

1.0 INTRODUCTION

- 1.1 The purpose of this document is to provide guidance to SBHA Teams in tackling and managing antisocial behaviour across SBHA communities. This procedure aligns with SBHA's Antisocial Behaviour Policy.

2.0 DEFINITION OF ANTISOCIAL BEHAVIOUR (ASB)

- 2.1 The definition of ASB is set out in Section 143 of the Anti-Social Behaviour etc (Scotland) Act 2004 as follows:

Acting in a manner that causes or is likely to cause alarm or distress; or pursuing a course of conduct that causes or is likely to cause alarm or distress to at least one person who is not of the same household. "Conduct" includes speech, and a course of conduct must involve conduct on at least two occasions.

3.0 DIFFERENT TYPES OF ASB

- 3.1 SBHA records ASB reports under 4 categories:

Category A - Estate Management: includes a failure to keep communal areas tidy, dumping of furniture in stairwells and common areas, untidy gardens and vandalism and issues with pets such as dogs barking and dog fouling.

Category B - Neighbour Nuisance: includes complaints of a 'low level' nature but may be a breach of tenancy such as lack of control over children or pets, clash of lifestyles, stamping loudly on the floor, door banging, noise nuisance etc.

Category C - Antisocial Behaviour: includes a culmination of behaviour in categories A and B and persistent breach of the Tenancy Agreement as well as more serious behaviour including excessive noise and disturbances and threatening and abusive behaviour. Police Scotland involvement may be evident.

Category D - Violence and Harassment: This category includes serious anti-social behaviour which may intimidate, dominate, or harm an individual or member of staff including threats of violence, drug dealing, unprovoked attacks, or serious damage to property. Police Scotland involvement may be evident.

- 3.3 In some cases, behaviour is reported which is neither deliberate nor antisocial. This may include normal living noise; babies crying; cooking smells; parking disputes. Reports of this nature should be dealt with sensitively, whilst giving clear information on whether action can be taken.
- 3.4 Estate management issues are not included in statistical reporting to the Scottish Housing Regulator but are recorded to ensure appropriate action is taken and to prevent escalation. If behaviour changes during a case, then the category will be amended to reflect the current issue being addresses.

3.0 PRINCIPLES

3.1 SBHA, together with other local partners including RSLs, Scottish Borders Council, and Police Scotland, adopts the PIER (Prevention, Intervention, Enforcement, Rehabilitation) approach for tackling ASB. SBHA's ASB Policy provides further information on the individual PIER elements.

3.2 In dealing with reports of ASB, the following principles apply:

- an early response and investigation is likely to provide the best outcome;
- the response should be appropriate and proportionate to the issue making best use of services provided by partners if necessary;
- team members should respond with empathy and sympathy, taking into account the diverse needs of Tenants;
- realistic expectations should be set and clearly communicated;
- tenants and their neighbours should behave reasonably and considerately;
- mediation should be encouraged to resolve issues if appropriate; and
- legal action should be taken where appropriate.

4.0 PREVENTING ASB IN OUR COMMUNITIES

4.1 SBHA works with partners to improve the quality of life of people who live and work in our communities. SBHA aim to strengthen communities, support families in need, challenge unacceptable behaviour and use the tools that are available to tackle ASB.

4.2 SBHA will always try to prevent ASB occurring within neighbourhoods or tenancies. There are a range of preventative measures that may be used by SBHA which include:

- appropriate lettings including effective pre-lettings checks and assessment of applicants support needs to ensure sustainable tenancies are created;
- "Designing out Crime" by considering enhancements to external lighting, door security or other physical measures;
- promoting the terms of the tenancy agreement;
- effective monitoring, management and maintenance of estates;
- working effectively with support services and partner agencies; and
- using positive messages about people from diverse backgrounds.

