

# Report

# 10

Report to:	<b>Housing and Technical Resources Committee</b>
Date of Meeting:	<b>2 March 2011</b>
Report by:	<b>Executive Director (Housing and Technical Resources)</b>

Subject:	<b>Provision of Anti-social Investigation Services to Clyde Valley Housing Association</b>
----------	--

## 1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ request approval to provide the services of the Council's Anti-social Investigation Team (ASIT) to Clyde Valley Housing Association Limited.

## 2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

- (1) that the provision of the services of the Council's Anti-social Investigation Team (ASIT) to Clyde Valley Housing Association be approved.

## 3. Background

3.1. The strength of the Council's approach to dealing with anti-social behaviour has been recognised by the Scottish Housing Regulator, COSLA and Strathclyde Police. The work of the Council's Anti-social Investigation Team (ASIT), is fundamental to the success of the approach. The ASIT was established in 2001, and is responsible for investigating the most serious and complex cases of anti-social behaviour. The team comprises a team leader and 6 investigators.

3.2. Clyde Valley Housing Association is landlord to approximately 1300 tenants across South Lanarkshire and is responsible for receiving and investigating complaints of anti-social behaviour relating to their tenancies. Complaints of anti-social behaviour received by Clyde Valley Housing Association are investigated by their housing management staff. The Housing Association do not employ or have access to specialist anti-social behaviour investigators.

3.3. Clyde Valley Housing Association contacted the Council to discuss the possibility of purchasing the services of the Council's Anti-social Investigation Team (ASIT) to deal with particular cases. Discussions with the Registered Social Landlord over the past 6 months have focused on agreeing how this could be progressed and agreeing a formal basis for the provision of ASIT services to the Housing Association.

## 4. Services to be provided

4.1. It is proposed that the Council will provide the services of the Anti-social Investigation Team (ASIT) to Clyde Valley Housing Association based upon the terms and conditions detailed in the Service Level Agreement attached as Appendix 1 to this report.

4.2 The Housing Association wishes to purchase the services of the Council's Anti-social Investigation Team to investigate some of the more difficult and complex cases they receive. These would include cases involving: -

- ◆ harassment and hate crime
- ◆ serious neighbour disputes
- ◆ noise complaints
- ◆ verbal abuse
- ◆ youth disorder

4.3 Under the terms of the SLA:-

- ◆ all referred cases will be investigated in accordance with the Council's procedures
- ◆ the ASIT would make recommendations for action to CVHA however, it would be the responsibility of the Association to decide on the action to be pursued
- ◆ the ASIT would assist with the preparation of letters and notices e.g. Unacceptable Behaviour Contracts

4.4 The Council already has responsibility for receiving and investigating complaints of anti-social behaviour relating to any household within South Lanarkshire. Indeed, the ASIT has already been involved in the investigation of complaints relating to CVHA tenants. The establishment of the Service Level Agreement will have the effect of formalising arrangements for dealing with these complaints and enable the Council to recover costs. It is anticipated that the actual number of cases which will be referred to the ASIT will be relatively small and will not have any significant impact upon the investigation of complaints in council housing areas.

4.5 The attached Service Level Agreement has been developed in consultation with the Council's Legal Services and details the process through which cases will be referred and investigated.

4.6 It is proposed that regular case reviews will take place between the Council's Problem Solving Unit and Clyde Valley Housing Association to ensure that cases are being appropriately progressed. The Anti-social Behaviour Manager and the Anti-social Investigation Team's Team Leader will co-ordinate the monitoring, evaluation and review of the process to ensure that the Service Level Agreement is being effectively and consistently implemented.

## **5. Payment for the service**

5.1 The charges which are detailed in the Service Level Agreement are intended to ensure that the Council recovers all costs associated with the investigation of the cases referred by Clyde Valley Housing Association.

## **6 Next Steps**

6.1 The Service Level Agreement will run for a 2 year period from 1 April 2011 until 31 March 2013 and will be presented to Clyde Valley Housing Association Management Committee to be signed off. Following the formal signing of the agreement, the ASIT will commence the provision of services to Clyde Valley Housing Association.

- 6.2 Initial discussions have taken place with other Housing Associations who have indicated that they are potentially interested in establishing similar arrangements. If these progress, they will be presented at an appropriate point to this Committee for approval.
- 7. Employee Implications**
- 7.1 The delivery of ASIT services will be provided within existing resources.
- 8. Financial Implications**
- 8.1 The provision of ASIT services to CVHA will not give rise to any additional financial requirements for the Council.
- 9 Other Implications**
- 9.1 Any potential risks associated with the delivery of this service are mitigated by the requirements detailed in the proposed Agreement drawn up in consultation with Legal Services.
- 10. Equality Impact Assessment and Consultation Arrangements**
- 10.1 This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and, therefore, no impact assessment is required.
- 10.2 Consultation has taken place with the CVHA and Legal Services on the terms of the Service Level Agreement.

**Lindsay Freeland  
Executive Director**

12 November 2010

**Link(s) to Council Values/Improvement Themes/Objectives**

- ◆ Improving Community Safety

**Previous References**

- ◆ None

**List of Background Papers**

- ◆ None

**Contact for Further information**

For further information contact:

Cameron Mitchell, Policy & Planning Manager, Housing and Technical Resources

Tel: 01698 45 2256

Email: [cameron.mitchell@southlanarkshire.gov.uk](mailto:cameron.mitchell@southlanarkshire.gov.uk)