

TENANCY AND COMMUNITY SUPPORT STRATEGY

PURPOSE

The coronavirus pandemic is having an impact on all our lives.

Right across Wales. Local authorities and registered social landlords have agreed everyone should be treated fairly. They will:

- Keep customers safe and secure in their home.
- Help customers get the financial support they need.
- Support customers and find solutions if they are having difficulty paying their rent.
- Do everything they can to support customers wellbeing.

This strategy focusses primarily on how ateb will do everything it can to help customers to be safe and secure in their own homes and do everything we can to support customers wellbeing.

CURRENT POSITION

We anticipate that there will be vulnerable groups of people will need additional help and support at this time. For example, people experiencing domestic violence, older people, those self-isolating and those with poor mental health or with learning disability.

We also anticipate that we might see an increase in nuisance cases and anti-social behaviour due to the current lockdown restrictions imposed, particularly for those who live in flats or tight knit communities such as older persons schemes.

Concerns for us are:

- vulnerable groups in our community such as those with learning disabilities, poor mental health, especially now that the usual statutory and voluntary services are operating limited services or certain services are no longer accessible
- domestic violence, alcohol & substance misuse and the protection of vulnerable adults and children

Despite Area Officers not having a physical presence in the community, we will continue to work closely with customers over the telephone and through social media.

We will work closely with probation and Neighbourhood Policing Teams who continue to work in our communities. We have measures in place to continue to play an active role in key multi-agency meetings, including MAPPA, using 'Skype' or other communication methods.

We will also continue to work closely with Statutory and voluntary organisations to maximise the support for those most vulnerable in our community and those who are affected by the actions of others in relation to noise, nuisance and anti-social behaviour.

INFORMAL AND FORMAL INTERVENTIONS

Informal Interventions

We will continue to take informal interventions in tackling nuisance and anti-social behaviour in issuing Acceptable Behaviour Contracts, (ABC's), working in conjunction with the Police and other Statutory bodies, such as Public Health within the local authority. ABC's have always been an effective non-legal intervention and the first step before any formal action is taken. In collaboration with others, the ABC can be issued, and a signed copy returned to us by post.

We will continue to work jointly with colleagues within Public Health Teams to address nuisance and anti-social in the following areas:

- Noise Nuisance & Noise App
- Dog control
- Bonfires
- Abandoned vehicles
- Fly Tipping / Rubbish

The Public Health Service is helpful when it comes to dealing with a wide range of services linked to the protection of public health, safety and wellbeing.

The wider range of services can be found: www.pembrokeshire.gov.uk/public-health
and contact made: Phone: 01437 764551

Email: enquiries@pembrokeshire.gov.uk

Formal Interventions - what we will not do

We will not take any formal intervention as a measure to tackle nuisance or anti-social behaviour by

- servicing a notice
- making an application to court for postponed or suspended possession order
- applying for a warrant for eviction

Formal Interventions - what we may do

We accept that in some extreme cases, in order to protect the safety and wellbeing of some customers and to prevent continued unacceptable behaviour within our communities, we may make an application to Court for an Injunction Order.

An Injunction is designed to:

- prevent a person doing a certain thing (prohibitory injunction) or
- compel a person to do a certain thing (mandatory injunction)

An injunction is a useful, often an immediate measure, to address the unacceptable behaviour of an individual and at the same time protect the safety and wellbeing of others. We would not act in isolation but following collaboration and with the full agreement of the Police and Statutory agencies as the appropriate course of action to take given the severity of the case.

PROCEDURAL GUIDANCE

Domestic Violence

We are acutely aware that a number of external factors can impact on the nature and severity of domestic violence incidents. The current climate, affecting restrictions in movement and ability to work can place additional financial and other pressures on adults and families. Staying in does not mean staying safe for everyone.

We are committed to working with the Police, Social Services, Shelter Cymru, and all other organisations to help protect adults and children from the harmful effects of domestic abuse.

We will signpost customers in need of informal, advice and support and safeguard those at risk through the 'interagency referral' processes in place to alert both Police and Social Services.

