

**REPORT TO: HOUSING COMMITTEE – 18 JUNE 2001  
PERSONNEL AND MANAGEMENT SERVICES COMMITTEE -  
18TH JUNE 2001**

**REPORT ON: ANTI SOCIAL BEHAVIOUR SPECIALIST TEAM**

**REPORT BY: DIRECTOR OF HOUSING AND DIRECTOR OF PERSONNEL  
AND MANAGEMENT SERVICES**

**REPORT NO.: 261-2001**

**1. PURPOSE**

- 1.1. To seek approval for the creation of a specialist Housing Department Team to better match the expectations of service users with regard to Anti Social Behaviour.

**2. RECOMMENDATIONS**

- 2.1. The Housing Committee approves the content of this report.
- 2.2. The Personnel and Management Services Committee approves the establishment of the following posts:

One post of Team Leader (Anti Social Behaviour Team), graded PO1-4, SCP 35-38 (£23,430-£25,476);

Three posts of Investigation Officer (Anti Social Behaviour Team), graded AP2, SCP 19-22 (£14,484-£15,717);

One post of Temporary Investigation Officer (Anti Social Behaviour Team), graded AP2, SCP 19-22 (£14,484-£15,717);

One post of Housing Assistant (Anti Social Behaviour Team), graded GS3, SCP 13-15 (£12,624-£13,164).

- 2.3. The revision of Area Office boundaries, as detailed in the main text of the report, to allow for the reconfiguration of housing services including the provision of the Anti Social Behaviour Team.
- 2.4. The Director of Housing and Director of Neighbourhood Resources and Development to bring forward a further report on the introduction of a citywide mediation service.

**3. FINANCIAL IMPLICATIONS**

- 3.1. The creation of the Anti Social Behaviour Team will be funded from existing resources within the Housing Revenue Account. Where the Team provides a service to non Council residents the costs will be recharged to the General Services budget.

**4. LOCAL AGENDA 21 IMPLICATIONS**

- 4.1. None.

## 5. **EQUAL OPPORTUNITIES IMPLICATIONS**

5.1. None.

## 6. **BACKGROUND**

- 6.1. At present the Housing Department's response to reports of anti social behaviour is provided by generic Housing Officers in Area Housing Offices. Each Area Housing Officer has a patch of Council houses for which they provide a range of local housing services, including estate management and dealing with complaints of anti social behaviour.
- 6.2. These are the two major areas where residents wish to see targeted effective responses for the Department – environmental issues and anti social behaviour issues.
- 6.3. The Housing Department's comprehensive strategy for addressing complaints of anti social behaviour has been endorsed by Housing Committee in June 2000.
- 6.4. A separate report on a proposal to introduce Estate Supervision Officers in Area Offices as part of an increased focus on environmental issues in housing estates will come before Committee in due course.
- 6.5. With regard to anti social behaviour issues specialisation, due to the need for consistency and dedicated targeted resources in this very challenging area, has become a well tested way forward. Specialist anti social teams exist in other local authorities and the relative merits of specialisation over generalisation, in this particular field, are acknowledged by the Scottish Executive and officer groups, such as the Anti Social Behaviour Officers Forum.

## 7. **MAIN TEXT**

- 7.1. It is our desire to provide a coherent and consistent 24-hour service on neighbour problems. These aims are best met by the establishment of a small in-house team of specialist Housing staff who will operate closely with other Council Departments, e.g. Legal, Environmental and Consumer Protection, and Social Work, and other agencies, e.g. Tayside Police, Victim Support, National Children's Homes (NCH).
- 7.2. It is felt that the addition of a mediation service will greatly enhance the overall response to anti social behaviour complaints. The Directors of Housing and Neighbourhood Resources and Development will bring forward a report on the introduction of a citywide mediation service to be operated independently of Dundee City Council and funded externally. It is estimated that a high proportion of all anti social behaviour complaints could be most effectively dealt with by referral to such a mediation service.
- 7.3. It is proposed that the Anti Social Behaviour Team provides services primarily to Council tenants. However in an effort to provide a comprehensive service the Team would also provide assistance to the victims of anti social behaviour in other sectors. At present, the Housing Department, in conjunction with Legal Services, provides such a service with regard to Anti Social Behaviour Orders (ASBOs).
- 7.4. An outline model for the Anti Social Behaviour Team is attached as Appendices 1 and 2.
- 7.5. In order to free up resources to allow for the provision of this very important service improvement there is a need to revisit the current Area Office structure.
- 7.6. It is proposed, taking into account the changing geographical shape of the city's Council housing stock over the next 3-5 years and the desire to reconfigure local housing services, that the number of Housing Management areas reduces from four to three.

