; resident involvement etc. and can also include other ancillary functions such as social care and housing support; environmental services e.g. refuse collection; and other services that enable the efficient operation of the landlord.

For the purposes of repossessing a tenant’s home, the Housing Act 1996 defines the ground for repossession on the grounds of nuisance or annoyance as:

The tenant or a person residing in or visiting the dwelling-house-

(a) has been guilty of conduct causing or likely to cause a nuisance or annoyance to a person residing, visiting or otherwise engaging in a lawful activity in the locality, or

(b) has been convicted of-

(i) using the dwelling-house or allowing it to be used for immoral or illegal purposes, or

(ii) an arrestable offence committed in, or in the locality of, the dwelling-house.”

Examples of anti-social behaviour include but are not confined to:

- Verbal Abuse
- Assault
- Begging
- Vandalism
- Underage Smoking or Drinking
- Emotional Abuse
- Dropping or throwing items from balconies or windows
- Interference with security and safety equipment in communal blocks
- Door Slamming
- Excessive or Prolonged Barking
- Dog Fouling
- Offensive Drunkenness

- Harassment
- Graffiti
- Vehicle Crime
- Threatening Behaviour
- Prostitution
- Abandoned Vehicles
- Throwing Missiles
- Trespass
- Loud noise e.g. having music or TV on too loud
- Arguing
- Persistent door knocking and running away
- Drugs – dealing or selling
- Solvent – dealing or selling
- Rubbish Dumping
- Playing ball games close to someone else’s property
- Violence – using or threatening to damage another persons property or possessions
- Theft – or other Criminal Offences
- Using, owning or storing an offensive weapon
- Spitting, urinating or defecating in a communal area
- Riding cycles, mopeds, mini motos, motorcycles etc. anywhere except on the public highway
- Damage to property owned by Coastline Housing Limited or partners working for us

Coastline Housing Limited recognises that Domestic Violence / Abuse and all other forms of Hate Crime (based on age, gender, ethnicity, disability, religion or sexuality) are important but separate anti-social behaviour issues and need to be dealt with separately from general anti-social behaviour.

For this reason separate policies and procedures have been developed for this purpose. For further information please see our Domestic Abuse / Violence Policy & Procedure and our Hate Crime / Incident Policy & Procedure.

POLICY STATEMENTS

Our aim is:

“To ensure that everyone has the right to peaceful enjoyment of their home and the community in which they live. If they do not, and live as a victim of anti-social behaviour or crime, we will do our utmost to ensure that the issues are resolved as quickly and effectively as possible in accordance with the powers at our disposal and where appropriate, with the help of our partners.”

We will:

- take a zero tolerance approach to anti-social behaviour in any form and will work to reduce its prevalence and effects.
- encourage residents to report incidents of an anti-social nature.
- provide an accessible and supportive service that will record all reports of anti-social behaviour.
- provide a consistent and sympathetic approach and treat victims and witnesses of anti-social behaviour with sensitivity.
- work with the Police and other crime & disorder reduction partners to prevent and deter anti-social behaviour and where appropriate, take effective action against perpetrators.
- use a range of methods including mediation, injunctions, re-possession proceedings and anti-social behaviour orders to prevent or deter re-offending by perpetrators.
- reassure victims that only in exceptional circumstances will we use our discretion to make decisions that override their wishes (see our explanation of exceptional circumstances).
- normally - address the anti-social behaviour rather than move those involved in ongoing investigations (unless exceptional circumstances apply).
- investigate anonymous complaints as far as we are able, but will not be able to advise of progress or check facts with the complainant. This may limit any action we can take to deal with the problem.
- ensure our response to anti-social behaviour is appropriate and proportionate depending on the facts of each individual case.
- ensure support is offered to victims and / or witnesses throughout the investigation and any subsequent legal proceedings.
- work in accordance with the Anti Social Behaviour Team's Diversity Action Plan to make sure we are able to effectively communicate with all of our customers and offer unrestricted access to our service irrespective of our customer's age, gender, ethnicity, religion or sexual orientation.

Exceptional Circumstances

Where victims do not agree to take action against a perpetrator, we may gather evidence independently and use this to take action against the perpetrator.

This can occur where the circumstances outweigh the concerns of the complainant (for example threats to life, drug dealing and assault).

In circumstances such as the above, we will take all circumstances into consideration. These include:

- The safety of the general public
- The seriousness of the allegations
- The safety of children, young people and the vulnerable
- The likelihood of a successful outcome if further action is taken
- The safety of the complainant

Advice will be taken, where necessary, from other partnership agencies before any action is taken.

PRINCIPLES

We will:

- provide a sympathetic and supportive service to all victims of anti-social behaviour.
- normally carry out an investigation of anti-social behaviour with the victim's agreement.
- advise the victim of the options Coastline Housing Limited and other agencies can offer
- normally allow the victim to decide which course of action will be taken
- treat all information relating to an anti-social behaviour incident confidentially and we will not exchange information with other agencies without the express permission of the victim, unless legislation permits or requires us to do so.
- seek to prevent and minimise the risk of further harm occurring to the victim and/or witness.

SERVICE STANDARDS

We will:

- contact you to make an initial assessment of your reports within the following timescales:

High level anti-social behaviour 1 working day

Medium level anti-social behaviour 5 working days

Low level anti-social behaviour 10 working days

- discuss the situation and advise you on the options that may be available to help resolve the problem such as mediation, voluntary agreements, legal action

- help you keep a detailed diary of events, which will help us gather any evidence needed to take further action;
- work with you to try to resolve your problem, and explain clearly what is happening at each stage;
- jointly work with the police, West Cornwall ASB Team and any other agency that may be able to help resolve the problem;
- consider legal action against any person who continues to behave in an anti-social way, including taking court injunction, demotion and possession proceedings, or an Anti-Social Behaviour Order, or supporting criminal prosecutions recommended by the police to the Crown Prosecution Service;
- work with the police and other agencies to protect you and any other witnesses;
- aim to provide an excellent supportive service and treat all victims sympathetically and courteously.
- If requested, an officer of the same sex will speak to the victim on the same day as the complaint is received.