5.0 TENANCY SIGN UP

5.1 At the sign up, the Neighbourhood Housing Officer will refer to the appropriate sections of the Tenancy Agreement.

6.0 RESPONSIBILITIES

6.1 Specific responsibilities for SBHA Team members involved in tackling ASB are detailed in ***Appendix 1*** as attached to this procedure.

7.0 RESPONDING TO AN ASB COMPLAINT

- 7.1 The key steps in dealing with an ASB complaint are summarised in the chart at **Appendix 2**. A report of ASB may be accepted verbally or in writing, by letter or email, and can be received via SBHA's website. The report may be made by a third party such as Police Scotland, Councillor or Support Worker who makes a complaint on a Tenant/residents behalf. In certain circumstances an anonymous report may be made, and they also will be recorded.
- 7.2 All reports, actions and documents should be logged, recorded, and saved in the ASB case files in CRM. All information recorded may be used as evidence therefore must be factual and accurate. When receiving the complaint, SBHA will reassure the complainant that the case will be investigated, that help, and support is available and that the information provided will only be used for the purpose of dealing with the incident of ASB.
- 7.3 The complaint must be categorised under one of the 4 categories detailed at section 3.1 of the procedure.
- 7.4 The person experiencing ASB will receive an acknowledgment of their complaint within 3 working days. Information will be provided which will identify the case number, the appointed case officer details and a further appointment date if required.
- 7.5 Where a complaint involves violence and harassment (Category D), it should be acknowledged within 1 working day and details of the alleged incidents recorded.
- 7.6 When conducting the initial interview with the complainant the full details of a complaint should be taken and an Action Plan agreed.
- 7.7 A risk assessment will be completed on the CRM case at initial interview with the person experiencing ASB. This interview can be carried out in person or by telephone. Any outcomes of the risk assessment, which require support, should be referred to the relevant support provider e.g., Victim Support.
- 7.8 High Risk cases should be discussed with SBHA's Head of Support Services and/or SBHA's Legal Officer and flagged as a High Risk case. This will ensure they are reviewed as part of the ASB performance monitoring framework.
- 7.9 If offensive or racist graffiti has been reported, SBHA will aim to arrange the removal within 1 working day of it being reported.
- 7.10 The case officer will keep the person experiencing ASB updated at all stages of the implementation of the Action Plan. In serious cases the Case Officer is likely to be in more frequent contact with them and witnesses to offer support and updates. At all stages the actions should be updated in the ASB case on CRM.
- 7.11 A wide range of solutions to help resolve complaints will be offered and recorded on the Action Plan. These include mediation, support referrals, warnings, security improvements & multi agency partnership working.
- 7.12 A record of all correspondence received, and the action taken should be maintained on CRM and EDRM (Electronic Document Management System).
- 7.13 Details of the identity of those experiencing ASB and witnesses will be kept confidential when requested however, it must be explained that anonymity could cause delays or difficulties in progressing the case. The case officer should manage expectations and fully explain the possible use of the person experiencing ASB's information in future proceedings.

- 7.14 Where a person reporting ASB wishes to remain anonymous, the SBHA team member dealing with the report should:
- reassure them that if they do give their identity, SBHA will not inform the alleged perpetrator without their permission;
 - gain as much information as possible on the ASB; and
 - discuss the action we can take including the support and protection that can be provided.

7.15 All anonymous reports must be recorded in the ASB case on CRM.

8.0 INVESTIGATING AN ASB COMPLAINT

8.1 The main purpose of this first interview is to establish exactly what the problems are, establish trust and offer positive solutions to resolve the issues.

8.2 During the interview the case officer should record any relevant information, including, but not limited to:

- what the problem is;
- when and how frequently it has happened;
- who is affected and how;
- names and addresses of any witnesses;
- names and details of the person who is causing the ASB;
- possible reasons for the ASB;
- establish if any action has been taken already and by whom;
- who else has been contacted;
- what action they want to see taken; and
- any additional support or protection that can be offered.

