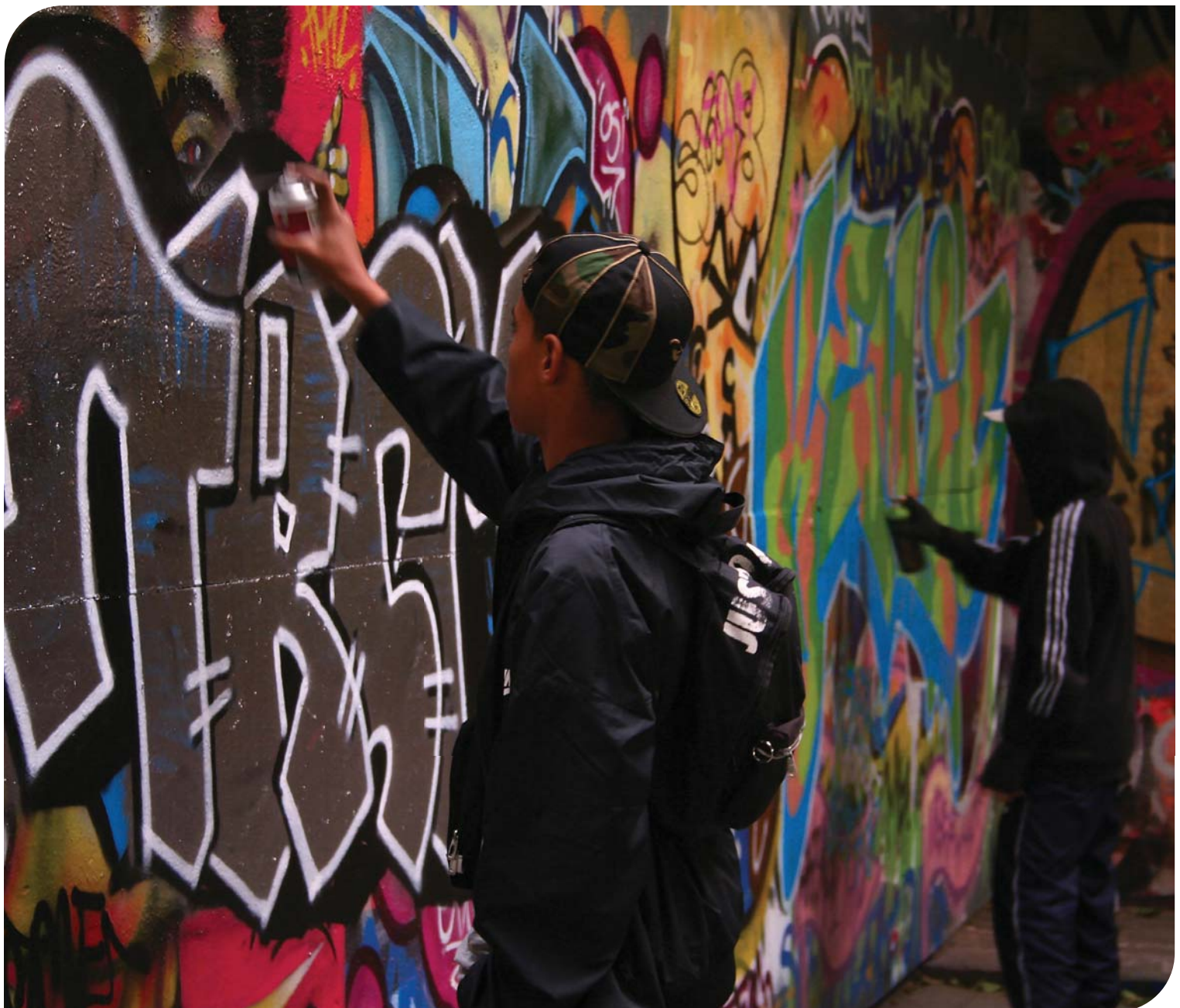




Leeds
CITY COUNCIL

Policy and procedures for dealing with anti social behaviour



Policy and procedures for dealing with anti social behaviour



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Foreword

I am pleased to present this Anti Social Behaviour Policy and Procedure Statement which comes into force on 1 January 2009. This document explains how council tenants or those affected by the behaviour of our tenants can make a complaint of anti social behaviour and provides details of the way in which the council will tackle anti social behaviour in its capacity as landlord.

Tackling anti social behaviour cannot be the responsibility of one group or agency alone. Partnership working brings the best results and the council is committed to working with our partner agencies and the local community to take a stand against anti social behaviour, moving away from a situation where people tolerate problems, to one where everyone works together to tackle those problems and improve their quality of life.

We intend to provide our anti social behaviour service using the full range of enforcement, preventative and resettlement measures available.

This revised policy and procedure document provides a substantial framework for us all to work together for a safer district and I look forward to working with our partners and the community to ensure delivery of these aims.

We will review the document in 2011 to ensure it remains relevant and up to date.

Neil Evans

Director of Environments and Neighbourhoods

1. Introduction

Leeds City Council is actively working to reduce anti social behaviour across the Leeds district.

The Anti Social Behaviour Act requires the council to publish a statement of its policies and procedures **as a local authority landlord dealing with anti social behaviour**.

Because it represents the approach of the council as landlord, it is written from the perspective of providing services to council tenants suffering anti social behaviour or residents who suffer anti social behaviour through the actions of council tenants.

