



## **Neighbour Nuisance & Anti-Social Behaviour Policy**

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# Neighbour Nuisance and Anti-Social Behaviour Policy

## Contents

- 1.0 Introduction
- 2.0 Equal Opportunities
- 3.0 Consultation
- 4.0 Health & Safety
- 5.0 Anti-Social Behaviour
- 6.0 Legislation, Regulation & Good Practice
- 7.0 Aims, Objectives and Principles
- 8.0 PIER Approach  
(Prevention / Intervention / Enforcement / Rehabilitation)
- 9.0 Management of Complaints
- 10.0 Service Complaints
- 11.0 Monitoring, Reporting & Evaluation
- 12.0 Review

# Neighbour Nuisance and Anti-Social Behaviour Policy

## 1.0 Introduction

- 1.1 Cadder Housing Association was established in 1993 and is a community based social housing landlord that aims to provide high quality housing and services to our tenants and other customers. We evolved through two large scale housing transfers from Scottish Homes in 1994 and 1998. The Association now owns some 648 properties and provides a factoring management services to 404 owner-occupiers.
  - 1.1.1 The Association is a registered “Not for Profit” organisation and a registered charity, where any surpluses made are re-invested in the upkeep and maintenance of our area and properties and also to ensure the provision of high quality services in our work.
  - 1.1.2 The Association is managed by a Management Committee, where members work in a voluntary capacity to oversee the running of the organisation and make the key strategic decisions associated with our work, with a main objective of improving the living conditions of our residents. The Management Committee is mainly made up of local people who have been elected by shareholders at the Annual General Meetings held in September of each year. The Management Committee meets on a regularly basis to attend to the business of the Association.
- 1.2 Our Vision is to make Cadder an attractive place for people to live with good quality housing and local environment, as well as deliver services that meet their needs. This policy and our management of anti-social behaviour is of real significance in achieving our Vision.
- 1.3 This document outlines the Association’s Neighbour Nuisance and Anti-Social Behaviour Policy. It is one of the key documents we produce to ensure effective management and resolution of such behaviour.
- 1.4 As a locally based landlord, we work closely with our residents throughout the year to deal with individual and community issues. Our residents are our main asset and make Cadder the strong community it is. Our residents are our primary partner in the management of anti-social behaviour, which helps to safeguard Cadder as a safe and enjoyable community to live in.

- 1.5 The Association will not tolerate anti-social behaviour in any form and will implement robust measures to tackle persons responsible for such behaviour. We will work positively in partnership with any agency that can assist the Association to eradicate such behaviour by persons living in or visiting the Cadder area. These agencies include Police, Scotland; Community Safety Glasgow; Social Work Services and other relevant agencies.
- 1.6 The Association is fully committed to ensuring that all residents in Cadder have peaceful enjoyment of their homes without being abused, harassed or subjected to noise nuisance or anti-social behaviour caused by persons living and/or loitering at and in the vicinity of their home.
- 1.7 In line with legislative requirement and good practice guidance and the provisions of the Scottish Secure Tenancy Agreement our objectives in this policy, are to ensure that we investigate thoroughly all complaints of anti-social behaviour and take appropriate and effective action to resolve such behaviour. Our action will include procurement of support from relevant agencies to assist the perpetrators to correct their behaviour and stop behaving in a manner that compromises the rights of Cadder residents.

## **2.0 Equal Opportunities**

2.1 We will not unfairly discriminate against any person within the protected characteristic groups as contained within the Equality Act 2010. To ensure equal access to the information contained in this policy for all, we are happy to provide copies in Braille, in larger print, translated into other languages or on tape to you or anybody that you know.

2.1.1 As with all Association policies and practices, the Association will adhere to Outcome 1 of the Scottish Social Housing Charter (*Equalities*):

‘Social Landlords perform in all aspects of their housing services so that every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services’.

2.1.2 An Equality Impact Assessment will be carried out against this policy.

## **3.0 Consultation**

3.1 Consultation with the community and resident participation has always been one of the key aspects of the way in which the Association operates. We therefore, welcome the new statutory provisions of the Housing (Scotland) Act 2001, which require all social landlords to take tenants’ views into account when formulating key service policies.

3.2 At present there are two strands to policy consultation within Cadder: -

Firstly, we believe it is important to inform all tenants and service users when a policy review is due, together with some information on the proposed changes by the Association.

Secondly, to invite feedback from tenants on (i) how well they feel the proposals address the needs of the community and (ii) whether there are any particular amendments they would like to see.

3.3 The Association's Resident Participation Strategy was approved by the Management Committee in August 2015 and outlines our commitment to providing information and consulting with residents on our policies and in particular, the ones that materially affect them.

3.4 The Association will take account of feedback from tenants, service users and relevant external agencies in the review of this policy and advise Committee of the outcomes of this exercise.

#### **4.0 Health & Safety**

4.1 The Association will observe the provisions as contained within the Association's Health and Safety manual to ensure the wellbeing of staff in delivering the Anti-Social Behaviour Policy. Staff are also responsible for taking suitable measures and precautions to safeguard their wellbeing. Where issues / concerns prevail, staff should discuss these with the Housing Services Manager or another Senior Officer.

#### **5.0 Anti-Social Behaviour**

5.1 Anti-social behaviour is a wide ranging term that covers a variety of acts and courses of conduct. The provisions of the Anti-Social Behaviour etc (Scotland) Act 2004 and the Scottish Secure Tenancy Agreement state that a person acts in an anti-social manner if they: -

- ❖ Act in a manner that causes or is likely to cause alarm, distress, nuisance or annoyance to any person or causing damage to anyone's property;
- ❖ Pursue a course of conduct that causes or is likely to cause alarm or distress.

(Harassment of a person includes causing the person alarm or distress. Conduct includes speech; and a course of conduct must involve conduct on at least 2 occasions.)

5.2 It is evident from the definition in part 2.1 that 'anti-social' behaviour covers a wide range of actions ranging from criminal behaviour to minor breaches of the Tenancy Agreement. The below examples, which are not exhaustive, outlines the range of anti-social behaviour issues which landlords will deal with:

- ❖ Illegal drug activity
- ❖ Verbal / physical abuse
- ❖ Uncontrolled pets
- ❖ Loitering
- ❖ Harassment
- ❖ Vandalism & graffiti
- ❖ Intimidation
- ❖ Nuisance from vehicles (including parking & abandonment)
- ❖ Fly tipping and misuse of communal areas
- ❖ Noise Nuisance
- ❖ Wilful fire raising

## **6.0 Legislation, Regulation & Good Practice**

6.1 This policy complies with and takes account of the following:

6.2 Antisocial Behaviour etc. (Scotland) Act 2004

6.2.1 The Antisocial Behaviour etc. (Scotland) Act 2004 came into effect on 28 October 2004. The Act introduced a series of tools aimed at tackling antisocial behaviour in local communities, such as Antisocial Behaviour Orders, Dispersal Orders and Closure Orders.

