

Anti-Social behaviour

Summary policy and procedures



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This document provides a summary of the anti-social behaviour (ASB) Policy & Procedure that governs both the London Borough of Hammersmith & Fulham and H&F Homes and how we deal with reports of ASB.

The Local Authority is governed by its statutory obligations in carrying out its functions and plays a strategic role in defining the framework within which to abate ASB. Legislation governing this area of work includes but is not limited to:

- Race Relations (Amendment) Act 2000
- The Housing Act 1996
- The Crime and Disorder Act 1998
- Anti-Social Behaviour Act 2003
- Protection from Harassment Act 1997
- Human Rights Act 1998
- Police & Justice Act 2006

The Council retains its strategic function and work is undertaken by the Hammersmith & Fulham Crime & Disorder Reduction Partnership (CDRP). The ASB Strategy 2009-2011 sets out achievements and objectives to be reached over the next two years and how we intend to improve the lives of residents and reduce anti-social behaviour in the borough. The day-to-day management function of investigating cases and community development is undertaken by H&F Homes and the ASB Unit within the Council. There are over-arching links between the two organisations in developing joint strategies to combat ASB and areas of overlap, for example, when dealing with cases involving owner-occupiers.

Investigating cases and establishing preventative measures to deal with racial harassment and ASB is a key priority for H&F Homes and the Council given their roles in reducing crime, the fear of crime and encouraging the creation of sustainable communities.

Our policy aims to address ASB no matter what type of accommodation residents live in. Where there is evidence action will be taken against

or on behalf of any resident of Hammersmith & Fulham. Although H&F Homes will only deal with complaints by or about their tenants and leaseholders and those that affect them, the ASB Unit within the Council will deal with reports between owner occupiers, housing association tenants and private tenants.

Anti-social behaviour

H&F Homes' and the Council's ASB strategy has at its forefront the need to deter and abate race and hate crime and ASB to allow all residents to live free from violence, disturbance and nuisance. H&F Homes and the Council wish to create a climate where ASB is not tolerated and where complaints of hate crime and ASB are dealt with promptly.

The Community Safety Unit of the Council's definition of ASB is:

'Anti-Social behaviour exists where there is unwelcome activity that causes alarm and distress to individuals or families. Acts of ASB can range from noise nuisance to violent behaviour. Criminal behaviour includes racial harassment and hate crime and the Council takes a zero tolerance approach to all criminal behaviour. ASB does not include behaviour that would be deemed reasonable by most people.'

Examples of ASB include, but are not limited to, race and homophobic hate crime, harassment on the grounds of a person's disability, sexuality, religion, gender, age. ASB also includes noise nuisance, nuisance from pets and animals and nuisance caused by the use of drugs and alcohol.

Prevention and intervention measures are central to our strategies to stop ASB and the need to promote community cohesion. H&F Homes and the Council will take a balanced approach to dealing with hate crime and ASB recognising the need for enforcement using legal and other remedies as a punitive measure to resolve ASB. Equally important are the benefits of prevention and rehabilitation through community development; carrying out diversionary activities, educational activities and engaging with young

people within a multi-agency framework. H&F Homes and the Council recognises the need to support vulnerable people (both as victims and perpetrators) and jointly consider their needs with partner organisations.

Our strategy, policies and procedures take into account the requirements of the Human Rights Act 1998. H&F Homes and the Council understands and accepts the right to 'respect private and family life.' However, we will intervene and take appropriate action to prevent crime and disorder and to protect the rights and freedom of others.

Racial harassment

H&F Homes and the Council consider all forms of racially motivated incidents in the borough totally unacceptable and will endeavour to create a climate of intolerance to racial harassment within our local communities. Our commitment will be translated into the use of powers and resources to eliminate racial harassment, ensuring that all residents do not suffer from the effects of racism. Policies and practices have been developed to meet the needs of complainants whilst also taking stern action against perpetrators. In accordance with the Race Relations Act 1976, and amended by the Race Relations Act 2000 we will ensure that we promote good relations between persons of different racial groups. In line with the Macpherson Report. H&F Homes and the Council is vigilant to racially motivated crimes and ensures that they are correctly classified, effectively and separately monitored and that perpetrators are subject to criminal proceedings whenever possible. These measures are contained in our procedure, and the procedure is guided by the recommendations of the Race Relations Act as amended.