It is not intended to be a statement of the whole approach of the council to tackling anti social behaviour. For more information on what the council is doing to tackle anti social behaviour overall visit the Safer Leeds website on

www.leedsinitiative.org/safer

2. Policy Statement of approach to anti social behaviour

The council is committed to working with our partner agencies and the local community to take a stand against anti social behaviour, moving away from a situation where people tolerate problems, to one where everyone works together to tackle those problems, and improve their quality of life.

We are committed to reducing anti social behaviour, to protecting victims and witnesses of anti social behaviour, and to using all the available tools and powers to achieve this.

We will tackle anti social behaviour and damage through a combination of prevention, diversion and enforcement activities.

We recognise that to provide a quality housing service, we must be effective in tackling the problems created by anti social behaviour. We will demonstrate by our actions that we will not tolerate anti social behaviour and will make that absolutely clear to our tenants and to any person seeking a tenancy.

3. Definition of anti social behaviour

The council generally uses the following definition of anti social behaviour based on the Crime and Disorder Act 1998:

“Behaviour that causes or is likely to cause harassment, alarm or distress to one or more persons not of the same household.”

There are other definitions of anti social behaviour, including conduct which is capable of causing nuisance or annoyance to persons who:

- Have a right to occupy accommodation owned or managed by Leeds City Council
- Have a right to occupy other accommodation in the neighbourhood of council accommodation
- Are engaged in a lawful activity in or in the neighbourhood of council accommodation
- Are employed in connection with the management of council accommodation.

Anti social behaviour may or may not amount to a criminal act. What is important in defining anti social behaviour is the effect of the behaviour on others.

Examples of behaviour considered to be anti social

There are many types of behaviour which are considered anti social. Some of these are listed below, but the list is not exhaustive:

- any behaviour or language which constitutes a Hate Incident or Crime
- using or threatening to use violence
- using abusive or insulting words (including use of graffiti)
- damaging or threatening to damage another person’s home or possessions
- loud music
- drug dealing
- rubbish dumping

4. Strategic Context

The Leeds Initiative is the local strategic partnership. It has published the Vision for Leeds 2004-2011, which is the overarching plan for the city. The objectives of the plan include:

- Going up a league as a city - making Leeds an internationally competitive city, the best place in the country to live, work and learn, with a high quality of life for everyone.
- Narrowing the Gap between the most disadvantaged people and communities and the rest of the city.

The Leeds Strategic Plan 2008-2011 is a more detailed plan drawn up in partnership between the council and various partners including the police. The main aims of the plan are:

- making people in Leeds happy, healthy, safe, successful and free from the effects of poverty
- helping to equip people in Leeds to contribute to their own and the city's future well being and prosperity
- making sure the city's residents are involved in making decisions about their neighbourhood and communities, and help make decisions about local services
- creating neighbourhoods that are inclusive, varied and vibrant while offering housing options and quality facilities so those neighbourhoods are free from harassment and crime

- making the environment clean, green, attractive and, above all sustainable
- creating a city region that is prosperous, innovative and distinctive, enabling individuals and businesses to achieve their economic potential

The council, through its strategic plan and (as the leading organisation within the Leeds Initiative) the Vision for Leeds, has stated that the reduction of crime and anti social behaviour is a priority for the city.

Safer Leeds is the statutory body responsible for co-ordinating the community safety and anti social behaviour elements of the Vision for Leeds.

Safer Leeds has identified, prioritised and agreed the major crime, disorder and substance misuse issues that require partnership attention across the city. These priority issues have been informed by the findings of the Joint Strategic Assessment and public-partnership consultation in late 2007. The priorities have been incorporated into its strategic outcomes to be achieved by 2011.

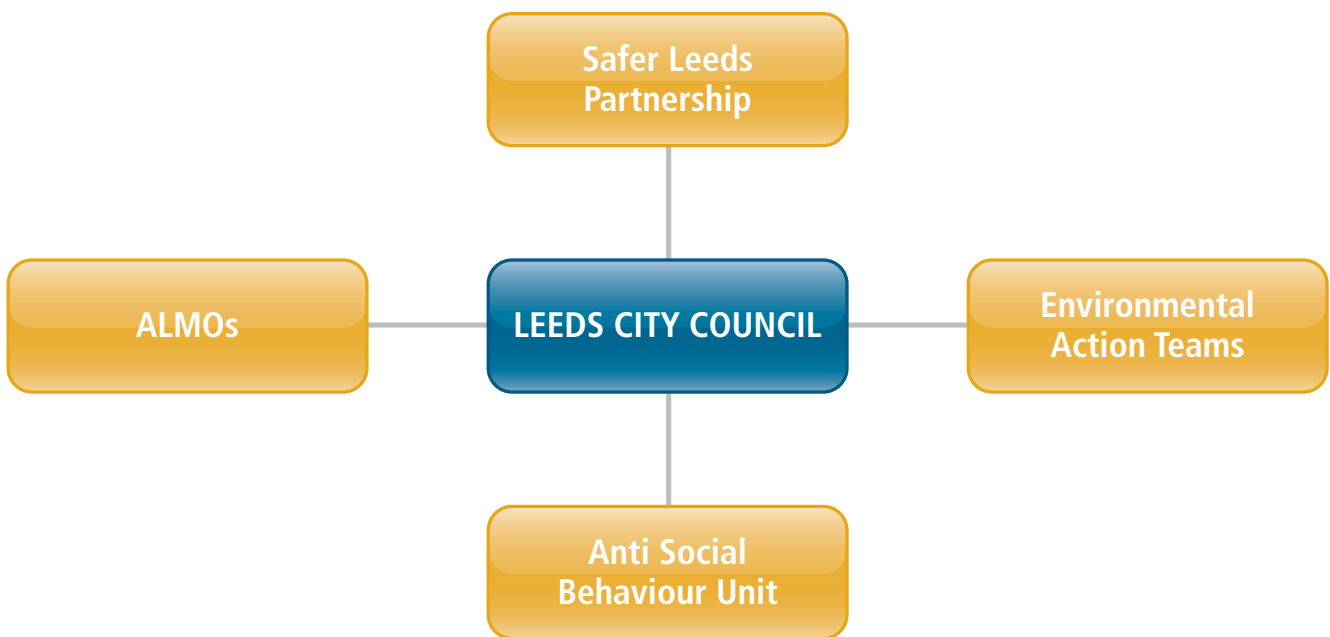
Safer Leeds' strategic outcomes for the next three years are:

- Creating safer environments by tackling crime
- Improving lives by reducing the harm caused by substance misuse
- Supporting victims and reducing the risk of victimisation
- Reducing offending and managing offending behaviour
- Improving community confidence and public satisfaction

Other relevant policies

This Anti Social Behaviour policy links with a number of other policies and strategies including the Safer Leeds Partnership Plan, the lettings policy, community engagement strategies, tenant participation strategy, and equal opportunities policies.

5. Who is responsible for dealing with anti social behaviour?



Arm's Length Management Organisations (ALMOs)

The council's housing stock is managed by three Arm's Length Management Organisations and one Tenant Management Organisation. Throughout this document when we refer to ALMOs we are also referring to the Tenant Management Organisation.

ALMOs take initial responsibility for dealing with complaints of anti social behaviour by or against Council tenants. ALMOs try to resolve situations by using early intervention tools, such as mediation and acceptable behaviour or parenting contracts. In serious cases where immediate legal action is required, or in cases which can not be resolved through early intervention, the ALMOs can refer cases to the Anti Social Behaviour Unit (ASBU).

Anti social behaviour Unit (ASBU)

The ASBU delivers a multi-tenure service operating across Leeds. The ASBU has a service level agreement with each ALMO.

The ALMO can refer a case to the ASBU when it is a serious case, or where it has undertaken an initial investigation into the complaint of anti social behaviour. The ASBU will continue the investigation, keeping the ALMO and any victims and witnesses updated on the progress and outcome of the case.

The ASBU works closely with West Yorkshire Police to tackle anti social behaviour. There is an information sharing protocol between the ASBU and police, and dedicated link officers for each policing area.

Cases being dealt with by the ASBU are automatically referred to Victim Support to ensure that victims and complainants are supported through the process.

Environmental Action Teams

The Environmental Action Teams deliver a multi-tenure service throughout the whole of Leeds.

The Environmental Action Teams investigate allegations of statutory nuisance predominantly relating to noise, but also in relation to accumulations, premises, light and animals. If an allegation of statutory nuisance is substantiated, the EAT will serve an abatement notice under the provisions of the Environmental Protection Act 1990, and breach of such a notice can result in legal proceedings against the alleged perpetrator, and / or seizure of noise producing equipment.

Environmental Action Teams also deal with waste in gardens, filthy and verminous premises, flytipping, overgrown gardens and obstructions to the highway.

In cases of noise nuisance where the alleged perpetrator occupies an ALMO property, the Environmental Action Teams will take the lead role and be the main point of contact. If the investigation does not substantiate the existence of a statutory nuisance, but may still be considered to be anti social behaviour, it will be referred through to the ALMO / ASBU for further investigation as appropriate.

Where noise is only one aspect of anti social behaviour, the ALMO or ASBU unit will take the lead.

In all cases, the three teams liaise closely throughout any case to ensure that the most appropriate legislation and tools for remedial action are used.

