

# Hounslow Homes Summary of Policy and Procedures on Anti-Social Behaviour (ASB)

Tackling  
ASB  
together

Talk about it.  
If you can't sort it, report it.

# Introduction

Hounslow Homes is an arms length management organisation (ALMO) which manages Hounslow Council's social housing stock of 14,000 tenant properties and 2000 leasehold properties. It is a non-profit company owned by the London Borough of Hounslow. The Council has delegated the majority of its day-to-day housing management powers and responsibilities to Hounslow Homes.

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 anti-social behaviour. Legislation governing this area of work includes:

- Race Relations 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

Although the Council retains its strategic function and work is undertaken by the Hounslow Community Safety Partnership, the day-to-day management function of investigating cases and community development on estates is undertaken by Hounslow Homes. There remain, however, over-arching links between the two in developing joint strategies to combat anti-social behaviour 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 anti-social behaviour is a key priority for Hounslow Homes given its role in reducing crime, the fear of crime and encouraging the creation of sustainable communities.

## **Anti-social behaviour**

Hounslow Homes' ASB strategy has at its forefront the need to deter and abate race crime and anti-social behaviour in all its many guises to allow council tenants and other residents to live free from violence, disturbance and nuisance. Hounslow Homes and the tenants' movement wish to create a climate where anti-social behaviour is not tolerated and where complaints of racial harassment and anti-social behaviour are dealt with promptly. Hounslow Homes defines anti-social behaviour as unwelcome and/or illegal acts committed by individuals and/or groups that cause distress and disturbance to any resident or community. Examples of anti-social behaviour include race and homophobic hate crime, harassment on the grounds of a person's disability, sexuality, religion, gender, age or HIV status. Prevention and deterrence measures are central to our strategies to stop anti-social

behaviour escalating and the need to promote community cohesion.

Hounslow Homes will take a balanced approach to dealing with racial harassment and anti-social behaviour recognising the need for enforcement using legal and other remedies as a punitive measure to desist anti-social behaviour. On the other hand and 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. Hounslow Homes 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 1988. Hounslow Homes 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**

Hounslow Homes has a strong tradition of tackling racial harassment in all its manifestations. We consider all forms of racially motivated incidents in the borough totally unacceptable and will endeavour to create a climate of non-tolerance 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 Hounslow Homes' tenants and leaseholders are free from the scourge 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, Hounslow Homes 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. Hounslow Homes is an active member of the Hounslow Racial Equality Council (HREC) Working Group, Race Crime Stakeholder Group, and the Multi-Agency Partnership Against Racial Harassment (MAPARH). Further, Hounslow Homes actively participates in three area based Anti-Social Behaviour Action Groups (ASBAGs) co-ordinated by the Community Safety Team which monitors all current Acceptable Behaviour Contracts (ABCs), Parental Control Agreements (PCAs) and Anti-Social Behaviour Orders (ASBOs). ASBAGs agree a plan of action to be taken against known perpetrators of racial harassment and anti-social behaviour in our borough.

The London Borough of Hounslow has encouraged the use of Third Party Reporting Centres. In response to this, Hounslow Homes in partnership with the HREC and Police, has recently introduced a number of

surgeries across the borough to encourage reporting of racial harassment and anti-social behaviour.

Furthermore, Hounslow Homes and the Hounslow Community Safety Partnership have recently established a Race Hate Action Plan to address the disparity between the high numbers of racial incidences reported in the borough and the low conviction rate and number of civil actions obtained. The Race Civil Action Group has been introduced to exchange information on individuals who have had a judicial disposal or detection against them for a racially motivated incident. They also monitor the progress of Registered Social Landlords (RSLs) and Hounslow Homes in taking civil action against these individuals. Residents can expect that where there is evidence of conviction for racially motivated crime, we will follow this up by taking civil action against perpetrators.

## **Hounslow Crime Reduction Strategy 2002-2005**

The anti-social behaviour procedure is a key element in the Hounslow Crime Reduction Strategy 2002-2005, which identifies specific areas from time to time as targets for crime reduction strategies. Estate Managers are expected to form a general overview of the needs of their area, including community safety needs. Regular liaison with Police Sector Inspectors also forms part of the procedure. To build on this, Hounslow Homes will have a police officer within the Anti-Social Behaviour Team.

Hounslow Homes fulfils its responsibility by contributing to the Borough Community Plan and by the role it plays in the Hounslow Crime Reduction Strategy 2002-2005. Hounslow Homes also develops joined up approaches to tackling racial harassment and anti-social behaviour through the establishment of multi disciplinary

specialist teams and employing Neighbourhood Wardens and a Professional Witness. Furthermore, the teams work in partnership with a range of agencies, particularly Health and Social Services and the Homophobic Crime Stakeholder Group. This is to ensure access to appropriate support by direct referrals or through Supporting People to prevent anti-social behaviour and assist with developing community cohesion.