Through the [West Cornwall Anti-Social Behaviour Team](#), **we will work closely with:**

- [West Cornwall Anti-Social Behaviour Team](#) on more difficult multi-agency cases;
- [Derek Finch Associates](#) to provide mediation;
- [Devon and Cornwall Police](#) to reduce crime and anti-social behaviour;
- Kerrier District Council's [Environmental Health and Direct Services](#) and [Coastline Services Limited](#) to tackle issues such as noise nuisance, fly tipping and abandoned vehicles;
- [Youth Offending Team](#) and [Compass](#) - a partnership of the key local organisations that provide services for children and young people, including the provision of active alternatives to anti-social behaviour for young people and help for parents to develop their parenting skills;
- [Cornwall Drug and Alcohol Addiction](#), [The New Connection](#) who offer advice, information and support for individuals, families and communities who are concerned about drug and alcohol use;
- [Cornwall & Isles of Scilly NHS Trust](#) to address mental health related issues
- [Cornwall County Council's Fire and Rescue Service](#) to tackle arson;
- and other agencies such as Victim Support to provide support to victims and witnesses.

You can help us by:

- reporting any anti-social behaviour to us quickly
- keeping us informed of any changes in circumstances
- letting us know what you think about the service we and other partner agencies give you.

We will also continue to work with our partners in the West Cornwall Crime and Disorder Reduction Partnership and Stronger and Safer Communities Partnership to develop supportive strategies for victims and effective enforcement and preventative strategies for perpetrators of anti-social behaviour.

If a victim believes the standards of service have not been provided then a complaint can be made using our Customer Compliments, Comments and Complaints Policy and Procedures, which are outlined in summary, to the rear of this policy and are outlined in detail in our [Compliments and Complaints Policy](#).

DATA PROTECTION POLICY, CONFIDENTIALITY & DISCLOSURE

All information provided by a victim of anti-social behaviour must be treated in strict confidence. Information cannot be exchanged without the consent of the victim who has provided the information unless legislation permits this in exceptional circumstances. At the first interview a victim should be asked if consent is given to discuss the incident with the perpetrator. If consent is not given, then we should explain to the victim that we will continue to provide support, but that we may not be able to successfully resolve the case or take action against the perpetrator unless we can collect additional supporting evidence from other people.

Where permission is given by the victim an exchange of information can take place. If this is done at a case conference, all participants will be asked to sign a declaration of confidentiality before the case conference commences.

The Crime and Disorder Act 1998 Section 115 also allows the exchange of information with other organisations providing it is for the purposes of preventing crime. Information can be given to the Police about the incident but the informant cannot pass on any information that may identify the victim.

An information sharing protocol exists between Coastline Housing Limited and other organisations operating in West Cornwall. The protocol allows the exchange of information with our partners in certain circumstances to prevent and reduce crime and anti-social behaviour.

All information about cases of anti-social behaviour will be kept in an independent file.

WORKING IN PARTNERSHIP

Coastline Housing Limited works with a range of partners at county, district and neighbourhood level to tackle anti-social behaviour.

Where a referral is made to a partnership organisation, such as the West Cornwall Anti Social Behaviour Unit or to another service, for example, the Kerrier District Council's Environmental Health Service Coastline Housing Limited will continue to work jointly on the investigation to ensure a comprehensive service and consistent support is provided to the victim and/or witness.

County-wide

The [West Cornwall Community Safety](#) is the principle vehicle for multi-agency anti-social behaviour work. The Partnership brings together a number of statutory, voluntary, community and business organisations to address the issue of anti-social behaviour and to exchange information.

- Coastline Housing Limited is working with the West Cornwall Community Safety Partnership to achieve the objectives set out in the local area agreement delivery action plan.

Further detailed county-wide objectives are set out in the [West Cornwall Community Safety Agreement and Action Plan](#).

West Cornwall

The [West Cornwall Crime and Disorder Reduction Partnership](#) is a multi-agency group with representatives from statutory, voluntary, community and business organisations in Cornwall. All of the partners are fully committed to working together to reduce the harmful effects of crime, disorder and anti-social behaviour.

The purpose of the West Cornwall Crime and Disorder Reduction Partnership is through its Policy and Operational Groups is to increase the level of engagement with local agencies and diverse communities to undertake local projects and initiatives. This joint working is essential to make a real impact in reducing actual crime, disorder, drug and substance misuse, and also in making people feel safe. We want to build on the teamwork we have created to deliver a safe community for everyone in Cornwall and the Isles of Scilly and encourage the communities themselves to join us to work together to deliver this.

Partnership members are committed to delivering this new Strategy both on a county-wide and local level and will ensure that it is taken to the heart of their respective organisations to produce a comprehensive and co-ordinated approach to

the reduction of crime, disorder, drug and substance misuse levels, and to reducing the fear of crime within Cornwall and the Isles of Scilly.

Coastline Housing Limited will continue to work with the Partnership to meet the following needs and objectives as defined in the West Cornwall Community Strategy 2005-2008 priorities:

- To reduce the number of incidents of violent crimes;
- To reduce the harm that drugs and alcohol cause to communities, individuals and their families;
- To reduce the incidence of domestic violence;
- To reduce anti-social behaviour;
- To reduce the number of deliberately set fires;
- To increase public assurance and reduce the fear of crime;
- To reduce the number and severity of road traffic collisions;
- To reduce the number of incidents of vehicle crime;
- To reduce the number of young people who offend;
- To reduce the number of incidents of domestic burglary

Coastline Housing Limited has set up a Service Level Agreement with West Cornwall Anti-Social Behaviour Team to tackle anti-social behaviour.

