



Trust



Kindness



Hope

“Together to beat poverty”

CLWYDALYN POLICY

Residents Concern Policy

IMS/CAS-POL-04
Version 1

External approval by consultation with residents, staff, and partners



ClwydAlyn

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St Asaph Business Park, St Asaph,
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About ClwydAlyn

Our mission is to beat poverty, and we strive to support our residents into work, training and volunteering.

How we do things



Trust



Kindness



Hope

Contact us



Customer Services

Monday to Friday 08:00 to 18:00 Freephone from a landline 0800 183 5757 or 01745 536800

Out of hours emergency repairs

0300 1233091 or text 07786 202533 (please remember to include your name, address and telephone number in your message).



E-mail/online

help@clwydalyn.co.uk or online @ <https://www.myclwydalyn.co.uk/>



Postal address

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#InfluenceUs

Do you want the chance to feedback on what is important to you as a ClwydAlyn resident? Do you want to help shape and improve the service we provide to you? Do you have anything from a few minutes to a few hours to spare each month? If the answer is Yes, then this is your chance to become an Influencer at ClwydAlyn, please follow the link [#influenceus form](#) or contact influenceus@clwydalyn.co.uk

Policy Information/Document Control

This Policy is an agreed statement which contains the set of principles acting as guidelines for achieving the goals of ClwydAlyn. This Policy is agreed and owned by the Assurance Committee and or the Executive Management Team. This document cannot be changed unless authorised to do so using the document change authorisation note QF-F-10.

The master copy is held by the Document Controller, the PDF version is held in ClwydAlyn's SharePoint.

For further information please contact document control hsqe@clwydalyn.co.uk

Issue Number and Revision History

Version No.	Revision Details/Reason for change	Author	Date
v1	Original Document replaces Anti-Social Behaviour Policy. Approved by Residents Committee	Brendan McWhinnie	20/04/2023

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1 Introduction

It's important that ClwydAlyn's values of trust, kindness and hope are clearly reflected within all aspects of our professional practice. This includes the way we interact with our residents, colleagues, and members of the public along with the approach we will take to resolve any concerns raised.

We believe that everybody has a right to feel safe and secure in their own home and community. It is important to us that residents have confidence that ClwydAlyn will swiftly respond to any concerns raised in a prompt, professional and considerate manner. Unfortunately, there may be times whereby communities, residents, and members of the public experience negative behaviours from an individual(s) and the impact of this has a negative effect on their quality of life. During these times, it is essential that ClwydAlyn along with partnership agencies, work collectively to identify the root cause of the problem.

The needs of our residents are at the forefront of everything that we do and the way we operate is centred upon adopting a holistic approach to resident concerns, balancing intervention and enforcement with prevention and support for individuals experiencing difficulties.

When working with our residents, and members of the communities in which we operate, we will take a person-centred approach and tailor our responses to meet the needs of those involved, managing effectively to generate positive outcomes.

Early intervention combined with effective partnership working will be key to addressing problematic behaviour, preventing re-occurring incidents and identifying long-lasting solutions to protect residents.

Legal enforcement action will usually, unless circumstances otherwise justify immediate or early legal action, be used after alternative options have been attempted to resolve the concern.

It is important to note that this is a live document and will be reviewed as and when required. We consider the residents' concerns process to be a learning experience and as a result, we will continue to adapt and amend this policy to reflect best practice.

2 Purpose, Aim and Objectives

2.1 Purpose

The purpose of this policy is to outline ClwydAlyn's commitment and approach to resolving concerns around Anti-Social Behaviour and are referred to throughout this document as Resident Concerns. The policy applies to all residents and their communities and is aligned to our resident concerns guidance.

2.2 Aim

The aim of this policy is to introduce a holistic approach to resolving resident concerns. Focus will be on early intervention, balancing enforcement with prevention action to ensure that the steps taken are fair and proportionate. ClwydAlyn will work with partnership agencies to continue to provide support and assistance so that residents feel safe and secure in their homes.

We will aim to support communities to be safe, cohesive and a pleasant place in which to reside.