8.3 The case officer should also:

- confirm the important role that Incident Recording Booklets and The NoiseApp will have in the outcome of the case and the importance, therefore of the person experiencing ASB in keeping good, detailed accounts of further incidents;
- carry out a risk assessment if it has not already been completed;
- discuss the need for further evidence gathering, other witnesses, photographs, police records etc;
- set realistic expectations - it may be necessary to challenge unrealistic expectations explaining how action taken must be proportionate to the person causing ASB's behaviour and available evidence; and
- encourage reporting to Police Scotland where behaviour merits this.

8.4 Most cases of ASB are resolved through conciliation, mediation, or early intervention. If the person experiencing ASB has not yet spoken with the person causing ASB it may be appropriate to encourage this in less serious cases where it would not present a risk to either party.

8.5 Mediation may also be effective and should be offered where appropriate.

- 8.6 A move of either party is often requested or expected. SBHA aims to resolve problem behaviour rather than move Tenants, however information on SBHA's Allocations Policy can be provided on request.
- 8.7 A Management Transfer is an emergency measure to resolve an urgent risk and is not appropriate in most cases. This option must not be offered by the case officer unless a discussion has taken place with their line manager, and they have been advised it can be an option for consideration. A Management Transfer is approved by SBHA's Director of Customer Services.
- 8.8 A Compulsory Transfer is an enforcement measure requiring a court process and the approval of a Sheriff.

9.0 SUPPORTING THOSE WHO ARE EXPERIENCING ASB

- 9.1 The case officer will support a person who is experiencing ASB in several ways:
- providing a number of methods by which a complaint can be made;
 - responding promptly to contact made and suggesting positive solutions;
 - agreeing an Action Plan, agreeing the frequency and method of contact and reviewing this with them throughout the case;
 - carrying out a risk assessment to identify support needs and potential involvement of other agencies;
 - providing access and/or referring to a range of support services;
 - keeping them informed of any material changes throughout the course of the investigation; and
 - act as a professional witness where ASB has been witnessed.

10.0 INTERVIEWING THE PERSON CAUSING ASB

- 10.1 Before interviewing the person causing ASB, the person experiencing ASB should be advised of this intention. A letter containing brief details of the allegations and an invitation to discuss the issues will usually be sent to the person causing ASB. Alternatively, the appointment may be arranged via phone or email.
- 10.2 Prior to the interview the case officer should consider:
- whether a second member of the SBHA Team or a support worker should be present;
 - a suitable location for the interview;
 - any known needs of the person causing ASB, including additional support, communication needs or alternative locations;
 - if there is a history of ASB;
 - whether there is any information relating to violence, drug or alcohol abuse, etc;
 - the level of information the person experiencing ASB or witness has agreed can be discussed and whether they want to be identified;
 - who else may be attending the interview with the alleged person causing ASB.
- 10.3 Case officers should ensure that they conduct the interview in a formal and non-judgmental manner, within a safe and secure environment.
- 10.4 For low level ASB cases, the interview should take place at the home address of the person causing ASB. In relation to high risk cases, an alternative venue should be considered

(including SBHA's head office) where there is a risk of harm/violence towards the case officer and others who are attending the interview.

SBHA TEAM MEMBERS SHOULD ADHERE TO SBHA'S LONE WORKING PRACTICES AT ALL TIME IN ASSESSING THE RISK ASSOCIATED WITH FACE-TO-FACE CONTACT – PLEASE SPEAK WITH YOUR LINE MANAGER IF GUIDANCE IS REQUIRED

10.5 At the interview the case officer should ensure that:

- the complaints against the alleged person causing ASB are presented in a factual manner and detailed format;
- detailed notes should be taken regarding the responses received to the complaints;
- note any support needs and offer interventions from outside agencies;
- note any counter allegations; and
- outline the consequences of breaches of the tenancy agreement and what legal action will be taken should their behaviour continue.

10.6 After the interview has taken place, the person experiencing ASB should be updated, and relevant information and planned actions recorded in the ASB case on CRM.

