HOUSING DEPARTMENT

ANTI-SOCIAL BEHAVIOUR POLICY STATEMENT

Mansfield District Council
Creating a District Where People can Succeed
MANSFIELD DISTRICT COUNCIL
HOUSING DEPARTMENT ANTI-SOCIAL BEHAVIOUR

POLICY STATEMENT

The Vision

Mansfield District Council’s Housing department is committed to the provision of a safe and secure environment by providing a responsive and positive action against all acts of Anti Social Behaviour (ASB). By minimising incidents of ASB the Council aims to build successful and sustainable communities.

Mansfield District Council (MDC) is committed to reducing Anti-Social Behaviour on its housing estates. ASB is costly to the Council, detrimental to the quality of life of the residents affected by it, and can stigmatise estates, thus making properties difficult to let. Firm action must be taken against those whose activities can have such a detrimental effect.

This policy follows a pro-active, multi-agency approach which ensures all remedies are pursued in order to enforce conditions of tenancy.

Tackling anti-social behaviour must be seen within the context of existing statutory obligations, particularly:

- The Children Act 1989
- The Homelessness Act 2002
- The Race Relations Act 1976
- The Disability Discrimination Act 1995
- The Human Rights Act 1998
- The Crime and Disorder Act 1998
- The Anti-Social Behaviour Act 2003
The kind of behaviour covered is defined by the Anti Social Behaviour Act 2003 and applies to conduct which:

- Is capable of causing nuisance or annoyance to any person; and

  (Those persons to whom the conduct may cause annoyance or nuisance include anyone who has a right to live in a property owned or managed by Mansfield District Council, those living in any other property in the neighbourhood (for example Owner Occupiers, tenants of other landlords) or anyone else lawfully in such property or in the locality, for example working and using local facilities.)

- Directly or indirectly relates to or affects the Housing Management functions of Mansfield District Council

- Consists of or involves using or threatening to use housing accommodation owned or managed by Mansfield District Council for an unlawful purpose.

This can range from persistently playing loud music to serious criminal activity and abusive or threatening behaviour.

Mansfield District Council is committed to working with a wide range of partners on joint initiatives linked to combating ASB.

**Partners include:**
- Nottinghamshire Police
- Safer Mansfield Partnership
- Registered Social landlords
Mansfield District Council Housing is actively involved in working together with external bodies in lobbying for changes to legislation and in sharing in good practice. These include the National Housing Federation and the Social Landlords Crime & Nuisance Group,

**The Policy Statement**

Mansfield District Council will deal with ASB and Nuisance in the following ways:-

- By prevention, through the allocations policy, in the form of written undertakings from applicants for new tenancies where there is evidence of the individual causing ASB.

- By taking firm action against all acts of ASB.

- Housing Management staff along with the ASB team have the main responsibility of tackling problems of ASB, and will also work together with a range of other agencies.

- By doing everything we can to support victims of harassment, nuisance and ASB. We will ensure complaints are treated seriously, impartially and...
By treating any ASB, which is linked to, or motivated by race, colour, sexuality or religion, as harassment and as such Mansfield District Council is committed to seeking appropriate remedies to tackle harassment.

By working closely with the Tenants groups incorporating Residents Associations and Neighbourhood Watch schemes. Mansfield District Council Housing Department aims to provide a responsive service to its tenants as well as quality homes, which are safe and secure. Mansfield District Council encourages good tenancy relations and believes that all tenants, their families and members of the community have the right to the peaceful enjoyment of their home and immediate environment.

Mansfield District Council Housing believes that none of its tenants should suffer domestic violence or the threat of domestic violence of any kind. No tenant should live in fear of violence from a spouse, partner, former spouse or partner or any member of his or her household. We are committed to assisting any tenant who is a victim of threatened or actual domestic violence and will consider all appropriate action in addressing the problem.

Every report of ASB will be quickly and formally acknowledged.

Investigation will start at the earliest possible time after the receipt of the complaint and be conducted with reasonable speed.
Investigations will seek to identify and interview all relevant parties.

Your complaint will be confidential and will not be disclosed to any other witness or the alleged perpetrator without your permission.

Officers investigating the complaint will, in the first place assume the complaint is justified.

Responses will, as necessary and as appropriate, vary from advice, conciliation and support for tenants own actions to legal action by MDC on behalf of victims of ASB.

We will provide support for victims and witnesses of Anti Social Behaviour.

We will demonstrate by our actions that we will not tolerate Anti-social Behaviour.

We will keep you informed at all stages of the proceedings.

Specific Initiatives

In addition to these measures Mansfield District Council has also developed a number of specific initiatives to assist in combating ASB and nuisance, these include:-

A dedicated and experienced ASB Team with staff specifically trained to deal with ASB. The team provide in-house training and monitoring and seek out best practice on ASB.
Mansfield District Council seeks out high quality legal representation where cases proceed to Court.

The Tenancy Agreement - The agreement clearly sets down the obligations of tenants and Mansfield District Council with regard to ASB. We will review the tenancy agreement periodically.

Gathering evidence - Housing Management staff have the primary role of gathering evidence but in appropriate cases professional witnesses will be used. MDC are committed to the full support of witnesses including regular updates and contact in how a case is being dealt with. Mansfield District Council has a range of measures that can be used to support victims including Panic Alarms, CCTV and temporary accommodation.

