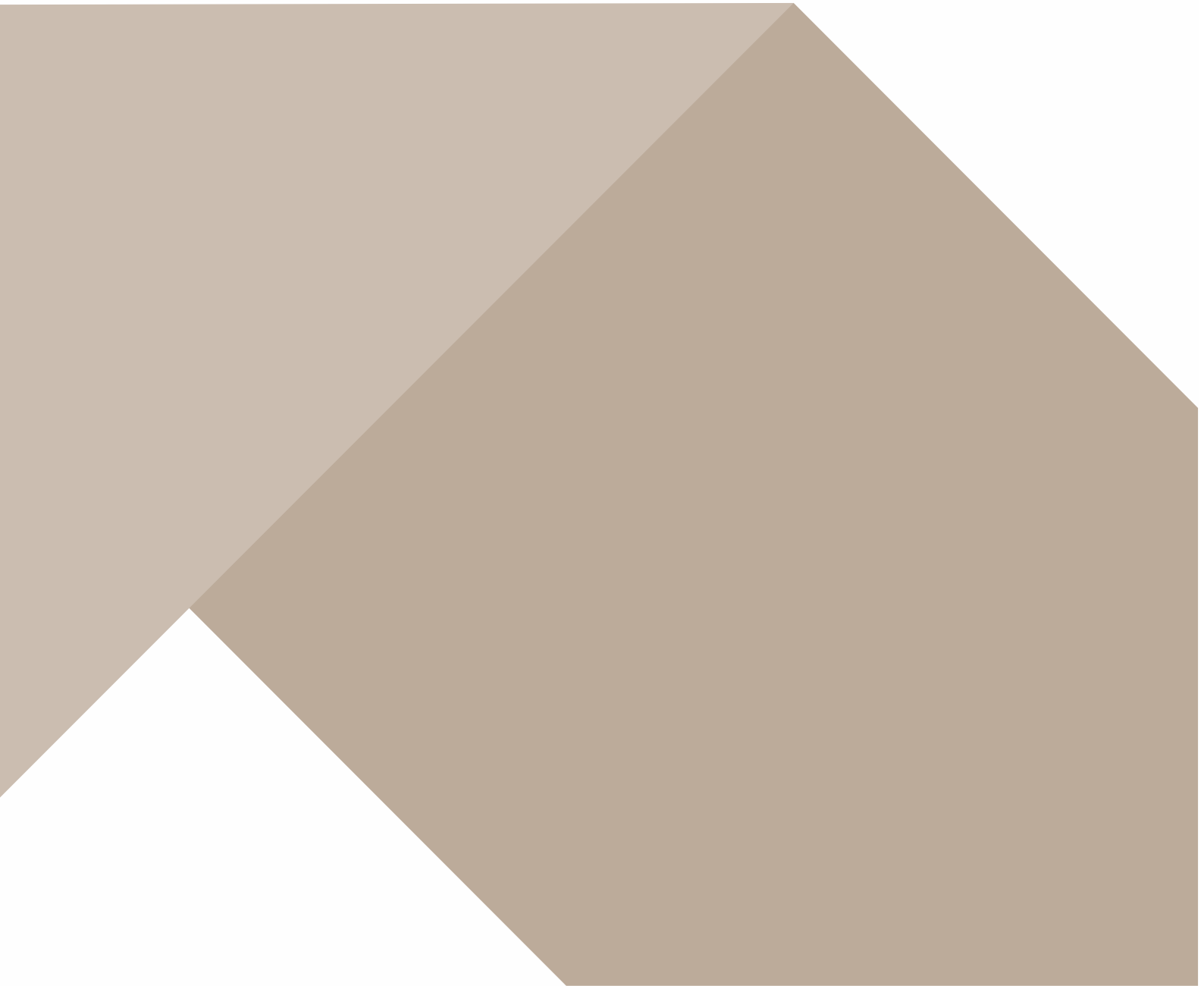


Group Antisocial Behaviour Prevention Framework: Peaceful Places in Thriving Spaces 2021 – 2026

We will provide this policy on request at no extra cost translated or in large print, in Braille, on tape or in another non-written format



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Equality Impact Assessment	<i>Yes</i>

1. Introduction

At Wheatley, we recognise the important role we play in ensuring our communities are desirable, thriving, and peaceful places to live for all. **Your Home, Your Community, Your Future**, our 2021-26 Group strategy, identifies that feeling safe and secure in their home and community is an important priority for our customers. Antisocial Behaviour (ASB) impacts upon this sense of safety and security, which is why our priority will be to resolve and reduce ASB to allow our customers to live peacefully and our neighbourhoods to be desirable and thriving places for all.