2.3 Objective

To effectively manage and resolve resident concerns, ClwydAlyn will undertake the following:

- 🏠 Provide a clear definition of resident concerns.
- 🏠 Outline roles and responsibilities of officers responding to a resident concern.
- 🏠 Ensure prevention and early intervention is at the forefront of our approach.
- 🏠 Adopt a firm, fair and proportionate approach to tackling concerns that have been raised.
- 🏠 Support, empower and reassure residents raising concerns and any others that may have been affected.
- 🏠 Work intensively with individuals responsible for the concerns raised to identify and address root cause of the problem.
- 🏠 Tailor support to motivate individuals to change their problematic behaviour.

- 🏠 Make appropriate use of enforcement tools in line with legislation when required.
- 🏠 Work in partnership with external agencies to address, review and monitor concerns.
- 🏠 Empower Officers to take decisions and deploy suitable interventions to support our approach to the resident concern process.
- 🏠 Encourage Officers to undertake best practice learning and sharing of information to develop an ethos of continuous learning and improvement.
- 🏠 Critically review our actions and residents' satisfaction both during and prior to the closure of a case.

3 Regulatory Requirements and Legislation

ClwydAlyn will adhere to regulatory guidance and requirements of the Welsh Government and relevant statutory and legislative Housing Legislation which includes but not limited to the following:

Anti-Social Behaviour, Crime and Policing Act 2014.

Coronavirus Act 2020.

Crime and Disorder Act 1998.

Data Protection Act 2018.

Equality Act 2010.

Human Rights Act 1998.

Neighbourhood and Community Standards 2012.

Police Reform and Social Responsibility Act 2011.

Regulation of Registered Social Landlords (Wales) Act 2018.

Renting Homes (Amendment) (Wales) Act 2021.

Renting Homes (Wales) Act 2016

Wales Housing Management Standard for Tackling Anti-social Behaviour.

4 Definition of Resident Concern

‘Any incident or ongoing behaviour that impacts on the safety and wellbeing of a resident or family members in their own home or within the immediate locality of their home.’

The above definition defines what we will classify as a Resident concern and respond to in line with this policy and can include:

-  Domestic Abuse
-  Drug Supply
-  Exploitation
-  Garden nuisance
-  Graffiti/damage to communal areas
-  Harassment
-  Hate Related Incidents
-  Hoarding rubbish
-  Litter/rubbish/fly tipping
-  Mate Crime
-  Misuse of communal areas, public space or loitering.
-  Noise nuisance
-  Nuisance from vehicles
-  Pets and animal nuisance
-  Physical Violence
-  Running a business from a property
-  Vandalism and damage to property

This is not a defined list as risk is dynamic and subject to individual circumstances.

There may be concerns raised by residents that do not meet the definition of a formal ‘Resident Concern’ under this policy. Individuals may report certain types of behaviour as a concern however, having gathered information, Officers may conclude that the reported behaviour is not a formal ‘Resident Concern’ more that it is a reasonable disturbance of day-to-day life such as children playing, an isolated gathering, cupboards closing, toilet flushing.

Residents will be informed in all cases as to whether a formal Resident Concern has been raised.

5 ClwydAlyn approach

5.1 Approach

There will be two approaches associated with managing a resident concern:

Cases will in the main, always commence being managed at Officer level with appropriate oversight from Team/Scheme Managers. Managers will provide support to Officers during the initial assessment of a case. They will have responsibility for reviewing actions and providing further case recommendations at 4 weekly intervals.

In situations where there is evidence of a high risk of harm to self and/or others, or where supportive and early interventions have failed to resolve concerns raised, cases will be escalated via the respective Manager to the Group's Specialist Intervention Officer. The Specialist Intervention Officer will lead on all cases where legal enforcement action is required, where a case is particularly complex, where there is a serious risk of harm and where there is a need for a high level multi agency response.


The Specialist Intervention Officer will also take lead on best practice initiatives such as restorative justice, working with family support and mental health services, and will be responsible for developing and promoting our intervention strategies with professional agencies, business stakeholders and raising an awareness within all departmental areas of ClwydAlyn.

5.2 Partners

ClwydAlyn will work with its statutory and voluntary partners across all areas of operation to try to resolve concerns raised and prevent an eviction into homelessness. This will always be our priority.