Preventative work - Mansfield District Council operate a number of initiatives in order to help prevent incidents of ASB. This includes a "sign up" procedure for tenants, which emphasises tenant's responsibilities in relation to their new home at the very start.

Mansfield District Council will include “secure by design” where possible on refurbishment schemes, which assists in the prevention of ASB.

Mansfield District Council works closely with local initiatives in diversionary projects and activities, which involve young people. Examples are, the work in schools involving visits by ASB officers, joint working with the County Council Crime and disorder team, the MASH project, Acceptable Behaviour Contracts and Supported tenancies.

Mansfield District Council also seeks to prevent ASB by referrals to other agencies when necessary i.e. Social Services, Education, Health Care, Framework
Housing Association and so on.

Any alleged perpetrator with a disability will be offered assistance and guidance in accordance with the Disabilities Discrimination Act 1995

- **Rehabilitation of Perpetrators** - MDC will seek to assist perpetrators where the ASB is linked directly or indirectly to drug abuse, alcohol misuse, mental health or disability. We will work closely with Action Housing, the prolific offenders unit and Nottingham Probation Service on resettling offenders following prison release. Referrals will be made to the Drug Action Team where mental health and substance misuse are issues. Acceptable Behaviour Contracts and Parenting Agreements will be used with juvenile perpetrators as key rehabilitation tools. Close partnership with the Neighbourhood Wardens Service will be maintained to identify any underlying issues.

- **Mansfield Mediation Service** - Mansfield District Council is committed to the service and values its contribution towards resolving a number of cases of low-level nuisance.

- **Technology** - Where appropriate Mansfield District Council will use technology to assist in information and evidence gathering. This will include CCTV cameras, noise monitoring equipment, alarms systems and the use of hand held video and photographic equipment. This will be in accordance with the Regulation of Investigatory Powers Act. (RIPA)

- **Disclosure of Information** - An agreement has been entered into with Nottinghamshire Police and neighbouring Authorities to share information
and evidence which complies with data protection and confidentiality issues.

- **Publicity & Media** - Maximum publicity will be given to all aspects of the policy and procedure and to specific cases when they come in to the Court system and thereby into the public domain. This will be achieved via the local news media and tenants newsletters and leaflet drops in the affected area. Mansfield District Council will use photographs and name offenders wherever it is legally possible to do so.

- **Key Legal Actions and Measures** - MDC Housing is committed to the use of all legal measures available these to include: Possession, Eviction, Injunctions, Committals, Acceptable Behaviour Contracts, Anti-Social Behaviour Orders, Demoted Tenancies.

- **Obligations of Tenants** - All Mansfield District Council tenants are expected to familiarise themselves with their Tenancy Agreement and to comply with the obligations and conditions of the Agreement.

**CONFIDENTIALITY AND INFORMATION SHARING**

The sharing of information is governed by:

The law permits the sharing of information without consent to prevent harm to a person or to complement the public interest obligation for public agencies such as MDC and the Police to co-operate with the detection and prevention of serious crime. The information shared should be appropriate and proportionate to the purpose.

Mansfield District Council will seek to use all its expertise and resources to tackle instances of ASB and will continue to develop its policies and procedures to improve services to tenants.

Whilst all cases of ASB cannot be dealt with in the same way, it is the Council’s intention to insure that consistently high standards of service are delivered which respond to tenants’ needs.

Mansfield District Council has an overall responsibility to monitor the effectiveness of its ASB policy and ensure that it is reviewed regularly.

If anyone wishes to make a complaint regarding Anti Social Behaviour this can be made via the website:-

www.mansfield.gov.uk

Or at a local Housing Office
(See back page for contact details)
LOCAL HOUSING CONTACTS

Mansfield North Housing Office
Civic Centre
Chesterfield Road South
Mansfield
Tel. 01623 463129

Mansfield South Housing Office
Sandy Lane
Mansfield
Tel. 01623 463842

Mansfield Woodhouse Housing Office
High Street
Mansfield Woodhouse
Tel. 01623 463542

Warsop Housing Office
Sherwood Street
Warsop
Tel. 01623 847880

Please contact your local housing office in the first instance

Housing Department ASB Team
asb@mansfield.gov.uk
Tel. 01623 463377
We also have a text phone facility (Minicom) at the Civic Centre for the deaf or hard of hearing. If you wish to contact us by this method please telephone 01623 463463.

Please do not hesitate to contact us if you require interpretation of this booklet or need help reading it.

আপনি যদি এই প্রচার পত্রের অনুবাদ বা বিবরণ চান তবে আমাদের সাথে যোগাযোগ করলে আমরা এর ব্যবস্থা করে দিতে পারবো।

如果你對這傳單需要翻譯，請與我們聯絡以便作出安排。

अगर तमने आ पत्रिकाना वास्तवनी ज्ञात पहे तो मदेशजानी करी अमारो संपर्क करो जेठी तेनी वास्तव थरी शके।

यदि आप इस लीफलैट का अनुवाद चाहते हो तो कृप्या हमसे सम्पर्क करें तोंकि इस का प्रबंध किया जा सके।

नेमलिंग ड्युमी फिम सीटेटस र अल्ठार्स चार्ट्स चे उं माफुं मंथवन वने उं वि फिम रा पृष्ठ बीडा ना मते।

ग्राहकर्मी को आर्थिक स्तर पर की अनुमोदन की प्रस्तावना की पृष्ठ पर स्तर पर तो विरोध होगा।