Community based working

We will continue to work with tenant & resident groups, area panels, sounding boards and other community based organisations to identify and prevent anti-social behaviour, take enforcement action to tackle anti-social behaviour on our estates and provide support to victims and witnesses.

Representatives from the groups are and will continue to be invited to actively participate in the development of the Anti-social Behaviour policy and service provision.

We will continue to work with communities to develop their own community cohesion plans to address general and specific concerns in individual communities.

We will continue to work with communities to develop their own community cohesion plans to address general and specific concerns in individual communities.

This will be achieved by carrying out meaningful consultation which uses a `basket` of indicators to reflect different aspects of community cohesion and the local context. This will allow us to firstly establish how well equipped the area is for building cohesion upon. Secondly to be able to interpret the underpinned workings of each community in the light of local knowledge.

This information obtained both subjectively from local people's perceptions of community relations and objectively from routinely collected administrative data will be fed into concise, area specific cohesion action plans. This will focus on issues identified by demographic statistics as well as issues identified by customers; resulting in a tailored plan of action to tackle these concerns.

The plans look to ensure the creation of cohesive, thriving, sustainable communities capable of fulfilling their own potential and overcoming their own difficulties including conflict, deprivation and disadvantage.

It appears that low level crime, ASB and disrespect are the most important issues to communities locally and in communities where there is a lack of cohesion, tensions can arise which may lead to conflict.

Therefore the plan will actively seek to promote community cohesion and tackle social exclusion eventually leading to a more sustainable community, sharing a common vision.

PREVENTION

ALLOCATIONS

We will work closely with Kerrier District Council's Housing Advice Team - within the framework of their Allocations Policy - to ensure that allocations of properties are sensitive to the balance of the local community, in order to promote community cohesion and reduce the likelihood of anti-social behaviour. We will ensure that local lettings policies are implemented, where required, to reduce anti-social behaviour in "hotspot" areas.

TENANT INFORMATION

New tenants will be offered a probationary tenancy and made aware of Coastline Housing Limited's Anti-social Behaviour Policy and the clause in the Coastline Housing Limited's tenancy agreement.

Under Section D of Coastline Housing Limited's tenancy agreement it states:

“3. Nuisance or Harassment

- 3.1 You must not do anything (in the property, on the estate, or in the local neighbourhood) that may cause a nuisance to or annoy or inconvenience other people in that estate or neighbourhood, people engaged in lawful activity in the neighbourhood or people employed to assist us in carrying out housing management functions.
- 3.2 You must not assault, threaten, harass or obstruct staff, contractors or agents at any time or place. Also, you must not allow anyone living with you (including children) or visitors to do any of these things.
- 3.3 You must not use record players, radios, tape recorders, televisions, CD players, amplifiers, loudspeakers, music or entertainment systems or musical instruments of any kind in a way that will annoy other people, or so they can be heard outside the property.
- 3.4 You must also make sure that noise in your home caused by singing, shouting, general movement, shutting of doors and moving furniture is kept to a minimum and does not cause a nuisance or annoy neighbours.
- 3.5 You must not harass or abuse anyone in the property or in the estate or local neighbourhood. Also you must not allow anyone living with you (including children) or visitors to do any of these things.
- 3.6 You and any person living in the property, whether permanently or temporarily, and any visitor to the premises, must not cause damage to any of our properties and must not deface or damage any wall, door, fence or other part of any of our properties.
- 3.7 You must not cause anyone living with you to leave the property because of violence, or fear of violence by you.
- 3.8 You must not use any domestic machinery or do-it-yourself equipment in such a way or at such times (eg between 9.00pm and 7.00am) that it causes nuisance and annoyance to other people.
- 3.9 You must not allow or encourage any person living on the premises, or any visitor, to commit any act that breaks conditions 3.1 to 3.7 above.
- 3.10 ‘Harassment’ or to ‘harass’ someone includes
 - acting in a way that threatens someone’s physical or mental health, safety, security or sense of well-being

- acting in a way that has a hurtful, detrimental or destructive effect on someone's peaceful enjoyment of their home or surrounding environment
- damaging or threatening damage to property, including damage to any part of someone's home
- writing threatening, abusive, offensive, racist or insulting graffiti, and
- acting or failing to act in a way that is likely to interfere with someone's peace or comfort or to inconvenience them."

New tenants will be advised about the types of behaviour that are unacceptable including verbal abuse and threats of violence.

Tenants will be advised that they could lose their home if they are identified as perpetrators of anti-social behaviour in any form (including Domestic Abuse/Violence and Hate Crime).

In addition, the tenancy handbook includes information about services to victims of anti-social behaviour.

UNDERSTANDING ANTI-SOCIAL BEHAVIOUR

Our participation in the West Cornwall Anti-Social Behaviour Team allows us access to data collected from our multi-agency partners on all reports of anti-social behaviour made to the team. Analysis of the information identifies "hotspots" and trends within the area and enables more effective preventive action to be targeted at a specific area to address underlying causes and effects.

PARTICIPATING IN THE GOVERNMENT'S RESPECT INITIATIVE



We are fully signed up to achieving the commitments of the Respect Standard for Housing Management, introduced as part of the Respect Agenda in 2006.

By signing up to the Standard we are making a commitment to delivering a good service to help stop anti-social behaviour.

The commitments within the Standard are:

Accountability, leadership, and commitment

Landlords need to make a visible commitment to the community so that everyone is clear they take issues of anti-social behaviour and respect seriously and will deliver what they say they will.

Empowering and reassuring residents

Landlords and the community need to work as one by involving residents and giving them input into decision making. Engagement and effective communications act to reassure and empower communities.

Prevention and early intervention

Landlords can play a key role in preventing anti-social behaviour from occurring. Where it does, addressing problems quickly often gets the best results.

Tailored services for residents and provision of support for victims and witnesses

Success rests on people being prepared to report and then give support to agencies in taking action. Every case and every person deserves a robust, tailored and sensitive response.

