



Summary of Anti-Social Behaviour Policy and Procedure

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1. Introduction

This document summarises key aspects of the Wigan Council Anti-Social Behaviour Policy and the Wigan Council Anti-Social Behaviour Procedure.

The Anti-Social Behaviour Policy and the Anti-Social Behaviour Procedure are used by Wigan Council and by Wigan and Leigh Housing Company Limited who manage Wigan Council's housing stock under a management agreement with Wigan Council.

The Anti-Social Behaviour Policy and the Anti-Social Behaviour Procedure provide a framework for guidance rather than a prescriptive 'one size fits all' approach.

This summary:

- should be read in conjunction with the Anti-Social Behaviour Policy and the Anti-Social Behaviour Procedure
- has been prepared by Wigan Council in conjunction with Wigan & Leigh Housing Company Limited
- will be subject to annual review by Wigan Council and Wigan and Leigh Housing Company Limited (revisions to this summary may be by way of supplements, updates and/or corrections to the published version)
- is published on the Wigan Council website (www.wigan.gov.uk) and on the Wigan and Leigh Housing Company Limited website (www.walh.co.uk)
- is available on request in printed hard copy form as well as translation and alternative formats including Braille and large print

We always welcome feedback on any of our policies, procedures or services. If you have any comments, compliments or complaints about this summary please let us know. You can provide feedback by visiting the Wigan Council website at www.wigan.gov.uk or by writing to us at Wigan Town Hall, Library Street, Wigan, WN1 1YN.

2. Our Anti-Social Behaviour Policy

Our Anti-Social Behaviour Policy contains information covering the following key issues:

- What is anti-social behaviour?
- A general policy statement regarding anti-social behaviour
- Expected standards of behaviour
- Specific obligations on Wigan Council tenants and occupiers of and visitors to Wigan Council properties by virtue of the Wigan Council standard tenancy agreement
- The strategic context within which the anti-social behaviour policy has been determined

Our Anti-Social Behaviour Policy also includes a number of supporting policies, procedures and processes which are directly relevant to anti-social behaviour cases. These include policies, procedures and/or processes relating to:

- Supporting complainants and witnesses

- Professional witnesses and covert surveillance
- Racial and other Harassment
- Domestic violence
- Prevention of Anti-Social Behaviour
- Specialist support
- Multi-agency partnerships
- Confidentiality, Data Protection and information exchange
- Transparency and publicity (with reference to the Wigan Council Policy and Procedure for addressing Issues of Publicity in Anti-social Behaviour cases)
- Cross-tenure working
- Protection of Staff
- Training of staff dealing with anti-social behaviour

3. Our Anti-Social Behaviour Procedure

Our Anti-Social Behaviour Procedure addresses key issues including:

- How complaints of anti-social behaviour may come to our attention
- How a complaint of anti-social behaviour may be made (how to complain and where to make the complaint)
- What happens after a complaint of anti-social behaviour is made
- Which cases are likely to be investigated by Wigan Council and which are likely to be investigated by Wigan and Leigh Housing Company Limited
- How quickly initial complaints will be actioned
- What happens in cases of emergency or urgency
- What happens where the complaint does not amount to anti-social behaviour and how referrals to alternative services may assist
- The relationship between Wigan Council, Wigan and Leigh Housing Company Limited and external agencies such as the police
- When a complainant's name or other details may be passed to an alleged perpetrator
- How complaints of anti-social behaviour are likely to be processed including steps such as:
 - Initial contact from officers
 - Initial assessments of risk, vulnerability and the home environment
 - Consideration of referral to support agencies
 - Speaking to witnesses and/or contacting existing support agencies
 - Action plans for complainants to ensure clear lines of communication and an understanding of next steps and timescales
 - Interviews of complainants or witnesses (including how interviews are conducted and what sort of questions may be asked)
 - The completion of incident record forms (and the principles applicable to the completion and collection of such information)
 - Agency checks (including external partner agencies)
 - Discussions or interviews with alleged perpetrators (and the applicable principles around the arrangement, preparation for, conduct of and follow up to interviews)
- How a case may be escalated where necessary for more formal and/or legal action
- How a complainant can comment on a proposal to close a case
- How a complainant can challenge a decision to close a case if they are unhappy
- What actions may be open to us after investigation. Examples include:
 - Monitoring of the case

- Innovative Prevention & Intervention Techniques
- Warning letters
- Mediation
- Acceptable Behaviour Contracts
- Parental Control Agreements
- Referral to other agencies (including external agencies)
- Legal action
- In the case of legal action what matters are taken into account
- Examples of legal action which may be utilised include:
 - Possession proceedings
 - Injunctions (with or without a power of arrest)
 - Closure of Premises
 - Public Spaces Protection Orders
 - Community Protection Notices
- Examples of action taken by other agencies which we may support include:
 - Criminal Behaviour Orders
 - Dispersal Powers
 - Community Remedy
- How complainants are supported through the process (including if legal action is taken)
- Internal complaints procedures and external ASB Case Reviews
- How we monitor complaints of anti-social behaviour and what we do with the data we collect

For further advice or assistance on any matters relating to this Summary or in relation to the Wigan Council Anti-Social Behaviour Policy or Anti-Social Behaviour Procedure please contact:

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