

Not Reinventing The Wheel

A Directory of Current Practice In Tackling Anti-Social Behaviour
by Scottish Local Authorities



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Introduction

This directory is for practitioners whose day-to-day work involves combating anti-social behaviour. It will also be useful for those planning new projects and initiatives as it will enable them to see whether a similar idea has been tried elsewhere and, if so, what the advantages and pitfalls are likely to be. The directory gives full contact details for people running projects so you can speak directly to those involved.

The projects are categorised into topics and some will appear in more than one category so readers are guided by cross-referencing where necessary. For example, work with young people is cross-referenced to acceptable behaviour contracts and specialist teams are linked to the section with helplines, as many, but not all, are run in conjunction with them.

A directory of this sort can only briefly outline the nature of an initiative, some of the initiatives are described in greater detail in "Tackling Anti-social Behaviour: An Audit of Scottish Local Authority Practice 2001-2002". But of course the best information can be obtained from the practitioners who have initiated and implemented the projects.

Because the practices and initiatives are those identified through the audit of local authorities procedures and practices, there is little information on those of Housing Associations/RSLs. I would be interested in hearing about innovative projects and practices in this sector to include in updates of the directory.

It would also be interesting to include a section on performance-monitoring with examples of practice in recording, tracking and monitoring responses to anti-social behaviour and on wider community safety aspects of anti-social behaviour.

Inevitably a directory such as this is out of date as soon as, or before, it is printed, so please keep me informed of new developments.

Please also let me know if postholders in local authorities change. For future policy development and information sharing it would be helpful to have comments and examples of practice. Please send to SNC@scotland.gsi.gov.uk. Information will also be published on the Scottish Executive Website: www.scotland.gov.uk.

Diane Janes, Sociable Neighbourhood National Co-ordinator

June 2003

Current Practice

1 Procedures and Guidance Manuals

Procedural guidance varies from non prescriptive to highly prescriptive. The following are good examples of all types.

Good Practice Model	Authority	Key Player
Clear and succinct procedures which offer good basic guidance on following through different categories of complaint.	Aberdeenshire	Alastair Mutch Housing Services Manager 01569 768 540 alastair.mutch@aberdeenshire.gov.uk
Clear and succinct procedures which offer good basic guidance on following through different categories of complaint.	South Ayrshire	Rob Jones Housing Operations Manager 01292 612 038 rob.jones@south-ayrshire.gov.uk
Comprehensive procedures for both the specialist anti-social behaviour investigation team and for generic housing officers with guidance on legislation that impacts on their work. Good sections in procedures on considering the victims' feelings and service standards.	Fife	Fiona Alder Housing Investigations Officer 01592 414 233 fiona.alder@fife.gov.uk Gerry McGloin Team Leader (Housing Management) 01592 414 255 gerry.mcgloin@fife.gov.uk
Comprehensive procedure, strong on referring cases to other agencies where appropriate.	Dundee	David Simpson City Housing Manager 01382 434 342 david.simpson@dundeecity.gov.uk
Procedure which adopts broad definitions of anti-social behaviour and reiterates the need to involve other agencies.	North Ayrshire	Jane Houston Divisional Manager 01294 324 873 janehouston@north-ayrshire.gov.uk

Good Practice Model	Authority	Key Player
Comprehensive procedural manual. Strong investigatory and questioning techniques.	Edinburgh	Julia Kennedy Anti-Social Behaviour Strategy Manager 0131 529 7212 julia.kennedy@edinburgh.gov.uk
Concise, fairly recently produced procedures. Emphasis on ASBOs.	Angus	Beverly Fullerton Assistant Principal Officer, Community Safety 01307 473 380 FullertonBJ@angus.gov.uk
Comprehensive procedures with accent on prevention and early intervention and emphasis on involving complainants and perpetrators in resolving before problems escalate.	Clackmannanshire	Lawrence Hunter Service Manager Housing Management 01259 452 681 Lhunter@clacks.gov.uk
Comprehensive procedure with strong emphasis on evidence gathering, corroboration, working with police and victim support.	East Ayrshire	John Pilkington Best Value Officer 01563 576 616 John.Pilkington@east-ayrshire.gov.uk
Comprehensive procedures, strong on prevention, accurate recording, inter-agency responses.	East Dunbartonshire	Grant Mackintosh Housing Policy Manager 0141 578 8000 Grant.Mackintosh@eastdunbarton.gov.uk
Comprehensive procedure emphasising inter-agency involvement. Supported by concise checklists.	Inverclyde	Lesley Kerr Housing Policy Officer 01475 712 540 Lesley.Kerr@inverclyde.gov.uk
Concise and practical manual buttressed with clear flowcharts and emphasising witness support. Emphasis is on avoiding legal action if at all possible.	Midlothian	Anita Anderson Principal Housing Officer 0131 271 3611 Anita.Anderson@midlothian.gov.uk

Good Practice Model	Authority	Key Player
Comprehensive procedure. Strong on legal and enforcement procedures and dealing with complaints from outwith the council sector.	North Lanarkshire	Matt Costello Principal Investigator 01236 622 500 CostelloM@northlan.gov.uk
Comprehensive procedures. Inbuilt timescales for response at each stage.	Renfrewshire	Bryan Healy AS/ST and Mediation Manager 01505 325 030 bryan.healy@renfrewshire.gov.uk
Comprehensive estates management procedures. Strong on relating anti-social behaviour to other aspects of housing service procedures. Clearly written protocols govern relationships with other agencies and departments.	South Lanarkshire	Cameron Mitchell Tenant Participation Officer (Strategy) 01698 454 739 cameron.mitchell@southlanarkshire.gov.uk
Guidance manual uses flow charts effectively to clarify procedures and emphasises importance of careful interviewing to build cases and support witnesses.	West Dunbartonshire	Martin Mckendrick Assistant Team Leader 01389 608 999 martin.mckendrick@west-dunbarton.gov.uk
Separate but interlinked procedures for generic workers and specialist team. Strong on evidence gathering and feedback/support for witnesses. Contains section on risk assessment and a case location report.	Falkirk	Natalie Moore-Young Conflict Resolution Manager 01324 503 698 natalie.mooreyoung@falkirk.gov.uk

2 Policy and Procedure for Tackling Racially-Motivated Anti-Social Behaviour

Several authorities' procedures treat racially-motivated anti-social behaviour as extreme or very serious behaviour and responses do not differ greatly from the responses to extreme behaviour. The following are examples of well thought-through procedures which complement basic anti-social procedures.

Good Practice Model	Authority	Key Player
Policy statement and procedure taking account of Positive Action in Housing "Tackling racist attacks and harassment – model procedures for Scottish Housing Providers". Commits council to taking vigorous action (including legal) and working in partnership with other agencies, providing practical support to victims and monitoring instances of racial harassment.	Aberdeenshire	Alastair Mutch Housing Services Manager 01569 768 540 alastair.mutch@aberdeenshire.gov.uk
Victim-centred policy and procedure that is practical and realistic.	Glasgow (now Glasgow Housing Association)	Jackson Greenhorn Assistant Chief Housing Officer 0141 274 0414 jackson.greenhorn@gha.org.uk
Victim-centred approach emphasising need for speedy response and effective monitoring.	South Ayrshire	Rob Jones Housing Operations Manager 01292 612 038 rob.jones@south-ayrshire.gov.uk
Procedure requires investigation of, and report on, complaints within 24 hours. Strong on victim support.	Dundee	David Simpson City Housing Manager 01382 434 342 david.simpson@dundeecity.gov.uk
Practical and easy-to-follow robust procedure buttressed by good standard forms to facilitate monitoring.	East Renfrewshire	Phil Daws Principal Officer (Tenancy Services) 0141 577 3186 Phil.Daws@eastrenfrewshire.gov.uk

Good Practice Model	Authority	Key Player
Victim-centred procedure. Training run in conjunction with Community Relations Council.	Renfrewshire	Bryan Healy ASI/ST and Mediation Manager 01505 325 030 bryan.healy@renfrewshire.gov.uk
Victim-centred policy and procedure. First local authority to be granted an ASBO for racially-motivated anti-social behaviour to exclude perpetrator (not a tenant) from an area.	Edinburgh	Julia Kennedy Anti-Social Behaviour Strategy Manager 0131 529 7212 julia.kennedy@edinburgh.gov.uk

3 Specialist Teams

More and more Scottish local authorities are creating specialist teams to combat anti-social behaviour by developing expertise in evidence gathering and acting as professional witnesses in court and also to support complainants and witnesses through the process. For authorities without the need or resources for a specialist team an option is to buy in this expertise from a neighbouring authority for extreme or time-consuming cases. All the undernoted models operate slightly differently (see also sections 4 and 5).