We are regarded as sector leading in our approach to ASB through our unique Community Improvement Partnership (CIP), where Wheatley Group and Police Scotland staff are co-located to work collaboratively using a dual-agency approach to tackle ASB within our neighbourhoods.

Through our prevention and solutions approach adopted within the CIP, we look to establish the root cause and identify any support needs for those engaged in ASB and utilise enforcement action wherever necessary to bring resolution to ASB reported to us. Our customers will be at the centre of helping us to identify the issues that matter most to them and telling us when we have resolved them.

We have set a target in our Group strategy that **by 2026, over 70% of our customers live in neighbourhoods we classify as peaceful**. Appendix 1 provides further detail on this measure. This framework will support achievement of this target.

Customers will co-create our approaches and priorities using our customer engagement framework “**Stronger voices, stronger communities**”. We will increasingly look to digital and easily accessible methods for customers to communicate with us and provide feedback, which in turn ensures we can respond effectively and quickly to customer priorities.

2. National approach towards Antisocial behaviour

There is no precise definition of ASB. The legislative framework that governs how Registered Social Landlords (RSLs) interpret and manage ASB is outlined within the Antisocial Behaviour etc. (Scotland) Act 2004 at section 143, as occurring when any individual:

“Acts in a manner that causes or is likely to cause alarm or distress; or pursues a course of conduct that causes or is likely to cause alarm or distress to at least one person, who is not of the same household as that person”.

Picture of ASB across Scotland

In 2023 the Scottish Community Safety Network (SCSN) undertook work on behalf of the Scottish Government to gather views on the current approach to ASB in Scotland. The SCSN report with the findings of this work was published in November 2023, with conclusion being drawn that ***‘we need to look at how we set the path to begin the journey and identify future work activity and milestones’***.

There were two main recommendations made within the report which are:

Recommendation one: That Scottish Ministers, and statutory, non-statutory and voluntary sector service providers and communities themselves recognise that our approach to preventing and tackling ASB needs to be a long-term approach (that recognises societal changes and evolves) and that we need to make a commitment to a programme of activity which will provide a framework that will guide us in taking forward this agenda in alignment with other linked national policies.

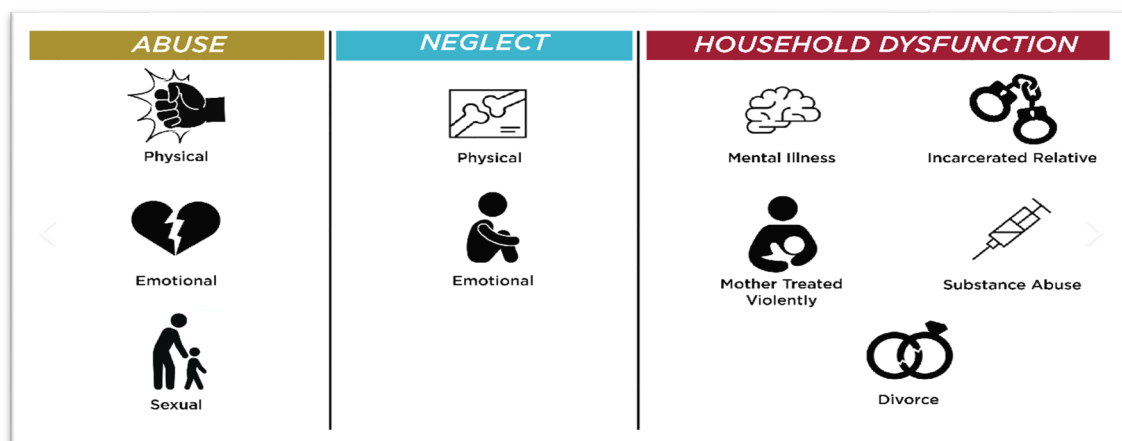
Recommendation two: An independently chaired group of experts, potentially including statutory, non-statutory and voluntary service providers, community representatives and other key interests should be brought together to develop a long-term framework for addressing ASB.