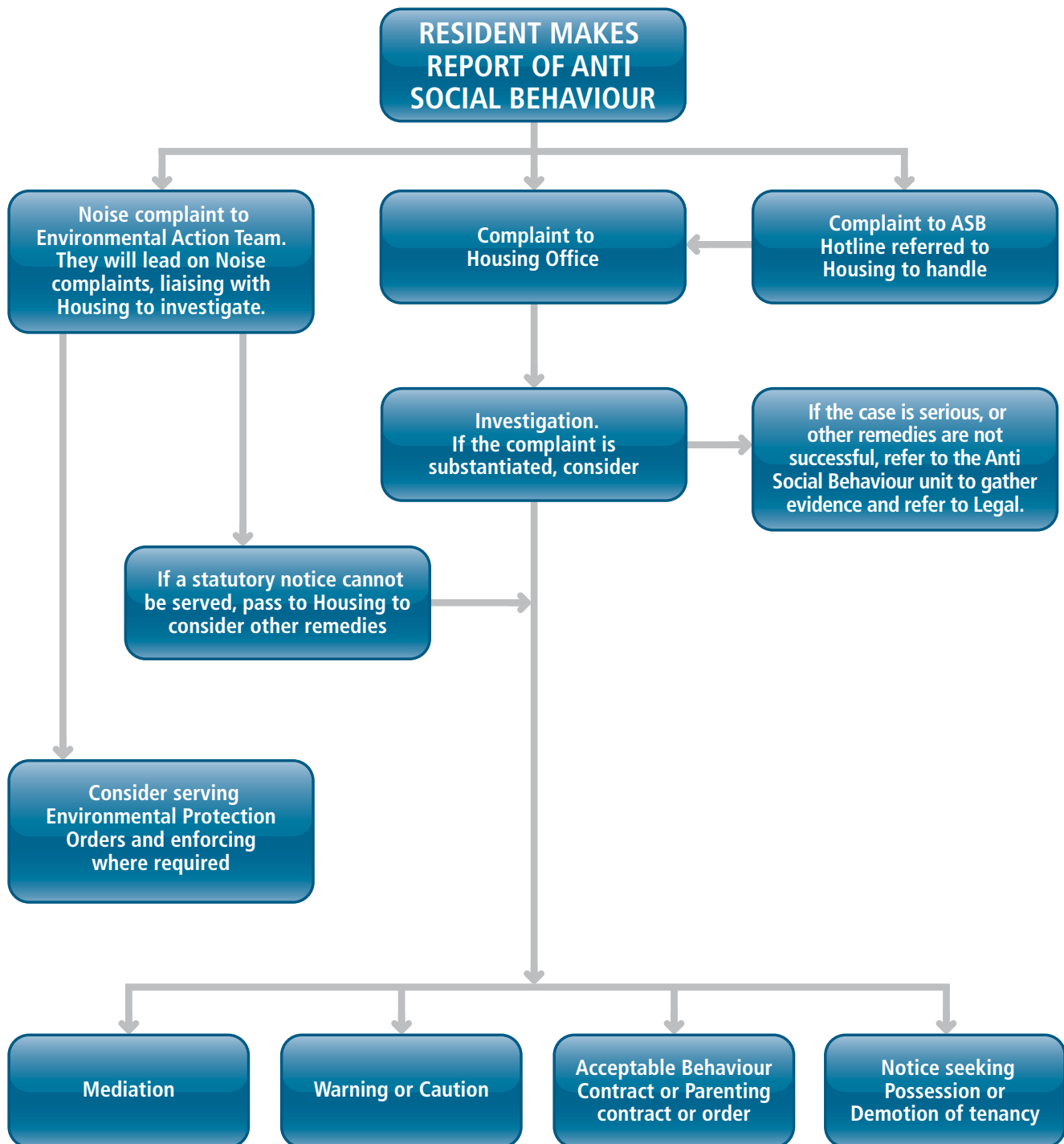
6. Implementing the policy

Making a complaint of anti social behaviour

There are many ways to report anti social behaviour, including:

- Face to face at Council offices such as Housing Offices
- By telephone to the ASBU on **0113 222 4402**
- By e mail to ASBU@leeds.gov.uk
- Through third parties such as the police
- Through Hate Crime Reporting Centres
- At hostels and other temporary accommodation
- At the Housing Advice and Prevention centre
- To Police Community Support Officers

If your complaint is about noise you can contact the Environmental Action Teams on **0113 222 4406**. Out of Hours you can call **0113 242 5841**.



Processing a complaint of anti social behaviour

Once you have made a report about anti social behaviour you can expect us to deal with it appropriately.

We will:

- Ensure that all reports of anti social behaviour are treated confidentially, responded to promptly with appropriate action being taken against perpetrators and resolved at the earliest opportunity.
- Tackle anti social behaviour through effective co-ordination of service actions on prevention, diversion and enforcement.
- Support victims and witnesses in their homes where possible.
- Encourage victims/witnesses to report incidents and to work in collaboration with the Council and other agencies.

The ALMOs each have service standards for dealing with complaints of anti social behaviour. Copies of these are available by contacting the ALMO or on the websites:

- West North West Homes Leeds **0800 915 1113**
www.westnorthwesthomesleeds.org.uk
- East North East Homes Leeds **0800 915 1600**
www.eastnortheasthomesleeds.org.uk
- Aire Valley Homes Leeds **0800 915 6600**
www.airevalleyhomes.org.uk
- Belle Isle Tenant Management Organisation **0113 214 1833**
www.belleisleletmo.co.uk

The ASBU has Service Standards which outline to complainants the level of service they should expect to receive throughout the lifetime of their case.

As part of the Service Standards, the ASBU aims to be in contact with all complainants during the time the case is live. Clients will be kept informed of progress through contact with the officer dealing with the case at least every 20 working days, unless another timescale for contact has been agreed.

In addition, the ASBU has a case closure policy which advises complainants of the reasons for case closure and provides them with the opportunity to challenge that decision.

Details of the ASBU Service Standards and procedures are given to victims and witnesses of anti social behaviour as part of a Victim Information Pack.

The ASBU has developed Service Level Agreements with the ALMOs to provide the parties with a clear definition and understanding of how they will support each other and work together to achieve the aims of Leeds City Council.

The agreement makes a clear distinction between the nature and type of cases the ASBU will pursue and those the Arms Length Management Organisation will pursue under their landlord responsibilities. It sets out the criteria for case referral by the ALMOs to the ASBU.

In addition the agreement covers case specific action, undertaking of legal work, training provision, dealing with incidents of hate crime, the ALMO role in area panels, performance and monitoring information, and case closure criteria.

The ALMOs and the Environmental Action Teams have agreed that where a case is solely or mainly about noise the EAT will lead on the case, but will liaise with the Housing Office who may (in addition to any action taken by the EAT) consider further action against the tenant.

7. Obligations of Tenants

All tenants of the council will have signed a tenancy agreement, which sets out the rights and responsibilities of Leeds City Council and its tenants.

The obligations of tenants are emphasised to new tenants during the tenancy sign up process.

The council makes use of introductory and demoted tenancies and tenancy injunctions, to emphasise further the importance of tenancy terms.

8. Support for those who witness anti social behaviour

We recognise that support for victims and witnesses is key to tackling anti social behaviour. A number of practical measures are used to provide support from referrals to victim support through to additional physical support measures such as enhanced security, CCTV and panic alarms.

The service standards adopted by the ALMOs and ASBU are designed to support victims and witnesses through the process.