Good Practice Model	Authority	Key Player
<p>Housing Investigation Team (HIT) has successfully used professional witness evidence only to obtain a decree for eviction. Unlike other teams it does not engage with perpetrators. Membership includes a solicitor and two police officers are to be seconded to the team, one to work out of an area office in an office with multiple problems.</p>	<p>Edinburgh</p>	<p>Julia Kennedy Anti-Social Behaviour Strategy Manager 0131 529 7212 julia.kennedy@edinburgh.gov.uk</p>
<p>Neighbour Complaints Unit (NCU) has strong links with local police, including training scheme for new recruits. Grew out of, and now operates out-of-hours helpline and will act as a professional witness.</p>	<p>Aberdeen</p>	<p>Raymond Barnett Neighbour Complaints Unit Manager 01224 523 300 rbarnett@housing.aberdeen.net.uk</p>
<p>Anti-Social Investigations Team (ASI'ST) is the first specialist team and model for others and has Chartermark status. It was also the first team to utilise video evidence in court and uses comprehensive operational procedures. As well as investigation and enforcement it co-ordinates mediation service. (See section 14).</p>	<p>Renfrewshire</p>	<p>Bryan Healy ASI'ST and Mediation Manager 01505 325 030 bryan.healy@renfrewshire.gov.uk</p>
<p>Neighbour Disputes Team. Originally a centralised unit, specialist staff are now dispersed in local offices. Available for call-out via 24-hour helpline and will act as professional witnesses.</p>	<p>East Ayrshire</p>	<p>John Pilkington Best Value Officer 01563 576 616 John.Pilkington@east-ayrshire.gov.uk</p>
<p>Anti-social and support team (ASIST). Investigation and enforcement plus co-ordination of mediation service (see section 14), and Neighbourhood Liaison Officers (see section 16). Emphasises support responses.</p>	<p>West Dunbartonshire</p>	<p>Martin McKendrick Assistant Team Leader 01389-608 999 martin.mckendrick@westdunbarton.gov.uk</p>
<p>The Housing Investigation Team (HIT) began in 1995. Seven officers. Main role is investigation of serious cases of anti-social behaviour or those which are time-consuming and/or where corroboration is difficult. Have achieved over 50 ASBOs.</p>	<p>Fife</p>	<p>Fiona Alder Housing Investigations Officer 01592-414 233 fiona.alder@fife.gov.uk</p>

Good Practice Model	Authority	Key Player
Falkirk Investigation, Response and Support Team (FIRST). First Scottish Team to second a serving police officer (bringing normal police powers). Strong on preventing youth disorder escalating. Introduced ABCs (see sections 11 and 12).	Falkirk	Natalie Moore-Young Conflict Resolution Manager 01324 503698 natalie.mooreyoung@falkirk.gov.uk
Anti-Social Task Force (ASTF) has won COSLA Gold Excellence award and UK Housing Award for outstanding achievement in social housing. Unlike most teams it takes direct calls from the public (all tenures). Strong links with the police. Co-ordinates mediation service (see section 14).	North Lanarkshire	Matt Costello Principal Investigation Officer 01236 622 500 CostelloM@northlan.gov.uk
There are also a number of recently introduced teams: Neighbourhood Relations Team to be introduced in August 2003 with three staff initially.	West Lothian	Donna Matthewson Quality Assurance Officer 01506 777316 donna.matthewson@westlothian.gov.uk
Clackmannanshire Liaison and Mediation Team (CALM) Specialist team to investigate complex cases. Standby team operates 7 days a week on a 24-hour basis (10 officers) and also co-ordinates Mediation Services.	Clackmannanshire	Lawrence Hunter Service Manager, Housing Management 01259 425621 lhunter@clacks.gov.uk

4 Good Models of Support for Complainants and Witnesses

To tackle anti-social behaviour effectively, it is necessary that those who suffer it, and witness it, are confident that they will be supported and protected and kept informed of what is going on (see also sections 3 and 5).

Good Practice Model	Authority	Key Player
Anti-Social Management Group: Emphasis on prevention, conciliation and early intervention. Involves complainants, witness and perpetrators throughout process. Realistic action plans to prevent court action and encourage acceptable behaviour. Assistance with child minding and transport to court is offered.	Clackmannanshire	Lawrence Hunter Service Manager, Housing Management 01259 452 681 Lhunter@clacks.gov.uk
A 24-hour service for cases registered for investigating with ASI/ST. Fortnightly visits to witnesses. Issue of mobile telephones and enhanced physical security measures.	Renfrewshire	Bryan Healy ASI/ST and Mediation Manager 01505 325 030 bryan.healy@renfrewshire.gov.uk
Crimecare project aims to help any victim of crime or living in fear of crime referred by relevant agencies, by conducting a security survey within 24 hours and fitting security equipment.	Stirling	John McIver Tenants Services Manager 01786 443 018 maciverj@stirling.gov.uk
Formalised partnership with victim support for referral of witnesses and victims throughout the court process.	West Lothian	Donna Matthewson Quality Assurance Officer 01506 777 316 donna.matthewson@westlothian.gov.uk
Referral to police for protection, regular updates on case, referral to victim support. Access to help-line, speedy removal of graffiti and improved home security.	East Ayrshire	John Pilkington Best Value Officer 01563 576 616 John.Pilkington@east-ayrshire.gov.uk
Out-of-hours service for people involved in cases being investigated by HIT. Support before, during and after court. Emergency confidential telephone line. Rehousing in extreme cases.	Fife	Fiona Alder Housing Investigations Officer 01592 414 233 fiona.alder@fife.gov.uk

Good Practice Model	Authority	Key Player
Out-of-hours helpline. Protocols with victim support on referral. Also comprehensive support from staff.	Falkirk	Natalie Moore-Young Conflict Resolution Manager 01324 503 698 natalie.mooreyoung@falkirk.gov.uk
Formal working agreement between HIT and victim support for referral of cases.	Edinburgh	Julia Kennedy Anti-Social Behaviour Strategy Manager 0131 529 7212 julia.kennedy@edinburgh.gov.uk

5 Helplines and Out-of-Hours Services

These tend to be run in conjunction with specialist teams (see sections 3 and 4).