Our strategy is compatible with the Local Authority's Equalities Scheme, the Equalities Plan, Valuing Diversity Policy and Hounslow Homes' Equalities Policies.

The Anti-Social Behaviour Manager has overall responsibility for ensuring that the strategy is implemented within Hounslow Homes and to ensure it contributes to the Crime Reduction Strategy.

Tenants and residents assist in tackling anti-social behaviour.

They are very much part of the solution. Hounslow Homes consults, trains and works with the Hounslow Federation of Tenants' and Residents' Associations (HFTRA). Estate Managers attend Tenant and Resident Association meetings to promote the work of the Anti-Social Behaviour Teams, empower local communities and identify local issues/concerns on anti-social behaviour in their area.

### **Who we can take action against**

- tenants
- leaseholders
- owner-occupiers and
- any individual causing distress and/or disturbance to tenants and residents of Hounslow Homes.

### **Types of remedies/legal action that can be taken by Hounslow Homes**

Hounslow Homes' policy and procedures are intended to deal with a wide range of anti-social

behaviour ranging from racially motivated or targeted violence right down to improper parking on estates. 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 anti-social behaviour and behaviour resulting in assault or threatened violence are graded priority one (i.e. the most serious).

Hounslow Homes will make use of the full range of sanctions available to it to abate racial harassment and anti-social behaviour within the Anti-Social Behaviour Act 2003, Crime & Disorder Act 1988, the Housing Acts 1988,1996 and The Protection from Harassment Act 1997. Their full details are contained within our Statement of Policy and Procedures, and include:

- Possession Orders
- Injunctions

- Anti-Social Behaviour Orders
- Demoted tenancies
- Acceptable Behaviour Contracts
- Parental Control Agreements

Where no legal or other remedies are available Hounslow Homes pays for mediation through the Hounslow 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.

Anti-social behaviour will be monitored (with separate monitoring of racial harassment and harassment) more widely to assist the London Borough of Hounslow and Hounslow 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**

Hounslow Homes is committed to preventing and deterring anti-social behaviour. Our range of measures include:

- Using the Hounslow 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
- Neighbourhood Wardens to reduce the fear of crime, reduce crime, tackle anti-social behaviour, improve the local environment and build stronger communities



- Concierge staff to witness incidents, provide evidence at court in support of Hounslow Homes taking legal action and act as a deterrent to anti-social behaviour
- A Professional Witness Officer to assist with legal action against perpetrators by conducting surveillance and witnessing anti-social behaviour
- Making referrals to support agencies to rehabilitate perpetrators where their problems relate to drug and alcohol abuse, mental illness, a disability or if they are “misdirected” youths.

There is no room for complacency as we strive to combat anti-social behaviour. We are mindful that there are currents of under-reporting and recognise the need to target the ‘hard to reach’ communities. Our efforts to increase reporting include Anti-Social Behaviour Surgeries on estates, deployment of specialist

ASB policies and procedures



community development workers and using the Translation and Interpretation Service for tenants to communicate in their first language.

### **Partnership**

Partnership working has developed well in Hounslow following the Crime & Disorder Act - we are proud of our achievements here. Hounslow Homes works in partnership with other departments, community groups, statutory and voluntary organisations including HREC. The most critical are the Police,

Community Safety Team, Social Services, The Youth Service, the Race and Homophobic Crime Stakeholder Group, The Health Service (particularly Community Mental Health Teams) and the Probation Service. Hounslow Homes has signed up to the Hounslow Community Safety Partnership 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, Hounslow Homes 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. We also work with the Hounslow Community Safety Partnership. Our work is central to the Crime Reduction Strategy 2002-2005 and our priority is to work closely with the Hounslow Community Safety Partnership to address issues of anti-social behaviour and racial harassment. Protocols exist on exchange of information between our partners, the Police, the Youth Offending Team, Social Services and the Health Authority.

### **Cross tenure**

Anti-social behaviour reported from residents residing on cross tenure estates will be dealt with on a case-by-case basis.

Hounslow Council's Housing Strategy and Services Department is committed to ensuring that all residents in the borough, irrespective of their tenure, are able to live free from intimidation. To this end, they give a commitment to produce a toolkit to assist complainants of anti-

social behaviour and racial harassment in the private sector.

### **Data protection and information exchange**

Hounslow Homes is a signatory to the Information Sharing Protocol with Hounslow's Community Safety Partnership.