Protecting communities through swift enforcement

Government has provided landlords with the tools they need to tackle a wide range of anti-social behaviour. Landlords need to understand how these tools work and be prepared to use them quickly to protect communities.

Support to tackle the causes of anti-social behaviour

Provision of support can put an end to unacceptable behaviour by tackling underlying causes. This leads to sustainable outcomes and gets people's lives back on track.

We will work with our partners to ensure that these commitments are met.

Community Cohesion Plans

Coastline Housing Limited are currently working on local cohesion plans that will include a section on the Respect Agenda and what actions can be taken to tackle anti-social behaviour and its causes.

PREVENTING HOMELESSNESS

Coastline Housing Limited works closely with the Councils' Homelessness section. Eviction and making a family homeless is used as a last resort. We will work with perpetrators of anti-social behaviour to avoid this if possible. This Policy and Procedure is written to maximise the perpetrator's chances to change their behaviour before this option is considered unless the circumstances are exceptional.

PUBLICITY

We will publicise:

- our policies & procedures to make it clear how we will deal with anti-social behaviour and what behaviour is and is not acceptable;
- successful initiatives to prevent, deter and divert potential perpetrators from causing anti-social behaviour;
- successful outcomes of cases of anti-social behaviour.

We do this because:

- promoting positive alternatives to anti-social behaviour should help to reduce the likelihood of anti-social behaviour;
- publicising successful non – legal action e.g. mediation, can help people find more acceptable ways to resolve their differences;
- publicising successful legal action against the perpetrators of anti-social behaviour can help to deter others from acting in an anti-social manner;
- good publicity empowers the community and encourages further reporting by victims and/or witnesses who will feel their complaints will be acted upon.

Forms of publicity will include press releases, articles in our Customer Newsletter, Leaseholder News and on our web pages, attending local meetings to discuss initiatives and successes, displaying posters about how to report incidents and how we tackle anti-social behaviour in prominent positions e.g. communal areas, public venues, and distributing leaflets to the community following successful legal actions. Further information can be found in the 'Anti Social Behaviour Publicity Policy & Procedure'.

REPORTING AND RECORDING ANTI-SOCIAL BEHAVIOUR

Coastline Housing Limited will develop a culture that encourages the victims of anti-social behaviour to report them.

Victims or witnesses are able to report anti-social behaviour to us via our Coastline Housing Limited web site: www.coastlinehousing.co.uk, by telephone 08542 700 720, by fax: 01209 722 488, by text 08700 140 997, or email: customer.services@coastlinehousing.co.uk 24 hours a day or report the incident in person at Coastline Housing Limited main reception at Ferris House, Dolcoath Avenue, Camborne TR14 8SD between Monday – Friday 8.45am – 5.15pm.

All victims and witnesses will also be able to report an incident to the West Cornwall Anti-Social Behaviour Team.

All reports of anti-social behaviour will be recorded on the Contact Manager ASB System designed specifically for anti-social behaviour. All reports will be sub-divided into Priority 1 / Priority 2 incidents and then by category. There are currently 15 categories, which allow Coastline Housing Limited to carry out benchmarking against other organisations. All categories and types will be fully investigated.

The 15 categories are:

- Noise
- Verbal abuse / harassment / intimidation / threatening behaviour
- Hate-related incidents (race, sexual orientation, gender, disability, religion, age etc)
- Vandalism and damage to property
- Pets and animal nuisance
- Nuisance from vehicles
- Drugs/substance misuse/drug dealing
- Alcohol related
- Domestic violence / abuse
- Physical violence (other than recorded at I above)
- Litter / rubbish / fly-tipping
- Garden nuisance
- Misuse of communal areas / public spaces / or loitering
- Prostitution / sexual acts / kerb crawling
- Other criminal behaviour / crime (other than recorded elsewhere at A-N)

All staff at Coastline Housing Limited will be trained to correctly identify different categories of ASB to ensure consistency and accurate recording. The service will be regularly audited and validated to ensure Policies & Procedures are being complied with.

SUPPORTING VICTIMS AND WITNESSES

Victims and/or witnesses of anti-social behaviour, particularly where there is violence, or a perceived threat of violence, need practicable and emotional support from other agencies.

Where the victim or witness is a tenant they should be encouraged and supported to stay in their home if at all possible. If the victim or witness feels that there is a risk to life, they will be given the opportunity to approach the homelessness section within Kerrier District Council to request emergency accommodation. We will liaise with the relevant homelessness officer to ensure that consistent support is provided to the victim.

Where the victim or witness is a private resident we will ensure that we work with partner agencies to offer the best possible support. Under homelessness and housing legislation, Kerrier District Council has a duty of care to those who are fleeing violence regardless of tenure.

Housing options at this stage are:

- to remain in the property with additional security and support;
- look for HOMESWAPPER (mutual exchange);
- apply for a transfer;
- make an approach as homeless to Kerrier District Council;
- apply directly to another authority's waiting list.

Management moves will be considered in exceptional circumstances and must be authorised by the Housing Services Manager (or in their absence by the Director of Housing and Support).

All victims and witnesses will be advised of the options available to them. We will recognise that the ultimate choice lies with the victim and/or witness and will fully support their decision.

During an investigation into anti-social behaviour we will protect and support victims and witnesses by:

- providing a list of emergency and out-of-hours contact numbers including the police and emergency repairs;
- advising and updating on developments in the investigation;

For all Priority 1 cases:-

- agreeing an action plan to jointly decide on a way forward; this action plan must be signed by the complainant, if it is not, action may not be taken in order to progress the case.
- carry out a risk assessment on their property to implement target hardening measures, including door safety chains and/or door viewers, a secure letter box, external lighting, window locks where necessary;
- installing surveillance cameras in or around the property, in compliance with relevant legislation (Regulation of Investigatory Powers Act 2000);

- offering the use of a mobile phone and/or personal alarm where appropriate;
- accessing resources available from the local constabulary and / or other agencies.