10.7 If the person causing ASB fails to attend **two** arranged interviews with no just cause, a warning letter should be sent containing the course of action to be taken should their behaviour continue. If the behaviour continues, further attempts to contact the person causing ASB should be made.

11.0 ASSESSMENT

11.1 Following the initial interviews, the case officer will assess and implement the most appropriate course of action to resolve the case. Consideration should be given to previous cases involving the person causing ASB, the person experiencing ASB or the property/locality.

11.2 Where a high level of risk has been identified or issues are complex, it may be necessary to seek advice from SBHA's Legal Officer and/or SBHA's Head of Support Services.

12.0 CASE MANAGEMENT

12.1 Poor communication and delayed response are significant risks when dealing with ASB. If complaints are not investigated, the person experiencing ASB is not updated or the person causing ASB is left unchallenged, it is more likely that issues will escalate.

12.2 Throughout the handling of all cases, an Action Plan will be used, reasonable timescales set and adhered to by the case officer. Clear and reasonable deadlines for improved behaviour must be agreed with the person causing ASB. Once a deadline has passed, and behaviour has not improved, the case officer will reconsider the Action Plan.

12.3 A case reviews and the provision of updates should continue regularly with the person experiencing ASB to ensure SBHA receive updates on any further issues or complaints and to monitor progress of actions whilst continuing to offer support. The person experiencing ASB should always be encouraged to continue completing the Incident Record Booklet and alternative recording methods as agreed so that a clear and accurate case can be built against the person causing ASB where early intervention has not been effective.

- 12.4 Further investigations should take place with other Tenants, Police Scotland, or partners with a view of obtaining the necessary evidence to progress or resolve the case quickly and efficiently.
- 12.5 All outcomes of the case reviews and Action Plan updates should be recorded in the ASB case on CRM.
- 12.6 A variety of correspondence and information is received, sent, and requested during the investigation and management of ASB cases. Contact can be via telephone; paper correspondence; face-to-face meetings and interviews or via team, secure and individual email. The Senior Customer Services Advisor (ASB) should ensure that the case officer and SBHA's Head of Support Services are kept informed of any emerging issues.

13.0 REVIEW AND CLOSURE OF CASES

- 13.1 The case officer, with the support of the Senior Customer Services Advisor (ASB), will carry out regular case reviews to identify if further action is required or if the case has been resolved. The Scottish Housing Regulator ARC guidance provides the following definition:

Resolved

- *where the landlord has taken appropriate measures, as set out in its ASB policies and procedures, to address the cause of the anti-social behaviour complaint; or*
- *where the landlord does not have the authority or powers to resolve it has provided a full explanation of the landlord's position.*

- 13.2 SBHA will close a case where all appropriate intervention or enforcement action has been completed. Ideally this will mean that the behaviour has stopped. Consideration will be given to the views of the person experiencing ASB and agreement sought where possible.
- 13.3 Where there is no evidence provided by the person experiencing ASB to support the complaint made and inform the Action Plan with 4 weeks of the complaint being received, the person experiencing ASB will be notified that the case will be closed within a further 7 days should the evidence not be provided. The person experiencing ASB will be advised that the case can be re-opened should evidence be provided at a later date to support the complaint.
- 13.4 There may also be occasions where it is necessary to continue a case where the complaint is withdrawn, for example where there is another complainer or where there is serious criminal activity.
- 13.5 Customer feedback on the handling of the case will be sought using the Antisocial Behaviour Customer Satisfaction Survey by post, email or telephone. Surveys will be updated in forms in the ASB case on CRM and customer feedback will be reviewed by SBHA's Head of Support Services. Where negative feedback is received, the Line Manager of the case officer will be tasked via CRM to review the feedback and take appropriate action e.g. contacting the person experiencing ASB.
- 13.6 The SBHA's Head of Support Services will review cases proposed for closure except for cases managed by the ASB Officer. If all actions have been completed closure will be approved.