The working group of experts is being formed and it has been confirmed that there will be interim updates to Government Ministers and co-partners, with a final report and recommendations expected by the end of 2024. This framework will be reviewed in line with publication of the findings from this piece of work.

Trauma informed approach towards dealing with ASB

In Scotland the focus on tackling crime lies within a Public Health Approach to Policing, where there is a strong emphasis on prevention and recognition of the links between inequality, poverty, and adverse experiences in childhood with risk in offending, reoffending and/or being a victim of crime.

Adverse Childhood Experiences (ACEs) can have a fundamental impact on future propensity towards violence, victimisation and perpetration. The ten most common ACEs have been identified as:



Drug and alcohol misuse is a major issue across Scotland. We know that addiction dependencies can impact the likelihood of ASB in some circumstances, therefore, being able to support customers to help them overcome or reduce use should be a key part of limiting ASB.

Mental health issues are growing in prevalence in society and some of our customers can struggle to live safely in a home, and some will also behave in an antisocial way as a result. Using our care expertise and strong partnerships, we will seek to find ways to increase the support for these customers.

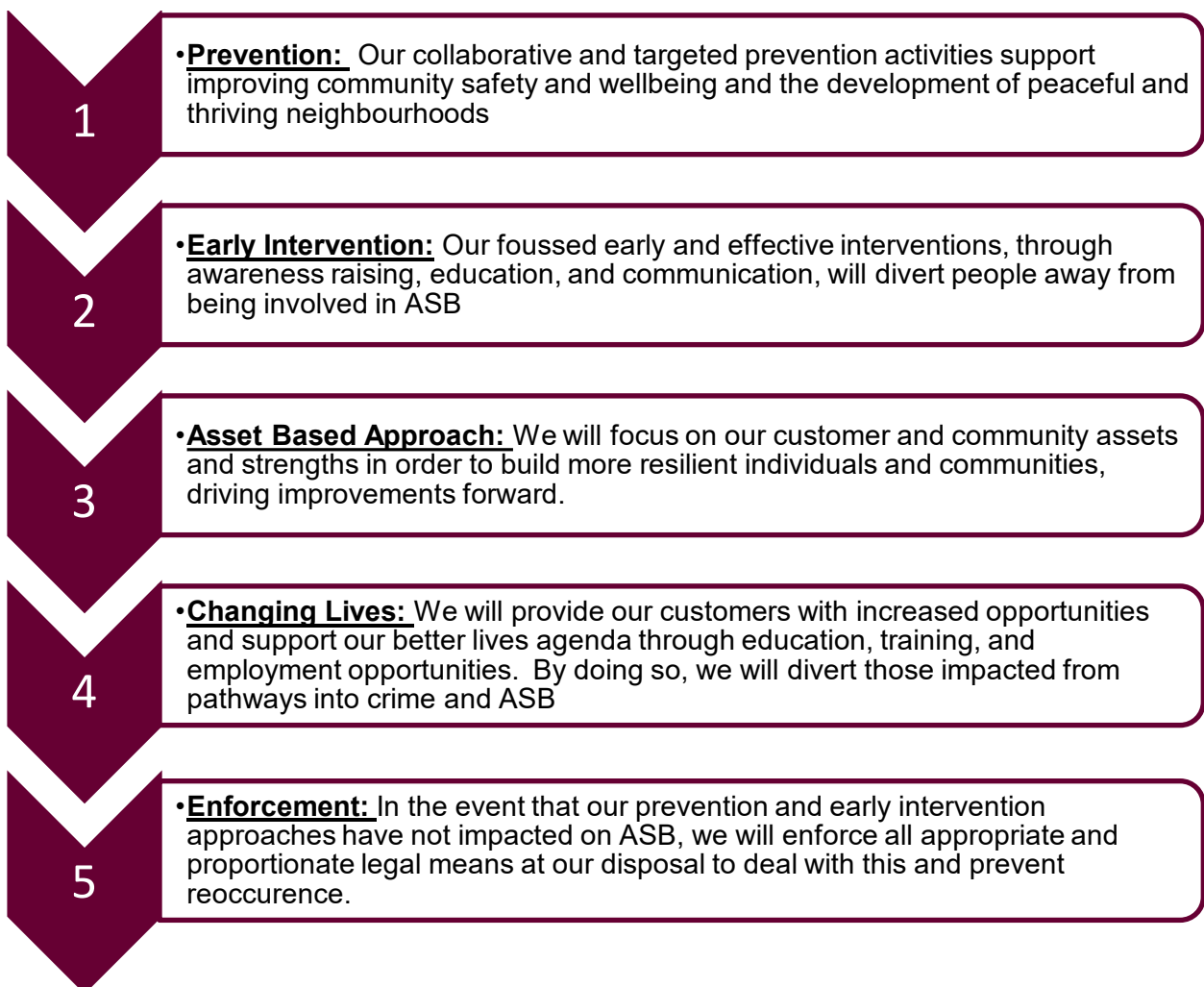
Trauma-informed practice is at the centre of effectively tackling ASB which is embedded within our prevention and solutions approach in operation across the Group.