6.3 Housing (Scotland) Act 2001

6.3.1 The Housing (Scotland) Act 2001, sections 14-16, outline the recovery grounds that landlords must adhere to when seeking to terminate a tenancy.

6.4 Housing (Scotland) Act 2010

6.4.1 The introduction of the Scottish Social Housing Charter through the Housing (Scotland) Act requires Cadder Housing Association to report to the Scottish Regulator annually on the achievement of the Charter Outcomes. This entails landlord's performance in the management of anti-social behaviour cases.

## 6.5 The Scottish Social Housing Charter

6.5.1 The Scottish Government's Social Housing Charter came into effect on 1 April 2012. The Charter sets standards and outcomes that tenants and other customers who use their services can expect from social landlords. There are 16 Social Housing Charter Outcomes and a range of indicators which social landlords are required to report back on to the Scottish Housing Regulator. This will help tenants and others to understand their landlord's performance, enabling them to hold their landlord to account.

6.5.2 The Association's Anti-Social Behaviour Policy recognises and adheres to Outcomes 1, 2, 6 and 11 of the Scottish Social Housing Charter:

Outcome 1 (Equalities):

*'Social landlords perform all aspects of their housing services so that every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services'.*

Outcome 2 (Communication):

*'Social landlords manage their businesses so that tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides'.*

Outcome 6 (Estate management, Anti-social behaviour, Neighbour nuisance and Tenancy disputes):

*'Social landlords, working in partnership with other agencies, help to ensure that tenants and other customers live in well-maintained neighbourhoods where they feel safe'.*

Outcome 11 (Tenancy Sustainment):

*'Social landlords ensure that tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations'.*

## 6.6 Scottish Housing Regulator (SHR)

6.6.1 The SHR is an independent body responsible for monitoring, reporting and assessing how well social landlords, are achieving the Charter's outcomes and standards. The Association is required to gather evidence to demonstrate to the Regulator, tenants and service users that it is meeting the outcomes, which includes the management of anti-social behaviour.



6.6.2 The Association and this policy conforms to Standard 2 of the SHR's Regulation Framework:

*'The RSL (landlord) is open about and accountable for what it does. It understands and takes account the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.'*

6.7 Equality Act 2010

6.7.1 The Equality Act 2010 applies to everyone who provides a service to the public and is based on all persons having the right to be treated with dignity and respect.

6.7.2 The Association will ensure that the Equality Act 2010 is adhered to during its management of anti-social behaviour. We will ensure that all residents are treated fairly, with support needs being met when required.

6.8 Cadder Scottish Secure Tenancy Agreement (CSSTA)

6.8.1 The relevant sections of the CCSTA within the behaviour areas are:

**(2.5)** - *You have the right, subject to conditions noted below, to keep domestic pet(s). Domestic pet means dogs, cats, birds reptiles, rodents (such as a hamster or gerbil). If you wish to keep a domestic pet(s) or another type of animal you must get our prior written permission. Conditions for Keeping Pets include: -*

- Keeping your pet(s) is not prohibited by the Dangerous Dogs Act 1991 or by any other law.
- You are responsible for the behaviour of any pets owned by you or anyone living with you.
- You must take all reasonable steps to supervise and keep such pets under control and ensure that it does not cause nuisance to neighbours or deterioration in the condition of the house, common areas or the vicinity of the house. This includes the fouling, noise or smell from your pet.
- You must take reasonable care to see that such pets do not foul or cause damage to the house, your neighbour's property, anything belonging to us or anything we are responsible for, such as the common parts,
- We will be entitled to require removal of the pet if causing nuisance or damage.
- If you fail to meet the above conditions permission to continue to keep the pet will be withdrawn. If permission is refused or withdrawn, we will be entitled to require removal of the pet. In such circumstances, you hereby agree not to keep the pet and to ensure it is removed from the house on a permanent basis within 14 days of permission being refused or withdrawn.

**(2.6)** - *You must not use or allow the house to be used for illegal or immoral purposes. This includes, but is not limited to, the following: dealing in controlled drugs; running a brothel; dealing in stolen goods; illegal betting and illegal gambling.*

**(3.1)** - *You, those living with you, and your visitors, must not harass or act in an anti-social manner to, or pursue a course of anti-social conduct against, any person in the neighbourhood. Such people include residents, visitors, our employees, agents and contractors and those in your house.*

**(3.2)** - *'Anti-social' means causing or likely to cause alarm, 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.*

**(3.3)** - *In particular, you, those living with you, and your visitors must not:*

- ❖ make excessive noise. This includes, but is not limited to, the use of televisions, hi-fi's, radios and musical instruments and DIY tools;
- ❖ fail to control your pets properly or allow them to foul or cause damage to other people's property;
- ❖ allow visitors to your house to be noisy or disruptive;
- ❖ use your house, or allow it to be used, for illegal or immoral purposes;
- ❖ vandalise or damage our property or any part of the common parts or neighbourhood;
- ❖ leave rubbish in unauthorised places;
- ❖ allow your children to cause nuisance or annoyance to other people by failing to exercise reasonable control over them;
- ❖ harass or assault any person in the house, or neighbourhood, for whatever reason. This includes that person's race, colour or ethnic origin, nationality, gender, sexuality, disability, age, religion or other belief, or other status;
- ❖ use or carry offensive weapons.
- ❖ behave in an abusive or violent manner towards any of our employees, agents or contractors who have contact with you, those living with you and your visitors concerning any matter arising from your occupancy of the house in terms of the agreement;
- ❖ run a business from your house;
- ❖ park any vehicle, caravan or trailer on land other than land set aside for that purpose;
- ❖ carry out work to any type of vehicle, caravan or trailer;
- ❖ sell alcohol, illegal goods or use or sell illegal drugs.

*(3.4) - You, those living with you, and your visitors, must not bring into the house or store in the house any type of firearm or firearm ammunition unless you have a permit.*

*(3.5) - You will be in breach of this Agreement if you, those living with you, or your visitors do anything which is prohibited in this part of the Agreement.*

*(3.6)- If you have a complaint about nuisance, annoyance or harassment being caused by a neighbour (or anyone living with him/her or his/her visitors), you may report it to us. We will investigate your complaint within fourteen days. If, after investigation, there are good grounds in our opinion for your complaint, we will take reasonable steps to try to prevent the behaviour happening again. These steps may include mediation or legal action. A copy of our written policy about dealing with these kinds of complaints is available from us.*

*(3.7)- We will act fairly to you in all matters connected with your tenancy. We will not unfairly or unlawfully discriminate against you in any way on the grounds of your race, colour, ethnic origin, nationality, gender, sexuality, disability, age, religion or other belief or other status. If you believe we have acted unfairly to you in any way, you may wish to use our complaints procedure. You may also wish to take independent advice.*

## 6.9 Scottish Government's Safer & Stronger Strategic Objective

6.9.1 The Scottish Government's 'Safer and Stronger' Strategic Objective is to help local communities to flourish, becoming stronger, safer places to live, offering improved opportunities and a better quality of life.