14.0 INTERVENTION AND ENFORCEMENT ACTION

- 14.1 Most cases of ASB are resolved using a range of **intervention** actions. These include, but are not limited to:

- a) **Discussion and conciliation:** In cases of very low level ASB where there is no risk of violence, matters can often be resolved by informal discussion between both parties or by an interview with the case officer to explain the issue and request that problem behaviour ceases.
- b) **Mediation:** Mediation is a form of conflict resolution provided by the Council's ASB Unit or trained Mediators. It is a service which enables people to reconcile their differences themselves (rather than a solution imposed by a third party). The mediator is a neutral facilitator who will explore the reasons behind a conflict, find common ground and helps the disputants jointly agree ways of dealing with their problems.
- c) **Support Referrals (including Victim Support):** There are a number of support agencies locally who can assist in the prevention and resolution of ASB; some through formal partnership arrangements and some through direct professional or self-referral. SBHA recognises that it is important to support both the person experiencing ASB and the person causing ASB to try and deal with the root cause of the problem.

As part of this process, case officers must consider whether the person causing ASB would benefit from help and support from relevant support agencies e.g., family intervention projects and social care, drug and alcohol teams, mental health teams or supported tenancies.

SBHA is committed to resolving complaints of ASB in a proactive manner and intensive support can sometimes alleviate the issues. All referrals to support should be logged on the ASB case on CRM.

- d) **Verbal Warnings:** It may be appropriate to issue a verbal warning to the perpetrator at an early stage to prevent recurrence of problem behaviour.
- e) **Written Warnings:** Inform the perpetrator of any specific breach of tenancy conditions and of the possible legal action that may be taken as a result. Written warnings will usually be made after a resolution through discussion has been sought, in exceptional cases such as those involving violence and harassment; written warnings may be made after discussion with the Customer Services Co-ordinator at an early stage.
- f) **Face to Face Warnings:** Joint Face to face meetings involving SBHA, Police Scotland and/or SBC's ASBU are usually carried out after reference to and discussion at Core Group and are often carried out at a Police Station.
- g) **Acceptable Behaviour Contracts (ABC):** An ABC is a written agreement between a person who has been involved in ASB and one or more agencies whose role it is to prevent such behaviour i.e., Police Scotland, Landlords or Community Safety and Community Action Teams.

An ABC is a voluntary agreement, which if breached has no legal redress but can be cited in support of possession proceedings or Antisocial Behaviour Order in serious cases of persistent nuisance.

A copy of the ABC must be kept on the ASB case on CRM, and it should highlight the terms agreed and date of signing. In the event of a refusal to sign the ABC, it will still be recorded against the case.

14.2 In a minority of cases, where intervention action has not been effective, **enforcement** action will be used to try to resolve ASB. Enforcement action includes:

- a) **Interdict:** Legal advice must always be sought when pursuing an interdict. An interdict is a court order that is served on an individual to stop specific actions normally at a specific location but also often restricts the person from contacting an individual or going to the locality where an incident occurred.

In many cases an interdict will be sought by a victim or complainant for example to prevent contact between a perpetrator and victim.

Interdicts may also be sought by a landlord as an alternative to repossession proceedings for example to prevent a tenant from keeping a pet which is causing a disturbance. While the timescales for the court process for an interdict to are often shorter than repossession, the time taken to prepare the legal evidence can be significant and costly.

- b) **Specific Implement:** This measure is like an interdict but is used to ensure action rather than prevent it for example to compel a tenant to remove items from their home or garden.
- c) **Antisocial Behaviour Orders (ASBOs):** This measure is used to prohibit persistent antisocial behaviour and to protect the public.

RSLs, Local Authorities, and Police Scotland may apply. In the Scottish Borders, ASBOs are generally sought by SBC's ASB Unit following discussion at a Multi-Agency Core Group meeting, however landlords may pursue this remedy directly with the court.