3. Our vision to tackle Antisocial behaviour

Strategic vision: Our Antisocial Behaviour Prevention Framework will help create peaceful and thriving communities where people are proud to live.

Our aim: To build on our sector leading approach to tackling ASB through embedding a strong prevention and solutions led approach across all our services. This will be directed by our customers and supported by strong digital services, innovative solutions, and robust enforcement where necessary.

We will deliver this aim by successfully achieving the following five key outcomes:



4. How we will deliver the framework outcomes

Outcome 1 - Prevention

Our collaborative and targeted prevention activities support community safety and wellbeing and the development of peaceful and thriving neighbourhoods.

Our four pillars of prevention are:

Community Prevention

We will focus on the causal factors of ASB at a community level and work with internal and external stakeholders to introduce prevention focussed services and activity to change the conditions that influence ASB in our communities (e.g diversionary activity).

Developmental Prevention

We will focus on interventions designed to inhibit the development of ASB in individuals by targeting risk. Our support and other interventions will be designed to lower risks and provide opportunities which increase a sense of community (e.g Wheatley Foundation).

Situational Prevention

We will focus on physical crime prevention and interventions designed to reduce the opportunities for ASB and to increase the difficulty of committing antisocial acts in the first place. Our approach to neighbourhoods will support this and identified areas of activity can be picked up through neighbourhood plans.

Criminal Justice Prevention

If our prevention and early intervention approaches don't have the desired effect or where there is an imminent and serious risk to the community, we will use all legal measures to prevent individuals continuing to commit antisocial acts.

We must make new and foster existing partnerships and work collaboratively with local authorities, Police Scotland, and other key partner organisations, to develop sector leading ASB prevention solutions and services.

Partnership working is key to prevention. We will influence and work closely with our strategic partners including the Scottish Violence Reduction Unit and the Scottish Community Safety Network to ensure our approach is aligned to the National approach towards dealing with and tackling ASB.

Prevention – Our key measures

- Implementation of the prevention and solutions approach across the Group as the CIP operating model;
- Create a baseline for reporting in our ASB recording system to allow us to set informed targets for levels of reporting in each year;
- Use our expertise in ASB to provide skills in 'Designing out Crime' to our Asset Team and New Build Community of Excellence;
- Work with partners to identify new pathways of support for those at risk of repeated homelessness through ASB; and

- Work with partners to develop clear pathways for care services, specialist services, risk management strategies, and protection plans for our customers, including services for low level mental health issues.

Outcome 2 - Early Intervention

Our Aim:

Our focussed early and effective interventions, through awareness raising, education, and communication will divert people away from being involved in ASB.