Good Practice Model	Authority	Key Player
Out-of-hours service for people involved in cases being investigated by HIT.	Fife	Fiona Alder Housing Investigations Officer 01592 414 233 fiona.alder@fife.gov.uk
Helpline operates 5.00pm – 9.00pm Monday to Friday with 24-hour cover at weekends. Directly accessible by members of the public. Leaflet “How to use the help-line” ensures it is widely publicised. There is a separate 24-hour helpline for cases where FIRST is considering legal action.	Falkirk	Natalie Moore-Young Conflict Resolution Manager 01324 503 698 natalie.mooreyoung@falkirk.gov.uk
Hotline in south Edinburgh jointly run by police and local housing office to enable members of the public to report crime and anti-social behaviour.	Edinburgh	Susan Bruce Area Manager 0131 527 3801 susan.bruce@edinburgh.gov.uk
Helpline operates 5.00pm – 1.30am for advice and support with two staff on duty per night. Any resident can access for advice but only cases registered with NCU receive call-out visits.	Aberdeen	Raymond Barnett Neighbour Complaints Unit Manager 01224 523 300 rbarnett@housing.aberdeen.net.uk
A 24-hour helpline to offer advice to the public. Also co-ordinates and monitors call-out to cases registered with the Neighbour Disputes Officers.	East Ayrshire	John Pilkington Best Value Officer 01563 576 616 John.Pilkington@east-ayrshire.gov.uk
A 24-hour directly accessible helpline to offer advice to the public. Special out-of-hours number for cases registered with ASTF to request support.	North Lanarkshire	Matt Costello Principal Investigator 01236 622 500 CostelloM@northlan.gov.uk
A 24-hour helpline for cases registered with ASI'ST.	Renfrewshire	Bryan Healy ASI'ST and Mediation Manager 01505 325 030 bryan.healy@renfrewshire.gov.uk

6 Multi-Agency Partnerships

All agencies involved with combating anti-social behaviour recognise the need for co-ordinated approaches and partnership working but it requires commitment and willingness to compromise over priorities. Multi-agency groups tend to divide into strategic groups, formulating and initiating policy and operational groups who mostly consider responses to individual cases, though there is some overlap between the two models (see also section 12).

Good Practice Model	Authority	Key Player
Housing Forum: acts a sounding board for ideas and problems. Comprises key stakeholders – tenants, housing associations, elected members, community council and council department representatives.	Shetland	Vaila Simpson Senior Housing Officer 01595 744 360 vaila.simpson@sic.shetland.gov.uk
Culture of cross-service working is cultivated in tandem with aim of promoting social inclusion. A leaflet “Social Inclusion Explained” covers “irresponsible behaviour”.	Stirling	John McIver Tenants Services Manager 01786 443 018 maciverj@stirling.gov.uk
Multi-agency group comprising council departments, police, victim support, mediation, children’s reporter and tenants representatives. Evolving comprehensive anti-social behaviour strategy based on prevention (support and deterrence), intervention, enforcement and rehabilitation.	Edinburgh	Julia Kennedy Anti-Social Behaviour Strategy Manager 0131 529 7212 julia.kennedy@edinburgh.gov.uk
Strong commitment to multi-agency and multi-disciplinary work involving stakeholders in all levels of planning. Police, council, housing forum and tenants panel all involved.	East Lothian	Ian Patterson Service Manager, Community Housing Services 01620 827 544 ipatterson@eastlothian.gov.uk
Tackling Anti-Social Behaviour and Conflict Team (TACT), comprises core members – housing, legal services, social work, police. Co-ordinates case conferences and discuss individual cases but also has strategic role to evaluate/introduce new services and responses to anti-social behaviour.	East Dunbartonshire	Grant Mackintosh Housing Policy Manager 0141 578 8000 Grant.Mackintosh@eastdunbarton.gov.uk
Joint Assessment of ASBO applications by multi-agency panel comprising relevant council services and the police.	Perth and Kinross	Liz Cooper Estates Manager 01577 867 615 LCooper@pkc.gov.uk

Good Practice Model	Authority	Key Player
<p>Anti-social behaviour and neighbour nuisance working group to develop strategy by assessing nature and extent of problem, examining partnership arrangements, developing code of practice on each agency's involvement and developing operations responses. Includes council, local housing associations, police, voluntary organisations such as CAB, private landlords and tenants representatives.</p>	<p>Scottish Borders (now Scottish Borders Housing Association)</p>	<p>Mark Canavan Neighbour Dispute Manager 01835 825 022 Mcanavan@scotborders.gov.uk</p>
<p>Anti-Social Behaviour Forum led by Housing and Technical Resources. As well as council, representatives included police, fire brigade and mediation. Discusses operational arrangements, trends and good practice. Has developed protocols on inter department/agency working.</p>	<p>South Lanarkshire</p>	<p>Cameron Mitchell Tenant Participation Officer (Strategy) 01698 454 739 cameron.mitchell@southlanarkshire.gov.uk</p>
<p>Working group on anti-social behaviour (see section 17).</p>	<p>Dundee</p>	<p>David Simpson City Housing Manager 01382 434 342 david.simpson@dundeecity.gov.uk</p>

7 Joint Working with the Police (including protocols)

Tenant and resident expectations mean there needs to be positive and pro-active mutually beneficial working between local authorities and the police. Further impetus was given to this by the introduction of ASBOs in the Crime and Disorder Act 1998 (see also sections 3, 6, 11 and 12).

Good Practice Model	Authority	Key Player
Regular quarterly meetings between police and council staff to discuss priorities and exchange views on trends and activities. Agreements with Strathclyde Police on supply of information regarding people convicted of drugs-related offences.	East Ayrshire	John Pilkington Best Value Officer 01563 576 616 John.Pilkington@east-ayrshire.gov.uk
Housing liaison protocol developed by council and Northern Constabulary and local housing associations. Focuses on “cases where the behaviour of the household causes serious upset” and is committed to assisting “individuals or families who are subject to repeat victimisation”. Protocol operated via Area Management Groups who are the vehicle for instigating local action plans.	Highland	Helen Ross Housing Policy Officer 01463 702 865 helen.ross@highland.gov.uk
Formal protocol between Housing, Legal Services, Grampian Police and Procurator Fiscal. Key elements – closer links between parties, targeting issues, sharing information and agreeing joint action. Joint training undertaken.	Aberdeen	Raymond Barnett Neighbour Complaints Unit Manager 01224 523 300 rbarnett@housing.aberdeen.net.uk
Protocol on exchange of CCTV data (Strathclyde Police).	West Dunbartonshire	Martin McKendrick Assistant Team Leader 01389 608 999 martin.mckendrick@west-dunbarton.gov.uk
Problem-solving partnership. Group comprises Police, Community Safety Manager, Anti-Social Behaviour Strategy Manager and representatives from Environmental Services and Social Work Departments.	Edinburgh	Julia Kennedy Anti-Social Behaviour Strategy Manager 0131 529 7212 julia.kennedy@edinburgh.gov.uk

Good Practice Model	Authority	Key Player
Robust protocol on sharing information with Lothian and Borders Police covers what the Housing Department can do in relation to anti-social behaviour and how information can be disclosed (two-way). Covers charges and convictions, police warnings and attendance. Pending cases are also covered, making this much wider than most protocols.	Edinburgh	Julia Kennedy Anti-Social Behaviour Strategy Manager 0131 529 7212 julia.kennedy@edinburgh.gov.uk
Seconded police officer working in FIRST (see section 3).	Falkirk	Natalie Moore-Young Conflict Resolution Manager 01324 503 698 natalie.mooreyoung@falkirk.gov.uk
Seconded police officers working with HIT (see section 3).	Edinburgh	Julia Kennedy Anti-Social Behaviour Strategy Manager 0131 529 7212 julia.kennedy@edinburgh.gov.uk

8 Legal Issues and Actions

It is vital that all departments within a local authority develop good working relationships, and are agreed on priorities, to enable an effective response to anti-social behaviour to be pursued. This is particularly true in the case of staff investigating anti-social behaviour (usually, though not always based in Housing Departments) and their opposite numbers in Legal Services Department charged with taking cases through court. It is essential there are agreed timescales at each stage of the procedure and that all are clear where the decisionmaking power lies in the event of disagreement on the best course to follow.

It is also helpful to develop protocols with key players in the courts and legal system e.g. Sheriff Clerks and Procurators Fiscal.

