



Wythenshawe  
Community Housing Group



# Anti Social Behaviour

Summary Statement of Policy  
and Procedures

*This document summarises Wythenshawe Community Housing Groups (WCHG) policy and procedures relating to Anti-social Behaviour (ASB). The document should be read in conjunction with:*

- *Anti Social Behaviour policy statement*
- *Anti Social Behaviour procedures*

## What is Anti Social Behaviour?

Anti-Social Behaviour is defined as:

- Conduct causing or likely to cause a nuisance or annoyance to a person residing, visiting or otherwise engaged in a lawful activity in the locality". (Housing Act 1996).
- Conduct that has caused, or is likely to cause, harassment, alarm or distress to any person,

Or

- Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises,

Or

- Conduct capable of causing housing-related nuisance or annoyance to any person. (ASB, Crime and Policing Act 2014)

Housing related is defined under s.2 (1) (c) as directly or indirectly relating to the housing management functions of (i) a housing provider, or (ii) local authority

The housing management function of the Group includes tenant and community participation, maintenance and repairs, rent collection and estate management. Matters which 'indirectly' affect the housing management function could include housing support and environmental issues.

Examples of conduct which can amount to Anti-social Behaviour include but are not limited to:

- Noise nuisance;
- Intimidation and harassment;
- The fouling of public areas;
- Aggressive and threatening language and behaviour;
- Actual violence against people and property;
- Hate behaviour that targets members of identified groups because of their perceived differences;
- Using homes to sell drugs, or for other unlawful purposes.

## Our Approach

WCHG is committed to tackling Anti-social Behaviour and adopts the following key strategies in its approach:

- Prevention
- Effective enforcement
- Partnership working
- Rehabilitation of perpetrators

## Prevention

WCHG will, where possible, consider early intervention and adopt preventive measures to tackle Anti-social Behaviour. These include:

- Clear clauses in the tenancy agreement;
- Formal warnings for breach of tenancy;
- Multi Agency working;
- Acceptable Behaviour Contracts;
- Mediation;
- Improving the physical environment;
- Supporting diversionary projects for youths.
- The use of Restorative Justice



# Enforcement

If legal action is the only remaining option, WCHG will not hesitate to take action against perpetrators by making use of the legal remedies available, some of which are delivered in partnership with other agencies and include

- Civil Injunctions
- Criminal Behaviour Orders
- Exclusion Orders
- Demotion orders
- Possession orders

- Dispersal orders (in partnership with the police)
- Closure orders (in partnership with the police)
- Fixed Penalty Notices (FPNs)
- Noise Abatement Notices (NANS)
- Community Protection Orders

WCHG recognises that eviction is a useful tool to tackle ASB and will use the new discretionary and absolute grounds for possession when appropriate.



## Rehabilitation of Perpetrators

The need to achieve long term change in the behaviours of perpetrators and reduce repeat offending is recognised and WCHG will work with its partners to develop approaches which reduce the problem.

## Partnership Working

WCHG works in partnership with a number of agencies to tackle Anti-social Behaviour and recognises that to be successful in reducing Anti-social Behaviour we cannot work alone. WCHG works closely with:

- Youth Services
- Social Services
- Greater Manchester Police
- Education Services
- Probation Services



# Making a Complaint about Anti-social Behaviour

You can let us know about an incident by phone, in writing, by e-mail or by visiting one of our offices. We will ask you to tell us:

- What has happened and when;
  - The effect it has had on you and other people in your home;
  - Any action you have taken;
  - If you have discussed the matter with any other parties such as the police.
- What you can expect from us :

- In urgent cases we will interview the complainant within 24 hours
- In all other cases we will interview the complainant within 5 working days
- Emergency repairs will be completed with 24 hours
- Racist, homophobic, sexist or offensive graffiti will be removed within 24 hours
- We will draw up with you an action plan that describes what will be done to get the problem sorted
- Where we take action we will keep complainants informed and involved in decisions at every stage
- If the problem lies outside our responsibility we will offer advice and referrals to other agencies e.g. victim support, police
- Notify all complainants on closure of the case

# Victim and Witness Support

WCHG recognises the importance of providing effective support to witnesses and complainants. The level of support is tailored to individual needs and can include:

- Personal alarms
- Mobile phones
- Noise recording equipment
- Out of office hours support
- Home link alarm
- CCTV surveillance
- Extra window locks
- Referrals to victim support
- Re-housing