Our operational teams will be encouraged to use a suite of interventions and engage with partners wherever possible to resolve and prevent the escalation of resident concerns. We shall look to use best practice initiatives for this purpose and embed an ethos of learning and implementation for our employees.

5.3 Service Standards

-  All resident concerns will be treated seriously and fairly avoiding assumptions and inconsistency.

- 🏠 All cases will be risk assessed to identify any potential direct harm to others. High risk cases will be accompanied with an action and support plan.
- 🏠 If the concern is not something that ClwydAlyn can assist with, the individual raising the concern will be advised at the earliest stage and signposted to services that may be able to assist. ClwydAlyn will ensure that ongoing support is provided by an appropriate member of staff whilst the matter is investigated by another party.
- 🏠 All individuals identified within the resident concern will have the opportunity to share their views and thoughts.
- 🏠 Those raising a concern will be advised that as part of the process, details surrounding the concern will always be discussed with the other party unless it is noted that the individual does not want this to happen.

Wherever possible we will try to ensure that the anonymity of concern is maintained. This, however, may affect the action which ClwydAlyn can take, the effectiveness of any action, and affect the outcome of concern.

The person raising the concern will be made aware of these possibilities if anonymity is to be maintained.

An example of this being a case of a low-level neighbour dispute as in such instances it can be helpful for parties to engage and to resolve the situation with the agreement and understanding of those involved.

By maintaining the anonymity of the complainant, this may restrict the ability to identify the cause of concern and what support intervention needs to be put in place to address this.

We will engage with third party witnesses and involve external agencies where necessary. We will provide regular updates of progress to all parties and provide details of outcomes and support interventions that are to be put in place.







Where cases of domestic violence occur, these will be dealt with supportively and sympathetically. We will work with support agencies to ensure that victims are supported in a safe environment. This may include provision of alternative supported accommodation via Women's Aid or other external, professional support agency.

5.4 Service Delivery

ClwydAlyn will respond to any concern raised from all parties not just ClwydAlyn residents.

Residents will be informed of their rights and will be supported and encouraged to report a concern. This can take place in many forms.

Examples include:

-  ClwydAlyn Portal.
-  By telephone to our Customer Service Centre.
-  Recording information on diary sheets.
-  By email to a Housing Officer, a member of staff or the contact centre via our website.
-  In person at an office local to them.
-  During a home visit.






Information received will be recorded and in line with ClwydAlyn's Data Protection Policy. Anyone raising a concern will be kept informed about the status of their case. This includes appropriate signposting if the concern is not directly associated with ClwydAlyn.

6 Prevention

6.1 Early Intervention

By providing more community-based services, ClwydAlyn can invest more time with residents and ultimately respond to any unmet needs that may be a contributing factor to a concern being raised.

Early Intervention and prompt response to concerns is key in resolving issues quickly and as amicably as possible. ClwydAlyn have a number of roles throughout the Organisation that would be able to support Residents with concerns at this early stage, these may include:

-  Early Intervention Officers
-  Welfare Right Officers
-  Project Workers
-  Tenancy Support Officers
-  Scheme Workers

These roles can provide support prior to commencement of tenancy and ongoing support throughout the tenancy which may also involve a referral

to external agencies such as, substance misuse, mental health, and job centre.






6.2 Occupation Contracts

ClwydAlyn's Occupation Contracts clearly outlines the expectation of Residents' behaviour. This extends to residents being held accountable for the actions of themselves, their household, their pets, and any visitors to their property or within proximity to it.

Officers will monitor compliance with the Occupation Contract and remind individuals when needed of their responsibilities and obligations as a ClwydAlyn Contract Holder.

6.3 Restorative Justice

ClwydAlyn has adopted the Community Remedy measure recommended in the Anti-Social Behaviour Crime and Policing Act 2014. Where possible, we will consider restorative approaches, taking into account the residents wishes and make referrals where appropriate. This includes:

-  Mediation.
-  Letter of apology.
-  Offer of reparation.
-  Impact statements.
-  Community resolution.