As a minimum victims will be contacted by an officer either within 48 hours if their complaint is serious, but otherwise within 5 working days.

Whilst their complaint is ongoing they will receive regular monthly contact and updates.

ALMOs can offer support to victims in a range of ways, including:

- Additional security / target hardening for their home
- Extra presence on their estate of security patrols / PCSOs / Neighbourhood Wardens' visits
- Contact with the perpetrator to address their behaviour

Victim Support employs 3 Outreach Development Workers, who are primarily based within the ASBU, and who work closely with victims and witnesses.

Every case received by the ASBU where there is an identified victim will be referred to the Victim Support Outreach Worker. The Victim Support Outreach Worker will make contact with the victim by phone as initial contact. This contact will be followed up with offers of practical and emotional support depending on the needs of the individual.

Victims can be seen at a local surgery or in their own home by an outreach worker or a volunteer visitor.

Stop Hate UK has dedicated casework staff operating across the city. Their roles are to support the victim through a client centred approach offering support, advocacy and liaison, and if required, meet with relevant bodies ensuring victim feels supported and agencies are actively involved as required.

The Witness Service is available at both Crown and Magistrates Courts. They provide support to witnesses attending court, prior to and during a court case. Victim Support and Witness Service work together to provide ongoing support before, during, and after criminal court proceedings.

Victim Support is often an initial point of contact and, depending on the needs of the client, Victim Support can put them in touch with other, more appropriate, agencies.

Rehousing vulnerable witnesses

In some very serious cases it may be necessary to accommodate victims and witnesses of anti social behaviour, temporarily or permanently.

The Lettings policy approved by the Council enables the permanent rehousing of victims and witnesses through management lettings in certain cases.

The Homelessness Advice and Prevention Service (HAP) provides temporary accommodation, ranging from single and family hostels to dispersed temporary accommodation.

Direct referrals to HAP can be made from ASBU when all other options have been exhausted and the household becomes at serious risk.

Possible Outcomes:

- Low risk - return to property and liaise with relevant agencies dealing with case.
- Medium risk - return to property and liaise with above / priority banding/ Mediation Leeds referral / private rented sector options.
- High risk - place in alternative accommodation if required / seek rehousing options (private sector) / priority banding etc.

Daytime hours - HAP will make provisional enquiries in relation to the nature of anti social behaviour experienced. Depending on severity, the primary consideration will be to assess "if it is reasonable for the customer to continue to accommodate" This is required to balance if emergency accommodation is required through provisions available under part 7 Housing Act 1996. Vital areas of consideration will be to look at what form of intervention has already been sought, eg police, ALMO, ASBU etc.

Out of hours - Customers need to contact **0113 242 5841** if the anti social behaviour is so severe that continued occupation is no longer reasonable and emergency accommodation is required. Out of Hours will assess the situation and provide accommodation if the criteria are met. The criteria to fulfil are: believed eligible, homeless, and in priority need. The household, if accommodated, will be asked to approach HAP the next day for a comprehensive assessment.

9. Prevention of anti social behaviour

There are many initiatives for the prevention of anti social behaviour, including:

- Alleygating schemes;
- CCTV in the city centre, neighbourhoods, council flats, shops and businesses;
- Panic alarms through the Police or Housing (Care Ring service);
- Neighbourhood Wardens;
- Police Community Support Officers (PCSOs);
- Out of hours noise service operating 7 nights a week;
- Youth and Community Projects;
- Neighbourhood Watch.

Leeds ASBU refers to a number of diversionary projects across the city of Leeds such as PAYP (Positive Action for Young People).

Mediation

Sometimes people may not realise that their actions are causing their neighbours a problem. Mediation may be appropriate if the problem could possibly be solved by the two parties simply talking to each other.

Mediation could involve the neighbours discussing the problem with each other, or, if this is not appropriate, a referral to Mediation Leeds can be made by the ALMOs, ASBU, Housing Associations or Environmental Health.

Acceptable Behaviour Contracts

These are written contracts between an individual (and their carer if they are under 18), the ALMOs or ASBU, and the police. Although not legally binding, the contract is a promise that the individual will not carry out certain acts which could be seen as anti-social. The contract may include support for the individual in tackling the behaviour.

It is not always necessary to use an ABC before taking other action (e.g. where the behaviour is very serious) but it is a step that would be considered in most cases.

Parenting Contracts and Orders

In some cases it may be appropriate for the parent to enter into a Parenting Contract, where the parent agrees to certain measures to try and stop the anti social behaviour being caused by their child, and support is provided to the parent to help them do this.

The council as housing authority can apply for a Parenting Order where this is necessary and desirable to prevent further anti social behaviour.

Anti Social Behaviour Order warnings

These may be served on individuals who have caused "harassment, alarm and distress to one or more persons not of the same household as themselves". This is the definition of behaviour that could lead to the making of an Anti Social Behaviour Order under s.1 of the Crime and Disorder Act 1998.

This would usually be appropriate in cases where the initial investigation has indicated that an Anti Social Behaviour Order may be an appropriate solution to a problem.

An Anti Social Behaviour Order warning may not be served in all cases, depending on the severity of the anti social behaviour, and the urgency and the need to protect witnesses.

Verbal, Written Warnings and Cautions

When the matter has been investigated, verbal and written warnings, or caution letters, may be given to the perpetrator as an alternative to formal legal action. These may be enough to solve the problem in some cases. Details of the warnings are recorded on the file in case of future problems.

Prevention through support

Referrals can be made to adult or children's social care where case details suggest a child or adult is at risk. These services will then assess the case and may provide, commission, or refer to support in an attempt to address the behaviour without the need for formal legal action.