### **Training programme**

Regular training is undertaken by frontline staff and officers from the Anti-Social Behaviour Team on changes in policy, procedure, legislation and good practice.

### **Anti-social behaviour teams**

Hounslow Homes' commitment to dealing with racial harassment and anti-social behaviour has led to the establishment of a specialist Anti-Social Behaviour Team. This team is responsible for the prevention, detection, investigation and resolution of racial harassment and anti-social behaviour that affects or is perpetrated by Hounslow Homes' tenants or leaseholders.

The key functions include:

- Provision and management of Neighbourhood Wardens and Concierge Service
- Management and deployment of a Professional Witness
- Provision and management of legal advice
- Close liaison with the police

There are three area teams (Central, East and West) made-up of ASB specialists who deal with reports of ASB. An exception to this is the Neighbourhood Team at Ivybridge and the Haverfield and Brentford estates who deal with casework in their areas.

These teams prioritise action to abate racial harassment and anti-social behaviour leading to swift and appropriate action on cases. They will agree an action plan with complainants about how the complaint of anti-social behaviour 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 anti-social behaviour.

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 team also employs a Professional Witness whose role is to:

- Witness anti-social behaviour
- Identify perpetrators
- Provide evidence to be used in legal action
- Give evidence at court and support complainants/witnesses

To assist with prevention of anti-social behaviour and to develop community cohesion, Hounslow Homes also has a Neighbourhood Warden Service. Wardens patrol 32 estates across the borough to prevent and deter anti-social behaviour, witness incidents and support complainants. The

wardens also have a strong community development role.

The Concierge Service provides a daily face-to-face interaction with local residents. They have a role in monitoring CCTV equipment and reporting incidences of racial harassment and anti-social behaviour to the specialist Anti-Social Behaviour Teams, the Neighbourhood Offices and the Police to take appropriate action. Incidents that are witnessed by the concierge can be used as evidence in support of Hounslow Homes taking legal action to prevent anti-social behaviour.

### **Support for complainants and witnesses**

Hounslow Homes wishes to encourage reporting of racial harassment and anti-social behaviour. 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. Hounslow

Homes strives to ensure 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 anti-social behaviour. Hounslow Homes is a partner in the Witness Mobility Scheme and referrals are made to voluntary and statutory agencies to provide additional support. Our commitment to this is well documented.

Example of our commitment to support residents includes:

- Providing emergency temporary accommodation when they are unable to return home due to a serious threat to their safety
- Improving the security of their home
- Providing services such as Neighbourhood Wardens, a Professional Witness Officer, concierges, Tenant Advisor or support through the Hounslow Racial Equality Council
- Providing them with emergency contact numbers
- Contacting them in a language of their choice or based on their need, e.g. British Sign Language, use of Braille etc.

### **How to report anti-social behaviour or race crime**

If the behaviour of others is affecting the peaceful and quiet enjoyment of your homes and/or your community, please contact us using the numbers listed overleaf.

## Useful contact numbers:

### Hounslow Homes Area Offices

#### Hounslow Homes Central Area (Hounslow, Isleworth, Heston and Cranford)

General Enquires: 020 8583 4382  
Minicom: 020 8583 3959  
Email: [info.housingcentral@hounslowhomes.org.uk](mailto:info.housingcentral@hounslowhomes.org.uk)

#### Hounslow Homes East Area (Brentford and Chiswick)

General Enquiries: 020 8583 4220  
Minicom: 020 8583 4390  
Email: [info.housingeast@hounslowhomes.org.uk](mailto:info.housingeast@hounslowhomes.org.uk)

#### Hounslow Homes West Area (Feltham, Hanworth and Bedfont)

General Enquiries: 020 8583 4383  
Minicom: 020 8583 4387  
Email: [info.housingwest@hounslowhomes.org.uk](mailto:info.housingwest@hounslowhomes.org.uk)

### Police

Hounslow Sector office	020 8247 6189
Chiswick	020 8247 6415
Brentford	020 8247 5989
Feltham	020 8247 6301

## **Crimestoppers**

0800 555 111

## **Hounslow Racial Equality Council**

Hounslow Advice Centre

45 Treaty Centre

Hounslow

TW3 1ES

Tel: 020 8583 2525

Email: [hrec123@hotmail.com](mailto:hrec123@hotmail.com)

## **Hounslow Mediation Service**

Market Building

195 High Street

Brentford

Middlesex

TW8 8LB

Tel: 020 8568 5522 (with ans machine)

Email: [hounslowmediationservice@supanet.com](mailto:hounslowmediationservice@supanet.com)

or [hounslowmediation@supanet.com](mailto:hounslowmediation@supanet.com)

## Interpretations and translations

If you require a copy of this leaflet about Hounslow Homes' Summary of Policy and Procedures on anti-social behaviour in another language or format please call 020 8583 2299 or minicom on 020 8583 3122.