## 6.10 Promoting Positive Outcomes

6.10.1 Produced by the Scottish Government, Promoting Positive Outcomes, is intended to support the measures contained within the Antisocial Behaviour etc. (Scotland) Act 2004. The framework's main aims are to prevent anti-social behaviour occurring; resolve anti-social behaviour at an early stage, when it does occur; working closely with other agencies and communities.

6.11 The policy has also considered the guidance publication 'Tackling Antisocial Behaviour in Scotland' (Chartered Institute for Housing / Joseph Rowntree Foundation).

## **7.0 Main Policy Aims, Objectives & Principles**

7.1 The aims and objectives of this policy are to: -

- Ensure it complies with all relevant legislation, regulatory guidance and good practice
- Make it clear and easy to understand for tenants, service users, staff and Committee members
- Adopt a zero tolerance approach to nuisance and anti-social behaviour affecting or being displayed by tenants of Cadder Housing Association
- Ensure residents of Cadder can have peaceful enjoyment of their homes and the local area
- Protect the Association's and Residents' investment
- Practise early intervention and use a range of methods and approaches to resolve cases of nuisance and anti-social behaviour
- Promote and pursue partnership working to identify, manage and resolve cases of anti-social behaviour
- Raise awareness of the Association's approach in tackling anti-social behaviour and the possible implications for persons who display such behaviour
- Provide quality advice and information to alleged perpetrators, as well as pursue support, with the aim to correct behaviour and stop repeat offending of anti-social behaviour
- Provide advice and information to complainants on the procedure for investigating complaints, as well as keep them fully updated on the progress of their complaint
- Take effective action to resolve complaints of nuisance or anti-social behaviour in a structured way. We will use incremental sanctions against tenants that will culminate in court action for cases of serious and persistent anti-social behaviour
- Deal with every complaint courteously, professionally
- Carry out investigations impartially until sufficient evidence is collated that verifies or disproves the alleged complaint
- Ensure the complainant's confidentiality is maintained throughout the management of the case
- Efficiently respond to complaints with agreed target response times
- Use a range of tools and remedies as outlined in legislation and good practice guidance to ensure a successful resolution to nuisance and anti-social behaviour

7.1.1 The aims and principals of achieving positive performance and outcomes for our customers and wider community in our management of anti-social behaviour within our community are enshrined in the Association's Strategic Objectives (I,II & III) for 2016-19:

- I. Provide a high quality housing service that is continually responsive to the expectations of our tenants and other customers
- II. To engage and build relationships with our customers to ensure our services and activities meet their needs and aspirations of our tenants and other customers
- III. To invest in our people to ensure they have good knowledge and skills to excel in their role within the Association

## 7.2 Our Commitment to Tackling Anti-Social Behaviour

7.2.1 There is no simple or single solution to tackling anti-social behaviour in any Community. Many anti-social problems and complaints are of a minor nature and often best resolved between the parties themselves or with some help from the Association or other relevant agencies. There are however anti-social problems that cause Cadder residents significant distress and these are often caused by a small number of people who persist in behaving in an anti-social manner without due regard to the effect it has on their neighbours or local residents.

The Association will not tolerate any level or form of nuisance or anti-social behaviour in Cadder. We will:

- Use the full range of tools and powers at our disposal to resolve incidents of anti-social behaviour
- Work in partnership with key agencies to tackle anti-social behaviour, for example Police Scotland, Glasgow City Council, Community Safety Glasgow, local schools and other landlords
- Adopt a range of methods to investigate incidents of neighbour nuisance and anti-social behaviour, which will allow us to evidence matters
- Take effective action against those persons who compromise our aim that all residents in Cadder should have peaceful enjoyment of their homes and the local area
- Seek and offer measures to help correct offending behaviour

## 8.0 Prevention, Intervention, Enforcement, Rehabilitation – PIER

8.1 There are 4 key elements in our Neighbour Nuisance and Anti-Social Behaviour policy, they are: -

- ✓ **Prevention**
- ✓ **Intervention**
- ✓ **Enforcement**
- ✓ **Rehabilitation (Support)**

8.2 Our approach to managing anti-social behaviour are based on the principles of the Scottish Government's National Framework 'Promoting Positive Outcomes'. This approach seeks to prevent incidents of anti-social behaviour and when incidents do occur, early and effective responses are made.

8.3 These four key elements are aimed at finding positive outcomes and changing behaviours:

### 8.3.1 **Prevention:**

The Association will make every effort to prevent anti-social behaviour. We will:

- Request previous tenancy references and checks for all applicants to the housing list which will identify if they have displayed anti-social behaviour in their current or previous tenancies. This information may result in suspension from the housing list or a programme of support being offered to enable the applicant to sustain any tenancy offered by the Association
- Assess all homeless referrals to identify any issues and ensure that suitable support is in place / allocated.
- Reinforce to prospective tenants at all stages of contact between the offer and new tenant visit stage of our empty house procedure and allocations procedures of their obligations in respect to the tenancy agreement and standard of behaviour
- Ensure a 'Good Neighbour Agreement' is explained and signed off by the new tenant at the sign-up stage. Also at the sign-up provide the tenant with a summary of the tenancy agreement
- Ensure at the new tenant visit which will be undertaken approximately 4-6 weeks after the commencement of the tenancy that the tenant has settled into his/her home. In particular, ensure that the tenant is not experiencing any problems with his/her tenancy
- Look to secure diversionary activities to prevent in particular, youth crime and disorder
- Provide tenancy support to all tenants where required and particularly at the new tenant stage

- Work strategically and operationally with the Cadder community, Police Scotland, Community Safety Glasgow, Glasgow City Council, other landlords, our local schools, Children's Reporter and other agencies operating in Cadder.
- Arrange for estate patrols to be carried out by Police Scotland and Community Safety Glasgow.
- Ensure that our approach and the consequences of anti-social behaviour feature in the Association's newsletter
- Include our approach to anti-social behaviour in the Tenants Handbook
- Encourage a reporting culture amongst residents to prevent incidents occurring or escalating
- Design out environmental elements that may encourage anti-social behaviour, by addressing issues such as poor lighting, defective door entry systems, poor signage
- Respond quickly to the first signs of vandalism, graffiti and fly-tipping to avoid the problem taking hold
- Sensitively re-let our empty properties

### 8.3.2

#### **Intervention:**

Early and effective intervention includes putting in place measures that will help to address problems at the earliest opportunity both in relation to individuals and the Cadder community. A variety of approaches and services from a range of statutory and voluntary agencies is needed to provide the choices and chances required to offer opportunities to divert people away from antisocial behaviour. We will:

- Practise early intervention and promote the role of our key partners to resolve disputes at an early stage and reduce the likelihood of cases escalating to more serious and persistent behaviour
- Respond with agreed target timescales to complaints of nuisance or anti-social behaviour as outlined in this policy
- Undertake investigations at an early stage through a range of methods to establish the facts in the complaint and take effective action

- Interview alleged perpetrators at an early stage, so as to intervene promptly as to reduce the likelihood of further issues arising
- Work closely with other landlords, where shared problems occur
- Liaise and work closely with our partners to tackle anti-social behaviour issues in Cadder and the North West area
- Refer cases to Community Safety Glasgow's Mediation Service to enable disputes to be resolved through discussion between the relevant parties
- Refer 'Hot-Spots' to Community Safety Glasgow for monitoring and detection via mobile CCTV patrols
- Arrange for Police Scotland to target issues.
- Ensure staff members responsible for implementing the provisions of the Policy receive training to equip and support them to deal effectively with the range of problems and issues related with tackling nuisance and anti-social behaviour
- Offer and allocate support services when tenancy issues arise to prevent further incidents of anti-behaviour occurring

### 8.3.3

#### **Enforcement:**

Enforcement measures should be considered when effective interventions have been tried, failed or deemed to be not appropriate. The Association will initiate legal action where intervention methods have failed to stop the anti-social behaviour or if the complaint is of a serious nature. In these circumstances we will consider usage of the following mechanisms, which will be dependent on the incident being managed:

#### ➤ Warnings

Warnings can be a very useful tool for dealing with lower level anti-social behaviour and will usually serve to prevent the behaviour from escalating, particularly where the tenancy could be at risk. Our warning letters are clear and ensure that the tenant responsible for the offending behaviour understands the consequences, should further incidents occur.



➤ Acceptable Behaviour Contracts (ABCs)

Acceptable Behaviour Contracts are written agreements between the person involved in anti-social behaviour and the Association and seeks to prevent the offending behaviour continuing. The offending tenant / household member are asked to review and agree to the terms of the Contract before signing, so as to have ownership and increase the prospects of the terms being adhered to. The Contract is also signed off by the Association and Police Scotland.

➤ Unacceptable Behaviour Notice (UBN)

Unacceptable Behaviour Notices are issued upon the tenant / household member, when agreement / cooperation is not given to an Acceptable Behaviour Contract being entered into and the Association has evidenced that anti-social behaviour has been caused . It is similar in nature to an ABC, and informs the tenant / household member of types of offending behaviour that have been established and the possible further measures that can be taken by the Association, should the offending behaviour continue. These are signed off by the Association and Police Scotland.

➤ Anti-Social Behaviour Orders (ASBOs)

ASBO's came into force on 1st April 1999, via the Crime and Disorder Act 1998. The legislation was then updated on 26th July 2004, when Anti Social Behaviour (Scotland) Act 2004 was implemented introducing an extension of powers to use ASBOs for 12-15 year olds.

ASBOs are preventative civil orders to protect victims of antisocial behaviour for a defined period of time and the wider community from further acts of antisocial behaviour – that is, behaviour that causes or is likely to cause alarm or distress. It is an order which can be made against any person aged 12 or over in any housing tenure, which prohibits, indefinitely or for a period, the offender from doing anything prescribed in the order. It is a criminal offence to break an order.

The order is not a sentence for a crime but a civil order to protect person(s) / community from future conduct. It is therefore in the hands of the Sheriff to determine its duration.

Breach of the Order is a criminal offence and the maximum penalty on indictment for the offence would be 5 years imprisonment, and/or an unlimited fine. The proof required for this purpose is that of a criminal prosecution i.e. corroboration is required and proof beyond reasonable doubt to secure conviction.

#### Interim ASBOs

Section 44 of the 2003 Act amended the Crime and Disorder Act to introduce interim ASBO's. Interim ASBO's are intended to provide more immediate protection from anti-social behaviour and can be applied for pending the application for a full ASBO. The Sheriff may grant an interim order provided that they are satisfied that the anti-social behaviour cited would be established when a full hearing takes place. The sheriff must also be satisfied that an interim order is necessary to protect the affected people from further anti –social acts or conduct by the person.

#### ➤ Notice of Proceedings for Recovery of Possession

The Notice is a statement of intent that the Association may instruct formal court action to repossess the tenancy if the conduct associated to the tenancy does not improve to an acceptable standard and the behaviour continues to breach the terms of the tenancy agreement. If served, the Notice must also be served on any Qualifying Occupiers, aged 16 years or over, who live in the tenancy. The Housing (Scotland) Act 2001[section 15] provides that Qualifying Occupiers may present their own defence to the court. The serving of the Notice does not commit the Association to any particular court action.

Once the Notice becomes effective for use, the Association will have ensured that other remedies such as tenancy support have been exhausted before considering legal action being taken to recover the tenancy. Any such action will be subject to the approval of the Association's Management Committee through a detailed report, which will not disclose the tenant's identify.

Section 14(1) of the Housing (Scotland) Act 2001 entitles a landlord to seek possession of a tenancy under Conduct grounds within Section 16 of the Act. For anti-social behaviour grounds, these are:

### Ground 1

Rent lawfully due from the tenant has not been paid, or any other obligation of the tenancy has been broken

### Ground 2

The tenant (or any one of joint tenants), a person residing or lodging in the house with, or subtenant of, the tenant, or a person visiting the house has been convicted of using the house or allowing it to be used for immoral or illegal purposes, or an offence punishable by imprisonment committed in, or in the locality of, the house

### Ground 7

The tenant (or any one of joint tenants), a person residing or lodging in the house with, or any subtenant of, the tenant, or a person visiting the house has acted in an anti-social manner in relation to a person residing in, visiting or otherwise engaged in lawful activity in the locality

Landlords may also seek to move a tenant to other accommodation under Ground 8 and satisfy the court that it is reasonable to do so. It must be demonstrated that anti-social behaviour of a notable level has occurred. This is not option that the Association would likely pursue, as it could result in the problem being displaced to the detriment of other Cadder residents.

Where a Notice is served on a tenant as a result of anti-social behaviour, the Association will suspend any right to buy the tenant may have over the property.

The Association may move to convert (or offer to new tenants) the tenant's Scottish Secure Tenancy Agreement to a Short Scottish Secure Tenancy Agreement (SSSTA), which will result in the tenant losing security of tenure rights, the right to buy the property and succession to tenancy entitlement. Where anti-social behaviour is a factor, a SSSTA can only be offered when the tenant has been evicted for anti-social behaviour in the past three years or the tenant or a member of the household is subject to an Anti-Social Behaviour Order. A SSSTA will be for a minimum period of six months and normally be converted to a Scottish Secure Tenancy Agreement at the end of twelve months if no other incidents of anti-social behaviour occur.

