



**Impact Assessment of: Anti Social Behaviour Manual ( v2 Feb 2008)**

**Service/ Team: ALMO – Aire Valley Homes Leeds**

**Date Completed: 14<sup>th</sup> March 2008**

**Lead Officer: Kevin Vaughan**

**Members of the assessment team:**

<b>Name</b>	<b>Organisation</b>	<b>Role on assessment team e.g. service user, manager of service</b>
Kevin Vaughan	Aire Valley Homes Leeds	Neighbourhood Housing Manager – ASB Procedure Manual Review Team member
Jeff Clarke	Aire Valley Homes Leeds	Area Manager– ASB Procedure Manual Review Team member
Martin Johnstone	Aire Valley Homes Leeds	Tenancy Management Officer– ASB Procedure Manual Review Team member
Angela Ansell	Aire Valley Homes Leeds	E & D Advisor

**Brief description of policy/ service:**

(take this from Section 1 – aims)

The Tenancy Agreement forms a Legal contract between the tenant(s) and Leeds City Council as landlord and places responsibilities on both parties.

Tenancy Management is about ensuring that all the conditions of the Tenancy Agreement are met and, where necessary, taking Legal action to enforce the conditions or end the tenancy. Under the terms of the Management Agreement(s) Leeds ALMO's are responsible for this area of work

Tenancy Management issues can range from serious cases of harassment or anti-social behaviour, to less severe issues such as overgrown gardens. It is not always possible, therefore, to follow an exact procedure. However, the ASB Procedure manual provides a framework for officers to follow in most situations. Due to the seriousness of anti-social behaviour and harassment it mainly

concentrates on these areas of work but also gives guidance on dealing with general breaches of tenancy, both secure and Introductory Tenancies (IT).

The important thing to remember is that incidents of anti-social behaviour and other breaches of tenancy conditions **must** be taken seriously and Tenancy Management Officer's (TMO's) must investigate every reported incident. They should give advice and take action wherever necessary. Neighbourhood Housing Managers should always be aware of ongoing anti-social behaviour cases and ensure appropriate action is being taken.

- AVHL recognise that breaches of tenancy, particularly those relating to anti-social behaviour and harassment, can destroy lives and devastate communities. We are committed to ensuring a prompt and caring response to all complaints and to sustaining communities through dealing effectively with adverse behaviour.
- AVHL also recognise that there is no simple method of dealing with breaches of tenancy. Through our procedures, therefore, we are committed to employing a range of tools and actions, including conciliation, mediation, working with other agencies, efficient evidence collection and Legal enforcement.
- Individual cases dictate individual action, exact procedures and timescales are difficult to prescribe. However, we recognise that complainants should know when to expect a response at various stages, and what this response should be. Our procedures, therefore, include clear timescales for the early stages of a complaint and a requirement for subsequent action plans to be clearly agreed with, and communicated to, all relevant parties

As with all our procedures, our approach to tenancy management will be in line with the Aire Valley Homes Service Standards

**Brief account of how the impact assessment was carried out:**

The Impact Assessment was carried out over a period of time while developing the revised Anti Social Behaviour Procedure Manual, and involved consultation with a wide range of staff.

This was followed by a desk top assessment of the overall presentation of the Procedure Manual to identify any further impacts.

**Brief description of any adverse affects found:**

(take this from Section 4 – Adverse affects)

<b>Barrier</b>	<b>Adverse affect</b>	<b>Who does this impact on</b>	<b>Why</b>
<b>Font, size and style of some of the text</b>	<b>Users unable to find the information. Barrier to accessible reading</b>	<b>People with visual impairments and learning impairments - both Service deliverers and Service Users</b>	<b>Text not standard size made the manual difficult to use</b>
<b>Hate Crime and Hate incident Reporting not adequately covered within the Manual</b>	<b>Focused on Race Hate but Hate Crime covers four other headings</b>	<b>Customers within those diverse groups</b>	<b>Staff may not have realised that they have to act on those categories of incidents</b>
<b>Staff Training</b>	<b>Staff unable to deliver an informed and adequate level of service</b>	<b>Both Service deliverers and Service Users</b>	<b>People not informed</b>
<b>No recognition of actions on Domestic Violence cases</b>	<b>Appropriate service not being delivered to customers</b>	<b>Customers in that situation</b>	<b>No clarity Process not clear. Not able to evidence</b>
<b>Correct terminology not used throughout the manual eg hard of hearing</b>	<b>People will feel more discriminated against</b>	<b>Anyone with a particular vulnerability</b>	<b>Not using commonly agreed definitions eg hearing impaired</b>
<b>Presentation of and availability of the Manual</b>	<b>Not all AVH Staff are aware of the Manual. Not just about the NHO staff, need to include all ALMO divisions eg Asset Management etc</b>	<b>All</b>	<b>Both hard and electronic versions available but assumptions made about availability and access of these formats</b>

<b>Summary of Actions arising from Assessment</b>		
<b>Actions</b>	<b>Responsibility</b>	<b>Timescale</b>
<p><b>Training needs to be delivered to all staff – specification should be that training matches the specification laid out in the standards. Specific focus needs to be on the 4 elements of E&amp;D issues involved Hate Crime; Racial origins, Sexual orientation Religious belief, and Disability .</b></p>	<b>KV/MJ/JC</b>	<b>May/June 08</b>
<p><b>To make the ASB Procedure Manual available in all locations so staff are aware on how to deliver on ASB</b></p>	<b>KV/MJ/JC</b>	<b>May 08</b>
<p><b>Make sure that ASB Procedure Manual is available through alternative methods</b></p>	<b>KV/MJ/JC</b>	<b>Aug 08</b>
<p><b>Review needed to make sure that standard size 12 text used</b></p>	<b>KV/MJ/JC</b>	<b>Feb 08</b>
<p><b>Ensure that customer feedback is incorporated into existing drafts</b></p>	<b>KV/MJ/JC</b>	<b>Sept 08</b>
<p><b>Need to provide hard copies of ASB Manual in 10 AVH locations</b></p>	<b>KV/MJ/JC</b>	<b>Feb 08</b>
<p><b>How are we going to promote the manual</b></p> <ul style="list-style-type: none"> <li>• <b>Weekly key message</b></li> <li>• <b>Staff briefings</b></li> </ul>	<b>KV/MJ/JC</b>	<b>May 08</b>
<p><b>Need to widen access to manual to all staff groups.</b>  <b>The assumption is that only NHO staff use the manual for reference. But for issues such as Domestic Violence and Hate Incident Reporting other staff groups need a knowledge and awareness of the issues (eg the Service Standards appendices within the ASB Manual are for the customer use as well as staff use)</b></p>	<b>KV/MJ/JC</b>	<b>May 08</b>
<p><b>Assumptions made on how people could access the ASB Procedure Manual. Need to ensure that the Manual is available to the wider staff base. Need to signpost all staff to exactly where the document is in its various formats</b></p>	<b>KV/MJ/JC</b>	<b>May 08</b>


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To be completed by Equality Officer