

NORTH VIEW Housing Association

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ANTI-SOCIAL BEHAVIOUR POLICY REVIEW REPORT ON CONSULTATION PROCESS (AUGUST 2023)

1.0 Introduction

- 1.1 The purpose of this report is to detail the customer consultation that was carried out when reviewing the current Anti-Social Behaviour Policy.
- 1.2 Tenants and other service users were asked for feedback on the Anti-Social Behaviour Policy and timescales for responding to each category of anti-social complaints as follows:
- 1.3 **Category 1:** This category of complaint will cover serious complaints such as criminal activity (for example, drug dealing or being concerned in the supply of drugs or growing drugs in the house, criminal dishonesty involving violence and housebreaking, violence, criminal threats, racial abuse and serious damage to property including fire-raising or tampering with the electricity meter). The Association will respond within 3 working days unless there is a danger to an individual where the Association will act immediately.
- 1.4 **Category 2:** This category of complaint will cover less serious instances of anti-social behaviour (for example, minor neighbour disputes, noise pollution, unruly children/visitors, rowdy behaviour, nuisance behaviour, vandalism) and the Association will aim to resolve these complaints within 10 working days.
- 1.5 **Category 3:** [this category has been updated from the last Policy review]: This category of complaint covers complaints about less serious breaches of tenancy which are of a more minor nature but still a cause of neighbour nuisance such as persistently untidy



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gardens, unauthorised parking or neighbour disputes over washing lines, bins and stair cleaning. The Association will aim to resolve these complaints within 10 working days.

2.0 Consultation Process

- 2.1 Following zero response from newsletter articles seeking interest from tenants in form a focus group to review policies, a tenant survey was developed asking tenants and other service users for their thoughts on the proposed categories of anti-social complaint as outlined and the timescales for dealing with each complaint.
- 2.2 The remaining part of the report outlines the results of this questionnaire.

3.0 Response

- 3.1 The questionnaire was circulated to tenants coming into the office and to tenants and other service users who phoned the office. Respondents were asked to either complete the questionnaire over the phone or for it to be posted out with a free stamped addressed envelope to return it in.
- 3.2 In total, 36 questionnaires were completed, all from NVHA tenants.
- 3.3 The questionnaire response from 36 tenants equates to a response rate of just over 5% of all tenants (700 properties).

4.0 Results

Q1: Are you aware of the Anti-Social Behaviour Policy that is used by staff to deal with anti-social behaviour complaints?

100% of tenants who took part in the survey confirmed they were aware Association staff used a Policy to deal with anti-social complaints.

The responses left in the comments section were as follows:

- Aware of how the association deal with complaints

Q2. The Anti-Social Behaviour Policy includes timescales for different kinds of anti-social complaints – I will explain each category and ask you about our response timescales:



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Category 1: This category of complaint will cover serious complaints such as criminal activity (for example, drug dealing or being concerned in the supply of drugs or growing drugs in the house, criminal dishonesty involving violence and housebreaking, violence, criminal threats, racial abuse and serious damage to property including fire-raising or tampering with the electricity meter). The Association will respond within 3 working days unless there is a danger to an individual where the Association will act immediately.

Do you feel this is an appropriate timescale?