Where a SSSTA is provided to a tenant, the Association will provide tenancy support to help the tenant maintain the tenancy.

The Housing (Scotland) act 2014 will widen the circumstances in which landlords can either give a SSSTA for anti-social behaviour or demote an existing tenant to a SSSTA.

Where the Association decides that legal proceedings are to be taken to evict the tenant, this will initially be determined by the Housing Services Manager (Director in absence of the HSM). Advice will be taken from the Association's solicitors and thereafter an anonymised report will be submitted to the Association's Management Committee seeking approval to proceed. This will be confirmed in writing to the tenant.

Other enforcement options include:

➤ Interdicts and Interim Interdicts

An interdict or interim interdict can be applied for through the courts to prevent the perpetrator from doing something that is legally wrong. This could include stopping them from carrying out certain actions, behaving in certain ways and/or frequenting a certain area.

The Association can only apply for an interdict or an interim interdict against tenants of the Association that are in breach of their tenancy agreement or against non-tenants that are damaging the Association's property or are displaying unacceptable behaviour towards staff in the office.

➤ Criminal ASBOs (CR'ASBOs)

The Antisocial Behaviour etc (Scotland) Act 2004, also gives the courts powers to impose an ASBO as a penalty for criminal offences - so-called ASBOs on conviction, or CRASBOs. In this case, the Order is 'instead of or in addition to imposing any sentence which [the court] could [otherwise] impose'. CRASBOs, therefore, differ from (civil) ASBOs because the latter can be granted in respect of non-criminal offences. CRASBOs are a matter for the court to consider and impose.

➤ Dispersal of Groups

As provided for through the Antisocial Behaviour etc. (Scotland) Act 2004, Police Scotland may decide to designate a location for Dispersal status, to deal with people who are involved in antisocial behaviour in trouble

spots to help bring relief to local communities. A senior police officer is allowed to designate for dispersal, where there has been significant, continuous and serious antisocial behaviour, and the presence or behaviour of groups is contributing to the problems.

➤ Closure of Premises

As provided for through the Antisocial Behaviour etc. (Scotland) Act 2004, a senior police officer can authorise that a closure notice is served on the premises if they have good reason to believe that a person has been involved in antisocial behaviour on the premises within the last three months. They can also issue a closure notice where the use of the premises is associated with significant, continuous and serious nuisance or disorder. The aim of this condition is to give the police and courts the power to seal off premises (residential and non-residential) and prohibit all access to the premises, for up to three months, to give the surrounding community relief.

➤ Noise Abatement Notices

Community Safety Glasgow (CSG) provides a domestic noise nuisance service throughout the year (Tel: 0141 287 6688). The service operates from 5pm – 3am. The officers are able to issue Fixed Penalty Notices on offenders. If the fine is unpaid, CSG can refer this to the Procurator Fiscal. Powers are also available to seize noise making equipment.

Association staff will also visit noise nuisance incidents during office hours to evidence the offending behaviour. Our approach to such households will be risk assessed whilst officers are present. Where there is a concern for staff safety, Police Scotland will be contacted. Such evidence will be founded upon against the offending tenant by the Association.

### 8.3.4 **Rehabilitation (Support):**

The Association recognises that support is a key factor in managing cases of anti-social behaviour. The Association's first aim in addressing anti-social behaviour is for the tenant to correct the offending behaviour, so as to provide relief to neighbours and help the tenant remain in the tenancy, rather than face the risk of losing his/her home. Support can be provided in different ways depending on your status in the complaint where you may be the victim, witness or offender. Services available include:

## Services for Offenders

### Tenancy Support Services:

The Association provides free and impartial support to all Cadder households. These services are currently provided by the Glasgow Simon Community and Quarriers Glasgow. The services can help tenants and other Cadder residents with issues such as relationship problems; isolation; hygiene; house-keeping; budgeting; debts; self-confidence; education; confidence and tenancy / neighbour issues. The Support Officers also provide advocacy services. The Tenancy Support Officer will also obtain any other specialist support for the tenant, such as addiction; mental health; GP appointment, etc.

### Possibilities for Each & Every Kid (PEEK):

PEEK have a remit of engaging with children and young and their families. PEEK provide support for all children and their families. PEEK's outcomes are achieved through play, arts, volunteering and physical activity. Their main aims are to improve the wellbeing of children by increasing confidence and self-esteem and lessening negative behaviours. They do this by working with the young person and parents.

### Housing Services Officers (Cadder Housing Association):

Housing Services Officers are skilled to communicate effectively with all customers. These skills are also utilised when engaging with tenants, who are responsible for causing anti-social behaviour, resulting in nuisance and distress being caused to neighbours. Housing Services Officers are often the first point of contact for tenants. There is also often an existing relationship between the Housing Services Officer and the tenant and this can aid discussion between both parties and address the offending behaviour. The Housing Services Officer will explore the reasons for the offending behaviour and explore any requires assistance. Conversely, the tenant will also be advised of the possible consequences should the offending behaviour continue.

### Social Work Services:

Glasgow City Council's Social Work Services Department engage with many Glasgow residents for many different reasons. These services are categorised as:

- Children and Family Services
- Adults and Older People Services
- Services for Carers
- Criminal Justice Services
- Homelessness
- Drugs and Alcohol Services

The Association works closely with Social Work Officers for a variety of reasons, which can include issues, such as child protection; isolation; rent arrears; medical adaptations; criminal offences. Where notable / serious incidents of anti-social behaviour occur, the Housing Services Officer will contact Social Work Services to ascertain if the tenant / household already has an allocated Social Worker. Where this is the case, the Housing Services Officer will then commence formal dialogue with the tenant's Social Worker also, with the aim of both agencies working together to correct the offending behaviour. This may include a case conference being held with the tenant / family and the allocated Social Worker.

Where there is no allocated Social Worker and issues of concern, such as child protection issues, come to the attention of the Association, the Housing Services Officer will inform the relevant Social Work Department of these issues and record same on the tenant's file. This type of contact may result in Social Work Services becoming involved with the tenant / family.

Where legal proceedings commence against any tenant, the Association will ensure that Social Work Services are notified through Section 11 of the Homelessness etc (Scotland) Act 2003. This will alert Social Work Services that the tenant / family could be evicted and allow for contact to be made with the tenant.

Community Safety Glasgow (CSG):

Community Safety Glasgow has a wide range of services which are designed to create a safer, cleaner, better Glasgow. CSG also work closely with partners, including Police Scotland, housing associations and Glasgow City Council, to ensure a co-ordinated approach to achieving its aims.

Cadder Housing Association works closely with CSG's Community Relation Unit, who specialise in the management of anti-social behaviour. In addition to punitive action being taken against offending households, CSG also have support services in place. These include:

- Mediation Service

The main focus of the Community Safety Glasgow Mediation Service is to resolve antisocial behaviour through support and early intervention. The service is free, confidential and impartial, and is available to all citizens of Glasgow. It can be used in any situation where there is conflict, and all parties are assisted to talk things through and find common ground.