The early identification of the characteristics that may lead to a customer or community becoming antisocial enables us to take early action and be able to provide bespoke wraparound services. These can dovetail with our work to reduce social exclusion and improve outcomes for disadvantaged communities.

Some individuals can have complex needs linked to trauma, mental health, vulnerability and/or addictions, therefore we will use our prevention and solutions approach to provide appropriate support and solutions for customers and communities impacted. We will draw on our expertise across the Group to support these customers to sustain their tenancies and lead their own lives.

We will utilise internal and external communication channels to promote prosocial behaviour and our expectations around neighbourliness and thriving neighbourhoods to help drive ASB down.

Staff training will be a fundamental aspect of this outcome, where we have an educated and informed workforce dealing with complaints of ASB who are skilled to deliver a trauma informed responsive ASB service.

Early intervention - Our key measures

- Create a defined process around how we will identify delivery of services based in accordance with individual customer needs.

Early intervention - Our key targets

- Reduce the number of repeat complaints of ASB by 20%;
- Reduce the number of noise nuisance calls customers make to Police by 25%; and
- 100% of customer facing staff are trauma informed and easily able to identify the characteristics associated with this.

Outcome 3 - Asset Based Approach

Our Aim:

We will focus on our customer and community assets and strengths in order to build more resilient individuals and communities, driving improvements forward.

Our assets-based approach will encourage people and communities to come together to achieve positive change using their own knowledge, skills and lived experience of the issues they have encountered and what is important to them. The most important resource in dealing with ASB will be our communities and the people in them.

We recognise that positive health and social outcomes will only be achieved when customers and communities have the opportunities and agency to control and manage their own futures. Our assets-based approach recognises and builds on a combination of the human, social and physical capital that exists within our local communities.

Our confidence cycle will be a key tool to measure the effectiveness for our customers around realisation of actionable outcomes linked to sharing information and intelligence in relation to ASB and criminality. Appendix 1 outlines the confidence cycle in detail.

Asset Based Approach - Our key measures

- Utilise the Place Standard Tool as part of our Neighbourhood Approach across the Group, to effectively reflect the criteria our customers identify as the hallmarks of a successful and resilient community; and
- Enhance customer websites to include information on ASB to assist them to recognise what constitutes ASB, the powers available and responsibilities for all agencies involved, action available to be taken and support available.

Asset Based Approach – Our key targets

- 95% of customers actively engaged in shaping ASB services feel they have played a part in informing decision making.

Outcome 4 - Changing Lives

Our Aim:

We will provide our customers with increased opportunities and support our better lives agenda through education, training, and employment opportunities. By doing so we will divert those impacted from pathways into ASB.

By doing this we will build resilience and harness the ability of customers to support their own communities. These opportunities will also help to divert those who have committed or are at most risk of committing crime and ASB into more positive pathways.

Over two thirds of Scotland's most deprived communities are within our neighbourhoods. Deprivation reduces life chances and makes life more difficult for households impacted. Our Wheatley Foundation will play a role in achieving this outcome, where the aim is to help disadvantaged or vulnerable people reach their full potential. This will be achieved through maximising access to employment, training and learning opportunities, whilst tackling exclusion and alleviating the impacts of poverty.

Changing lives is not only about individuals but also about our communities across the Group. We will work to help people understand the issues that some members of the community face – whether as refugees, through mental health issues, addictions, homelessness, or trauma. This approach helps to build community resilience through integration and fostering a sense of connectedness.

Changing Lives - Our key measures

- Established referral routes identified into Wheatley Foundation programmes for customers at risk of engaging in ASB;
- Work with individuals with lived experience of ASB to support our early intervention and prevention approach; and
- Enhance understanding across the Group and develop new partnership approaches to tackle the harm caused by drug and alcohol abuse, bringing the learning into our training approach for dealing with ASB.

Outcome 5 - Enforcement

Our Aim:

In the event that our prevention and early intervention approaches have not impacted on ASB, we will enforce all appropriate and proportionate legal means at our disposal to deal with this and prevent reoccurrence.

