

Summary of Consultation for Review of Oxford City Homes Anti Social Behaviour Procedure 2008

Reason for changing the Procedure:

- A commitment to continuous review and improvement
- To bring it into line with the Respect Standard for Housing Management.

Materials used in drafting the revisions to the Procedure:

- Collected sample policies from other Registered Social Landlords
- Scanned other Local Authority Websites for examples
- Used the Respect Standard for Housing Management guidelines

Consultation

Made an initial draft and circulated it within the Tenancy Services team. Comments noted.

13 Mar 08

met with Cllr Patrick Murray to update on current situation and start consultation on Policy/procedure he suggested attending political group meetings to update and consult councillors

20 April 08

Posted and/or emailed a copy of the procedure with an explanatory letter giving the opportunity to attend a meeting to discuss the policy/procedure or comment by email or phone to the 103 tenants on the 'Your Say, Your Way' database.

The 'Your Say, Your Way' leaflet was written by the Tenant Involvement team to encourage participation in all areas of Oxford City Homes. The form asked tenants to choose which topics they are interested in and how they would like to be involved. From this information a database was created so that we could target the right people in the right way.

During May and June

Contacted tenants on the 'Your Say, Your Way' database by phone and email and these comments are typical of the responses received,

"...works for court, read document and said it is well written and clear and covers points and would give someone confidence to contact us. Would like to be involved this way in future"

"..covers all aspects and explains them clearly. Explains how OCH will respond. And refers to specialist support and counselling. As has autistic son, was very pleased to see we refer to the DDA..."

23 April 08

Posted and/or emailed members of the Tenants' Panel draft policy/procedure and letter of invite.

30 April 08

Met with 6 tenants at the Resource Centre to read through the policy/procedure and made amendments. The Attendees approved of the policy/procedure and minor changes were made, such as wording rather than content.

16 May 08

Emailed Cllrs Bob Price, David Rundle, Craig Simmons and Stuart Craft, as leaders of their parties, and offered to send a copy of the draft policy/procedure and also offered to go and speak to their groups about the Respect Standard for Housing Management and the wider Respect Agenda and the draft policy/procedure.

Response received giving the names of Cllrs who would lead on this.

16 May 08

Emailed the multi agency partners named in the policy/procedure asking if they would like a copy sent to them for comment.

During May 08

Richard Adams, Community Safety Manager requested copy but gave no comment or opinion

Greg Smith, Probation Manager responded, "Thanks for this, very refreshing to read such a comprehensive and clear policy. It would be good to see a para on probation." - he sent a paragraph and we incorporated it"

CANAcT – updated their paragraph and agreed with all the rest of the policy/procedure.

Losang Brunning of 'Connection' read and approved the policy/procedure verbally.

Mediation in Action – updated their paragraph and approved the policy/procedure

20 May 08

Oxford City Homes Community Safety & Anti Social Behaviour Topic Panel met. The consultation process and content of the policy/procedure was explained and the policy/procedure was given to new members for comment.

21 May 08

Emailed draft policy/procedure to Senior and Middle Managers of Oxford City Homes for comment.

19 August 08

Tenancy Services Team reviewed all the changes since April and having made one amendment approved the policy/procedure as a great document to work from.

8 October 08

Housing Advisory Panel approved the draft review of the policy/procedure