- ChoiceWorks

ChoiceWorks is a programme developed by Community Safety Glasgow that engages with 16 to 25 year-olds to break the links between worklessness and offending. The programme starts with group work that addresses offending behaviour and helps participants find ways of coping with the triggers of offending. At the end of the programme, participants are matched with a partner employer to complete a nine-week paid work placement in order to gain some work experience. A significant number of young people who have gone on to a placement have gained work or gone on to full time training/education.

- Restorative Justice

Restorative processes are an approach used to address the harm caused by offending and antisocial behaviour. Young people who engage in CSG's intervention services learn about the impact of their offending, and in particular the effects on victims and communities. Where they've caused harm, they're encouraged to take responsibility for their actions and, if appropriate, might be offered the opportunity to take part in a Restorative Conference.

- Youth Engagement Service

The Youth Engagement Service works across Glasgow in areas that have high levels of youth antisocial behaviour. The service engages young people through sport to identify and address any problem behaviour and to divert them towards positive life choices. Staff discuss a wide



range of issues that may affect them and look to find solutions together, to make their area a safer and more pleasant place to live. The Cadder area has been fortunate that high level youth disorder has not been an issue for some time. However, we will not become complacent in that regard and will take early action if such an issue arises.

### Services for Victim / Witness Services

Support services available to victims and witnesses of anti-social behaviour include:

Tenancy Support Services:

The Association's tenancy support services, provided through Quarriers Glasgow and the Glasgow Simon Community are available to all Cadder residents, which would include any resident requiring support as a result of a criminal act or anti-social behaviour. Support Services staff have strong counselling skills and are able to provide a 'listening ear' and advocacy for resultant assistance that may be required from other agencies, such as Police Scotland, Cadder Housing Association, etc.

Housing Services Officers (Cadder Housing Association):

As with tenancies that have been responsible for causing anti-social behaviour, our Housing Services Officers will provide support and advice to tenants / residents, who have been subject to such behaviour. As a locally based landlord, our Housing Services staff are well known to their tenants and as a result of this relationship, our tenants are more likely to report anti-social behaviour to the Association. The provision of this information not only allows for the Association to help the victim, but allows us to deal with the behaviour and possible vandalism to our property at an early stage.

Police Scotland:

Police Scotland's purpose is to improve the safety and wellbeing of people, places and communities in Scotland. The Association works closely with Police throughout the year in relation to individual and community issues. The Association will seek Police assistance when issues arise, for detection and prevention purposes.

Where required, Police Scotland will be asked to deploy community reassurance patrols where serious or repeated criminal / anti-social behaviour incidents occur in those locations. We share intelligence to help prevent anti-social behaviour occurring in our community.

#### ASSIST:

ASSIST is a specialist domestic abuse advocacy and support service focussed on reducing risk and improving the safety of victims of domestic abuse. Its aim is to ensure that all victims of domestic abuse – women, children and men – are safe, informed and supported throughout their involvement with the criminal justice system. It does that through providing a high quality service tailored to individual needs and circumstances. Domestic abuse can be a main / contributory factor to tenancy complaints being made by residents and the Association will ensure that suitable advice and support is made available in such circumstances.

#### 3<sup>rd</sup> Party Reporting (Hate Crime):

The Association is a 3<sup>rd</sup> Party Reporting Centre for the reporting of hate crimes. Hate Crime is any criminal offence committed against an individual or property that is motivated by a person's hatred of someone because of his or her actual or perceived race, religion, transgender identity, sexual orientation or disability. In some cases victims/witnesses of hate crime do not feel comfortable reporting the matter directly to the Police and may be more comfortable reporting it to someone they are familiar with. The Association will not become directly involved in the criminal element of the case. We will forward the details of any incident to Police Scotland, who have specialist officers for this task. We will ensure that any of our tenants who are subject to a hate crime receive our full support. We categorise hate crime as a category 'A' case, which is the highest banding we award within our anti-social behaviour categories. We shall seek to recover tenancies if any of our tenants / household members are convicted of such an offence.

We appreciate that victims / witnesses of hate crime may not be able to continue residing in their tenancy. If this were to occur, the Association would discuss and assist the tenant's re-housing options.

### Positive Action in Housing (PAiH):

The Association has worked with PAiH since 2006 in the provision of accommodation to households from black and minority ethnic backgrounds. PAiH have provided assistance and support in respect of tenants responsible for anti-social / nuisance behaviour and tenants, who have been the victims of such behaviour.

### Victim Support Scotland:

Victim Support Scotland provides support and information services to victims and witnesses of crime in Scotland. Victims and witnesses of crime are provided with emotional and practical support. Being a victim of or witness to a crime can be a traumatic experience and help can be given to cope with this. Victim Support Scotland also provide practical assistance, such as contacting the victim's / witness's GP, landlord, etc. Their staff will also explain how the criminal justice system works.

### Restorative Justice (Community Safety Glasgow):

Restorative justice not only helps offenders, by taking responsibility for their actions, it gives victims a chance to ask the offender questions and have their say, or tell the offender how their criminal behaviour has affected them. It also helps many people to move forward and recover from the impact of crime.

## **9.0 Management of Complaints**

- 9.1 The Association categorises cases of anti-social behaviour within three bandings. These are:

### **Category A - Very Serious Complaints**

Extreme behaviour of a very serious anti-social nature. This can include violence, unprovoked attack, drug dealing, serious harassment, use or carrying of offensive weapons. In this type of complaint action will be taken within 24 hours, with a target timescale of 5 working days for investigation and outcome.

### **Category B - Serious Complaints**

Complaints which indicate serious anti-social behaviour. This can include sustained / excessive noise, frequent disturbances, vandalism to Association property, threatening abusive behaviour, frequent verbal abuse and certain forms of harassment.

In this type of complaint action will be taken within 3 working days, with a target timescale of 10 working days for investigation and outcome.

### **Category C – Low Level Complaints**

Nuisance cases which clearly breach the tenancy conditions but are of a relatively minor nature. This can include family disputes affecting neighbours, stair cleaning, dog/pet control, behaviour of children, garden upkeep, occasional noise, mild verbal harassment. In this type of complaint action will be taken within 5 working days, with a target timescale of 10 working days for investigation and outcome.

9.1.1 There will be occasions where timescales are not met due to the complex nature of anti-social behaviour cases. This could be caused as a result of issues such as the alleged perpetrator not engaging, difficulty in contacting witness, information awaited from other agencies. Where timescales are likely to be exceeded, the investigating officer will inform the complainant(s) and advise the Housing Service Manager of same. The case file and anti-social behaviour register will record cases with extended timescales.