Good Practice Model	Authority	Key Player
Barmulloch and West Drumoyne Initiatives. Pilot projects to engage local authority, Police and Procurator Fiscal to fast-track drugs cases and contribute to arresting decline of the areas. Not entirely successful but useful lessons to be learned (see evaluation report details in "other sources of information").	Glasgow (now Glasgow Housing Association)	Not applicable. Initiative no longer running.
Effective use of interdicts (chosen for speed).	Dumfries and Galloway (now Dumfries and Galloway Housing Partnership)	Hilary Lyon 01387 260 000 Ext. 67350 HilaryL@dumgal.gov.uk
Service level agreement between Housing and Legal services on respective roles and timescales to be adhered to.	East Renfrewshire	Iain McLean Business Manager, Tenancy Services 0141 577 3720 Iain.Maclean@eastrenfrewshire.gov.uk
Dedicated solicitor who is a housing specialist and works in close co-operation with ASTF.	North Lanarkshire	Matt Costello Principal Investigator 01236 622 500 CostelloM@northlan.gov.uk
Two solicitors directly employed by the Housing Department. First for Scotland.	Edinburgh	Julia Kennedy Anti-Social Behaviour Strategy Manager 0131 529 7212 julia.kennedy@edinburgh.gov.uk
Service level agreement between Housing and Legal Services.	Comhairle Nan Eilean Siar	Tony Pendle Assistant Director of Housing 01851 703 773 tpendle@cne-siar.gov.uk

Good Practice Model	Authority	Key Player
Tripartite protocol between Police, PF and Housing Department. Seeks to create a framework in which signatories can operate without compromising their own priorities or rules of conduct.	Aberdeen	Raymond Barnett Neighbour Complaints Unit Manager 01224 523 300 rbarnett@housing.aberdeen.net.uk
Procurator Fiscal refers cases for mediation if roots of criminal cases lie in a neighbour dispute.	Scottish Borders (now Scottish Borders Housing Association)	Mark Canavan Neighbour Dispute Manager 01835 825 022 Mcanavan@scotborders.gov.uk
Robust procedures governing use of surveillance equipment to ensure law is not infringed.	Renfrewshire	Bryan Healy ASI/ST and Mediation Manager 01505 325 030 bryan.healy@renfrewshire.gov.uk
Robust procedures governing use of surveillance equipment to ensure law is not infringed.	Fife	Fiona Alder Housing Investigations Officer 01592 414 233 fiona.alder@fife.gov.uk
Guidance on collecting and collating evidence to prepare cases effectively.	Fife	Fiona Alder Housing Investigations Officer 01592 414 233 fiona.alder@fife.gov.uk
Pioneering use of interdicts and ASBOs (first to be granted ASBO in the UK).	Dundee	David Simpson City Housing Manager 01382 434 342 david.simpson@dundeecity.gov.uk
Fast-track system for serious cases whereby legal services undertake to turn them around in two days.	East Ayrshire	John Pilkington Best Value Officer 01563 576 616 John.Pilkington@east-ayrshire.gov.uk

Pursuit of ASBOs

At the time of writing this, the following local authorities had applied for ASBOs and can be contacted for advice:

Aberdeen, Aberdeenshire, Angus, Edinburgh, Dundee, East Ayrshire, East Dunbartonshire, Fife, Glasgow, Highland, Midlothian, Moray, North Lanarkshire, Perth and Kinross, Renfrewshire, Scottish Borders, South Lanarkshire, Stirling, West Dunbartonshire, West Lothian.

Eviction Action

At the time of writing this, the following local authorities had pursued eviction action in the last two years:

Aberdeen, Aberdeenshire, Edinburgh, Comhairle Nan Eilean Siar, Dundee, East Ayrshire, East Dunbartonshire, East Renfrewshire, Falkirk, Fife, Glasgow, Highland, Inverclyde, Midlothian, North Lanarkshire, Perth and Kinross, Renfrewshire, Shetland Islands, South Lanarkshire, Stirling, West Dunbartonshire, West Lothian.

9 Lettings Procedures in Support of Reinforcing Stance on Anti-Social Behaviour

Tenancy agreements and the interviews connected with signing up for a new tenancy are potentially strong tools for putting out the message that anti-social behaviour will not be tolerated. They can be reinforced with settling-in visits and Good Neighbour Charters (see section 10).

Good Practice Model	Authority	Key Player
Tenancy agreement commits local authority to taking action in the event tenant suffers nuisance.	Aberdeenshire	Alastair Mutch Housing Services Manager 01569 768 540 alastair.mutch@aberdeenshire.gov.uk
Housing Liaison Protocol (see section 7) statement of intent is to be provided to all new tenants to reinforce responsibility of all and emphasise joint responsibility of signatories.	Highland	Helen Ross Housing Policy Officer 01463 702 865 helen.ross@highland.gov.uk
Provision of specimen tenancy agreement for prospective tenants before they sign the lease so they can read and absorb and come to the sign-up interview prepared with any queries.	South Lanarkshire	Cameron Mitchell Tenant Participation Officer (Strategy) 01698 454 739 cameron.mitchell@southlanarkshire.gov.uk
Clause in tenancy agreement to enable legal action to be pursued against any tenant who is convicted of drug dealing in terms of the Misuse of Drugs Act.	Edinburgh	Julia Kennedy Anti-Social Behaviour Strategy Manager 0131 529 7212 julia.kennedy@edinburgh.gov.uk

10 Good Neighbour Agreements/Charters

Several local authorities have introduced a Good Neighbour Agreement or Charter. This is a document which reinforces the anti-social behaviour or “respect for others” clauses in the tenancy agreement and is usually signed by all new tenants thus underlining their commitment to being a good neighbour. Landlords have found that explaining the Good Neighbour Charter at the signing-up interview provides a useful opportunity to highlight what is expected of tenants and what the council will do in response to anti-social behaviour complaints.

Good Practice Model	Authority	Key Player
Good Neighbour Charter introduced in 1997, produced to emphasise positive aspects of relationships between tenants. All new tenants signed, there being a formalised version for those with a history of anti-social behaviour.	Glasgow (now Glasgow Housing Association)	Jackson Greenhorn Assistant Chief Housing Officer 0141 274 0414 jackson.greenhorn@gha.org.uk
Good Neighbour Charter developed in conjunction with Dundee Federation of Tenants. To be signed by all new tenants.	Dundee	David Simpson City Housing Manager 01382 434 342 david.simpson@dundeecity.gov.uk
Good Neighbour Charter for new tenants, which commits them to accepting a package of support if tenancy starts to go wrong. Emphasis on early intervention.	Stirling	John McIver Tenants Services Manager 01786 443 018 maciverj@stirling.gov.uk
Good Neighbour Agreement “Respect for others” stresses early intervention and the right to enjoy the home free from nuisance. States what is expected of tenants and what action the council will take.	Falkirk	Natalie Moore-Young Conflict Resolution Manager 01324 503 698 natalie.mooreyoung@falkirk.gov.uk

11 Use of Acceptable Behaviour Contracts (ABC) or Acceptable Behaviour Agreements

At a time when there is mounting public concern about how to deal with unruly under 16s, ABCs present a positive response to anti-social behaviour to get people to confront the impact of their behaviour on their local communities and also prevent the behaviour escalating so that legal action becomes inevitable.

Good Practice Model	Authority	Key Player
ABC jointly develops with Lothian and Borders Police. Intensive interview to get perpetrator to confront consequences of action. Focus on preventing recurrence and avoiding legal action. Contracts could involve "voluntary" curfew and support from Neighbour Support Team (see section 13).	Edinburgh	Jane Ritchie Principal Officer 0131 529 5101 jane.ritchie@edinburgh.gov.uk
Tenant Contract (see section 13).	Midlothian	Anita Anderson Principal Officer 0131 271 3611 Anita.Anderson@midlothian.gov.uk
Acceptable Behaviour Agreements designed to be used on 10-18 year olds but flexible enough to be used for over 18s to try to avoid legal action. Cross-tenure key players in setting up contract are Housing Officers and Social Workers. May also involve Children's Reporter.	Falkirk	Johann Watson Investigation and Support Officer 01324 503 694 johann.watson@falkirk.gov.uk
Acceptable Behaviour Contracts (for over 16s). Unacceptable Behaviour Notices (for under 16s). Both documents clearly spell out what behaviour is considered anti-social. Offender will sign (parent for under 16s) agreeing they have been made fully aware of the consequences should the behaviour continue.	North Lanarkshire	Pat Kelly Senior Investigator Or Matt Costello Principal Investigator 01236 622 500 CostelloM@northlan.gov.uk
ABC negotiated by Neighbour Disputes Officer and Police Officer. Unacceptable Behaviour Notice issued if perpetrator will not sign. To be used for all age groups.	East Ayrshire	John Pilkington Best Value Officer 01563 576 616 John.Pilkington@east-ayrshire.gov.uk

12 Services for Young People

Specialised Services for young people can play a significant part in reducing disorder and anti-social behaviour. Services tend to fall into two overlapping categories, i.e. those relating to assisting young people to sustain tenancies and those relating to diversionary or rehabilitative measures.