Support During Legal Proceedings

If legal action is taken, victims and/or witnesses may need to attend court. We will aim to do this with their consent and will provide assurance that they receive optimum support throughout the process in accordance with the Criminal Justice System's Code of Practice for Victims of Crime.

During legal action proceedings we will ensure that victims and witnesses are supported by:

- ensuring they have access to their witness statement for reviewing before the court date;
- having the opportunity to meet with our legal representative to ask any questions about the proceedings;
- having the opportunity pre-court to meet other victims and witnesses;
- attending court together and providing transport where necessary;
- doing our best to ensure a separate waiting room is set aside away from the defendant;
- accessing resources from Victim Support, if appropriate;
- accessing Devon & Cornwall Constabulary's Witness Care Unit, if appropriate.

To further protect victims and witnesses who are vulnerable or intimidated the Courts may implement special measures, to allow:-

- evidence to be given from behind a screen to keep their identity anonymous;
- evidence to be given anonymously by withholding personal details;
- evidence to be given via video link, keeping them outside the courtroom;
- evidence to be given in private, clearing the court of most people;
- the removal wigs and gowns by judges and advocates, in Crown Court cases;
- an interview with the witness, which has been recorded before a trial to be shown as evidence;
- an approved intermediary to help a witness communicate with the police, legal representatives and the court;
- communication aids such as a symbol book or alphabet boards.

These measures are not granted routinely, but in cases where there is clear danger to the victim and/or witness.

Support Following Legal Proceedings

At the conclusion of legal proceedings victims and witnesses will be formally advised of the outcome and whether or not we wish to publicise the result.

We will review the matter within six months following the conclusion of the investigation to ensure that there is no further anti-social behaviour.

We will work with Devon & Cornwall Constabulary's Witness Support Unit.

Local Support Agencies

Coastline Housing Limited Tenancy Management Team

Can provide a range of support services as outlined above.

West Cornwall Anti-Social Behaviour Team

The Anti Social Behaviour Team helps to co-ordinate complex multi-agency cases to ensure an efficient and effective response to complicated cases.

Devon & Cornwall Constabulary

Tel: 08452 777 444

Email: callcentre@devon-cornwall.police.uk

Web: www.devon-cornwall.police.uk

Countywide Support Agencies

Victim Support

Offers information and support to victims, their family and friends and offers a [Witness Service](#) to people [going to court](#).

Tel: 0845 30 30 900

Web: www.devon-cornwall.police.uk/v3/crime/victim

SUPPORTING PERPETRATORS AND TACKLING THE CAUSES OF ANTI-SOCIAL BEHAVIOUR

Coastline Housing Limited aims to tackle perpetrators by challenging their actions and enforcing legal sanctions to prevent further anti-social behaviour from occurring. We also recognise the importance of giving perpetrators the opportunity to take responsibility for their actions and make positive changes to their behaviour.

We will:

- investigate each case to see if there is an underlying cause for the behaviour, for example:
 - Family or relationship breakdown
 - Mental illness
 - Learning difficulty
 - Drug or alcohol dependency
 - Exclusion from school
 - Long standing or recent dispute between families
 - Clash of lifestyles.
- work with the person and/or family causing the nuisance to ensure they receive advice and support to deal with their difficulties.

If a perpetrator has the strength and courage to admit that what they are doing is wrong, Coastline Housing Limited will work with them and help them to contact support agencies that offer Perpetrator Programmes. We will provide information packs to perpetrators that will explain what will happen when a report of anti-social behaviour is received, and will also include support available to them by Coastline Housing Limited and other agencies.

Coastline Housing Limited will work closely with its multi-agency partners to assist perpetrators to self-refer to support agencies.

Examples of Local Support Agencies

Supporting Young People in West Cornwall

Coastline Housing Limited is currently in the process of setting up links with agencies operating in Cornwall who work with young people. The aim of the link is so that we are able to offer preventative work with young people who are identified as having to sign up to an ABC. These links would give young people the opportunity to take part in positive activities helping them steer away from the track of anti-social behaviour.

West Cornwall Anti-Social Behaviour Team

The Anti-Social Behaviour Team helps to co-ordinate complex multi-agency cases to ensure an efficient and effective response to complicated cases. It runs the Family Intervention Project.

Examples of County Support Agencies

West Cornwall Youth Offending Service

The Youth Offending Service work with young offenders to prevent and reduce re-offending by children and young people in Gloucestershire.

Tel: 01872 274567

Fax: 01872 242436

Email: yot@cornwall.gov.uk

Website: www.cornwall.gov.uk/index.cfm?articleid=8768

West Cornwall Youth Service

The Youth Service has a network of youth workers across the county offering young people, 13-19 years, wide ranging youth work programmes in the arts, awards, dance and music, sports and outdoor education, discussions and debates, information and advice, healthy lifestyles, youth participation in decision-making.....and much more.

These programmes are provided in the Service's youth centres and clubs; in specialist arts, sports and outdoor education centres; and by detached youth workers in local neighbourhoods.

Tel: 01872 326326

Website: www.cornwall.gov.uk/index.cfm?articleid=5604

West Cornwall NHS Partnership Trust (Mental Health)

The Partnership's aim is to work with individuals, communities and organisations to promote mental health; to combat discrimination against people and groups who experience mental distress; and to promote their social inclusion. Services are provided to 5 main groups: [Child And Adolescent Mental Health Services](#); [Mental Health Services for Adults of Working Age](#); [Services for People with a Learning Disability](#); [Services for Older Age Adults with Mental Illness](#); and [Substance Misuse Services](#).

Tel: 0845 230 3902

S/Board: 01208 251300

Website: www.cornwall.nhs.uk/CornwallPartnershipTrust/home.asp

Connexions Cornwall

Connexions is a free information and advice service for all 13-19 year-olds offering help and support with a wide range of issues including education, careers, health, housing, personal issues and life choices.

