

ANTI-SOCIAL BEHAVIOUR POLICY

Derby Homes is committed to providing the best housing service in the country. We aim to continually improve the quality of our services. In dealing with complaints of anti-social behaviour, this means

- We will be ***firm but fair*** in dealing with all complaints
 - we will investigate all complaints and try to contact both parties involved before taking action
 - where we are satisfied that the complaint is serious and proven beyond reasonable doubt, we will take prompt action against perpetrators
 - we will involve other agencies, such as the police, youth service, social services, probation and Derby Mediation, where we believe they can help resolve the complaint, especially where the tenant is vulnerable through age, disability or circumstance
 - we will use the full range of legal remedies available to us, in conjunction with our partners
 - we will play a full role in the Crime and Disorder Partnership and the development of the Community Safety Strategy
 - we will take legal advice before we take legal action
 - we will use the anti-social behaviour procedure as our guide but will use our judgement when applying it, as circumstances of tenants differ
 - we will evict tenants who cause serious anti-social behaviour and fail to keep to their court order requiring them to stop causing a nuisance.
- We will ***encourage good neighbour behaviour*** on council estates
 - we will reward tenants who have been good neighbours
 - we will refuse to re-house and to transfer tenants who have been guilty of anti-social behaviour, including members of their households/associates
 - we will publicise action taken against perpetrators of anti-social behaviour
 - we will publicise our anti-social behaviour performance and procedures.
- We will ***communicate effectively with tenants and leaseholders*** involved in anti-social behaviour cases
 - we will inform tenants of the next actions to be taken in each case
 - we will write letters, leaflets, and publicity in plain English, and ensure these are accessible to minority communities
 - we will keep in regular contact with tenants involved in anti-social behaviour to keep them informed of the actions being taken

- we will use the Community Watch Patrol to visit victims of anti-social behaviour out of normal office hours.
- We will **monitor our performance** on anti-social behaviour, and **learn** from the results
 - we will measure customer satisfaction amongst service users
 - we will develop our service together with tenants in a process improvement team
 - we will train and support our staff to deal with anti-social behaviour as effectively as possible
 - we will learn from best practice at other organisations
 - we will report regularly to Board meetings on case workloads
 - we will monitor the service to ensure it is equal to all communities.