We operate an emergency letting procedure to ensure we can assist those in need or urgent accommodation, either fleeing, or homeless as a result of domestic abuse. We will offer ongoing support and financial advice and take what other measures we can to sustain the tenancy and to keep the customer, and their family, safe.

Support & Information Available

- Women's Aid's - online chat service, open from 10am-12pm Monday-Friday
- Live Fear Free - helpline 0808 8010 800, for those experiencing domestic abuse or sexual violence during the Coronavirus emergency
- National Domestic Abuse helpline – 0808 2000 247
- National LGBT Domestic Abuse helpline – 0800 999 5428
- National Stalking Helpline – 0808 802 0300
- Men's Advice Line – 0808 801 0327
- Rape Crisis – 0808 802 9999
- Information & Advice for Under 25's – 0800 808 4994

Emergency help

- immediate danger, call 999 and ask for the police - the police will continue to respond to emergency calls

- in danger and unable to talk on the phone, call 999, and then press 55. This will transfer your call to the relevant police force who will assist you without you having to speak.

Other Information:

- www.gov.uk/government/publications/coronavirus-covid-19-and-domestic-abuse

Safeguarding of Vulnerable Adults & Children

We will work with the Police and Statutory and Voluntary agencies to help protect the most vulnerable in our communities and help keep them safe from neglect, abuse and harm of any form. Some of the most vulnerable groups will include those with:

- Poor health or physical disability – who could be unable to prepare meals, tend to personal care, leaving them open to neglect.
- Poor Mental Health – who may be at risk of manipulation and control by others
- Children – who can be exploited and at risk of sexual abuse, neglect and significant harm
- Older people – who may suffer from memory loss problems, leaving them open to manipulation e.g. writing a will, or financial abuse

We will look to refocus our resources to be able to provide support to these customers who are more highly exposed to abuse by carrying out Welfare Calls to check on their wellbeing. We will continue to work with other agencies within the community who are able to provide additional help and support.

We will follow our safeguarding procedures and through the 'interagency referral' processes in place refer any incidents of suspected abuse or concerns Social Services, vulnerable adult's team and the childcare assessment team. If you see or hear something – say something.

Further Information & useful links:

- Wales safeguarding procedures: CASPAR briefing November 2019
<https://learning.nspcc.org.uk/research-resources/2019/wales-safeguarding-procedures-caspar-briefing>
- Safeguarding Adults & Children in Pembrokeshire
<https://www.pembrokeshire.gov.uk/safeguarding-adults-and-children>

Substance Misuse

Substance misuse is a complex issue and for some of our customers it is a serious problem and their dependency can not only affect their own health and wellbeing but can also affect others living with them or in the same community. This can manifest in nuisance and anti-social behaviour and in extreme cases, police arrest. Wherever possible we want to prevent this through a multi-agency working approach.

We recognise the importance and need of these customers getting the right kind of support and professional help to address their substance misuse issues, at the right stage in their recovery and rehabilitation pathway. Early intervention can also prevent the 'revolving door' of homelessness.

To this end, we provide supported housing to a number of agencies, including CIAS who support their customers rehabilitation back into the community, providing a safe home environment with encouragement, help and advice on hand. When the time is right, we help with 'move-on' accommodation, providing a permanent, stable home in a community setting.

We do everything we can to make sure the tenancy is sustained by providing intense tenancy related support. This involves liaising with social workers, support workers and other help health professionals, (dual diagnosis team), and sometimes probation services, to help support our customer continue on their journey of recovery. Our Money Solutions Team are also on hand to provide specialist money and benefit advice when needed.

Support & Information Available:

- Drug addiction – getting help
www.nhs.uk/live-well/healthy-body/drug-addiction-getting-help/
- Lifeline - www.lifeline.org
- Dyfed Drug and Alcohol Service (DDAS) Adult Substance Misuse Services
01437 967980
- Wales Drug & Alcohol Helpline - Freephone 0800 6 33 55 88 or
dan247.org.uk

Mental Health and Learning Disabilities

Customers with serious mental illness, dementia or learning disabilities may not be able to process information and may not have the ability or willingness to self-isolate. For such cases, reference should be made to Public Health Wales on contact number: 0300 003 0032.

