

ANGUS COUNCIL

Housing Committee – 18 November 2004

and

Strategic Policy Committee – 7 December 2004

Recommendations from the Anti-Social Behaviour Guidance Review Group

REPORT BY DIRECTOR OF HOUSING

ABSTRACT

This report updates Elected Members on the progress of the anti-social behaviour guidance review group and presents their final report and recommendations for approval.

1. RECOMMENDATION

It is recommended that Members:

- (i) Note the contents of this report;
- (ii) Agree the recommendations presented by the Review Group; and
- (iii) Remit the Review Groups report to the Community Safety Manager for implementation.

2. BACKGROUND

The first Angus Council tenant conference was held in November 2003. Three areas of service were identified, at that time as being important to our tenants. These included anti-social behaviour (ASB) and how the Housing Department deal with ASB complaints, Angus Council rents and how the Council spend the money generated from rents and in general the maintenance programme. Also, the Inspection Report by Communities Scotland highlighted that ASB practices and procedures needed to be updated including agreeing performance standards in line with current legislation and good practice. In April 2004 the Senior Management Team approved a review of the three service areas identified at the tenant conference.

Our procedures for dealing with anti-social behaviour complaints and “Receipt of Anti Social Behaviour Complaints – *A Manual for Housing Officers*” formed the basis of the ASB review. The Tenants Information Service (TIS) worked with us to facilitate tenant participation in the review and attention was paid to the Corporate Guidance “Best Value Management Review Guidelines” throughout.

3. PROGRESS

The ASB Guidance Review Group was set up in May 2004, with a distinct remit to examine current policy and procedures for tackling ASB complaints and make recommendations to the Council by November 2004. Membership of this review group comprised Angus Council tenants and staff from Housing and the Community Safety Team and residents. To date there has been a total of five full meetings of this review group including two meetings with tenants and residents only and a staff consultation session was held with the Housing Visitors Forum.

The report contained in [Appendix 1](#) is the outcome of the review group. It outlines the key themes discussed by the review group and makes recommendations for consideration by the Housing Committee. Also, pass on the report recommendations to the Community Safety Manager for action and implementation.

The need for review of the current procedural guidance "Receipt of Anti-social Complaints – A Manual for Housing Officers" has already been identified. Changes are necessary in order to take account of additional provisions for dealing with anti-social behaviour arising from new or pending legislation. The role of the Anti-social Behaviour Unit within the Community Safety Team also requires to be clearly identified. The Community Safety Manager will have overall responsibility for developing up-to-date procedures which will form an integral part of an Anti-social Behaviour Strategy to be formed by Angus Council and the Chief Constable of Tayside Police as a statutory requirement of the Anti-social Behaviour etc. (Scotland) Act 2004, and members of this review group will have an input into development of these procedures and the ASB Strategy in due course.

4. FINANCIAL IMPLICATIONS

The financial implications arising from this report amounts to £5,265.00 and can be contained within the Housing Revenue Account Tenant Participation Budget 2004 - 2005.

5. TENANT CONSULTATION

Tenant representatives from Angus Registered Tenant Organisations (RTO's), existing tenant and resident associations and individual tenants have been involved in this review group. The work of the review group has given them the opportunity to put their views forward towards the development of the final report and have their views considered by the Council. They will also have an opportunity to put their views and opinions forward when work commences on development of up-to-date procedures and the ASB Strategy.

6. HUMAN RIGHTS IMPLICATIONS

The recommendations contained within this report are not incompatible with human rights legislation.

7. CONSULTATION

In preparing this report there has been consultation with the Chief Executive, Directors of Finance, Law and Administration and the Community Safety Manager.

Ron Ashton
Director of Housing

The following background papers, as defined by Section 50 D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to any material extent in preparing this report.

Receipt of Anti-Social Behaviour Complaints – *A Manual for Housing Officers* – Updated April 2002

Angus Council's Pathfinder Inspection Report – Communities Scotland's Regulation & Inspection Division - May 2004

Angus Council's Best Value Management Review Guidelines – June 2004