## Hate Crime and other forms of Harassment

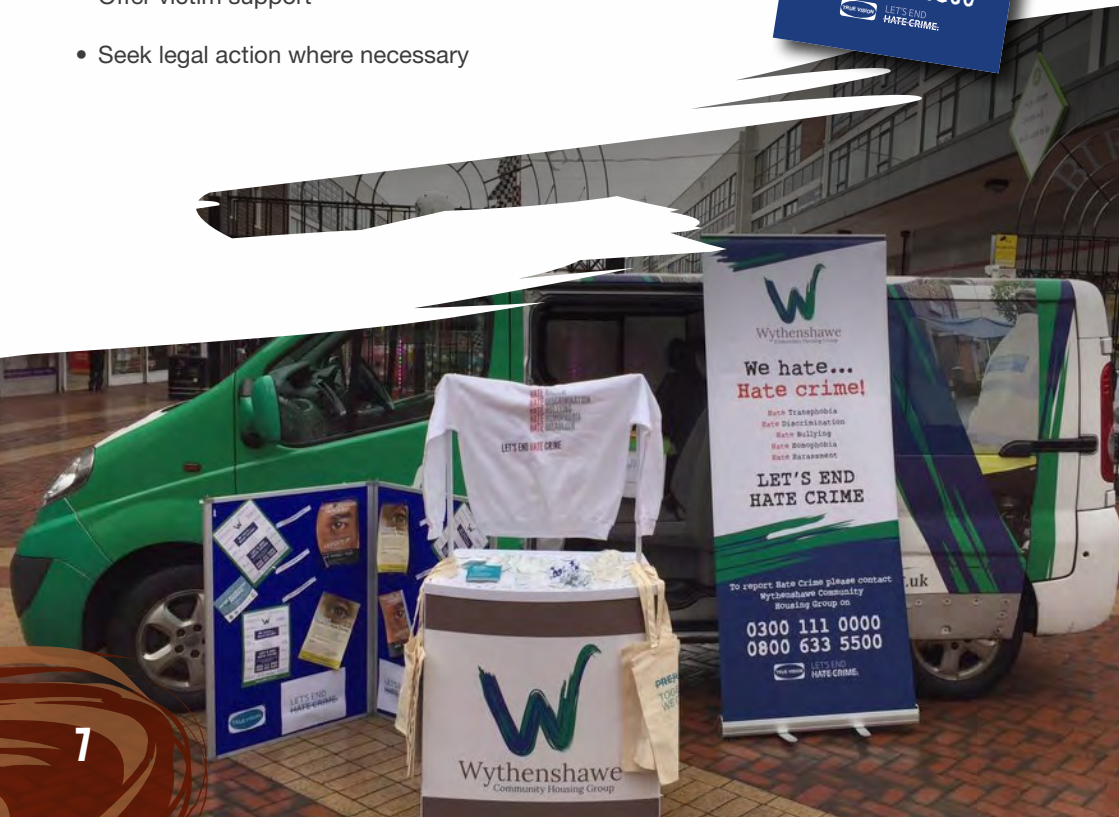
WCHG will take action against the perpetrators of any harassment caused to someone because of race, sex, religion, colour, disability, sexuality or any other reason. In a case of harassment WCHG will:

- Interview neighbours/witnesses
- Contact the Police
- Involve other agencies as appropriate
- Interview perpetrators
- Offer victim support
- Seek legal action where necessary

## Domestic Abuse

WCHG recognises that Domestic Abuse is a serious crime and it works with the City Council and the Police to deal with cases and develop preventative strategies.

WCHG has a clear policy statement which outlines our commitment to tackling Domestic Abuse and providing support to those who need it.





## Disputes Involving Vulnerable People

WCHG recognises that when a person involved in a dispute or breach of tenancy conditions is known or found to be vulnerable that sensitivity needs to be shown.

WCHG will involve all relevant agencies and if necessary call a case conference to discuss the way forward to resolve the Anti-social Behaviour or harassment.

## Environmental Issues

WCHG recognises the importance of clean, safe environments and will work alongside other agencies to deal with:

- Litter
- Fly tipping
- Roaming dogs
- Graffiti
- Abandoned cars
- Noise

WCHG will ensure that its gardens are maintained to an acceptable standard and common areas are kept clean and free from litter.



## Cross Tenure Issues

WCHG works in partnership with other agencies will seek to intervene to deal with Anti-social Behaviour across tenures.

## Monitoring and Reviewing the Service

WCHG recognises the importance of listening to customers, stakeholders and partners in order to develop services and improve. The service is monitored and reviewed in a number of ways including the use of:

- Performance indicators
- Service standards
- Service Reviews
- Satisfaction surveys
- Customer Feedback

WCHG will ensure that all reports of Anti-social Behaviour, Harassment and Domestic Abuse are recorded and monitored.

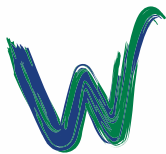
## Complaints Procedure

If you are dissatisfied with the service you have received from WCHG you can make a complaint that will be investigated by a manager. Details of our complaints procedure are available in a separate “Comments, Compliments and Complainants” information leaflet

## ASB Case Review (Formerly Community Trigger)

WCHG will work positively with the City Council when customers access the Community Triggers, working together to try and resolve the complaint of ASB. WCHG will do this by talking about the problem, sharing information and acting in partnership to direct resources to try to resolve the complaint. Customers can access Manchester’s ASB case review (formerly Community Trigger) by telephoning the Community Safety Partnership on 0161 234 4612





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