The Council has a monthly Race and Hate Incidents Panel (RHIP) and runs a number of Third Party Reporting Centres around the borough for all residents to report racial harassment and other forms of hate crime. Further, H&F Homes and the Anti-Social Behaviour Unit actively participates in four area based 6-weekly Multi-Agency ASB Panels, which are chaired by officers from both

organisations. These agree a plan of action to be taken against known perpetrators of racial harassment and ASB in our borough.

Who we can take action against

- H&F tenants & leaseholders
- Tenants of other Registered Social Landlords (RSLs)
- Owner-occupiers and private tenants
- Any individual causing distress and/or disturbance to residents of the borough.

Types of remedies/legal action that can be taken by H&F Homes and the Council.

The policy and procedures are intended to deal with a wide range of ASB ranging from racially motivated or targeted violence right down to noise nuisance from dogs. Cases are graded according to their seriousness, with the most serious cases being dealt with more swiftly. Case management is set within a framework of target timescales. Racially motivated ASB, hate crimes and behaviour resulting in assault or threatened violence are graded priority one (i.e. the most serious). H&F Homes and the Council will make use of the full range of sanctions available to us to abate racial harassment and ASB as defined within the anti-social behaviour Act 2003, Crime & Disorder Act 1998, the Housing Acts 1985, 1988 and 1996 and The Protection from Harassment Act 1997 and others that include legislation that enables us to reduce and tackle all types of anti-social behaviour. Types of actions include but are not limited to:

- Possession Orders
- Injunctions
- Anti-Social Behaviour Orders
- Demoted tenancies
- Acceptable Behaviour Agreements
- Parental Control Agreements

Where suitable cases are referred to mediation through the CALM Mediation Service, which is an independent organisation. It is fundamental

in our procedure that all suitable cases have the opportunity of being resolved through mediation at the earliest possible opportunity before neighbour disputes become intractable.

ASB will be monitored (with separate monitoring of racial harassment) more widely to assist the Council and H&F Homes in planning estate improvements, monitoring the success of the Crime Reduction Strategy and helping plan, with the Police and other agencies, future crime reduction strategies or community service needs. Reports will be provided regularly to tenant and residents forums.

Prevention of anti-social behaviour

H&F Homes and the Council is committed to preventing and deterring ASB. Our range of measures include:

- Using the CALM Mediation Service to resolve disputes before they escalate. This service uses trained mediators and deals with a variety of issues including nuisance and lifestyle differences.
- Diversionary projects for young people over the summer holidays and play activities throughout the year.
- Estate and street wardens to reduce the fear of crime, reduce crime, tackle ASB and build stronger communities.
- A professional witness officer to assist with legal action against perpetrators by conducting surveillance and witnessing ASB.
- Making referrals to support agencies to rehabilitate perpetrators where their problems relate to drug and alcohol abuse, or mental or physical illness.

Also, since January 2008 H&F Homes have been using probationary tenancies for all new tenants as a preventative measure against ASB. These tenancies last for 12 months, after which they become full secure tenancies. However, they can

be extended if necessary, for example if we have received a number of complaints of ASB regarding the tenants of the property.

To assist with prevention of ASB and to develop community cohesion, the Council also has an Estate Warden Service and a Street Warden Service. Estate Wardens patrol estates across the borough to prevent and deter ASB, they are targeted by officers to specific areas of concern, witness incidents and support complainants. The Street Wardens are targeted to areas in the North of the borough that have been identified for anti-social behaviour and have a similar role to the Estate Wardens in preventing nuisance.

Partnership

H&F Homes and the Council works in partnership with other departments, community groups, statutory and voluntary organisations. The most critical are the Police, Social Services, The Youth Service, The Health Service (particularly Community Mental Health Teams) and the Probation Service. H&F Homes and the Council are signed up to the CDRP Joint Information Sharing Protocol. The aim is to reach joint judgements on actions, particularly in criminal cases and where there are vulnerable individuals or families. We have procedures and protocols for information sharing, case conferences and other joint decision making as well as full details of agencies providing support/specialist services. In the vast majority of cases, H&F Homes or the ASB Unit will be the lead agency, responsible for taking rounded, corporate decisions having gained information and held discussions with partner agencies. There is also a great emphasis on prevention e.g. a multi-agency panel manages issues such as dangerous clients or sex offenders. Protocols exist on exchange of information between our partners, the Police, the Youth Offending Team, Social Services and the Health Authority.