Referrals can also be made to voluntary organisations providing support, such as Sustain, who work with people who have alcohol problems.

There are also a number of parenting programmes operating throughout the city. The ALMO and ASBU will help to direct parents to a suitable local programme. The Family Hub is a useful document to find provision of services for parents in Leeds.

www.thefamilyhubleeds.org

10. Enforcement

Anti Social Behaviour Orders (ASBOs)

These are civil orders which can be used to prohibit the perpetrator from carrying out specific anti-social acts, and / or from entering defined areas on a map, and / or from associating with people also involved in anti social acts. The Council can apply for these orders in the Magistrates Court or as part of other proceedings in the County Court, for example possession proceedings.

The anti social acts have to be proved to a criminal standard of proof.

The council will apply for terms to be applied to control that person's behaviour. The council also has to persuade the Court those terms are necessary.

Once the Anti Social Behaviour Order is made, breaching the Order is a criminal offence.

The council makes applications for Anti Social Behaviour Orders on behalf of West Yorkshire Police.

Anti Social Behaviour Orders can also be made following a conviction in the criminal courts. Although the prosecutor and not the council makes the application for this to happen, the council works closely with the police and CPS to identify suitable cases for such orders on conviction.

Injunctions under s.153 Housing Act 1996

An injunction is a court order prohibiting a person from committing certain acts. If any injunction is breached, this will be contempt of Court, and the Council can apply for this contempt to be punished by a fine or committal to prison.

It may also be possible to obtain a power of arrest and exclusion zone (including exclusion from someone's home), as part of the injunction if the individual has used or threatened violence or there is a significant risk of harm to victims.

In very serious cases it may be possible to apply for an injunction without telling the perpetrator that the council is applying to court for an order.

Injunctions for trespass

The council can send a prohibition letter banning individuals from entering council owned property. If the letter is ignored this will be trespass and the council can apply for an injunction banning the individual from continuing the trespass. In the case of schools, the law requires the parent of a child to be consulted before such a ban is made against them

Injunctions under s.222 Local Government Act 1972

The council can use the authority of s. 222 Local Government Act 1972 to bring proceedings in the County Court to prohibit a person from continuing to cause a public nuisance, if it can be shown that it is expedient for the promotion or protection of the interests of the inhabitants of the area. These can be used to deal with problems such as drug dealing, begging or prostitution.

Possession proceedings

The council can consider eviction where the perpetrator of anti social behaviour is a council tenant or someone living with or visiting a tenant, and the behaviour complained of is a breach of the terms of the tenancy agreement, or, in the case of secure tenants, one of the grounds for possession as defined by the Housing Act 1985 applies. The grounds for possession include where the tenant or a person living with or visiting the tenant is guilty of anti social behaviour.

The type of tenancy held determines the course of legal action. When an application is made to court for possession of an introductory tenancy, the Court should grant possession, as long as the ALMO has correctly followed the council's introductory tenancy procedures.

When the tenant is a secure tenant the court must also be satisfied that it is reasonable to evict the tenant on the basis of the anti social behaviour that has been evidenced.

Eviction will always be a last resort and is reserved for serious cases. Examples of cases where eviction would be considered include:

- Dealing drugs from council property;
- Using violence or severe intimidation against neighbours or staff;
- Using council property for serious criminal activity;
- Where properties have been closed under crack house or anti social behaviour closure powers;
- Where the anti social behaviour is persistent and other attempts to prevent it have failed.

Demoted tenancies

A demoted tenancy is a less secure form of tenancy. A secure tenancy can be demoted where there is anti social behaviour, and is done by serving a Demotion Notice and making a court application for a Demotion Order. The court must also be satisfied that it is reasonable to demote the tenancy.

Once the tenancy is demoted to a less secure form of tenancy, any future request for possession of that property would follow a similar procedure to that for introductory tenancies. Demotion generally lasts for a period of 12-18 months.

Police

In other cases matters which are also criminal offences can be reported and investigated by the Police and the Police may in certain cases be able to use powers such as those under the Anti Social Behaviour Act 2003 to close premises. The Police also have powers to make Dispersal Orders in areas where there is persistent anti social behaviour and a problem with groups causing intimidation.

Protection from Harassment Act 1997

The Police can prosecute an individual for harassing another person more than once. The Magistrates Court can impose restraining orders preventing further harassment in these cases. An application can also be made to a civil court under this Act for an injunction although the council cannot make this application, it must be made by or on behalf of the individual.

Professional witness schemes

Council and ALMO staff can and do act as professional witnesses.

Police officers and PCSOs also act as professional witnesses.

If necessary, Leeds City Council can employ outside investigators to act as professional witnesses in particularly complex or serious cases.

11. Resettlement

Suitability Assessments

Where tenants have been evicted for anti social behaviour (or have left properties in circumstances where the court would have made an order to evict them), the ALMOs and the council can apply a suitability assessment to see whether they should be given another council tenancy.

The assessment looks at whether the order would be made at the time of the decision to offer a property, so that it is possible that someone who was evicted may be unsuitable immediately afterwards, but may demonstrate later that his / her behaviour has changed so that he / she is now suitable to be a tenant.

Providing assistance in resettlement

The council and its partners recognise that, to tackle anti social behaviour successfully and permanently, we must ensure that perpetrators are supported to change their behaviour, so that wherever they live the same problems do not recur.

There are a number of schemes aimed at rehabilitating perpetrators of anti social behaviour. Examples include

- Family Intervention Project (FIP)

FIP provides support and assistance to families with children aged 8-14 who are engaged in anti social behaviour. The support aims to help parents and children address their behaviour to prevent or reduce anti social behaviour.

