



Report and Recommendations on the Anti-Social Behaviour Policy

**Delivered by the Ochil View Housing
Tenant Scrutiny Group**



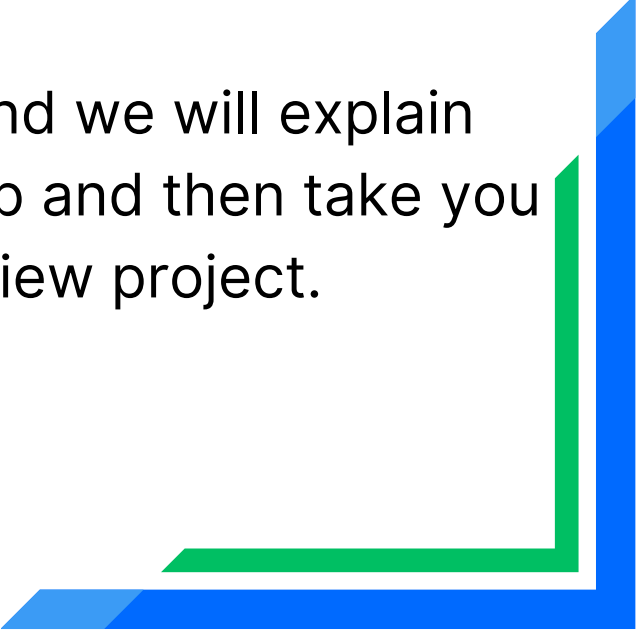


Introduction

Welcome to the latest report created by the Ochil View Housing Tenant Scrutiny Group.

The Tenant Scrutiny Group was formed in early 2023. Those on the group are Ochil View tenants from our different areas across Clackmannanshire and Fife. The purpose of the group is to provide tenants with the platform to independently analyse the services they receive from their landlord, highlight what they think is working or not working and put forward recommendations for change.

This is their second report and we will explain firstly, the purpose of the group and then take you through their latest review project.



Key Principles of Tenant Scrutiny Group

The key principles of the group are that they must be:

Independent: They will have the independence to choose which areas of service to review.

Formality: They will have a clear, definable remit and an understanding of how the group sits alongside other engagement opportunities within the Association.

Power: The group will undertake a detailed examination of our services and standards, working with relevant staff to analyse the service and make any recommendations for improvement.

The Association will, in turn, be responsible for examining these reports and recommendations and work in partnership with the group to address the outcomes.

Anti-Social Behaviour Policy

The group concluded their first review on the life of a repair in late 2023 and in early 2024 began considering which service area they would like to review next.

As before, the group were presented with Ochil View Housing's latest performance information. This details where we are performing well and less well across a range of areas, such as repairs, tenant engagement, letting homes and so forth.

Upon careful consideration, the group decided they would like to next explore our Anti-Social Behaviour Policy.

From there, we began mapping out with the group what this review could entail and some timescales for carrying out the task.

Review Process

To begin with, the group met with Linda McLaren, Director of Housing Services and Marian Kelley, Senior Housing Officer, both of whom are responsible for overseeing the delivery of the principles set out within the anti-social behaviour policy.

Linda and Marian gave the group a detailed breakdown of the policy itself, highlighting the key information around how we classify anti-social behaviour cases and how we categorise each one.

The group had a detailed discussion with both Linda and Marian on this, which helped to gain greater clarity on our definitions and how they are addressed.

There was then some information sharing on what other associations do when it comes to classifying and categorising anti-social behaviour.

Review Process (cont)

Next, the group met with representatives from Kingdom Housing at a session in August 2024. The Housing staff at Kingdom shared in more detail their approach to anti-social behaviour and how they address and monitor such issues. The group found this to be a useful session.

Following this, we looked at our current policy in more detail, sharing ideas and possible recommendations going forward.

Lastly, the group then looked at our current front-facing information on anti-social behaviour that Ochil View shares with its tenants. This includes the details within the tenant handbook and the anti-social behaviour leaflet. We examined the tone and language of each to determine whether they were sufficient.

Findings and Recommendations

Upon completion of this review, the group concluded:

With the information shared and the detailed discussions with the relevant staff, we gained a clear understanding of the anti-social behaviour policy.

We recognised the challenges that can come with identifying and addressing anti-social behaviour in general.

We understood staff roles and responsibilities when it comes to anti-social behaviour.

We appreciated the clarity and level of information provided within the front-facing documents, such as the anti-social behaviour leaflet.

Findings and Recommendations

We recommend:

Introducing a follow-up communication process for staff to liaise with a person who has raised an anti-social behaviour issue 6-8 weeks after it has concluded. We feel this will give some reassurance to both the tenant and staff member that the matter has been resolved and, if not, can be then addressed again.

Issuing the anti-social behaviour diary with the leaflet to a tenant when they raise an anti-social behaviour issue. This will help them better record and monitor the issues.

Consideration to using the word 'resolved' when it comes to the conclusion of an anti-social behaviour case as for some this may not be the case.

Conclusions

This report has been reviewed and approved by all members of the Tenant Scrutiny Group.

The next steps are to share this report with the Senior Management Team for consideration and they can meet with the group if they require further clarity on anything this report contains.

The report will then be presented to the Associations Customer Services Committee in December 2024 who will review the findings and recommendations. The Tenant Scrutiny Group will be provided with feedback and kept regularly updated on the progress of implementing any of the recommendations made.

This report will also be made available for all tenants and staff to view.

Thanks

The group wishes to thank the staff who supported them throughout their second scrutiny review.

We appreciate the independence offered to us by the Association and would like for more tenants to join the group as it will help to strengthen the tenant voice in the decisions their landlord makes.

If you are interested in being part of the group, please contact Chris McShane, Tenant Engagement and Communications Officer on 01259 727 473 or by email: tenantengagement@ochilviewha.co.uk

We would also be happy to chat directly to any tenant interested in joining. Chris can arrange this.