9.2 The Cadder area has over 400 owner occupied properties. Community Safety Glasgow (CSG) / Police Scotland are responsible for the management of anti-social / criminal behaviour within the private sector in Glasgow. Where the Association receives a complaint concerning an owner occupied property, a member of the Housing Services team will discuss the issues with the complainant, whether this be a tenant or an owner occupier. Details will be gathered and submitted to CSG's Community Relations Unit for investigation. The Association will ask to be kept updated in matters, particularly when the offending behaviour is affecting an Association tenant or common property. Where this is the case, the Housing Service Officer will liaise with the allocated Community Relations Officer (CSG). CSG will keep the Association's tenant (complainant) updated in matters.

### 9.3 Receiving Complaints

9.3.1 The Association understands the distress and disruption that anti-social behaviour can cause to residents and this is reflected through our zero tolerance approach to such behaviour. We will adopt an early intervention approach for the benefit of complainants and to mitigate against escalation of the offending behaviour.

9.3.2 We will ensure that residents are able to make complaints easily to the Association. Complaints can be made in writing (letter / e-mail), by telephone, in person at our office or through a representative (with required authority). Where the complainant has alternative communication needs, we will ensure that these are met.

- 9.3.3 We will take a customer focused and empathetic approach to anti-social behaviour complaints.
- 9.3.4 Our initial discussion with the complainant will seek to gather relevant information to establish firstly, if the complaint is reasonable. The interviewing officer will then gather details to ascertain who has been causing the problem, when and what incidents occurred, how long the problem has been ongoing for, were there any witnesses, have the police been called out. A CR1 form will be completed by the receiving officer.
- 9.3.5 We will advise (confirm) the complainant if the complaint has been accepted for investigation by the Association and if not, why not. The complainant will be advised of the next course of action to be taken and be kept updated throughout the investigation, including the end outcome. At this stage, we will also give advice to the complainant to safeguard their wellbeing and assist the investigation. This will include not becoming involved in any protestation / altercation with the alleged offending neighbour, the provision of Police Scotland telephone numbers and Community Safety Glasgow's Noise Team, who provide a year round service from 5pm – 3am.
- 9.3.6 We will ensure that the complainant's identity is not revealed and provide assurance of this.
- 9.3.7 The complainant will be asked to keep the Association informed of any other incidents and will be provided with a Complaints Diary, in which incident details should be logged. Complainants are not obliged to use the Diary, however, its use is helpful to the investigating officer. The complainant can provide updates to the Association in person, by telephone or in writing.
- 9.3.8 Where appropriate, the Housing Services Officer / Assistant should ingather any supporting evidence by contacting neighbouring residents. This type of approach should be not be leading or reveal the identity of the complainant or alleged perpetrator. Any resultant information could be helpful to the meeting with the alleged offending tenant.
- 9.4 Investigating Complaints
- 9.4.1 Once details are gathered, the tenant who is alleged to be causing offending behaviour should be invited to attend a meeting with the involved Housing Services Officer / Assistant. A CR4 form should be completed.
- 9.4.2 It is common for Housing Services staff to know their tenants generally well and it is possible that this may include knowing if the tenant is receiving any ongoing support from social work services, addictions / mental health services. Where this is known, contact should be made with the support worker to make that person aware of the issue.

The support worker should be advised that s/he would be welcome to attend the meeting with the tenant (with consent).

- 9.4.3 The involvement of support workers involved can often help matters due to their more personal and long term relationship with the tenant.
  - 9.4.4 Where complaints relate to anti-social behaviour / vandalism in or around properties, the investigating officer and a colleague should consider discreetly visiting the location in advance of the meeting with the tenant, as any findings could assist the investigation. Photographs should be taken if relevant.
  - 9.4.4 On meeting the alleged offending tenant, the Housing Services Officer / Assistant should present the complaint in a non-judgemental and diplomatic manner. Details of the complainant(s) will not be revealed. Care should be taken not to inflame the situation.
  - 9.4.5 The tenant should be asked for his/her comments, once details of the complaint have been given and responses noted.
  - 9.4.6 Where the allegation is admitted, the investigating officer should determine the appropriate course of action to be taken.
  - 9.4.7 Where the allegation is denied, the investigating officer may decide to uphold the denial, which will be based on the response / evidence given. Where the investigating officer is not satisfied with the response given, further investigations may be carried out. The tenant will be advised of this.
  - 9.4.8 There may be occasions when the interviewing officer has gathered substantial evidence prior to the interview – Police Scotland; neighbours; Community Safety Glasgow. When such evidence is to hand, the investigating officer should inform the tenant that s/he has been found responsible for causing anti-social behaviour and of the action to be taken. The tenant should be advised of possible consequences should the behaviour continue, which could involve recovery proceedings.
  - 9.4.9 Where tenancy conduct is an issue, the investigating officer should ask the tenant if s/he requires support with the tenancy or if any support is ongoing (with details being taken if consented). If the tenant wishes to receive support, the investigating officer will arrange for the Association's Tenancy Support Officer to meet with the tenant. This free service is currently provided by Glasgow Simon Community and Quarriers Glasgow. Both services are independent from the Association and have the tenant at the centre of their work.
- 9.5 Investigation Outcome
- 9.5.1 Outcome letters should be issued to all parties.

- 9.5.2 The outcome letter to the offending tenant should outline the offending behaviour and of the possible consequences if the behaviour persists. Available tenancy support should be included in the letter, even when refused during the investigation.
- 9.5.3 The investigating officer should consider if Police Scotland / Community Safety Glasgow would assist matters by carrying out patrols at the location after closure of the case, so as to provide community reassurance and deterrent measures.
- 9.5.4 The complainant should be notified of the outcome, without disclosing personal information about the offending tenant. The complainant should be given direct contact details of the investigating officer and be assured to contact the Association if issues remerge.
- 9.5.5 Housing Services staff will record all investigations and actions taken during the management of cases. Details of actions and letters issued will be crucial to any court action taken against a tenant.
- 9.5.6 Our responses to anti-social behaviour will be proportionate, which will be based upon the type of nuisance caused, the frequency and the offending tenant's cooperation.
- 9.5.7 Actions taken by staff can range from verbal, to written warnings. However, there may be occasions when legal action is required to be taken against the tenant. Legal action will be a last resort for the Association. However, our prime concern will be for the wellbeing of neighbouring residents and the harm that is being caused. If court is to be taken against a tenant, this will be authorised either on the severity of the conduct (e.g., drug dealing; hate crime; serious assault) or sustained anti-social behaviour (e.g., sustained noise nuisance; threats of violence; vandalism).
- 9.5.8 Service questionnaires will be issued to all complainants when cases are closed. These will be assessed by the Housing Services Manager on return. If the tenant is unhappy with the service provided, the Housing Services Manager will seek to discuss this with the complainant.
- 9.6 Community Safety Glasgow (CSG) – Community Relations Unit
- 9.6.1 CSG works in partnership with a broad range of other agencies and services including Glasgow City Council, Scottish Fire and Rescue Service, NHS Greater Glasgow and Clyde, as well as a wide range of third sector organisations across the City.

