

ANTI SOCIAL BEHAVIOUR (ASB) STRATEGY

Strategic overview

Working with residents to build strong vibrant communities runs through every Poole Housing partnership strategic objective, and tackling ASB is no exception.

Anti-social behaviour occurs in all parts of the country, and when it happens it can be devastating, making it one of the biggest challenges facing our society today. It can be damaging to individuals, families and communities.

Legislation commonly defines anti-social behaviour as:

“Conduct capable of causing, or likely to cause alarm, annoyance or distress to others”.

We believe that every person should be able to live free from harassment, intimidation and the threat of violence, and we will do our best to exceed our responsibilities as a social landlord, working with communities and the Safer Poole Partnership to support and protect communities.

This strategy sets out our approach to tackling anti-social behaviour, and what customers can expect from us. It has been developed with our residents to ensure we continue to provide excellent services, making the best of all available tools and powers and financial resources. Resident scrutiny of this area of work has and will continue to be a central to our efforts to combat ASB.

A detailed ASB Policy and Procedure sits alongside this strategy setting out in detail how the processes our staff follow reflect the law and best practice, and is available on our website and in paper format.

Vision

PHP will work together in partnership with communities and other agencies to reduce anti social behaviour, create safe and vibrant environments, protect the vulnerable and improve the quality of life for those who live in Poole.

Our Strategic Objectives

The strategy is underpinned by nine strategic objectives, and the PHP Board of Directors, through its Stronger Communities Sub Committee, and the Residents' ASB Focus Group, will monitor performance in these key areas:

1. Work in partnership with communities to enable them to shape services
2. Work in partnership with agencies (especially Safer Poole Partnership) to imbed multi-agency working

3. Prevent and deter ASB
4. Tackle the causes and deal with the consequences of ASB effectively
5. Support victims and witnesses of ASB
6. Maintain excellent services for all residents through being outward-looking, and training and staff development
7. Maximise value for money
8. Take appropriate and proportionate action against perpetrators
9. Promote tolerance and respect between all members of our communities

The following table sets out specific ways we will deliver these objectives:

1. Work in partnership with communities to enable them to shape services

How	Success Measures
<ul style="list-style-type: none"> ✓ Consult & involve residents, working with Local Community Reps and Residents' Associations ✓ Undertake satisfaction surveys with victims of ASB ✓ Support the Residents' ASB Forum ✓ Communicate through SNT newsletters and other media 	<ul style="list-style-type: none"> ✓ Increase in numbers of engaged residents ✓ Improved satisfaction levels by area, home, neighbourhood ✓ Articles in At home magazine and Safer Neighbourhood Team newsletters ✓ Active participation and promotion of Safer Neighbourhood Team meetings with the community

2. Work in partnership with agencies (especially Safer Poole Partnership) to imbed multi-agency working

How	Success Measures
<ul style="list-style-type: none"> ✓ Work together with statutory partner agencies to develop best practice in effective case management, share relevant intelligence and agree joint action plans: <ul style="list-style-type: none"> • Borough of Poole's ASB Team, Family Intervention Project, Adult Social services & Children & Young People Services, Education, Youth services • Dorset Police • Probation Service • Youth Offending Team • Community Mental Health Teams • Voluntary agencies • Other Social Landlords 	<ul style="list-style-type: none"> ✓ Delivery and participation in joint training events on case management ✓ Successful implementation of multi agency protocol on Supporting Vulnerable Victims ✓ Shared publications and events ✓ Pooling of resources ✓ Attendance at key decision-making panels (Families and Risk, Performance Management & Commissioning Group, Operational Group) ✓ Learning from best practice

3. To prevent and deter ASB

How	Success Measures
<ul style="list-style-type: none"> ✓ Analyse data to identify hotspots and priorities, trends ✓ Fund neighbourhood improvements to design out ASB ✓ Support youth engagement and intervention projects ✓ Zero tolerance to ASB, Intensive early interventions through effective case management ✓ Implement local lettings plans where communities face specific difficulties ✓ Work creatively with complex families to change behaviour ✓ Promote work/advice at fun days ✓ Publicise successes 	<ul style="list-style-type: none"> ✓ Improved outputs, outcomes and success rates in changing behaviour ✓ Improved performance in tackling ASB and criminal incidents ✓ increase in customers' satisfaction in neighbourhood as a place to live ✓ reduction in ASB as an issue in Resident surveys ✓ reduction in tenancy turnover