To successfully deliver this outcome, we need to work collaboratively with local authorities and other key partner organisations, such as Police Scotland, to develop sector leading ASB services. These services will protect, develop, and support our communities to reach their full potential.

We are committed to tackling all reports and forms of ASB in an effective manner. If enforcement action is necessary, we will use the powers at our disposal within our RSLs through the Antisocial Behaviour etc. (Scotland) Act 2004 and the Housing (Scotland) Act 2001, as amended.

On occasion, immediate and direct enforcement action requires to be utilised where the issues are so severe that they need to be dealt with immediately or where other action, attempted via our prevention and solutions approach, is having no effect.

If legal action is the most appropriate course of action to take in a case, we will engage in this process and ensure to take a proportionate response to the ASB demonstrated.

Even if a case is at enforcement stage, we will continue to offer access to the appropriate wraparound support and signposting to the accused person to engage them in accessing the services required, which will be a continuous feature throughout each stage of the ASB process.

Enforcement – Our key targets

- 50% increase in submission of community information and intelligence direct to our Police Information and Intelligence Unit.

5. How the framework supports our Group Strategy

The framework is a key element in the delivery of our Group wide strategy, helping create neighbourhoods where our customers are proud to live and feel safe. It sets a clear benchmark for the standard of service our customers should expect over the next 5 years and beyond in relation to delivery of our services to support ASB.

The Framework supports the Strategy in the following ways:

- Creating the detailed approach to delivering peaceful neighbourhoods;
- Improving customer satisfaction with home and neighbourhood through reduced ASB and increased resilience within communities;
- Helping to build community resilience and increase neighbourliness and working to reach out to those most excluded; and
- Preventing homelessness and supporting tenancy sustainment by reducing the number of people who need to leave their home either because they participate in ASB, or because of the impact of such behaviour.

This Framework recognises that preventing ASB requires a true partnership approach, involving many organisations, as no one organisation can tackle ASB alone. This will ensure we have effective referral pathways for improved outcomes for our customers.

Our people are supported and trained to think innovatively and to think yes together to best support customers and outcomes. We will use this innovative style to help provide thinking which challenges and encourages a new approach to services. We will work with partners across the country to share innovation and best practice to deliver our aims and objectives.

CIP Products

Peaceful Score

To determine how peaceful our communities are, we have created a product that uses data on police recorded incidents within our communities against information recorded on the Scottish Index of Multiple Deprivation (SIMD) to measure this. This model looks at levels of ASB and deprivation and whether they are worsening or improving and determined as follows:

Safe: areas are assessed to be very high to extremely high priority with a recommendation for a prioritisation for enforcement measures.

Calm: areas are moderate to high priority and carry a recommendation for regular service delivery or monitoring.

Peaceful: areas are assessed to be minimal to low priority with a recommendation of regular service delivery.

The diagram below provides full detail of the safe, calm, and peaceful scoring definitions:

		Public Reported Incidents of ASB					
		→					
		Low Volume and Stable/Improving	Low Volume yet Emerging Deterioration	Low Volume yet Sustained/Progressive deterioration	High Volume yet Stable/Improving	High Volume yet Emerging Deterioration	High Volume yet Emerging Deterioration
Deprivation (SIMD)	Levels of affluence and Improving	Peaceful	Peaceful	Peaceful	Peaceful	Calm	Calm
	Levels of affluence yet Worsening	Peaceful	Peaceful	Peaceful	Calm	Calm	Safe
	Levels of deprivation yet Improving	Peaceful	Peaceful	Calm	Calm	Safe	Safe
	Levels of deprivation and Worsening	Peaceful	Peaceful	Calm	Calm	Safe	Safe

Our strategic target within the Group is to have 70% of our tenancies categorised as peaceful by 2026.

Confidence Cycle

Our “confidence cycle” was established as a product to support and empower communities to report ASB and help create peaceful and thriving communities. The ethos behind the confidence cycle is to enhance community reporting, where in turn they experience the benefits from this from improved neighbourhoods, resulting in increased customer satisfaction. This builds resilience within our communities.