- **Signpost**

Signpost is a project offering intensive support to the most challenging families with children aged 8-14 who are engaged in anti social behaviour. The support is offered as either an outreach service or in dispersed tenancies, depending on the circumstances.

There are other voluntary organisations who are able to provide tenancy support to help people to sustain a new tenancy, and referrals can be and are made to such support when perpetrators are rehoused.

Other resettlement work

Drug and Alcohol misuse

Substance misuse affects the well being of individuals, families and neighbourhoods, damages the health of individuals and undermines family life, as well as having huge social and economic costs to the city. Reducing drug and alcohol related crime is vital to making people safer and improving lives.

The Safer Leeds Drugs Team and its partners are responsible for implementing the Drugs Treatment Plan and the Leeds Alcohol Strategy. Improving lives by reducing harm is dealt with by a combination of prevention, control and treatment.

12. Multi Agency Working

Area Management

There are three Area Management Teams covering the city: east north east, west north west and south south east.

Each area management team within the city has a partnership structure for dealing with anti social behaviour. The structure includes local tasking meetings where problems relating to crime and anti social behaviour are discussed and priorities and actions are agreed.

Membership of the local tasking meetings can include the local Neighbourhood Policing Team, representatives from the ALMO and ASBU and other partners who are working in the neighbourhood.

Anti Social Behaviour Panels

These are co-chaired by the Divisional Chief Inspector and ASBU Team Leader. Membership of the panels include staff from Leeds City Council (Anti Social Behaviour Unit, Area Management and Adult and Children's Social Care), West Yorkshire Police, Leeds Youth Offending Service, ALMOs and Education Leeds.

The panels form part of the consultation process for Anti Social Behaviour Orders.

Hate Incident/Crime and other harassment policies

The definition for a hate incident is *any incident which is believed to be a hate incident by the victim or any other person*. It is motivated wholly or in part by prejudice on the grounds of race, colour, national or ethnic origin, religious belief or similar philosophical belief, sexual orientation, gender identity (transphobia), or against disabled people.

There are alternative methods of reporting Hate Incidents and Crimes for people living and working in Leeds who have experienced any type of Hate Crime.

Hate Incident Reporting Centres (HIRC) operate in partnership with West Yorkshire Police, Stop Hate UK and Leeds City Council. They enable anybody who has experienced or witnessed a Hate Incident the facility to report in a location other than a police station.

HIRC are in a number of different locations around Leeds and are identified by the HIRC logo. They are located in Neighbourhood Housing Offices, One Stop Centres, places of education (colleges universities), and a range of community organisations. A list of current HIRC is available from Stop Hate UK (**0113 293 5100**).

All information given at a HIRC is confidential, and will only be shared with the Police and Stop Hate UK with the consent of the reporting person. Information can also be given anonymously. The person reporting can choose what information to give and who gets the information.

The Stop Hate Line is a 24-hour free and confidential helpline for anyone who has experienced any type of Hate Crime. It can be used to report Hate Incidents, and also to get support and information. Operators are available 24-hours a day. If callers want to speak in a language other than English, they should leave their name, phone number, and the name of the language they speak. An interpreter will call them back within 5 working days.

The Stop Hate Line is run by Stop Hate UK, an independent charity supporting victims of all hate crime. All calls are confidential, and information will only be shared with the Police and other agencies with the consent of the caller. Callers can remain anonymous if they wish. Stop Hate UK can provide information about Hate Crime and reporting in a number of community languages.

Stop Hate Line: **0800 138 1625**

Stop Hate Line for Textphone users: **18001 0800 138 1625**

Stop Hate UK office: **0113 293 5100**

Domestic violence strategy

The council is committed to the delivery of the city wide Domestic Violence Strategy. The strategy sets out how it will raise public awareness, improve services to women and children, and continue the development of community support, in addition to supporting effective civil and criminal justice responses and prevention and educational work with children and young people. The council takes part in the multi-agency risk assessment conference process (MARAC), which aims to reduce the risk of victimisation by the identification of and early intervention with victims and perpetrators of domestic violence.

13. Monitoring Anti Social Behaviour and the service

National strategic priorities reflect the refreshed National Community Safety Plan, the Crime Strategy and the new Public Service Agreements for 2008-2011. The main messages include maintaining continued pressure on reducing anti social behaviour.

The draft **safer communities** PSA identifies a measurement for tackling crime, disorder and anti social behaviour issues of greatest importance locally and increasing confidence in local policing.

Performance in reducing anti social behaviour, and improving public confidence in how the council deals with anti social behaviour, will be measured through an annual survey.

The Anti Social Behaviour Unit and the ALMOs monitor their own performance and are developing mechanisms to benchmark their performance against that of other landlords and local authorities.

ALMOs are subject to inspection by the Audit Commission. One of the key lines of enquiry covers how ALMOs deal with complaints of anti social behaviour.

14. Data Protection and Confidentiality

Leeds City Council needs to process personal data and private information to deliver many of its services.

Confidentiality

The council adopts the general principle that information should only be disclosed to individuals with a legitimate and reasonable right to that information.

In general, all information received from victims and witnesses of anti social behaviour will be treated as having been given to Leeds City Council in confidence, and will not be disclosed to third parties unless those providing the information have agreed that we may do so.

We will treat every case in confidence and officers will do all they can to protect the identity of victims and witnesses.

We will advise witnesses that:

- Their information will be treated as confidential and not be disclosed without their permission, and that we will do all we can to protect their identity when we speak to other people.
- We will not disclose their details, but advise them that their identity may become known (for example, if there are specific details in the allegations we use).
- Officers will conduct their enquiries in a way that reduces to a minimum any opportunity to lead to the identification of victims and witnesses.