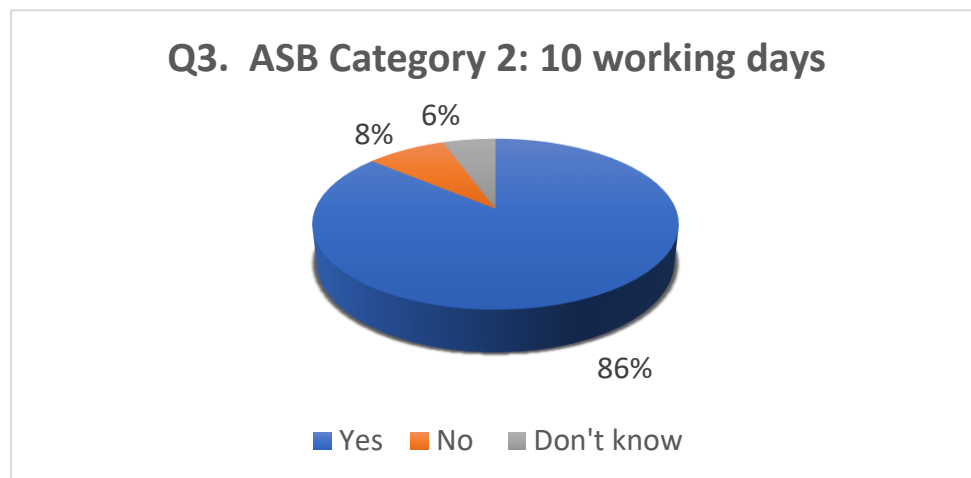
33 (over 91%) tenants felt 3 working days (or immediately if there is a danger to the individual) an appropriate timescale for dealing with category 1 anti-social complaints. 3 (8%) of tenants stated that they did not know.

The responses left in the comments section were as follows:

- Agree
- It is appropriate time scale however I appreciate investigations need to be carried out
- Drug dealing is a serious issue which should be dealt with quicker as there as small kids in the area
- NVHA Always responds quickly

3. Category 2: This category of complaint will cover less serious instances of anti-social behaviour (for example, minor neighbour disputes, noise pollution, unruly children/visitors, rowdy behaviour, nuisance behaviour, vandalism) and the Association will aim to resolve these complaints within 10 working days.

Do you feel this is an appropriate timescale?



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As outlined in the above chart, 31 (86%) tenants felt 10 working days an appropriate timescale for dealing with category 2 anti-social complaints. 3 (8%) of tenants stated that they did not agree; and 2 (6%) stated they did not know.

Responses left in the comments section were:

- Complaints need time to be fixed
- Should be dealt with quicker
- Should be dealt with quicker
- Should be quicker than 10 days
- I think it should be resolved quicker than 10 working days

Due to the responses left by tenants feeling this category of anti-social behaviour should be resolved quicker, the proposal is for the resolve time for a category 2 complaint is to be reduced to 8 working days.

Q4. Category 3: [this category has been updated from the last Policy review]

This category of complaint covers complaints about less serious breaches of tenancy which are of a more minor nature but still a cause of neighbour nuisance such as persistently untidy gardens, unauthorised parking or neighbour disputes over washing lines, bins and stair cleaning. The Association will aim to resolve these complaints within 10 working days.

Do you feel this is an appropriate timescale?

34 (over 94%) tenants who completed the survey felt 10 working days was an appropriate timescale, with 2 (6%) stating they did not know.

Responses left in the comments section were:

- Untidy gardens are dependent on weather being ok to tidy.

In the final part of the questionnaire, respondents were asked to leave any comment they had on the proposals and anything they would like the Management Committee to consider before taking the final decision on approval of the Anti-Social Behaviour Policy review.

Responses left in the comments section were:

- I have been very lucky not to experience any problems.
- Any complaints made are dealt with quickly by my housing officer



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- Timescales in place are adequate
- English not 1st language

5.0 Conclusion

- 5.1 Through the consultation exercise, the Association has tried to engage with tenants by providing different methods for people to contribute to the review process.
- 5.2 Due to the poor response for a focus group or drop in event, a questionnaire was developed asking tenants and other service users their views on the timescales included in the Policy for dealing with the 3 categories of anti-social complaints.
- 5.3 Based on the feedback received, it is clear that tenants agree that the timescales are reasonable with only a small percentage (8%) stating they felt 10 days for a category 2 anti-social complaint was too long for staff to resolve the complaint. Due to the comments left by tenants, the proposal will be for this timescale to be reduced to 8 days.
- 5.4 The draft Anti-Social Behaviour Policy, to be presented to and discussed at the Association's Management Committee meeting on 23rd August 2023, will take account of the consultation.

End



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