Training programme

Regular training is undertaken by frontline staff and officers from the ASB Unit and H&F Homes on changes in policy, procedure, legislation and good practice.

Anti-Social behaviour teams

Within the Council there is a specialist Anti-Social Behaviour Unit and within H&F Homes the Tenancy Management Officers deal with reports of ASB. The teams are responsible for the prevention, detection, investigation and resolution of racial harassment and anti-social behaviour that affects or is perpetrated by any resident in the borough. The ASBU deals with all cases of hate crime and racial harassment, as well as more serious ASB such as actual or threatened violence and threats to kill. They will also deal with complaints from all residents of the borough no matter what accommodation they live in.

H&F Homes deal only with reports made by or about their tenants and leaseholders and those that affect them or land managed by them. However, the ASBU work very closely with H&F Homes and will look to resolve reports using a joint approach between departments wherever possible.

The ASBU has four Anti-Social Behaviour Coordinators (ASBCs) that are assigned to an area each, split on the same lines as H&F Homes' area housing offices. Also within the ASBU is the ASB manager, professional witness officer, ASB Policy & Performance Officer and the ASB admin officer. This team prioritises action to abate racial harassment and hate crimes as well as higher level ASB, such as violence threats of violence and class A drug dealing, leading to swift and appropriate action on cases. They will agree an action plan with complainants about how the complaint of ASB or hate crime can be dealt with. The team is responsible for the development of community support services to assist in the prevention or deterrence of racial harassment and ASB. They also liaise with external agencies where additional support or advice is needed such as social services,

health authorities and other agencies, for example, mediation.

The role of the professional witness is to:

- Witness anti-social behaviour
- Identify perpetrators
- Provide evidence to be used in legal action
- Give evidence at court and support complainants/witnesses
- Ensure the Council abides by the Regulation of Investigatory Powers Act (RIPA) 2000 when using covert surveillance.

The concierge service provides a daily face-to-face interaction with local residents. They have a role in monitoring CCTV equipment and reporting incidents of racial harassment and ASB to the specialist ASB teams and the Police to take appropriate action. Incidents that are witnessed by the concierge can be used as evidence in support of H&F Homes and the Council taking legal action.

Support for complainants and witnesses

H&F Homes and the Council wish to encourage reporting of ASB. In order to achieve this residents need to feel that they will be taken seriously and that swift action will be taken in accordance with their wishes. Coming forward with evidence is a courageous thing.

H&F Homes and the Council strive to make certain residents feel supported every step of the way by ensuring their safety and security, offering day-to-day support when they feel vulnerable, right through to helping them attend court in order to pursue legal remedies and abate ASB. If residents are attending court we will take them through the court process beforehand, advise how court proceedings work and if needed or requested we will take residents to and from court. We can arrange for any witnesses to visit court before the actual proceedings and arrange pre-court meetings with our solicitors and barristers to discuss the case and process.

Example of our commitment to support residents includes:

- Providing emergency temporary accommodation when unable to return home due to a serious threat to their safety.
- Improving the security of the resident's home.
- Providing services such as Estate Wardens, Street Wardens, a Professional Witness Officer, concierges or support through the Race and Hate Incidents Panel.
- Providing residents with emergency contact numbers.
- Contact in a language of the resident's choice or based on their need, e.g. British Sign Language, use of Braille etc.

Where to report anti-social behaviour or hate crimes

If the behaviour of others is affecting the peaceful and quiet enjoyment of your home and/or your community, please contact us using the details Below.

Hammersmith & Fulham Council ASB Unit

This dedicated team deals with anti-social behaviour matters, no matter where they happen.

Phone: 020 8753 2693

Email: asbu@lbhf.gov.uk

H&F Homes Area Housing Offices

If you are experiencing ASB and are a tenant of a Council property, in the first instance please contact your local area housing office and they will advise you of how to take the matter forward.

Hammersmith North

New Zealand Way,
White City Estate, W12 7DE

Phone: 020 8753 4400

Email: hammersmithnorth@hfhomes.org.uk

South Fulham

Fulham Town Hall,
Fulham Broadway, SW6 1ER

Phone: 020 7386 6000

Email: southfulham@hfhomes.org.uk

Fulham North

Clem Atlee Estate,
Lillie Road, SW6 7RX

Phone: 020 7385 3355

Email: fulhamnorth@hfhomes.org.uk

South Hammersmith

145 King Street
Hammersmith; W6 9XY

Phone: 020 8753 4427

Email: southhammersmith@hfhomes.org.uk

Estate wardens

The estate warden service works to deter ASB on the Council's housing estates. Council tenants and leaseholders can call the service on 020 753 2645 (4.00pm to midnight, Sunday to Thursday, 4.00pm to 1.00am Friday and Saturday).