4. Tackle the causes and deal with the consequences of ASB effectively

How	Success Measures
<ul style="list-style-type: none"> ✓ Victim centred approach ✓ Use of mediation or restorative justice ✓ Early challenges to alleged perpetrators' behaviour ✓ Use the most appropriate actions to tackle ASB and support victims through multi-agency working ✓ Use of legal tools and powers including ASB injunctions ✓ The use of acceptable behaviour contracts, joint interventions and formal warnings. ✓ Provide positive activities for children which will help improve relations with the local community. ✓ Robust case management and good working relationships with local courts and deliver prompt and efficient legal proceedings. ✓ Work with Family Intervention project to tackle underlying causes of ASB with families. ✓ Use positive interventions with perpetrators ✓ Matching of housing/local offers 	<ul style="list-style-type: none"> ✓ Improved satisfaction on handling of cases from victims ✓ Evidence of full use of powers and tools ✓ Highlight action taken and results – case studies ✓ Work of Sustain

5. Support victims and witnesses of ASB

How	Success Measures
<ul style="list-style-type: none"> ✓ Support people to report incidents of ASB through effective case management ✓ Assess risk of harm to victims and when high, implement Vulnerable Victim Assessment (VVA) Protocol ✓ Always consider issues of vulnerability for example disability, mental health problems, or drug and alcohol abuse and seek the help and support of specialised agencies as appropriate. ✓ Be compassionate victim-focused and professional when handling cases ✓ Make victims safer through target hardening measures ✓ Use processes to identify repeat victims and share intelligence with partners ✓ Use intelligence from partners on non-PHP repeat victims in communities where we work 	<ul style="list-style-type: none"> ✓ Improved satisfaction with: <ul style="list-style-type: none"> ○ the outcome of ASB cases ○ Conduct of staff (sensitive and supportive) ✓ Witness engagement for legal interventions including criminal prosecutions ✓ Reduction in VVA scores through case management ✓ Evidence of tracking of repeat victims and actions taken ✓ Routine analysis of re-opened cases

6. Maintain excellent services for all residents through being outward-looking, and training and staff development

How	Success Measures
<ul style="list-style-type: none"> ✓ Comprehensive induction and ongoing training on strategy, policy and use of tools and powers for all Housing Management Staff ✓ Development of staff mentors/coaches ✓ Regular specialist case supervision from ASB Officer & Locality Managers ✓ Regular team briefings and feedback ✓ Benchmarking with the best ✓ Peer review of complex cases 	<ul style="list-style-type: none"> ✓ Successful completion of induction and training plans for all staff ✓ Monitoring of progress in peer reviews and benchmarking ✓ Performance against service standards/local offers

7. Maximise value for money

How	Success Measures
<ul style="list-style-type: none"> ✓ Review costs of interventions and success rates ✓ Review effectiveness of each intervention used ✓ Review legal representation 	<ul style="list-style-type: none"> ✓ Improved performance in costs per case and average costs per type of intervention ✓ Inform strategy and supporting procedures in most effective tools ✓ Benchmarking costs against performance

8. Take appropriate and proportionate action against perpetrators

How	Success Measures
<ul style="list-style-type: none"> ✓ Inform perpetrators of the consequences of their actions and change to behaviour required ✓ Use injunctions and other court orders where necessary but also positive tools when appropriate to change behaviour ✓ Seek possession of the property if proportionate and other measures fail or are not appropriate, considering Human Rights legislation ✓ Wherever possible take action against the perpetrator of ASB rather than moving the victim 	<ul style="list-style-type: none"> ✓ Improved performance in case resolution and recurrence ✓ Reductions in evictions and transfers

9. Promote tolerance and respect between all members of our communities

How	Success Measures
<ul style="list-style-type: none"> ✓ Work with communities to identify neighbourhood priorities to encourage a strong sense of place ✓ Maintain the physical appearance of neighbourhoods well, rapidly respond to fly tipping, vandalism, graffiti and tenancy breaches ✓ Support and provide training to community representatives ✓ Work to tackle underlying social deprivation through: <ul style="list-style-type: none"> ○ financial inclusion work, ○ improving access to health and support networks ○ volunteering, employment & training opportunities ○ Community champions and neighbourhood management projects ✓ Development of common standards/offers ✓ Encourage involvement from all BME residents and people with other protected characteristics (e.g. LGBT, disabled) 	<ul style="list-style-type: none"> ✓ Introduction of estate grading (improving grades) ✓ Take up and effectiveness of neighbourhood improvements ✓ Financial inclusion project outcomes ✓ Improved levels of volunteering ✓ Reduction in tenancy breaches ✓ Outcomes from generic floating support project (Sustain) ✓ Improved engagement with people with protected characteristics (BME, GLBT, disabled) ✓ Reduction in race hate incidents