Connexions runs [Positive Activities for Young People \(PAYP\)](#) which has provided diversionary activities since April 2003. Young people across the country aged 8-19, who are at risk of social exclusion and community crime, are able to participate in positive activities during the school holidays and access out of school activities throughout the year. Those young people who are most at risk are encouraged to engage in learning and/or employment with key worker support.

[Connexions Cornwall](#)

Address: Unit 5 Pennygillam Way, Pennygillam Ind Est, Launceston, PL15 7ED

Tel: 0800 975 5111

Behaviour Support Service

Behaviour Support Service is a Cornwall County Council run service, which has been set up to help "pupils at risk" between 5 and 19 in 8 core schools and 15 associate schools in Cornwall. It can also offer parenting support and preventative work.

Tel: 01452 312205

Fax: 01452 312202

Email: <mailto:tdavis@cornwall.gov.uk>

Website: www.cornwall.gov.uk search on **Behaviour Support Services**

Primary Care Substance Misuse Service

We currently have a team of Substance Misuse Nurses based at Tolvean House who offer support to the GP community across the three PCT's within the county

Address: Tolvean House West End Redruth TR15 2SF
Tel: 01209 881907 or 01209 881925
Email: pals@cpt.cornwall.nhs.uk
Website: [Drug and Alcohol](#)

Cornwall Drug and Alcohol Action Team

Working with housing providers, the CDAAT supporting people team offers help to people who are in danger of losing their tenancy because of their drug and alcohol use.

Address: Fistril House Unit 8a, Truro Business Park Threemilestone TR4 9NH
Tel: 01872 354471
Fax: 01872 354473
Website: www.qdas.co.uk

Cornwall Fire and Rescue Service (CFRS)

GFRS provide support to help prevent individuals who have committed the offence of arson from re-offending. Support and preventative measures are also available to individuals who have previously been involved in dangerous driving which has or could have caused injury or death.

Tel: 01872 273117
Email: enquiries@fire.cornwall.gov.uk
Website: [Cornwall County Council - Fire Brigade](#)

Example of a National Support Agency

British Association of Anger Management

The only UK centre of expertise for all aspects of anger and conflict management. We offer support, programmes and training for the general public and anyone dealing with anger directly or indirectly. Services range from individual support, workshops, seminars, bespoke packages through to training and career development with certification and associate membership.

Tel: 0845 1300 286

Email: info@angermanage.co.uk

Website: www.angermanage.co.uk

Everyman Project

The Everyman Project aims to help men change their violent or abusive behaviour with respect and dignity for every man, every woman and every child.

Tel: 0207 263 8884

Website: www.everymanproject.co.uk

MONITORING ANTI-SOCIAL BEHAVIOUR CASES AND SATISFACTION SURVEYS

All cases of anti-social behaviour will be recorded on our anti-social behaviour database and the first contact form and subsequent forms will always be completed.

Coastline Housing Limited has categorised its anti-social behaviour complaints into priority 1 and priority 2. Violent incidents are treated with urgency particularly if there is the threat of injury or threats to kill.

The system will prompt staff to take further action and will remind staff if they are in danger of missing deadlines.

Monthly team meetings will take place to monitor progress on individual cases. Staff will be appraised annually on their work performance in this area and have monthly one-to-one meetings to identify any possible difficulties or training needs. This is all in addition to daily support from the appropriate line manager.

Regular reports (at least monthly) will be taken from the system to help us understand the size and nature of the problem, to allow us to appropriately resource our response.

The system will also generate a requirement for customer satisfaction surveys to be completed by victims and perpetrators at the end of the case to ensure that we learn from any compliments, comments or complaints, and consequently continually improve our service.

Reports on numbers, categories and satisfaction levels will be shared with staff, the Senior Management Team and the Executive Management Team monthly. Quarterly reports will be made to the Board of Directors and Housemark.

In addition general performance information will be made available to our multi-agency partners through the West Cornwall Anti-Social Behaviour Team.

Finally general performance information will also be made available to our customers through performance reports included within our customer newsletters and on our website.

We have signed up to a benchmarking service for social landlords that is run by HouseMark. This involves providing figures quarterly in respect of the following indicators:

1. Number of new ASB cases
2. Number of New ASB cases broken down by category
3. Actions taken to tackle ASB
- 4a. Number of Live cases
- 4b. Number of cases successfully resolved
- 4c. Number of cases closed (definitions are given in the report)
- 5a. Number of cases resolved broken down by category
- 5b. Number of cases closed broken down by category
6. Resolved cases by last action taken
7. Satisfaction with the landlords handling of ASB cases (process NOT the outcome)
8. Satisfaction with the outcome of ASB cases

To assist in determining how effective our actions are satisfaction surveys will be sent to both the victim and perpetrator when the case is closed. These will be used to evaluate Coastline Housing Limited's response to the reporting of the incident and help ensure that the victim is satisfied with the outcome. The questions will allow us to measure the following:

- % of complainants who were very or fairly satisfied with the overall timescale of the case;
- % of complainants who were very or fairly satisfied with the way that they were kept informed of developments in relation to the case;

- % of complainants who were very or fairly satisfied with the way that the case was closed e.g. was it closed with their knowledge?
- % of complainants who were very or fairly satisfied with the way that the case has been dealt with overall;
- % of complainants who feel very or fairly safe in the neighbourhood and area in which they live.

These figures will be published quarterly.

We will also contact at random complainants of anti-social behaviour to see how satisfied they are with how we have managed their complaint and what lessons can be learnt to continually improve the service that we provide.

TRAINING

All staff at Coastline Housing Limited will be trained to identify anti-social behaviour to encourage consistency and accurate recording and the service will be regularly audited and validated to ensure Policies & Procedures are being complied with.

Staff who are the initial contact for a victim and / or witness of anti-social behaviour will show empathy and understanding of how the victim is feeling.

They will receive training to ensure that they will:

- offer a sympathetic and supportive approach and to understand the perceptions of victims of anti-social behaviour;
- attend cultural diversity courses;
- be able to cope with violence and aggression.