An ASBO is a civil remedy requiring evidence based on the balance of probabilities. After an ASBO or Interim ASBO has been granted, it is a criminal offence if the ASBO is breached, and Police Scotland can arrest without a warrant. Evidence is then subject to the criminal burden of proof, i.e., beyond reasonable doubt.

- d) **Criminal Antisocial Behaviour Orders (CRASBOs):** Like an ASBO, CRASBOs are used where there is persistent ASB of a criminal nature such as drug dealing.
- e) **Short SST (SSST) on ASB Grounds:** This type of tenancy, which lasts for a minimum 12 months, can be used under provisions of the Housing (Scotland) Act 2014 as amended. The provisions are:
- S34 allowing creation of an SSST;
 - S35 allowing conversion from a Scottish Secure Tenancy (SST) to an SSST.

The provision of appropriate housing support is a key element of the SSST to ensure the best chance of successful conversion to an SST at the end of the SSST. SBHA must satisfy themselves that adequate support is in place where SSST is used.

A tenancy may be converted to an SSST under specific grounds, for example, where in the previous 3 years, an ASBO has been granted; a tenant has previously been evicted on antisocial grounds or there is evidence of significant ASB in the current or a previous tenancy. The same criteria apply to offering a new tenant a SSST as an alternative to an SST.

SBHA's Head of Support Services is responsible, through discussion with the case officer and SBHA's Legal Officer, in establishing if an SSST is appropriate either under S34 or S35 of the Act. Legal advice may be required. A SSST will not always be used, for

example where ASB is not impacting on the sustainability of the tenancy nor impacting on neighbours.

All proceedings for Recovery of Possession of a SSST must be raised by SBHA's Legal Officer in discussion with SBHA's Solicitor and approved by SBHA's Head of Support Services.

Conduct of Tenants in an SSST and support provided must be monitored by SBHA's Neighbourhood Housing Officer and all incidents of ASB reported to SBHA's ASB Housing Officer and or SBHA's Legal Officer who will determine the relevant course of action to be taken and approval given by SBHA's Head of Support Services.

- (f) **Possession Proceedings (Eviction):** In order to obtain possession using Ground 7 (ASB), evidence must be presented to the Sheriff which demonstrates that, on the balance of probabilities, ASB has taken place, that it is reasonable to evict and that it is not reasonable to provide alternative accommodation.

A Notice of Proceedings (NOP) for Repossession of Property must first be served listing the Grounds being relied on and detailing incidents of ASB.

Possession proceedings will usually be based on Grounds 1 and 7 of Schedule 2 of the Housing (Scotland) Act 2001. Ground 2 may also be considered where there has been a criminal conviction relating to the tenancy which could carry a custodial sentence.

The NOP must give sufficient detail of the alleged behaviour for the tenant to know what he or she needs to do to put it right although it does not have to include names and details of complainants. The NOP must demonstrate that any appropriate pre-action requirements have been met and that the notice is served on qualifying occupiers as specified in the Act.

When it has been decided that possession proceedings are to be considered the case should be referred to SBHA's Legal Officer for advice from SBHA's solicitor.

In Court the Sheriff will consider, on the grounds specified in the notice, the effect and on neighbours the ASB has already had and is likely to have if the ASB continues.

- (g) **Compulsory Transfer:** Where it is likely that a Sheriff will not find it reasonable to evict or the landlord does not view eviction as appropriate, Ground 8 may be used to facilitate a compulsory transfer, providing alternative accommodation for the perpetrator of ASB.

- (h) **Closure of Premises for persistent disorder or nuisance:** In some communities there are premises that are a constant focus for severe ASB, significantly impacting the lives of those living nearby. The above power allows the Police in consultation with the local authority to offer respite to any community by temporarily closing premises for three months that are subject to:

- Significant and persistent disorder; or
- Persistent serious nuisance to the community.