Good Practice Model	Authority	Key Player
Council works in partnership with Link Living, which provides support for 16-25 year olds in their own homes. Service is expanding to provide intensive supported accommodation in 22 satellite flats.	Falkirk	Natalie Moore-Young Conflict Resolution Manager 01324 503 698 natalie.mooreyoung@falkirk.gov.uk
Young Tenants Support Officer offers intensive support to under 25s in Inverness including provision of basic home-making equipment and referral to specialist agencies. Abandonment has reduced and tenancy obligations are better understood.	Highland	Helen Ross Housing Policy Officer 01463 702 865 helen.ross@highland.gov.uk
Joint Housing and Social Work Youth Start initiative employs youth start worker. Caseload of 30-40 tenancies mostly in 16-20 age group and mostly assisting formerly looked-after young people. Improved sustainability of tenancies amongst previously homeless people.	Moray	Mike McClafferty Senior Area Housing Manager 01343 557 000 Mcclafm@comm.moray.gov.uk
Multi-agency response to youth crime centred around a local school in Lossiemouth. Moray youth action, school staff (primary and secondary) local Police, Housing, local Councillor, Community Council Representative, NCH and Community Development. Initiatives to develop diversionary activities.	Moray	Mike McClafferty Senior Area Housing Manager 01343 557 000 Mcclafam@comm.moray.gov.uk
Teen Village. Small semi-enclosed peripatetic outdoor developments (POD) for young people to gather in, in safety, in areas suffering youth disorder. Aim to reduce tension and conflict between young people and local residents. Detached youth workers and Community Police Officers work closely together.	Falkirk	Natalie Moore-Young Conflict Resolution Manager 01324 503 698 natalie.mooreyoung@falkirk.gov.uk
Multi-agency forum on Youth Crime attended by ASIST (see section 3), Police, Health agencies, Education and Children's Reporter. Better Neighbourhood Services funding has enabled ASIST to recruit two specialist staff to deal with youth issues.	West Dunbartonshire	Martin Mckendrick Assistant Team Leader 01389 608 999 martin.mckendrick@west-dunbarton.gov.uk

Good Practice Model	Authority	Key Player
Victim reparation. When ASIST (see section 3) identifies perpetrators of graffiti/damage, will arrange for them to make good. Repetition will result in recharge or legal action.	West Dunbartonshire	Martin Mckendrick Assistant Team Leader 01389 608 999 martin.mckendrick@west-dunbarton.gov.uk
Youth Crime Strategy. Multi-agency group aims to devise interventions to prevent young people slipping into serious criminal activity.	East Ayrshire	John Pilkington Best Value Officer 01563 576 616 John.Pilkington@east-ayrshire.gov.uk
FIRST (see section 3) Community Youth Programme to get young people to think about their behaviour and its impact. Links into diversionary projects and work within schools.	Falkirk	Natalie Moore-Young Conflict Resolution Manager 01324 503 698 natalie.mooreyoung@falkirk.gov.uk
"Breaking the Cycle" Diversionary Project for under 16s. To divert before serious anti-social/criminal activity results in referral to children's panel.	East Lothian	Mike Rodger Manager 0131 665 5375 mrodger@east-lothian.gov.uk

13 Services for Troubled and Troublesome Families and Individuals

Many of these services are now developing using Transitional Housing Benefit and from April 2003 Supporting People Money.

Good Practice Model	Authority	Key Player
Multi-disciplinary Supporting People Strategy Group. Remit is much wider than assisting people to avoid creating anti-social behaviour, but work does contribute to reducing instances by vulnerable and challenging groups.	Glasgow (now Glasgow Housing Association)	Sandra Blair Assessment and Care Officer 0141 287 5896
Social Worker employed in Housing Department to support vulnerable tenants including those perpetrating neighbour nuisance.	Orkney	John Richards Assistant Director of Housing 01856 851 435 johnr@orkney.gov.uk
Dundee Families Project aims to support families threatened with eviction (or following eviction) due to anti-social behaviour. Key aim is to assist families to develop and maintain skills to enable them to sustain a tenancy in mainstream housing. Three types of service: outreach preventive work, residential core accommodation with on-site staff and residential dispersed accommodation. Council-funded, managed by NCH.	Dundee	David Simpson City Housing Manager 01382 434 342 david.simpson@dundeecity.gov.uk
Shelter Families and Council joint initiative. Successfully re-integrates dysfunctional families back into mainstream housing by a combination of practical help and work to prevent recurrence of problem behaviour.	South Lanarkshire	Cameron Mitchell Tenant Participation Officer (Strategy) 01698 454 739 cameron.mitchell@southlanarkshire.gov.uk
Neighbourhood Support Team. An in-house service for vulnerable anti-social families to assist them to change their behaviour and sustain accommodation without causing nuisance to neighbours.	Edinburgh	Susan Bruce Area Manager 0131 527 3801 susan.bruce@edinburgh.gov.uk Stuart Orr Project Manager 07771 910 194 stuart.orr@edinburgh.gov.uk

Good Practice Model	Authority	Key Player
<p>Contract introduced to assist in managing the tenancies of anti-social tenants to help them maintain their tenancies. Commits the tenant to accepting assistance from, e.g. Housing and Social Work staff and appropriate specialist agencies.</p>	<p>Midlothian</p>	<p>Anita Anderson Principal Officer 0131 271 3611 Anita.Anderson@midlothian.gov.uk</p>
<p>Communication support for people with a learning difficulty or mental health problem who are being interviewed as a result of incidents involving anti-social behaviour. Communication Support Worker facilitates communication where it is felt the person has difficulty in either understanding the purpose and implications of the interview or expressing their point of view.</p>	<p>Fife</p>	<p>Fiona Alder Housing Investigations Officer 01592 414 233 fiona.alder@fife.gov.uk</p>

14 Mediation Services

Mediation can be an effective early intervention to prevent disputes getting out of hand and enabling those in dispute to reconcile their differences themselves, with skilled assistance. A variety of models exist – independent, “flying” mediators, in-house and hybrids of these. Any authority considering introducing mediation is advised to contact the Community Mediation Consultancy and Training Service (see other sources of information on good practice).

Good Practice Model	Authority	Key Player
SACRO managed independent community mediation services managed by full-time managers, assisted by a small number of full time mediators supported by a pool of well trained and skilled volunteer mediators exist in several authority areas.	East Lothian Edinburgh Aberdeen Fife Dundee Perth & Kinross (from April 2003)	See “other sources of information” for addresses Liz Cooper Estates Manager 01577 867 615 LCooper@pkc.gov.uk
In-house scheme run jointly by council and local Housing Associations. Selected staff are trained in mediation techniques. To ensure impartiality HA staff mediate council disputes and vice versa.	Inverclyde	Lesley Kerr Housing Policy Officer 01475 712 540 Lesley.Kerr@inverclyde.gov.uk
Joint one-year pilot scheme between two Ayrshire councils. To ensure impartiality staff from a variety of council departments, trained in mediation techniques mediate in their partner council's areas, one party must be associated with a council tenancy.	South Ayrshire East Ayrshire	Rob Jones Housing Operations Manager 01292 612 038 rob.jones@south.ayrshire.gov.uk John Pilkington Best Value Officer 01563 576 616 John.Pilkington@east-ayrshire.gov.uk
In-house service with 10 trained mediators available to dedicate half a day per week to the service. Staff mediate outwith their own areas. Service is co-ordinated by ASI'ST (see section 3).	West Dunbartonshire	Martin McKendrick Assistant Team Leader 01389 608 999 martin.mckendrick@west-dunbarton.gov.uk

