

Appendix 4 – Protocol for the management of any anti-social behaviour in former designated elderly stock

The staff establishment of the Crime and Nuisance Action Team (CANAcT) is to be increased by three additional Officers, funded from the Housing Revenue Account (HRA),.

Previously, initial tenant ASB complaints would be dealt with by Estate Managers on a patch basis, with cases only escalated to CANAcT. if more enforcement action was required. The 'Council 2012' restructure proposes that additional staff resources are provided to CANAcT so that all reports of anti-social behaviour are referred to CANAcT for initial assessment and action planning.. The team is best placed to focus and lead on all ASB cases, opposed to having different approaches dependant on tenure. The CANAcT team will have primacy on deciding the correct approach to tackling the reported behaviour.

This approach also allows for a greater understanding and analysis of anti-social behaviour within a neighbourhood, identifying trends and appropriate interventions.

Generally, it is envisaged that CANAcT will undertake a mixture of pro-active and reactive work, in order to ensure that all residents are able to enjoy their homes, without the distress caused by anti-social behaviour. This will include the following functions:

- Initial assessment of the report ensuring that the most appropriate and timely response is given.
- Action planning cases and the management of information in compliance with Data Protection and Human Rights legislation.
- Provision of a lead officer for each case.
- To work jointly with other teams, in particular, Tenancy Sustainment, Tenant Advisors, , Rent Teams and the Police in order to ensure the effective and efficient delivery of services to the vulnerable .
- To ensure that any possible cases that could result in homelessness are identified to the Housing Options team at the earliest available opportunity

In relation to blocks and schemes that were formerly designated elderly, but which have since been de-designated (effectively reducing the minimum eligible age for applicants from either 40 or 55 years of age to 18 years), CANAcT Officers will be especially mindful that there may be 'lifestyle' differences between existing tenants and any 'younger' new tenants moving in. The team will be alert to intervene at the earliest opportunity to address any such issues identified, and to try and ensure the on-going success of this 'integrated living'. This will be through a range of measures, including the following:

- Referrals to support agencies and liaison with relevant support workers
- Home visits, warnings and implementation of housing or anti-social behaviour legislation where appropriate.
- Close liaison with Thames Valley Police in information gathering, tackling the behaviour of perpetrators, addressing criminal activities and providing community reassurance.
- Witness and victim support for those that report anti-social behaviour.
- Close liaison with Tenancy Sustainment and Tenant Advisors to support the victim and engage with the perpetrators.