The purpose of this power is to provide immediate respite to communities caused by ASB in a specific location and provide a means with which to engage with the person causing ASB and tackle the underlying causes whilst preventing the ASB from continuing. The Orders are tenure neutral and may be used to close privately owned residential or commercial properties as well as SBHA homes.

This is a rare measure and would be pursued in consultation with multi agency partners. There is a financial impact on the owner of the property as it must be secured appropriately to prevent re-occupation. The closure order will not end the tenancy and tenants will require alternative accommodation and may return to the property when the order expires.

15.0 PERFORMANCE MONITORING

- 15.1 The Senior Customer Services Advisor (ASB) will provide monthly, quarterly and annual performance management and customer feedback information to SBHA's Head of Support Services for analysis performance and Regulatory reporting.
- 15.2 Targets timescales for resolving ASB are set at a local level. This is facilitated via consultation with Tenant groups and stakeholders. The targets will be reviewed periodically, and performance reported monthly to SBHA's Senior Leadership Team, quarterly to SBHA's Executive Team and SBHA's Customer Board. Performance will be reported annually in the Annual Return of the Charter (ARC) to the Scottish Housing Regulator.
- 15.3 Ongoing analysis of performance information and feedback from service users will identify trends and priorities which will inform the ASB policy and procedure development as well as day to day decisions on case management.

16.0 COMPLAINTS

- 16.1 Complaints about ASB and neighbour problems are dealt as a service request under SBHA's ASB policy and procedure.
- 16.2 If there is a complaint about the delivery of the ASB service, this should be recorded and dealt with in line with SBHA's complaints policy.

ASB ROLES AND RESPONSIBILITIES

Post	Role
Director of Customer Services	Strategic responsibility for service; attendance at strategic partnership/stakeholder meetings
Head of Support Services	Operational responsibility for service and people management of the ASB Team
Neighbourhood Housing Officer/ASB Officer	Case management; identifying service improvements; implementation of neighbourhood initiatives in partnership with Neighbourhood Teams to support TSS improvements
Legal Officer	Case management; liaison with legal representatives
Senior Customer Services Advisor (ASB)	Team support and administration duties; case management

Director of Customer Services

SBHA's Director of Customer Services has responsibility for:

- developing relationships with all relevant strategic partners and stakeholders at senior levels to ensure a joined-up approach to ASB is delivered including attendance at strategic meetings.

Head of Support Services

SBHA's Head of Support Services has responsibility for:

- ensuring consistent implementation of the ASB policy and procedures throughout SBHA;
- managing and monitoring the day-to-day operations of the Antisocial Behaviour Service including the provision of advice and guidance to the ASB Team, managing and supervising the ASB Team and implementing a performance framework;
- ensuring new legislation, policy initiatives and innovative ways of working are incorporated into SBHA practices to improve service delivery;
- self-assessment and auditing of the ASB service to ensure efficiency and best value. Providing quarterly reports to SBHA's Executive Team on the performance of the service and SBHA's Customer Board on performance against statutory indicators;
- this includes conducting fortnightly case review meetings to progress high priority cases effectively and attendance at the ASB Core Group;
- identifying innovative solutions in delivering the service ad hoc basis;
- managing service complaints; and
- monitoring and management of community input; monitoring of SSST's and ASBO's.

Housing Officer (ASB)

SBHA's ASB Officer is responsible for the management and resolution of Category B, C and D cases. This includes:

- risk assessing reported cases;
- the provision of ASB service to customers within agreed targets and to agreed policies and practices;
- visiting the person experiencing ASB and agreeing an Action Plan and progressing actions within agreed timescales;
- visiting the person causing ASB;
- conducting ASB investigations;
- arranging preventative action such as identification of support requirements or mediation as required;
- taking enforcement action up to and including final warnings;
- ensuring cases are dealt with timeously and to the satisfaction of the customer;
- liaising with stakeholders including Police Scotland, Scottish Borders Council etc;
- arranging and representing SBHA at case conferences with all relevant agencies, including attendance at and contribution to the ASB Core Group;
- preparing individual case reports as required;
- meeting performance targets and standards as set out by SBHA's Head of Support Services;
- assisting in the monitoring of ABCs and ASBOs taken out by the Scottish Borders Council against private sector tenants or owner occupiers where they affect the lives and wellbeing of SBHA Tenants;
- maintaining accurate records on ASB cases on CRM ensuring cases can be monitored and reported on as necessary; and
- working with SBHA's Neighbourhood Teams to support development of local initiatives to address ASB.