Good Practice Model	Authority	Key Player
Mediation Service set up in 1997, operated from Housing Service but independent of it. Available to all residents regardless of tenure.	South Lanarkshire	Cameron Mitchell Tenant Participation Officer (Strategy) 01698 454 739 cameron.mitchell@southlanarkshire.gov.uk
In-house service with referrals from Council, Police, three local Housing Associations, Procurator Fiscal, elected members, self-referral, local solicitors and health professionals.	Scottish Borders (now Scottish Borders Association)	Mark Canavan Neighbour Disputes Manager 01835 825 022 Mcanavan@scotborders.gov.uk
There are also a number of fairly recently introduced in-house schemes:		
Renfrewshire – Co-ordinated by ASI/ST (see section 3).	Renfrewshire	Bryan Healy ASI/ST and Mediation Manager 01505 325 030 bryan.healy@renfrewshire.gov.uk
North Lanarkshire – Co-ordinated by ASTF (see section 3). Begun in February 2002.	North Lanarkshire	Matt Costello Principal Investigator 01236 622 500 CostelloM@northlan.gov.uk
Clackmannanshire – Co-ordinated by Clackmannanshire Anti-Social Liaison and Mediation. (CALM).	Clackmannanshire	Lawrence Hunter Service Manager Housing Management 01259 452 681 Lhunter@clacks.gov.uk
Falkirk Mediation Service is co-ordinated by FIRST (see section 3) but operates from separate premises and has an independent logo and identity. Has Chartermark status.	Falkirk	Natalie Moore-Young Conflict Resolution Manager 01324 503 698 natalie.mooreyoung@falkirk.gov.uk

15 Environmental, Physical and Amenity Approaches

The term “anti-social behaviour” covers a wide range of issues and activities and clearly includes matters relating to the quality of management of the physical fabric of the environment. Vandalism, litter and graffiti contribute to residents feeling a lack of security (see section 16).

Good Practice Model	Authority	Key Player
Grieveship Tenants and Residents Association (see section 17).	Orkney	John Richards Assistant Director of Housing 01856 851 435 johnr@orkney.gov.uk
Layout of decaying estate on outskirts of Stornoway altered, transforming area from one of high crime to area of low crime rate.	Comhairle nan Eilean Siar	Tony Pendle Assistant Director of Housing 01851 703 773 tpendle@cne-siar.gov.uk
Housing Officers have a budget of £10,000, which is used to improve physical aspects of their patches. They do regular walkabouts and consult with residents and elected members.	Comhairle nan Eilean Siar	Tony Pendle Assistant Director of Housing 01851 703 773 tpendle@cne-siar.gov.uk
Estate handymen employed to do low-level maintenance, cleaning and litter removal.	Comhairle nan Eilean Siar	Tony Pendle Assistant Director of Housing 01851 703 773 tpendle@cne-siar.gov.uk
Area Forums composed of tenants and residents identify projects to be funded under community safety budget to reduce and ameliorate anti-social behaviour, such as improved lighting and security measures.	Moray	Mike McClafferty Senior Area Housing Manager 01343 557 000 Mcclafm@comm.moray.gov.uk
Estate Action Plans: multi-agency initiative involving residents to target areas for intensive physical improvement work plus creating a culture of safety and security.	Renfrewshire	Bryan Healy ASI'ST and Mediation Manager 01505 325 030 bryan.healy@renfrewshire.gov.uk

Good Practice Model	Authority	Key Player
Estate Action Plans with input from tenants produced at local office level.	West Dunbartonshire	Cy Neil Head of Housing Services 01389 737 356 cy.neil@west-dunbarton.gov.uk
Racist (and sectarian) graffiti removed within 24 hours regardless of tenure.	West Dunbartonshire	Cy Neil Head of Housing Services 01389 737 356 cy.neil@west-dunbarton.gov.uk
Housing staff trained in use of noise-monitoring equipment.	West Lothian	Donna Matthewson Quality Assurance Officer 01506 777 316 donna.matthewson@westlothian.gov.uk

16 Community Wardens

The introduction of Community or Neighbourhood Wardens is a relatively new development in Scotland. Wardens can have a positive effect in reducing and preventing anti-social behaviour and increasing residents feelings of security by being a highly visible and easily accessible local presence (see also section 15).

Good Practice Model	Authority	Key Player
<p>Two Estates Wardens in Cultenhove work closely with housing staff in the general management of areas including early identification of abandoned properties. Also focus on presentation of gardens and closes and supporting tenants to enable improvements to be made.</p>	Stirling	<p>John McIver Tenants Services Manager 01786 443 018 maciverj@stirling.gov.uk</p>
<p>Four areas in Renfrewshire are served by a three-year pilot scheme funded from the Better Neighbourhood Services Fund. Sixteen Wardens are employed to deter and reduce vandalism, tackle anti-social behaviour and provide a rapid response to litter and vandalism. Initiative endorsed by local police.</p>	Renfrewshire	<p>David Higgins Community Safety Manager 0141 842 5984 david.higgins@renfrewshire.gov.uk</p>
<p>Community Concierges to enhance security, deter crime and anti-social behaviour, maintain environment, act as a contact point for local services and promote community cohesion and confidence in West Edinburgh.</p>	Edinburgh	<p>Debbie Herbertson Senior Housing Officer 0131 527 3830 debbie.herbertson@edinburgh.gov.uk</p>
<p>Uniformed Neighbourhood Liaison Officers patrolling 7 days per week between 4pm and midnight. Remit is to establish links with community and provide information and advice on local services and community safety measures as well as reporting problems to relevant agencies and departments managed through ASIST (see section 3).</p>	West Dunbartonshire	<p>Martin McKendrick Assistant Team Leader 01389 608 999 martin.mckendrick@west-dunbarton.gov.uk</p>
<p>Village Orderly (see section 17).</p>	Aberdeenshire	<p>Alastair Mutch Housing Services Manager 01569 768 540 alastair.mutch@aberdeenshire.gov.uk</p>

17 Tenant and Resident Involvement in Developing Policy and Procedure

If residents are involved in developing policy and procedure they are likely to have more confidence that it will work, and be more supportive of ensuring that it does.

Good Practice Model	Authority	Key Player
Anti-social Management Group (see section 4).	Clackmannanshire	Lawrence Hunter Service Manager Housing Management 01259 452 681 Lhunter@clacks.gov.uk
Kenmay Tenants and Residents Group. With active support from the local Estates Management Officer a village orderly was appointed and a young adults group initiated for 16-25 year olds.	Aberdeenshire	Alastair Mutch Housing Services Manager 01569 768 540 alastair.mutch@aberdeenshire.gov.uk
Grieveship Tenants and Residents association (90 households) in Stromness. Funding earmarked for Association to spend on external environment, e.g. to remove dog fouling, clear unkempt gardens. Residents monitor results and encourage other residents to maintain standards of area.	Orkney	John Richards Assistant Director of Housing 01856 851 435 johnr@orkney.gov.uk
Tenants Panel meets monthly and tenants representatives served on group reviewing anti-social behaviour procedures and policy. Tenants panel has organised seminar on anti-social behaviour and a visit to Dundee Families Project.	East Lothian	Ian Patterson Service Manager, Community Housing Services 01620 827 544 ipatterson@eastlothian.gov.uk
Embedded and robust tenant involvement. Working Group on anti-social behaviour is ongoing and Dundee Federation of Tenants Association plays a crucial part in this group which also comprises Council Staff, police and elected members.	Dundee	David Simpson City Housing Manager 01382 434 342 david.simpson@dundeecity.gov.uk
Individual Resident Survey prior to introduction of Community Concierges in West Edinburgh (see section 16).	Edinburgh	Susan Bruce Area Manager 0131 527 3801 susan.bruce@edinburgh.gov.uk

Good Practice Model	Authority	Key Player
Tenants Consultative Group meets in various venues throughout Highlands. Input via this group into the development of anti-social behaviour procedures tailored to geographically diverse areas.	Highland	Helen Ross Housing Policy Officer 01463 702 865 helen.ross@highland.gov.uk
Operational Procedures freely available to tenants and residents plus public meetings at the consultative stage.	North Lanarkshire	Matt Costello Principal Investigator 01236 622 500 CostelloM@northlan.gov.uk
<p>Tenant lead Inspection of Housing Services:</p> <p>Having successfully completed Inspections and Reports on Homelessness Services, Allocations Services and Repairs Services a group of tenants with independent advisers will be inspecting anti-social behaviour policies and procedures in spring 2003.</p>	West Lothian	Penny Hasling Quality Assurance Officer 01506-777305 Penny.Hasling@westlothian.gov.uk

18 Information for Tenants and Residents

It is essential policy and procedure is communicated and that there is effective publicity on the authority's stance on anti-social behaviour.