Customers should be encouraged to self-manage their normal (non Covid-19 related) mental health conditions wherever possible.

If there are concerns about customers who are known to have a psychiatrist or within the community mental health team service, the GP should be contacted.

In the event of incidents of deliberate self-harm, if an ambulance is called it is essential that any details regarding the resident's COVID-19 status is given to the call handler. The response rate may be longer than normal.

Telephone support is also available form:

- Samaritans on 116 123 from any phone
- Papyrus UK (for young people) on 0800 068 4141
- Community Advice & Listening Line (for emotional support) on 0800 132 737
- Every Mind Matters <https://www.nhs.uk/oneyou/every-mind-matters/sleep/>
- Hafal – Mental Health Wales www.hafal.org

Older People

We are actively supporting our older customers through these difficult and challenging times because we recognise that loneliness and social isolation has a negative impact on health and wellbeing. We are supporting our older customers in the following ways:

- Welfare calls to check on their wellbeing, whether they have food and someone to collect their prescription, if required
- Facetime or WhatsApp welfare check calls
- Link up with other agencies or providing an emergency delivery service ourselves for those having no support from friends / relatives
- Ensuring lunchtimes meal are delivered to the door for customers in our extra care schemes
- Referrals to other specialist agencies where there are concerns for safety or wellbeing
- Liaising with health professional to help when customers are about to be discharged from hospital, such as the installation of a community alarm and ensuring help, support and personal care is in place

Support & Information Available:

- Age Concern - 08000 223 444
- Age Cymru – Check in and Chat for over 70's Living Alone <https://www.ageuk.org.uk/cymru/information-advice/age-cymru-advice/check-in-and-chat/>
- Age Cymru Advice - 08000 223 444 Advice Line 9 am to 5pm Mon to Friday – who can assist older people themselves, their family, friends, carers, or professionals
- Age Well in Pembrokeshire – Pembrokeshire County Council www.pembrokeshire.gov.uk

Working with the Police to support safeguarding of the most vulnerable and tackling anti-social behaviour

To ensure we keep both customers and communities safe we have established good interagency working relationships with Dyfed-Powys Police and Probation Services.

We have exchanged information on 'key contacts' within respective teams; Neighbourhood Policing Team (NPT) and Area Officer Teams. We have also provided the police with a property address list giving all ateb homes in management which has been disseminated to Police Safeguarding Teams and all NPT's.

The above information exchange will enable us to provide a swift response to those most vulnerable or at risk and early intervention approach when dealing with nuisance, anti-social behaviour or other unrest in the community.

Please see below contact details for your local NPT:

HaverfordwestNPT@dyfed-powys.pnn.police.uk

FishguardNPT@dyfed-powys.pnn.police.uk

PembrokeDockNPT@dyfed-powys.pnn.police.uk

TenbyNPT@dyfed-powys.pnn.police.uk

General:

contactcentre@dyfed-powys.pnn.police.uk

St Clears:

CarmarthenRuralNPT@dyfed-powys.pnn.police.uk

Information and advice to customers

We take all incidents of nuisance and anti-social behaviour very seriously. Every one has the right to the peaceful enjoyment of their home and neighbourhood. We provide helpful information and advice to customers on our website about nuisance and anti-social behaviour, including frequently asked questions, also how to report an incident to us and the police and where to go for further information and help: www.atebgroup.co.uk/living-solutions/advice-support/anti-social-behaviour/

Support & Information Available:

There are some great organisations who specialise in supporting communities to resolve nuisance and anti-social behaviour:

- Safer Pembrokeshire Team
- Citizens Advice – free advice, whatever the problem.
- Victims Information Service
- www.ourbobby.com contains information about what to do in your local area
- You can call 101 or 999 (if you are in immediate danger.)