6.4 Assessing risk

All concerns raised will be taken seriously. All potential risks will be assessed including the welfare, safety and well-being of all parties involved. We will ensure that the needs of all parties identified within the concern are assessed and reviewed on a regular basis so that support is tailored to individual and family needs. This will be achieved by using a risk assessment in relation to both parties.

Once complete, an action plan will be developed to include objectives and time frames, along with method and frequency of contact with residents. All cases will be reviewed by Managers on a four-weekly basis.

In addition, where required, protective measures including Injunctions and referrals will be put in place to safeguard individuals. Examples of onward referrals that may be made in relation to safeguarding include:

-  Early Intervention Hub

- 📍 Adult and Children's Services
- 📍 Police
- 📍 Target Hardening
- 📍 Multi Agency Risk Assessment Conferences (MARAC)
- 📍 Vulnerable Adult Risk Management (VARM)

7 Breach of Occupation Contract

7.1 Enforcement interventions

Where there is clear evidence of a breach of Occupation Contract and local interventions have failed to address concerns, then with support of our multiagency partners further enforcement action may be taken in accordance with the conditions of the Occupation Contract.

We will aim to provide a supportive, understanding, and consistent approach to resident concerns, but will when required, take enforcement action against those who are unable or unwilling to make changes to their behaviour.

Action taken will be reasonable, proportionate and in line with our belief that everyone has a right to a home.

Non-legal action may include one or more of the following:

- 📍 Warnings - Verbal and written to include formal and final.
- 📍 Joint visit with external agencies, such as the council and/or Police.
- 📍 Resident Concern Agreements.
- 📍 Notice of Seeking Possession.

In cases where any of the above have taken place but concerns persist or risk has escalated, formal legal action will be considered, and where necessary, actioned. In serious cases involving, for example, violence, risks of violence or damage to property, it may be necessary to proceed immediately with legal action. Examples include:

- 📍 Civil Injunction.
- 📍 Possession Proceedings.

In addition, we will also work in partnership and support other agencies in taking legal action to serve:

- 📍 Community Protection Notice.
- 📍 Public Spaces Protection Order.
- 📍 Full or part Closure Order.

It is also of note that residents will be held accountable for any deliberate damage to their own home, neighbour's property or communal areas managed by ClwydAlyn and will be recharged the full cost of the damage caused.

In respect of non-residents responsible for damage to ClwydAlyn property, a complaint will be made to the Police. Should there be a conviction in relation to the criminal damage, ClwydAlyn will seek to recover the cost via compensation.

7.2 Monitoring and Performance

We will use a wide range of approaches to resolve resident concerns and continue to adopt best practice in all that we do. Where there are gaps in service provision or areas of improvement, action plans will be produced to enhance our service delivery.

Residents will be involved in the reviewing process and kept informed of any action taken.

All cases will have management oversight and reviewed every four weeks.

Where cases are open to specialist intervention, these will be subject to a 4 weekly review involving both Officers and Managers that are responsible for that area. This ensures that all parties involved are kept up to date and progress is being made.

We will review our levels of satisfaction during and following case closure to improve our learning and where areas of improvements have been identified, we will action and embed such changes throughout our services.

We will aspire to lead locally and nationally to develop diverse and dynamic community safety and wellbeing initiatives that improve the lives of those who reside within the communities in which we operate.

We will promote an ethos of learning and involvement for everyone within ClwydAlyn around resident's concerns- everyone will have responsibility to raise awareness and contribute to the process.

8 Review

This is a live document and will be reviewed and updated as we continue to develop the resident concern process. There will be a full scheduled review of the policy every 3 years.

9 Equality Impact Statement

We will deal sensitively with those involved in the resident concern process, those raising the concern, those subject to the concern being raised and those affected by the concern.

We will ensure that our Officers are accessible to all involved in this process. We will ensure that we contact those involved via their preferred method of communication.

We will liaise with statutory support services and other relevant agencies to support those involved in the resident concern process.

We will provide information to those involved, in Welsh and or English and will use an interpreter or interpretation service if this is required. We will also use British Sign Language interpreters and provide documents in large print where required.

A full Equality Impact Assessment will be undertaken in the first 12 months of this new policy being implemented.

10 Responsibility

The responsibility for the effective implementation of this policy lies with the Executive Director Housing Services.