Good Practice Model	Authority	Key Player
Loose-leaf, easily updateable tenants handbook with a comprehensive section devoted to "Respect for others".	Aberdeenshire	Alastair Mutch Housing Services Manager 01569 768 540 alastair.mutch@aberdeenshire.gov.uk
Good Neighbour Charter and Code of Conduct for Tenants (see section 10).	Glasgow (now Glasgow Housing Association)	Jackson Greenhorn Assistant Chief Housing Officer 0141 274 0414 jackson.greenhorn@gha.org.uk
Comprehensive Tenants Handbook "Respecting Others" draws attention to tenancy conditions. Also covers what the council can do.	Perth and Kinross	Liz Cooper Estates Manager 01577 867 615 LCooper@pkc.gov.uk
Three well-produced leaflets on Mediation, Neighbour Disputes, Anti-social Behaviour and Experiencing Neighbour Problems plus a comprehensive section in the tenants handbook.	East Dunbartonshire	Grant MackIntosh Housing Policy Manager 0141 578 8000 Grant.Mackintosh@eastdunbarton.gov.uk
Tenants Pack – "Be a Good Neighbour". Tenants newsletter regularly covers anti-social behaviour and neighbour nuisance. Call centres (all residents).	East Renfrewshire	Iain McLean Business Manager, Tenancy Services 0141 577 3720 Iain.Maclean@eastrenfrewshire.gov.uk

Good Practice Model	Authority	Key Player
Clear and succinct leaflet – “The Good Neighbour Approach” (see section 6).	Stirling	John McIver Tenants Services Manager 01786 443 018 maciverj@stirling.gov.uk
Information for complainants from all tenures. Emphasis on ASBOs.	West Dunbartonshire	Martin Mckendrick Assistant Team Leader 01389 608 999 martin.mckendrick@west-dunbarton.gov.uk
Good Neighbour Handbook jointly produced by Council, Community Council, two local Housing Associations and Police. Resident involvement in preparation.	Midlothian	Anita Anderson Principal Officer 0131 271 3611 Anita.Anderson@midlothian.gov.uk
“Racial Harassment – A Guide for Council Tenants” explains what the council will do and encourages victims to report problems. Available in Punjabi, Urdu, Bengali, and Chinese.	Edinburgh	Housing Advice Centre 0131 529 7368
“Living in Tenement Flats” an advisory guide produced in conjunction with local universities and primarily aimed at students and non-resident landlords.	Edinburgh	Environmental and Consumer Services 0131 529 3030
“Housing Services” Tenants’ Handbook, “Keeping your house safe and secure” and “Mediation: a new way of dealing with neighbour complaints”. (prepaid post-card to facilitate requests). “ASBOs; What you need to know”.	Dumfries and Galloway	Derek Anderson Research and Development Officer 01387 245 111 DerekA@dumgal.gov.uk

19 Incident Diaries

These can be a useful tool in evidence gathering and case building for legal action. However, it is important that tenants/residents asked to keep one are given clear advice and instruction on their completion to ensure recording is accurate and relevant and to avoid victims and complainants becoming obsessive about relatively minor incidents.

Good Practice Model	Authority	Key Player
Strong on how to complete the diary with helpful examples.	Renfrewshire	Bryan Healy AS/ST and Mediation Manager 01505 325 030 bryan.healy@renfrewshire.gov.uk
One-page sheet explains need for relevant information. Practical and realistic.	Dumfries and Galloway (now Dumfries and Galloway Housing Partnership)	Hilary Lyon 01387 260 000 Ext. 67350 HilaryL@dumgal.gov.uk
Clear instructions on how to complete the diary are given.	Fife	Fiona Alder Housing Investigation Officer 01592 414 233 fiona.alder@fife.gov.uk
Racial Harassment procedure contains an incident diary.	East Renfrewshire	Iain McLean Business Manager Tenancy Services 0141 577 3720 Iain.Maclean@eastrenfrewshire.gov.uk

20 Links/Partnership with Private Sector and RSLs

It is essential that local authorities forge robust links with other landlords in their area and develop mechanisms by which individuals can access advice and assistance when subject to anti-social behaviour.

Good Practice Model	Authority	Key Player
Letter to main private landlords in the area to outline the provisions of the Crime and Disorder Act in relation to ASBOs.	Angus	Beverly Fullerton Assistant Principal Officer Community Safety 01307 473 380 FullertonBJ@angus.gov.uk
ASTF (see section 3), has entered into service level agreements with several local Housing Associations to provide an investigation service for them.	North Lanarkshire	Matt Costello Principal Investigator 01236 622 500 CostelloM@northlan.gov.uk
Robust procedures on dealing with private sector anti-social behaviour complaints and applications for ASBOs. Local Housing Associations buy in to Renfrewshire's investigation, enforcement and mediation service provided by ASI'ST (see section 3).	Renfrewshire	Bryan Healy ASI'ST and Mediation Manager 01505 325 030 bryan.healy@renfrewshire.gov.uk
Procedures for dealing with disputes involving non-council complaints and perpetrators are comprehensive.	East Ayrshire	John Pilkington Best Value Officer 01563 576 616 John.Pilkington@east-ayrshire.gov.uk
Protocols with local Housing Associations to enable them to access investigative work by ASIST (see section 3), for example, preparing witness statements, collating evidence and requesting police reports.	West Dunbartonshire	Martin McKendrick Assistant Team Leader 01389 608 999 martin.mckendrick@west-dunbarton.gov.uk
Detailed procedures and information for owner-occupiers or private tenants to request an ASBO. Protocols with Housing Associations for ASBO applications. Includes procedure for involving private individuals in a meeting to discuss potential application.	South Lanarkshire	Cameron Mitchell Tenant Participation Officer (Strategy) 01698 454 739 cameron.mitchell@southlanarkshire.gov.uk

Good Practice Model	Authority	Key Player
<p>"Anti-Social Behaviour Order: Application Guidance" for private sector landlords, Housing Associations and owner-occupiers wishing to seek an ASBO.</p>	<p>North Ayrshire</p>	<p>Jane Houston Divisional Manager 01294 324 873 janehouston@north-ayrshire.gov.uk</p>
<p>Service specification and working agreement, enabling HIT (see section 3) to undertake investigative and professional witness work for social landlords. Also allows them to access Victim Support.</p>	<p>Edinburgh</p>	<p>Julia Kennedy Anti-Social Behaviour Strategy Manager 0131 529 7212 julia.kennedy@edinburgh.gov.uk</p>
<p>Clear and straightforward procedures to enable Housing Associations, owner-occupiers and private landlords to apply for ASBOs.</p>	<p>Dundee</p>	<p>David Simpson City Housing Manager 01382 434 342 david.simpson@dundeecity.gov.uk</p>

New Initiatives

Inevitably there are potentially worthwhile projects under consideration or at an early stage of planning which have not yet been tried and tested.

The following are just a few initiatives that are in the pipeline.