Specialist staff who deal with anti-social behaviour will be trained to an optimum standard in respect of the legislative framework and the implications of not working within it.

SUPPORTING STAFF

We will not tolerate threats or violence against a member of staff or our partners. We will work with the police and other agencies to use existing legal remedies against any person using or threatening violence.

If that person is a tenant, there are specific powers in the Conditions of Tenancy to deal with threats or violence against employees of Coastline Housing Limited or its contractors. Where such behaviour can be proved to the satisfaction of the County

Court then an injunction and/or a possession order will be obtained, which could lead to the tenant being evicted, either straight away or if the behaviour re-occurs.

We will ensure:

- that perpetrators of threats, intimidation or violence against staff will be prosecuted and action will be taken against them under the terms of their tenancy agreement, where applicable and under the relevant civil or criminal legislation;
- injunctions will be obtained where necessary banning the person from contacting the officer threatened and/or banning them from the office or a specific area;
- that Health and Safety risk assessments are undertaken as it is recognised that the management of anti-social behaviour can pose an additional risk to staff;
- that staff report all incidents of verbal abuse, threats and assaults and appropriate action will be taken by line managers and/or the Anti-social Behaviour Team;
- that staff have access to protective equipment and clothing;
- that we work closely with the local police and ensure a police presence on visits, especially evictions, where the perpetrator is known to be violent or a risk of violence is perceived.

REVIEWING THE ANTI-SOCIAL BEHAVIOUR POLICY

This policy will be reviewed every 3 years with our customers through our Sounding Boards.

Internal Prompts include: Complaints / Under Performance / Internal Audit

External Prompts include: Change in Legislation / Inspection / External Audit

We are committed to continuous improvement and best practice in this area.

COMPLAINTS

Coastline Housing Limited has a complaints policy. We will therefore take compliments, comments or complaints made in person, over the phone, by text, in writing, by e-mail, by website feedback and by other customer feedback (customer satisfaction forms, focus groups, customer events, resident groups etc), in English, Braille or other community language.

Compliments, Comments or Complaints can be made either by the customer or by someone acting on their behalf such as a relative, friend, Councillor, Member of Parliament or member of staff from another agency, statutory or voluntary.

We will provide a full response to the complainant within 10 working days; unless the complaint is of a very complicated nature and / or involves other agencies whose complaints standards make it impossible to reply with 10 days. In which case the complainant should be contacted and a new date for a full reply agreed with the complainant.

USEFUL CONTACTS

Coastline Housing Ltd

Tel: 0808 202 7728

Or Visit: www.coastlinehousing.co.uk

Website: www.coastlinehousing.co.uk

Your Local Councillors

Councillors can ensure that the right people deal with the right issues, so you do not have to put up with problems for a minute longer than you have to. Councillor details can be obtained from Coastline Housing Limited or by following the link above.

Website: www.cornwall.gov.uk

Devon & Cornwall Fire Service

Cornwall Fire and Rescue Service can offer advice on arson prevention and reduction and road safety.

Tel: 01872 273117

Web: <http://www.cornwall.gov.uk/index.cfm?articleid=374>

Crimestoppers

Crimestoppers is an independent UK-wide charity working to stop crime. Crimestoppers works for you, your family and your community. Call Crimestoppers anonymously with information about crime.

Tel: 0800 555 111

Web: www.crimestoppers-uk.org

Frank – National Drugs helpline

FRANK aims to ensure that young people understand the risks and dangers of drugs and their use, know where to go for advice or help that parents have the confidence and knowledge to talk to their children about drugs, and that professionals who work with young people, especially vulnerable groups, are supported.

Tel: 0800 776600

(24 hour free confidential drugs information and advice)

Website: www.talktofrank.com

Victim Support

Offers information and support to victims, their family and friends and offers a [Witness Service](#) to people [going to court](#).

Tel: 0845 0567 999

Fax: 01209 204276

Email: wccs@vscornwall.org.uk

Web: www.victimsupport.org.uk

Cornwall Domestic Violence Support & Advocacy Project

24-hour crisis advocacy and advice service, available 365 days a year.

Tel: 0808 2000247

Web: www.domestic-violence-cornwall.co.uk

Citizens Advice Bureau

The Citizens Advice service helps people resolve their legal, money and other problems by providing free information and advice from over 3,000 locations, and by influencing policymakers.

Tel: 01209 210121

Web: www.citizensadvice.org.uk

Shelter

24-hour crisis advocacy and advice service, available 365 days a year.

Tel: 0808 800 4444

Web: <http://england.shelter.org.uk/advice/advice134.cfm>

(Please note that this list is not exhaustive)

WHO DEALS WITH WHAT

Type of Anti-social Behaviour	Devon Cornwall Constabulary	& Cornwall County Council	Coastline Housing Limited	Special Information to give when reporting
	08452 777 444	01209 614000	0808 7728 202 (for tenants)	
Abandoned Vehicles	Y	Y	Y	Vehicle details & registration no. Is there a tax disc?
Arson	Y (1 st contact)		Y	
Assault / Threat	Y		Y	

Type of Anti-social Behaviour	Devon Cornwall Constabulary	& Cornwall County Council	Coastline Housing Limited	Special Information to give when reporting
	08452 777 444	01209 614000	0808 7728 202 (for tenants)	
Begging	Y (1 st contact)	Y		Description
Dog fouling		Y	Y	Is mess still there?
Dogs – stray		Y	Y	Is it restrained, is there a collar
Domestic Abuse/Violence	Y		Y	
Anti Social Driving	Y		Y	Vehicle registration no.
Drug Dealing	Y (1 st contact)		Y	Details of vehicles involved
Drunk & Disorderly	Y (1 st contact)		Y	
Empty Property Nuisance			Y	
Fly Posting		Y		Is there a contact number on poster?
Fly Tipping		Y	Y	Vehicle registration No.
Graffiti		Y	Y	Type (i.e. sprayed, chalked?). Is it offensive?
Large Groups – Threatening / Intimidating	Y		Y	

