



Anti-social Behaviour Policy Statement of Intent

How LMH will manage anti-social behaviour

**Translation, braille, audio tape and large print available on request.
Call LMH on 0151 235 2328.**

Na życzenie można uzyskać tłumaczenie lub informacje w innej formie, prosimy w tym celu zadzwonić na numer 0151 235 2328.

Vertimus ir kitus formatus galima gauti pareikalavus. Skambinkite telefonu 0151 235 2328.

Turjumaad qoraal ah iyo qaab-qoraalo kale ayaa la heli karaa haddii la codsado, fadlan wac 0151 235 2328.

Están disponibles a petición traducciones y otros formatos. Favor llamar al 0151 235 2328.

可以根據你的要求提供翻譯文本和其他版式的文本，請致電0151 235 2328

درخواست کرنے پر تراجم اور دیگر اشکال مہیا کئے جاسکتے ہیں، برائے کرم 0151 235 2328 پر فون کریں۔

অনুরোধ করলে অনুবাদ এবং অন্যান্য ছাঁদ পাওয়া যাবে। অনুগ্রহ করে 0151 235 2328 নম্বরে ফোন করুন

अनुवाद और अन्य रूपविधान पूछने पर उपलब्ध हैं कृपया 0151 235 2328 पर सम्पर्क कीजिये

Purpose of policy

To address issues of anti social behaviour in our neighbourhoods and to make sure all residents feel safe and can live peacefully in their homes.

Vision

LMH's Vision is '*to have Pride in our homes and be Proud of our neighbourhoods*'.

To achieve this, we must create sustainable communities where our residents and their families enjoy a quality of life free from crime and Anti-Social Behaviour (ASB). To realise this vision, we will empower our residents to work with us to tackle and reduce crime and ASB.

How will LMH implement this policy?

LMH will manage anti social behaviour by:

- ensuring sufficient resources are available to tackle ASB;
- having robust policies and procedures to manage ASB;
- ensuring measures are in place to prevent ASB occurring;
- enforcing tenancy conditions using all available legal powers;
- working in partnership with other agencies to prevent ASB occurring;
- encouraging and supporting residents to report incidents;
- challenging and supporting perpetrators to allow them to change their behaviour;
- keeping LMH staff up to date with best practice to ensure continued delivery of a high quality service;
- actively promoting our Safer Estates (ASB) Service to encourage customers to report incidents.

Service standards

LMH will ensure customers reporting ASB will receive the following:

- Information explaining how LMH manage ASB, incorporating incident diaries to record further incidents;
- Contact within five days for non urgent cases; and,
- Contact within 24 hours for urgent cases including Hate Related incidents

Definitions of ASB

LMH acknowledges that there is no one definition of ASB but favours the definition as stated in the Anti-Social Behaviour Act 2003:

“Conduct which is capable of causing nuisance or annoyance to any person and which directly or indirectly relates to, or affects, the housing management functions of a relevant landlord.

The Act also defines ASB as:

“Using or threatening to use housing accommodation owned or managed by a relevant landlord for an unlawful purpose”.

ASB ranges from what might appear to be nuisance and lack of consideration to serious criminal activity. Fortunately the majority of cases are a result of nuisance and clash of lifestyles rather than serious criminal activity.

The following are examples of what may constitute anti-social behaviour:

- Noise nuisance
- Verbal abuse / harassment / intimidation / threatening behaviour
- Hate related incidents
- Vandalism and damage to property
- Pets and animal nuisance
- Nuisance from vehicles
- Drugs / substance misuse / drug dealing
- Alcohol related
- Domestic violence / abuse
- Physical Violence
- Litter / rubbish / flytipping
- Garden nuisance
- Misuse of communal areas
- Prostitution / sexual acts / kerb crawling
- Other criminal behaviour

This list is not exhaustive

Statement of intent

LMH firmly believes that everyone has the right to live peacefully in their home without suffering disturbance or nuisance from other persons. All tenants, including household members and visitors must respect the privacy and quiet enjoyment needs of all others. This principle applies both to the area around peoples home and to communities where they live.

LMH is responsible for making sure that all tenants including their family members, lodgers and visitors, comply with the full terms of their Tenancy Agreement to ensure that all residents can enjoy their homes without fear or persistent anti social behaviour.

LMH will not tolerate any distress caused to others by those involved in persistent nuisance and anti social behaviour.