Legal Officer

SBHA's Legal Officer is responsible for:

- liaise between case officers and SBHA solicitors on all queries regarding breaching of tenancies in an antisocial manner;
- to seek legal advice from SBHA solicitors where required and prepare and submit court instructions;
- to support the preparing of legal documents prior to serving Notice to Quit or Notice of Proceedings and to arrange service by Sheriff Officers;
- to ensure all Court outcomes are passed to the relevant case officers and updated on the Legal Actions Spreadsheet and in the ASB Module on CRM;
- to arrange and participate in conference calls with the ASB Team, case officers and SBHA solicitors and carry out all actions because of the call; and
- attend SBHA's High Risk case meetings and at ASB Core Group as requested.

Senior Customer Services Advisor (ASB)

The Senior Customer Services Advisor (ASB) is responsible for:

- case management and resolution of Category B cases as directed by the ASB officer;
- attend SBHA's High Risk case meetings and the ASB Core Group to record outcomes and decisions from this;
- escalating reports of high risk or complex issues to the case officer for their action;

- collating and providing accurate data which is compliant with Data Protection legislation;
- collation of performance statistics, service user satisfaction information and ad hoc reporting on the ASB service for SBHA's Head of Support Services;
- managing the ASB email inboxes (Outlook and CJS)
- answering, recording and responding to antisocial behaviour enquiries and requests including making call backs, completing risk assessments, signposting to the appropriate case officers;
- maintaining administration of ASB service recording systems inputting casework data, upkeeping Action Plans and collating information coming through to the ASB team;
- providing administrative support to the ASB Officer including issuing letters and any other administrative duties required;
- providing advice and support to Customer Services Advisors on antisocial behavior enquires and related issues; and
- providing general information and advice on SBHA's ASB Policy and Procedure and assist in training on SBHA's ASB CRM module.

Neighbourhood Housing Officer

SBHA's Neighbourhood Housing Officer is responsible for the management and resolution of Category A and B cases. This includes:

- estate management and the implementation of SBHA's Estate Management Policy to proactively prevent antisocial behaviour;
- carrying out settling in visits to new Tenants;
- conducting a series of estate walkabouts throughout the year, identifying initiatives to address ASB and introducing ASB prevention measures;
- complete risk assessments for reported cases;
- provision of estate management and ASB case management within agreed targets and to agreed policies and practices;
- visiting a person experiencing ASB, agreeing Action Plan and progressing actions within agreed timescales;
- visiting a person causing ASB;
- conducting estate management and ASB investigations;
- arranging preventative action such as identification of support requirements or mediation as required;
- taking intervention action up to and including final warnings and seeking advice from the ASB Officer or Legal Officer as the case progresses;
- ensuring cases are dealt with timeously and to the satisfaction of the customer;
- liaising with stakeholders e.g., Police Scotland, Council etc;
- meeting performance targets and standards as set out by SBHA's Head of Support Services and preparing individual case reports as required;
- maintaining accurate records on ASB cases on CRM ensuring cases can be monitored and reported on as necessary;
- monitoring of SSST's and support given to Tenants, providing feedback where required; and
- ensuring effective communication and feedback is given to neighbourhoods on ASB issues raised, promoting services available.

Neighbourhood Assistant

SBHA's Neighbourhood Assistant is responsible for:

- ensuring where an NOP is being considered a check is completed to identify if there are any other tenancy breaches including ASB, rent arrears, etc. that should be included.