Enviro-Crime

To report graffiti, fly-tipping, littering, fly-posting and dog fouling call 020 8753 1100

To report abandoned vehicles call 020 7371 5678

To report noise nuisance call 020 8753 1081

All crimes will be investigated and prosecuted

Third Party Reporting Centres for Racial Harassment & Hate Crimes

These centres are for any resident to report incidents of race or hate crime in a safe and friendly environment to a specialist case worker.

Clem Attlee Estate

Clem Attlee Tenants Association Hall
Lillie Road, SW6
Monday 2.30-3.30pm

Somali Caring Education Association

51 Hugon Road
Fulham, SW6 3ER
Monday to Friday, 9.00am-5.00pm

The Fatima Centre

Commonwealth Avenue
White City, W12 7QR
Wednesday, 10.00am-12.00pm

The Information Centre

20 Broadway Shopping Centre
Monday, 11.00am-1.00pm

The Shanti Centre

89 Askew Road
Shepherds Bush, W12 9AS
Wednesday, 1.00-2.00pm

Shepherds Bush Advice Centre

338 Uxbridge Road
Shepherds Bush, W12 7LL
Wednesday 2.00-4.00pm

H&F BME CITAS

Iraqi Association
Iranian Association
Refugee Advice & Support Centre
Palingswick House
241 King Street
Hammersmith, W6 9LP
Monday-Friday, 9.00am-5.00pm

Hammersmith & Fulham Police

There are three police stations within the Hammersmith & Fulham borough; Hammersmith, Shepherds Bush and Fulham. They can all be contacted on: 020 8563 1212
Contact details for your local Safer Neighbourhood Team are below.

Police Safer Neighbourhood Teams

These are dedicated police teams that deal with local concerns in each ward. They have a truly local feel to them and aim to reduce crime and to increase the sense of well-being in the neighbourhoods they are working.

Please note these teams work on shift patterns and are for non-emergency issues.

All information will be treated in the strictest confidence.

Addison Ward

Phone: 020 8246 2798
Email: Addison.SNT@met.police.uk

Askew Ward

Phone: 020 8246 2709
Email: Askew.SNT@met.police.uk

Avonmore & Brook Green Ward

Phone: 020 7161 0170
Email: Avonmore.BrookGreen.SNT@met.police.uk

College Park & Old Oak Ward

Phone: 020 8246 2747
Email: OldOak.CollegePark.SNT@met.police.uk

Fulham Broadway

Phone: 020 8246 2301
Email: FulhamBroadway.SNT@met.police.uk

Fulham Reach Ward

Phone: 020 7161 0173

Email: FulhamReach.SNT@met.police.uk

Hammersmith Broadway Ward

Phone: 020 8246 2638

Email: HammersmithBroadway.SNT@met.police.uk

Munster Ward

Phone: 020 7161 0172

Email: Munster.SNT@met.police.uk

North End Ward

Phone: 020 7161 0166

Email: NorthEnd.SNT@met.police.uk

Palace Riverside Ward

Phone: 020 7161 0171

Email: PalaceRiverside.SNT@met.police.uk

Parsons Green & Walham Ward

Phone: 020 8246 2993

Email: ParsonsGreen.Walham.SNT@met.police.uk

Ravenscourt Park Ward

Phone: 020 8721 2519

Email: RavenscourtPark.SNT@met.police.uk

Sands End Ward

Phone: 020 8246 2823

Email: SandsEnd.SNT@met.police.uk

Shepherds Bush Green

Phone: 020 8246 2783

Email: ShepherdsBushGreen.SNT@met.police.uk

Town

Phone: 020 8246 2301

Email: FulhamTown.SNT@met.police.uk

Wormholt & White City Ward

Phone: 020 8246 2708

Email: Wormholt.WhiteCity.SNT@met.police.uk

In an emergency always call 999

Interpretations and translations

If you require a copy of this document about the Council and H&F Homes' Statement of Policy and Procedures on anti-social behaviour in another language or format please contact your Area Office or the Anti-Social Behaviour Unit on the details above.

www.lbhf.gov.uk

www.hfhomes.org.uk


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