LMH will use the full range of enforcement action available in order to effectively combat the behaviour of offenders and will seek to enforce tenancy conditions wherever necessary.

LMH is the largest social landlord in Liverpool and a key member of CitySafe - Liverpool's Crime and Disorder Reduction Partnership. As such LMH plays a strong and active role with all partner agencies to tackle ASB.

LMH fully supports the Government's RESPECT Standard and has signed up to The Respect Standard for Housing Management.

LMH will ensure that early intervention takes place and aim to initially resolve cases without the need for enforcement action. LMH provides a mediation service, via Wirral Mediation, to resolve disputes between neighbours.

LMH will also try and prevent ASB by:-

- Working in partnership to provide diversionary programmes for young people to deter them from becoming involved in ASB
- Working within the structures of local Neighbourhood Agreements and subsequent Crime and Community Safety Neighbourhood Partnership Working Groups
- Providing support for our vulnerable customers who may be victims or potentially cause ASB
- Working with customers and partners to devise programmes to design out crime and ASB
- Working with Liverpool City Council's Neighbourhood Management Service to improve the quality of the environment in our communities
- Working with residents to develop Good Neighbour Agreements
- Where appropriate, reviewing the Lettings Policy for certain areas / properties to reduce the risk of ASB.
- Giving advice to all new tenants about waste disposal and other environmental services available to them

Outline of our service

LMH actively encourages residents to report incidents of ASB. To ensure this happens we try to make our service as accessible as possible. ASB can be reported:-

in person

at your neighbourhood housing offices (see page 10 for details)

by telephone

call your neighbourhood housing office (see page 10 for details)

by email

LMHCommunitySafety@liverpoolmh.co.uk

via the website

www.liverpoolmutualhomes.org

by letter

Liverpool Mutual Homes
1 Commutation Plaza
Commutation Row
Liverpool
L3 8QF

Out of office hours (5pm-9am) incidents can be reported on 0800 678 1894

LMH will accept reports of ASB from any resident or their representative e.g. friend, carer, local councillor or local MP.

Every customer making a complaint will be sent a comprehensive package of information on options we have to resolve the problem. This will include incident diaries to record further incidents and the contact details of the member of staff assigned to the case.

All cases will be responded to within five working days unless they involve Hate crime e.g. racial incidents, domestic violence, serious assault or damage to property. These cases will be responded to within 24 hours.

LMH will support complainants and witnesses by:-

- Keeping them up to date on action taken to resolve their case
- Improving security where their homes may be vulnerable
- Where possible, using professional witnesses or CCTV if complainants or witnesses are too frightened to give evidence
- Providing support for those who need to attend court
- Referring vulnerable complainants or witnesses for housing related support.

A copy of the LMH Complainant and Witness Support Policy is available on request.

LMH will ensure it has robust procedures in place for responding to complaints of ASB. These procedures will be reviewed in full partnership with our customers on an annual basis, taking account of best practice from other housing organisations as well as professional organisations.

All LMH staff will receive training on how to respond to ASB complaints. Those staff directly involved in managing complaints will receive detailed training and have access to the latest, best practice resources to enable them to manage ASB effectively.

If we are forced to use legal action to resolve an ASB complaint we shall make use of the most appropriate powers available to us; these include:

- Anti Social behaviour Orders (ASBOs)
- Anti Social Behaviour Injunction (ASBIs)
- Possession Orders
- Demotion Orders

LMH have engaged a local Legal firm to support our staff undertaking legal action.

LMH will only use eviction as a last resort, when other interventions have failed to change the perpetrators behaviour. Families at risk of losing their home will be referred to Liverpool Family Intervention Project.

Throughout LMH there is a strong commitment to partnership working to make our neighbourhoods safer places for residents. LMH view the following agencies as key partners helping us tackle and resolve ASB:-

- Merseyside Police
- Merseyside Fire Service
- Liverpool Anti Social behaviour Unit (LASBU)
- Liverpool City Council Neighbourhood Management Service
- CitySafe - Liverpool Crime and Disorder Reduction Partnership
- Tenant and Resident Associations
- Other social landlords

The above list is not exhaustive and LMH will work with all agencies involved in making our neighbourhoods safer.

Tenant and Resident Associations are important partners and LMH's Safe Estates and Customer Involvement Teams will work closely with these groups to support and empower them to resolve ASB in their neighbourhoods.