It is also useful (but quite hard) to share:

- projects it has been decided not to proceed with
- projects that did not have the desired outcome and why
- projects that have been partially successful and have been amended to improve them.

Examples of proposed initiatives currently under consideration by local authorities

1. A Good Neighbour Charter linked into points for good neighbours leading to rewards for individuals or the community.
2. Intensive family support in dispersed tenancies.
3. Extending ABCs into restorative justice.
4. Extending mediation into arbitration to avoid court.
5. Using new technology in recording and tracking neighbour disputes responses and outcomes.

Please use the feedback sheet to tell me about any others and to update on progress of those currently at the development stage.

Other Sources of Information on Good Practice

1. Scottish Housing Best Value Network

This group was established following local government reorganisation, initially to help local authorities to prepare for CCT. It now aims to help members (currently 23 local authorities) to achieve Best Value, share information and good practice and influence the housing agenda. The network has introduced cost and performance benchmarking and carries out Estate Management Peer review. It is developing a website and a member's directory.

Contact:

Angela Currie
SHBVN
School of the Built Environment
Heriot-Watt University
Riccarton
Edinburgh

Tel: 0131-451 4603

E-Mail: A.J.Currie@sbe.hw.ac.uk

2. Scottish Local Authorities Community Safety Forum

This is the national forum for officers who are responsible for developing strategic work on community safety. The forum aims "to promote community safety as a strategic policy issue", and does this by exchanging information, working closely with COSLA and the Scottish Executive, and developing and promoting good practice. It holds regular meetings and organises seminars, workshops and training events.

Contact:

Chair: Tim Kendrick
tim.kendrick@fife.gov.uk
Telephone: 01592-418860

Secretary: Louise Smith
louise.smith@inverclyde.gov.uk
Telephone: 014757-14870
Website: communitysafetyscotland.org.uk

3. Anti-Social Behaviour Officers Forum

The forum was formed in April 2000 with the intention of bringing together practitioners dealing with anti-social behaviour in the local authority sector. The opportunity to network with those working in this challenging field and to exchange examples of good practice has been warmly welcomed and the forum now has representation from all local authorities in Scotland as well as from other related interest groups.

To date, the forum has established a database of officers with a responsibility for policy making and service delivery and has held a number of meetings across Scotland covering topics such as Specialist Anti-Social Teams, Mediation Services and responses to Racial Harassment. The forum also strives to ensure that the views of local authority practitioners are taken on board by those making or influencing legislation and to this end has developed a good working relationship with both COSLA and the Scottish Executive.

If you would like more information about the aims and objectives, or the current work plan of ASBOF, please contact the Chair of the Forum:

Julia Kennedy
Anti-Social Behaviour Strategy Manager
City of Edinburgh Council
Tel: 0131-529 7212
E-mail julia.kennedy@edinburgh.gov.uk

4. Community Mediation Consultancy and Training Service

Facilitates the development of good practice in local authority housing departments and housing associations in Scotland. It provides a national consultancy service, publishes good practice guides and provides training in mediation for front-line staff. It is funded by the Scottish Executive and managed by SACRO.

Contact:

Ian McDonough
Community Mediation Consultancy and Training Service
27 York Place
Edinburgh
EH1 3HP
Tel: 0131-558 7759
E-Mail: imcdonough@cmconsultancy.sacro.org.uk

Community Mediation Services in Scotland

The following are the services I am aware of currently operating in Scotland, although at time of publication a number of additional services were at the planning stage:

*Aberdeen Community Mediation
18 Little Belmont Street
Aberdeen
AB1 1JG
01224 627 201

*Orkney Resource Project
4b Laing Street
Kirkwall
KW15 1NW
01856 875 815

*East Lothian Community Mediation
Port Seton Community Centre
South Seton Park
Port Seton
EH32 0BQ
01875 815 503

Scottish Borders Mediation Service
Housing Department
Newtown St Boswells
TD6 0SA
01835 824 000

*Edinburgh Community Mediation
27 York Place
Edinburgh
EH1 3HP
0131-557 2101

South Lanarkshire Mediation Service
Brandon Gate
1 Leechlee Road
Hamilton
ML3 0XB
01698 452 773

Falkirk Mediation Service
4 Orchard Street
Falkirk
FK1 1RF
01324 503 700

Stirling Council Mediation Service
Community Services
Viewforth
Stirling
FK8 2ET
01786 443 087

*Fife Community Mediation
24 Hill Street
Kirkcaldy
KY1 1HX
01592 597 063

* These are services provided by SACRO.

5. Tackling Anti-Social Behaviour: Information and Case Studies about Local Authority Work, Local Government Association, Research Briefing

16 July 2002

This report collates information from the Home Office and from LGA surveys about how English and Welsh local authorities are tackling anti-social behaviour. A section on case studies provides useful examples of good practice including use of ASBOs, acceptable behaviour agreements, target setting, diversionary and preventative work.

Contact:

Local Government House
Smith Square
London
SW1P 3HZ

Tel: 020 7664 3000 or 020 7664 3131 (Information Centre)

Website: www.lga.gov.uk

6. Tackling Anti-Social Behaviour: Action Frameworks for:

- Governing bodies/housing committee members
- Senior housing officers
- Front line housing officers
- Tenants and residents

Developed by Judy Nixon and Caroline Hunter, published for the Joseph Rowntree Foundation by CIH, 2001, £25.00.

Contact:

CIH
Octavia House
Westwood Way
Coventry
CV4 8JP

Each framework covers the nature of the problem, monitoring and recording systems, developing preventive measures, multi-agency partnerships, specialist support and training, investigations and witness support measures, taking effective legal action.

7. Tackling Anti-Social Behaviour: The Scottish Executive/COSLA Audit of Practice 2001-2002

8. ASpect: The newsletter for Tackling Anti-Social Behaviour in Scotland (roughly quarterly)

Contact:

Diane Janes
Sociable Neighbourhoods National Co-ordinator
Scottish Executive Development Department
Victoria Quay
EH6 6QQ

E-Mail: SNC@scotland.gsi.gov.uk

Website: www.scotland.gov.uk

9. Nuisance News: The Quarterly Newsletter of the Social Landlords Crime and Nuisance Group

Membership chiefly comprises English and Welsh social landlords but much of the good practice described is applicable in a Scottish context.

Contact:

Tim Winter
SLCNG
C/o Whitefriars South
426 New Union Street
Coventry
CV1 2PW

Tel: 024 7683 2699

E-Mail: Tim@slc-ng-group.demon.co.uk

10. An Assessment of Multi-Agency Working in Barmulloch and West Drumoyne. John Flint, Suzie Scott and Tom Mullen. Central Research Unit, Scottish Executive, 2002

Not Reinventing the Wheel...

Feedback

Please let us know what you are doing by completing this feedback sheet and emailing it to SNC@scotland.gsi.gov.uk
It can be downloaded from the SNC website (www.scotland.gov.uk)

1. Local Authority or RSL

2. Are the Details of Your Key Player Correct? If Not Please Amend

Name: _____

Title: _____

Address: _____

Telephone: _____

E-mail: _____

3. Are the Details of Your Project(s)/Practice(s) Correct? If Not Please Amend

Name of section in directory _____

Brief details of project/practice _____

4. New Entries

Name of section in directory, if applicable _____

Brief details of project/practice e.g.

- Why you developed that particular project
- Corporate/multi-agency influences/involvement
- Time and resources required
- How useful it has been
- Outcomes if known

5. Suggestions for New Categories in Directory

6. Unsuccessful or Partially Successful Projects

(Be Brave!) This can be helpful for others

- What you have tried
- Why you chose to do it that way
- Corporate/multi-agency influences/involvement
- Time and resources required
- How useful was it?
- Outcome and how you plan to use results
- What would you do differently/have done to improve project/practice

7. Any Other Comments

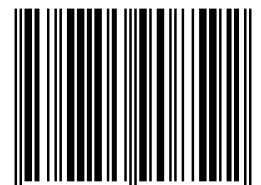


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www.scotland.gov.uk/snc

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