Their main partnership arrangement with Police Scotland ensures that service delivery is driven by an intelligence-led approach, allowing CSG to deliver targeted services to the citizens of Glasgow.

- 9.6.2 CSG have a wide range of services, some of which are deployed to Cadder (see 6.3.4). Fuller details on their services are available at [www.communitysafetyglasgow.org](http://www.communitysafetyglasgow.org) or from the Association's offices.
- 9.6.3 In terms of the management of anti-social behaviour with our community, our main engagement is with CSG's Community Relations Unit (CRU).
- 9.6.4 The main focus of the CRU is to resolve antisocial behaviour through support measures and early intervention. Their multi-skilled team deal with everything from personal relationships and neighbour disputes to persistent offenders and youth disorder. Some of the more common complaints they investigate are around regular very loud music or noisy parties, threats and harassment, and vandalism, but ultimately antisocial behaviour is any course of conduct that causes alarm or distress to someone of a different household.
- 9.6.5 The CRU has two main units for the management of anti-social behaviour. One deals with anti-social behaviour within the private sector in the city and the other unit works with client housing associations, which includes Cadder Housing Association.
- 9.6.5.1 Glasgow has a mixed housing scene with a mix of registered social landlords (RSLs), private owner occupiers and private let properties.

Typically RSLs will investigate complaints of antisocial behaviour within their own housing stock. Where the complaint is within private sector stock, CSG have a team that carry out these investigations on behalf of Glasgow City Council.

By far the most common resolution methods are with informal measures such as advice, support, mediation and warnings. However formal means such as Antisocial Behaviour Orders are sought if required to prevent further harm from persistent antisocial behaviour.

Private landlords have a duty to manage antisocial behaviour from their properties, and indeed to cooperate with CSG as required. For persistent cases a private landlord may also take informal measures such as support and warnings, and ultimately seek to end a tenancy if antisocial behaviour continues.

Should a Private Landlord not take reasonable steps to assist in managing antisocial behaviour from their property Glasgow City Council can take formal enforcement action to ensure this happens.



#### 9.6.6 Our Service Level Agreement with CSG provides that:

- Category 'A' cases can be immediately referred to the CRU for investigation and management.
- Cases which are being managed by the Association and breach their second warning can be referred to the CRU for handling.
- CSG will provide training on anti-social behaviour legislation and practises.
- CSG will carry out Police incident checks for the Association. CSG's role allows for access to Police information. Information will be supplied to the Association where good cause can be shown for its request.
- The CRU will draft and serve Acceptable Behaviour Contracts and Unacceptable Behaviour Notices on tenants and arrange for Police Scotland to witness these.
- CSG will apply for Anti-Social Behaviour Orders (and interim ASBOs) on behalf of the Association if required.
- CSG can deploy covert and overt surveillance. Where covert surveillance is used, a senior officer from Police Scotland must authorise its use.
- CSG will provide a 24 hour professional witness service to Association tenants who are experiencing sustained anti-social behaviour.

9.7.7 CSG also provide Locality Services across the city. The unit's main remit is to deter and detect environmental incivility, such as fly-tipping; dog fouling; littering.

9.7.8 CSG's Community Enforcement Officers (CEOs) are responsible for this area of work in the city.

9.7.9 CEOs are there to make Glasgow cleaner and safer for everyone. Working in partnership with the city councils Environmental Task Force and Police Scotland, they carry out highly visible, uniformed patrols across the city. Their primary purpose is to enforce Glasgow's litter and dog fouling legislation through fixed penalty notices.

- 9.7.10 CEOs are responsible for operating Community Safety Glasgow's CCTV vans, which act as a deterrent to anti-social behaviour. They record incidents of environmental crime and antisocial behaviour within communities. They pass on information to the Police Intelligence Office to provide evidence for prosecution and targeting of issues.
- 9.7.11 The CEOs will inform the Association of any issues that they come upon in the estate and advise of any Fixed Penalty Notices issued to our tenants, as this will in turn allow the Association to take action against the tenant on tenancy conduct grounds.
- 9.7.12 The Association is able to submit 'Hot-Spot' referrals to Locality Services, where community issues arise. Once received CEOs will be tasked with visiting the stated locations to detect and deter issues. The Association makes use of this service for issues such as fly-tipping, dog fouling, loitering, crime. Where evidence is captured by the CEOs, this will be shared with the Association and a decision will be taken on the most appropriate course of action to be taken.
- 9.8 We will also promote and make use of CSG's Noise Nuisance Service, which operates throughout the year from 5pm – 3am. This is a useful resource, particularly as noise nuisance more commonly occurs when the Association is closed.

## **10.0 Service Complaints**

- 10.1 The Association aims to provide a first class service to all of its tenants and customers. We will therefore strive to keep service complaints to an absolute minimum, but when these are received, will also consider if we can learn from these to help improve service.
- 10.2 All service complaints will be managed in accordance with the Association's Complaints Handling Policy.

## **11.0 Monitoring, Reporting & Evaluation**

- 11.1 Housing Services staff will have the primary role of recording cases on the Association's Anti-Social Behaviour register. This includes details of when the complaint was made, the complainant and alleged offender details, type of nuisance, actions taken / dates, involved agencies, number of days taken to investigate and conclude the case and outcomes.

- 11.2 Anti-social behaviour performance information and issues will be detailed within the Housing Services quarterly report, which is presented to the Association's Finance, Audit & Performance Sub Committee for perusal and comment. This will include the number of cases being managed by category, enforcement measures used, timescales, etc.
- 11.3 The Association also issues service questionnaires to complainants when cases are concluded – Appendix 1. These are issued to ascertain our service provision standards and if any lessons can be learned. Information in this area is also contained with the quarterly report to the Association's Finance, Audit & Performance Sub Committee.
- 11.4 The Housing Services Manager, through Housing Services Officers, is responsible for ensuring that timescales are met and when this is not the case, the reason(s) for this.
- 11.5 The Housing Services Manager will oversee and where required, become involved in category 'A' cases. The Housing Services Officer will be responsible for ensuring that all cases are administered.
- 11.6 Where required, Housing Services Officers will discuss cases with the Housing Services Manager for advice and instruction.
- 11.7 Category 'A' and 'B' cases are reviewed at progress meetings between the Housing Services Manager and Housing Services Officer.
- 11.8 Performance will be reported annually to the Scottish Housing Regular through our Annual Return on the Charter.

## **12.0 Review**

- 12.1 This Policy is scheduled for review in March 2017 and will take account of:
- ❖ Legislative, regulatory and good practice requirements
  - ❖ Association performance
  - ❖ Audits, satisfaction and consultation surveys
  - ❖ Views of tenants, other customers and staff
  - ❖ Stakeholder organisations