Type of Anti-social Behaviour	Devon Cornwall Constabulary	& Cornwall County Council	Coastline Housing Limited	Special Information to give when reporting
	08452 777 444	01209 614000	0808 7728 202 (for tenants)	
Litter Thrown in Street		Y		
Neighbour Nuisance			Y	
Noise (excessive)		Y	Y	Address, frequency, type
Parking Nuisance			Y	
Prostitution	Y (1 st contact)		Y	
Racial Abuse	Y (1 st contact)		Y	
Stolen Property	Y (1 st contact)		Y	
Theft	Y (1 st contact)		Y	
Underage Drinking	Y		Y	
Untidy Property/Garden			Y	
Vandalism	Y		Y	
Verbal abuse	Y		Y	

All calls will be responded to. Each organisation has its own victim and witness support measures in place and these are being constantly developed to suit the needs of individuals experiencing anti-social behaviour. Please ask for more details.

INTERVENTIONS USED BY COASTLINE HOUSING LIMITED IN PARTNERSHIP WITH OTHER AGENCIES

- **Warning Letter**
- **Acceptable Behaviour Contract**
- **Warning Notice**
- **Parental Control Agreement**
- **Parenting Order**
- **Home Visits**
- **Injunction**
- **Youth Intervention Support**
- **ASBO on Conviction**
- **Family Support Work**
- **Full Civil ASBO**
- **Case Conference**
- **Interim ASBO**
- **Letter Before Action**
- **Closure Notice**
- **Mediation**
- **Demotion of Tenancy**
- **Notice of Seeking Possession**
- **Eviction**
- **Postponed Possession Order**
- **Possession Order**
- **External Professional Witnesses**

Further information about these interventions can be obtained from the Tenancy Management Team.

COASTLINE HOUSING LIMITED BEHAVIOUR PROCEDURE

Priority 1

Action	Timing	Person
1. All reports of anti-social behaviour must be recorded on the system. 1 st contact sheet to be completed	Immediately	Any CHL Officer
2. Assess which is the preferred method of communication and arrange a translator if appropriate	Immediately	Any CHL Officer
3. Allocate case to relevant Tenancy Management Officer	Immediately	Any CHL Officer
4. Assess if abuse is violent or non violent	Immediately	TMO/Any CHL Officer
5. Make contact with the victim to discuss, give advice and agree an Action Plan.	Same day	TMO
6. Assess if there is threat to life, threat of injury or damage to property	Same day	TMO
7. If there is offensive graffiti, arrange removal	Same day	TMO/CSA
8. If property is insecure, secure it (including window boarding)	Same day	TMO/CSA
9. Carry out risk assessment of property and assess need for target hardening measures	1 working day	TMO

Action	Timing	Person
10. Assess witness evidence for possible legal action against perpetrator	1 working day	TMO
11. Send confirmation of Action Plan to victim	2 working days	TMO Officer
12. If agreed, contact perpetrator	2 working days	TMO Officer
13. Is referral to other agency(s) required for support? If so make referral(s)	2 working days	TMO Officer
14. Contact other organisation(s) who are already involved	2 working days	TMO Officer
15. If Legal action is agreed, make referral to WCCSP and W. C. ASB Team	5 working days	TMO Officer
16. If there is damage to property, repair it	5 working days	TMO & CSA Officer
17. Carry out perpetrator assessment, can referral be made, advice / support given?	10 working days	TMO Officer
18. Re interview victim – review action plan using 'Follow-Up' form	10 working days	TMO Officer
19. Maintain regular contact with victim and other agencies who are involved	Weekly	TMO Officer

Priority 2

Action	Timing	Person
1. All reports of anti-social behaviour must be recorded on the system. 1 st contact sheet to be completed?	Immediately	Any CHL Officer
2. Assess which is the preferred method of communication and arrange a translator if appropriate	Immediately	Any CHL Officer
3. Allocate case to Tenancy Management Officer	Immediately	Any CHL Officer
4. Assess if abuse is violent or non violent	Immediately	TMO/ CSA Officer
5. Assess if there is threat to life, threat of injury or damage to property	Same day	TMO/ CSA Officer
6. Make contact with the victim to discuss, give advice and agree Action Plan	10 working days	TMO/ CSA Officer
7. If there is offensive graffiti, remove it	Same day	TMO/ CSA Officer
8. If property is insecure, secure it (including window boarding)	Same day	TMO/ CSA Officer
9. Carry out risk assessment of property to assess need for target hardening measures	2 working days	TMO/ CSA Officer
10. Assess witness evidence for possible legal action against perpetrator	10 working days	TMO/ CSA Officer
11. Send confirmation of Action Plan to victim	5 working days	TMO/ CSA Officer

Action	Timing	Person
12. If agreed, contact perpetrator	10 working days	TMO/ CSA Officer
13. Is referral to other agency(s) required for support? If so make referral(s)	5 working days	TMO/ CSA Officer
14. Contact other organisation(s) who are already involved	5 working days	TMO/ CSA Officer
15. If Legal action is agreed, make referral to ASBU/ Legal	10 working days	TMO/ CSA Officer
16. If there is damage to property, repair it according to normal priorities	20 working days	TMO/ CSA Officer
17. Carry out perpetrator assessment, can referral be made, advice / support given?	10 working days	TMO/ CSA Officer
18. Re interview victim – review action plan using 'Follow-Up Form'	10 working days	TMO/ CSA Officer
19. Maintain regular contact with victim and involved agencies	Weekly	TMO/ CSA Officer

Notes:

Mediation should be offered in the first instance in an effort to resolve the case amicably.

Discretion is given to case officers to agree with the complainant the way forward, in some cases, this may mean that no action is taken but the complaint is recorded in case of future issues.