Area based housing services will be provided from three Area Offices – West/Central/East (located in the current Housing Area Offices at Lochee, Central and Happyhillock) with three sub offices (Kirkton, Maxwelltown and Whitfield).

In order to ensure that workloads are balanced this would require some amendments to existing Management area boundaries. Proposed area boundaries are outlined in Appendix 3.

The proposed new area office and sub office boundaries are consistent with the current Neighbourhood Service Team areas.

- 7.7. Where possible, relevant IT innovation will be harnessed to assist in the provision of high quality housing services.

The introduction of Customer Service System screens allows staff at any location to provide information to callers and the ongoing discussions regarding the expansion of various Housing services to increase accessibility via technology should serve to demonstrate that any changes to current office boundaries would not have a detrimental effect on local service delivery.

The development of a Housing Customer Service Centre requires to be further explored and it is anticipated that a range of current housing services, e.g. repairs requests, allocations, rent arrears, anti social behaviour, could be enhanced by the addition of either virtual call centres based in the proposed three Area Offices or a one phone number call centre within the Housing Department for designated services.

8. **CONSULTATION**

- 8.1. All Chief Officers, Dundee Federation of Tenants Association and Trade Unions have been consulted on the contents of this report.

9. **BACKGROUND PAPERS**

- 9.1. Housing Committee report (18th June 2000) : Housing and Anti Social Behaviour – Policy and Practice.

Elaine Zwirlein  
**DIRECTOR OF HOUSING**

Signed \_\_\_\_\_

Date \_\_\_\_\_

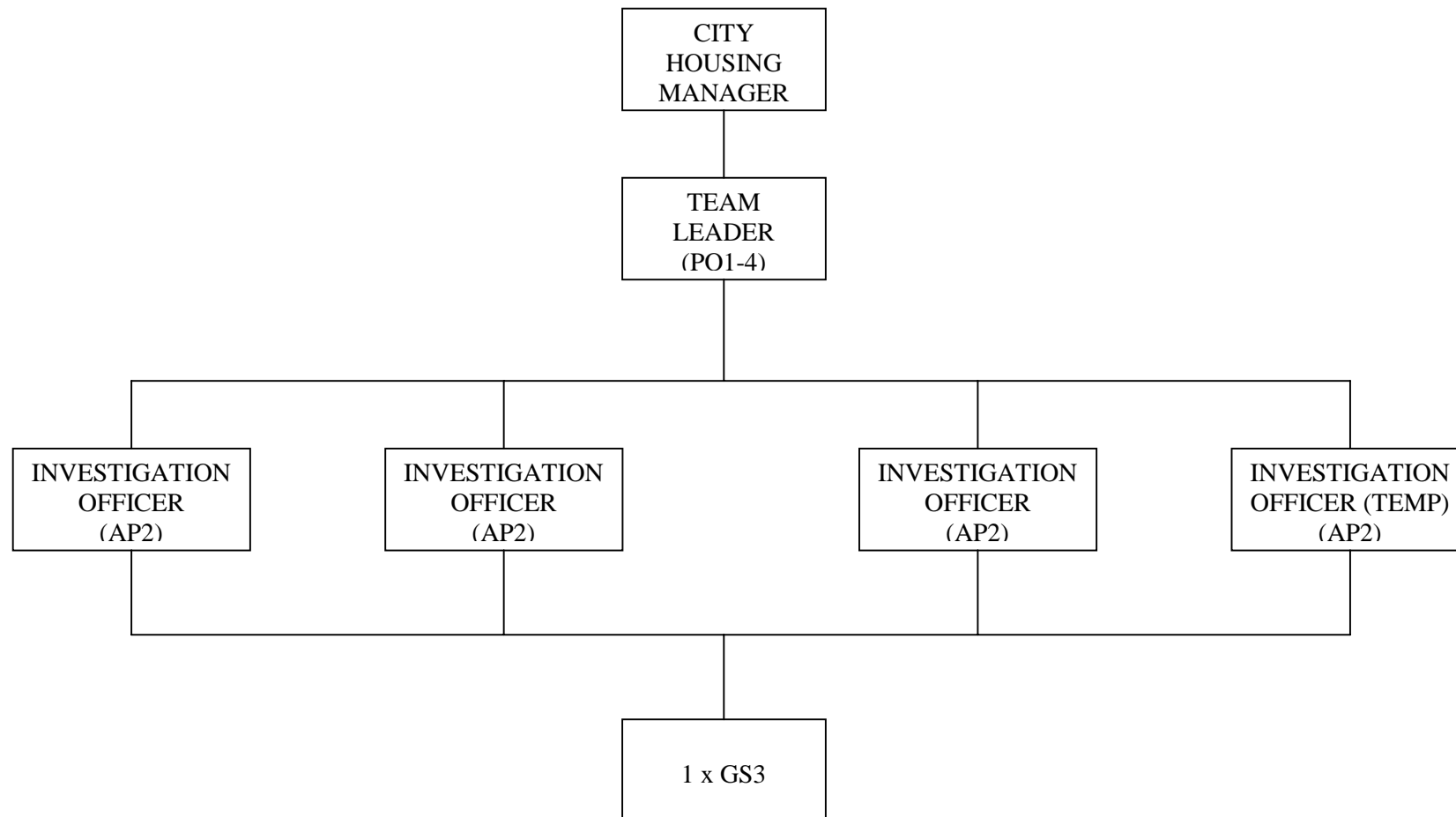
Jim Petrie  
**DIRECTOR OF PERSONNEL AND  
MANAGEMENT SERVICES**