LMH's Board and Executive Management Team have given a commitment to tackling ASB by providing the following resources:-

- A team of five Safe Estates Officers and a manager
- Budgets for:
 - Legal Services;
 - Target Hardening/ Witness Support; and,
 - Initiatives to prevent ASB.

LMH are committed to getting this service right we will monitor performance against the indicators set out on page 2 of this document. A strong emphasis will be placed on feedback from customers through:

- Satisfaction surveys upon closure of a case;
- Monitoring levels of complaints received regarding how cases are managed;
- Consultation with our Safer Estates (ASB) Customer Focus Group.

Equality and diversity

LMH is committed to equal opportunities and values diversity. We will work to ensure that in all cases the application of this policy is fair and transparent irrespective of race, religion, age, sexual orientation, disability or gender. We will provide copies of this ASB policy in an accessible manner, for example in other languages, or large sized print.

LMH is opposed to discrimination on any grounds. Further details are available in our Equality and Diversity Policy.

Consultation

LMH is a tenant led organisation and understands that only by working with, empowering and involving our residents will we be successful in tackling and reducing instances of ASB:

- We will carry out regular consultation with our customers prior to any change in policy or procedure, and we tell all our customers about any changes made as a result of consultation;
- We will work with residents through our Area Boards, Safer Estates (ASB) Customer Focus Group and other local forums to set service standards, monitor our performance and consult on all policies and procedures relating to ASB;

More information on how to get involved is in our Customer Involvement Strategy.

Monitoring and review

The Board of LMH will receive monitoring reports on a quarterly basis to evaluate the effectiveness of this policy in meeting customer expectations.

LMH will undertake surveys to monitor satisfaction of its customers with services provided and will publish the results in our newsletter and on our website.

LMH will benchmark information against other organisations to ensure the highest standards of service delivery.

LMH will review its policy to take account of changes in legislation, best practice or through service improvements identified by staff and customers.

LMH will review its service in line with best value principles of continuous improvement and value for money.

LMH will monitor performance of its Safer Estates Service by measuring the following:

Performance measures:

- Number of new ASB cases reported
- Number of new cases by category
- Ethnicity, gender, religion and disability of complainants and perpetrators;
- Number of actions taken to tackle ASB
- Number of live, resolved and closed cases
- Number of resolved cases by category
- Number of resolved cases by last action taken
- Percentage of customers satisfied with how complaints have been dealt with
- Percentage of cases dealt with in accordance with LMH policy
- Percentage of customers satisfied with the outcome of ASB complaint
- Satisfaction with the service by ethnicity, gender and disability
- Legal costs of each case;
- Tenant satisfaction with overall housing service provided by LMH
- Percentage of tenants feeling safe in their neighbourhood after dark
- Percentage reduction in incidence of ASB by area year on year;
- Number of positive articles in the media about tackling ASB

Targets

- 100% of all complainants contacted within five days
- 100% of all victims of Hate Crime, Domestic Violence contacted within 24 hours
- 85% satisfaction with how complaints are handled
- 85% satisfaction with the outcome of complaints
- 85% satisfaction with the neighbourhood
- 85% feeling safe in their neighbourhood after dark

Service targets

Every year, in consultation with customers, LMH will set performance targets for our Safer Estates (ASB) service.

Feedback

We welcome suggestions and complaints from people who use or provide our services. We believe that these can provide some important lessons to help us ensure that the service is improved for everyone.

If you have something to say about this policy, please contact us in writing at:

Liverpool Mutual Homes
Commutation Plaza
1 Commutation Row
Liverpool
L3 8QF

tel: : 0151 235 2402

email: andrew.oates@liverpoolmh.co.uk

Useful contacts

North West Area Housing Office

3 Mark Street Liverpool L5 ORF
Tel. 0800 678 1892

North Area Housing Office

3 Falklands Approach, Off Parthenon Drive, Liverpool L11 5BS
Tel. 0800 678 1892

East Area Housing Office

Unit 1, Montrose Business Park, Edge Lane, Liverpool L7 9PX
Tel. 0800 678 1891

West Area Housing Office

172 Park Road Liverpool L8 6SJ
Tel. 0800 678 1893

South Area Housing Office

4 Smithdown Place, Liverpool L15 9EH
Tel. 0800 678 1893

Merseyside Police

Tel. 0151 709 6010

www.merseyside.police.uk

Crimestoppers

Tel 0800 555 111