**Albanian** Nese keni nevojte per kopjen e kesaj broshure ne ndonje gjuhe tjeter, me shkronja te medha, gjuhen e te verberve (Braille) ose ne ndonje format tjeter ju lutemi kontaktoni 020 8583 2299 ose te Minicom 020 8583 3122. Ky dokument eshte përmblodhja rregullave dhe proqesive te Hounslow Homes lidhur me sjelljen anti shoqerore.

**Arabic** اذا كنت تحتاج لتسخنة من هذا المنشور بلغة مختلفة او مطبوعة باحرف كبيرة او بلغة برايل او باي شكل اخر الرجاء الاتصال 020 8583 2299 او المينيكوم 020 8583 3122. هذه الوثيقة هي ملخص تامين هونسلو هومز و اجراءات حول السلوك الغير اجتماعي.

**Farsi** اگر نسخه ای از این بروشور را به زبان دیگر، چاپ درشت، الفبای نابینایان و یا هر شکل دیگری می خواهید، لطفاً با شماره 020 8583 2299 یا مینی کوم 020 8583 3122 تماس بگیرید. این سند جمع بندی سیاست و روال کار سازمان خانه های هانزلو در رابطه با رفتارهای ضد اجتماعی می باشد.

**Gujarati** જો તમને આ પત્રિકાની નકલ બીજા ભાષામાં, મોટા છાપેલા અક્ષરો, અંકચિત્રિયિ (બ્રેઇલ) અથવા બીજા કોઈ રચનામાં જોઈતી હોય તો કૃપા કરી 020 8583 2299 અથવા મિનિકોમ 020 8583 3122 ઉપર સંપર્ક સાધો. આ દસ્તાવેજ અસામાજિક વર્તણૂક વિષે હંમેશાં હોમ્સની (Hounslow Homes) નીતિ અને કાર્યપદ્ધતિનો દૂરસાર છે.

**Hindi** इस पत्रक में समाज विरोधी व्यवहार पर हाउंस्लो होमज़ की नितियों और प्रक्रियाओं का संक्षिप्त वर्णन है। यदि आपको इस पत्रक की कौपी कौसी अन्य भाषा में, बड़े अक्षरों में ब्रेल में या अन्य किसी स्थांठ में चाहिए तो कृपया 020 8583 2299 या मिनीकॉम 020 8583 3122 पर संपर्क करें।

**Panjabi** ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਪਰਚੇ ਦੀ ਕਾਪੀ ਪੰਜਾਬੀ, ਵੱਡੇ ਅੱਖਰਾਂ, ਬਰੇਲ ਜਾਂ ਕਿਸੇ ਹੋਰ ਸ਼ਕਲ ਵਿਚ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ: 020 8583 2297 ਜਾਂ ਮਿਨੀਕਾਮ ਕਰੋ: 020 8583 3122. ਇਸ ਪਰਚੇ ਵਿਚ ਗ਼ੈਰ-ਸਮਾਜੀ ਵਤੀਰੇ ਸੰਬੰਧੀ ਹੋਸਲੇ ਹੋਮਜ਼ ਦੀ ਨੀਤੀ ਅਤੇ ਤਰੀਕਿਆਂ ਦਾ ਸੰਖੇਪ ਵਿਚ ਵਰਣਨ ਦਿੱਤਾ ਗਿਆ ਹੈ।

**Somali** Haddii aad u baahantahay koobbi warqaddan ah oo ku qoran luqad kale, ku daabacan farta waawayn, farta loogu talagalay dadka indhaha la' ama ku qoran qaab kale fadlan la xidhiidh 020 8583 2299 ama Minicom 020 8583 3122. Warqaddani Siyaasadihi Hounslow Homes ee la xidhiidhayay asluubxumada ijtimaaciga ah oo la soo koobay.

**Urdu** اگر آپ کو اس ایف ایٹ کی کاپی یا اسکرین میں، بڑے حروف، بیل او ایٹھ اکر کے کے انگریزی لکھائی میں، یا کسی اور زبان میں دیکھنے کے لئے کاپی کرنا چاہئے، تو براہ کرم 020 8583 2299 یا مینی کوم: 020 8583 3122 پر رابطہ کریں۔ یہ ایف ایٹ ہاؤسلو ہومز کی طرف سے، غیر منافع بخش ادارے کے طور پر، ایف ایٹ ہاؤسلو ہومز کے لئے ہے۔  
یا اس سے ہے۔