Sharing information with our partners

Leeds City Council, the ALMOs and West Yorkshire Police use an agreed Information Sharing Protocol created under the Crime and Disorder Act, 1998.

We may share information with these other agencies for the purpose of preventing anti social behaviour or crime.

Sharing information with tenants and the community

The council works proactively with the media to publicise successful actions to prevent or tackle anti social behaviour.

The council regularly communicates with its tenants and residents on a variety of matters, including anti social behaviour. Newsletters are regularly sent out to tenants and all residents receive the Leeds paper.

ALMOs use newsletters and their websites to inform residents about their actions.

The Anti Social Behaviour Unit uses the West Yorkshire Police leaflet scheme to publicise the details of those who are the subject of an Anti Social Behaviour Order.

15. Protection of Staff

Leeds City Council has a policy on Violence at Work to protect its staff.

Risk assessments required under the Management of Health and Safety at Work Regulations 1992 are carried out in respect of staff carrying out anti social behaviour work.

16. Training of staff dealing with anti social behaviour

The ASBU places a high importance on the training of staff and also delivers ongoing training to ALMOs, other Council departments and partner agencies to update on good practice, legislation and raise awareness of anti social behaviour generally.

ALMOs also commission their own training on specific issues as required; for example, from the legal, housing and consultancy professions.

17. Complaints Policy

We are committed to giving you the best possible service at all times, but sometimes we make mistakes. If this happens, we want you to contact us and let us know.

If you have a complaint, compliment or a comment about the council, you can talk to the member of staff concerned or their manager, you can:

- Phone us on **0845 129 0113** or **0113 398 4762**.
- Use the online form on the Council website at www.leeds.gov.uk
- Email us at complaints@leeds.gov.uk
- Write to us at:

Freepost RLZR-ELTX-RUEH
Leeds City Council
PO BOX 657
LS1 9BS

Complaints about ALMO staff should be directed to the ALMOs:

- West North West Homes Leeds
0800 9151 113
www.westnorthwesthomesleeds.org.uk
- East North East Homes Leeds
0800 9151 600
www.eastnortheasthomesleeds.org.uk
- Aire Valley Homes Leeds **0800 9156 600**
www.airevalleyhomes.org.uk
- Belle Isle Tenant Management Organisation **0113 214 1833**
www.belleisletmo.co.uk

18. Review of the policy and procedures

This document will be reviewed in 2011 and revised as required, to ensure it is relevant and up to date.

This leaflet is available in large print. Please contact your local Housing Office or One Stop Centre.

English

If you would like this document in another language, please contact your local Housing office or One Stop Centre.

Arabic

إذا أردت هذا المستند باللغة العربية؛ الرجاء الاتصال بمكتب إسكانك المحلي أو بمركز الخدمة الشاملة.

Bengali

আপনি যদি এই দলিলটি বাংলা ভাষায় পেতে চান তাহলে দয়া করে আপনার স্থানীয় হাউজিং অফিস অথবা ওয়ান স্টপ সেন্টারে যোগাযোগ করুন।

Cantonese

如欲索取本文件的中文版本，請聯絡你的地區房屋辦事處 (Housing Office) 或一站式中心 (One Stop Centre)。

Czech

Požadujete-li tento dokument v češtině, prosím kontaktujte místní „Housing Office“ (bytový úřad) nebo One Stop Centre (poradenské centrum).

Farsi

اگر شما مایل هستید که این مدرک را به زبان فارسی داشته باشید، لطفاً با اداره سازمان مسکن یا مرکز وان استاپ (One Stop) محلی خود تماس بگیرید.

French

Si vous désirez recevoir ce document en français, veuillez contacter votre Bureau de Logements local ou votre Centre d'Accueil.

Hindi

यदि आप यह दस्तावेज हिन्दी में लेना चाहें, तो कृपया अपने स्थानीय हाउसिंग ऑफिस या वन स्टॉप सेंटर से संपर्क करें।

Kurdish

ههنگه ئارهزووی ئەم دوکیۆمیئنته دهکەیت به زمانێ کوردی، ئەوا تکیایه په یۆههندی بهکه به ئۆقیسی هواسینی ناوچهکەیی خۆتهوه یاخود سهنتهری وان-ستۆپز

Polish

Jeśli chcesz przeczytać ten dokument po polsku, prosimy o kontakt z lokalnym biurem Housing Office lub One Stop Centre.

Portuguese

Se quiser este documento em Português, por favor contacte o Housing Office ou o One Stop Centre da sua área.

Punjabi

ਜੇਕਰ ਤੁਸੀਂ ਇਹ ਡਾਕੂਮੈਂਟ (ਦਸਤਾਵੇਜ਼) ਪੰਜਾਬੀ ਵਿਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਅਪਣੇ ਸਥਾਨਕ ਹਾਊਸਿੰਗ ਆਫਿਸ ਜਾਂ ਵਨ ਸਟਾਪ ਸੈਂਟਰ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

Somali

Haddii aad jeclaan laheyd dukumentigan oo af [Soomaali] ah, fadlan la xiriiir Sarkaalka Guriyeynta goobtaada ama Xarrunta hal-mar-joojsiga ah ee One Stop Centre.

Urdu

اگر آپ یہ دستاویز اپنی زبان میں چاہتے ہیں تو اپنے مقامی ہاؤسنگ آفس سے یا ون سٹاپ سینٹر سے رابطہ قائم کریں۔



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