Signed \_\_\_\_\_

Date \_\_\_\_\_

**APPENDIX 1**

**ANTI SOCIAL BEHAVIOUR TEAM**



## APPENDIX 2

### ANTI SOCIAL BEHAVIOUR TEAM

It is proposed that:

1. The Anti Social Behaviour Team will handle all enquiries about anti social behaviour whether received from the public, elected members or area based staff.
2. The link between area based staff, their tenants and the Team will require to be maintained via the flow of appropriate information.
3. The Team will receive complaints and following investigation take the most appropriate action and will liaise with the relevant other agencies, including other Council Departments, Tayside Police, etc.

The Team will be responsible for ensuring appropriate liaison with the relevant Area Office and will brief Area Housing Managers regularly on progress with individual cases involving Council tenants.

The Team will maintain contact with the victims of anti social behaviour and, on selected cases, will provide an out of hours telephone number to allow officers to witness anti social behaviour and provide support.

The out of hours service will operate along the lines of current Homeless Standby service and its main aims are to gather evidence and reassure the victims of anti social behaviour.

It is anticipated that the out of hours pool of officers will include some Area Housing Officers on a voluntary basis.

4. The Team will liaise with the relevant agencies/partners including, but not limited to, Tayside Police, Victim Support, Social Work, Legal Services, Public Relations.
5. Monitors of the anti social workload in the Team will be maintained.
6. It is proposed that, initially, the Team will comprise a Team Leader, four Investigation Officers and clerical support, and the Team will primarily deal with complaints involving Council tenants.

However complaints will also be received from non Council tenants. In the case of complaints from the tenants of non Council landlords, e.g. private landlords, Housing Associations, Co-ops, the Team will expect the landlord to fully utilise their own procedures to deal with the complaint prior to approaching Dundee City Council. With regard to owner occupiers advice and appropriate assistance will be given subject to the nature of the complaint and the available remedies. As with ASBO actions for the non Council sector at present any costs in providing advice/pursuing action for non Council tenants will be charged to General Services.

This staffing complement will be reviewed regularly once the Team is operational.

**APPENDIX 3****PROPOSED AREA OFFICE BOUNDARIES**

	<b><u>STOCK</u></b> <b><u>APRIL 2001</u></b>	<b><u>ESTIMATED</u></b> <b><u>STOCK 2003</u></b>	<b><u>DESCRIPTION</u></b>
WEST	6172	5991 minus CHS	Lochee Management area <u>plus</u> Blackness/Dudhope/Logie lettings areas.
CENTRAL	6827	6827 minus CHS	Central Management area <u>plus</u> St. Mary's/Brackens/West Kirkton/Kirkton lettings areas <u>minus</u> Blackness/Dudhope/Craigie Drive and Craigiebank/Broughty Ferry/Forthill/Barnhill lettings areas.
EAST	<u>6292</u>	<u>5174</u> minus CHS	Happyhillock/Whitfield Management area <u>plus</u> Broughty Ferry/Barnhill/Forthill/ Craigiebank and Craigie Drive lettings areas.
	<u>19291</u>	<u>17761</u> minus CHS	

**ASSUMES:**

1. Ardler Estate transfer to Sanctuary Scotland Housing Association by summer 2001.
2. Estimate of 1000 approx. Council House Sales to 2003.