



The Local Offer: Going Local

April 2011

St Basils *works* with young people

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Background

The National Conversation

A set of National Housing Standards was developed by the Tenant Services Authority (TSA) and were the result of a national consultation campaign with tenants across England during 2010. The consultation process was called 'The National Conversation' and the standards are designed to help improve the services provided for people who live in social housing in England.

The standards are; Tenant Involvement & Empowerment, Home, Tenancy, Neighborhood & Community, Value for Money and Governance and Financial Viability.

The standards are set out in The Regulatory Framework for Social Housing in England from April 2010. For copies of the documents click the links or for more information visit the Tenant Services Authority website <http://www.tenantservicesauthority.org>

In addition to the National Standards, all associations including St Basils must consult with their tenants regarding at least three of the standards in what is known as 'The Local Conversation' consultation process. During 'Local Conversations', associations must agree with their tenants a 'Local Offer'.

All associations must publish their 'Local Offer' by 1st April 2011, and have plans in place to address how they will monitor and meet their 'promises' to tenants.

On 1st October 2011 and annually thereafter, associations must also publish a backward-looking / forward-facing Annual Performance Assessment Report detailing progress and future planned improvements in relation to the standards.

The Local Conversation - What did we do?

St Basils wanted to ensure that all residents had the opportunity to contribute to the discussion about The Local Offer.

The Youth Advisory Board was asked for its views on how The Local Offer should be agreed.

We also held a workshop with staff and residents from across the St Basils projects to find out what questions we should be asking residents about The Local Offer. At that workshop it was also agreed that St Basils' Local Offer should focus on the 3 National Standards required. The group felt that the issues of interest to St Basils residents were sufficiently covered by the first 3 standards. The questions agreed at the workshop were developed into an online survey for all residents to complete.

This Local Offer reflects the comments and suggestions made in the online survey. It also reflects the views of residents expressed at the discussions with the Youth Advisory Board and the Youth Involvement Forum.

The online survey responses reflected lots of things that St Basils residents liked about the services they received as well as suggestions for changes or improvements. In order to make sure that The Local Offer is a complete document and tells new and existing residents about what they can expect from St Basils, we have included commitments we already make to residents relating to the 3 National Standards.

Our approach to agreeing The Local Offer with residents was developed with our Strategic Priorities and principles to Work By at the forefront of our thinking:

Our Local Offer

Our Local Offer is in 2 parts;

- The first part sets out our commitment to St Basils residents on what we will deliver as part of The Local Offer.
- The second part is an action plan of how we will do this.

As our work develops this action plan will continue to be updated and available on the St Basils website so that all residents can see how we are progressing with the commitments we have made.

St Basils Local Offer

TENANT INVOLVEMENT AND EMPOWERMENT STANDARD

As a Registered Provider of housing, we are required to consult with you in decisions about the management of your home and the development of new homes. As a support provider we are also required to consult and involve you in decision-making.

It's what St Basils is about. We aim to ensure that young people's involvement is at the heart of everything we do. If you want to live independently, then it makes sense that you have the opportunity to take decisions and be responsible for them now.

Services we offer

Link/Home Options

Link/Home options is a housing advice service for young people in area based housing offices. We provide a wide range of housing advice which is aimed at reducing the risk of homelessness. We help young people to delay the point at which they leave home by linking young people to a range of preventative services such as mediation.

Family Mediation & Support

This service works to prevent homelessness caused by breakdown of family relationship. We aim to assist young people to improve or re-establish relationships with their families and significant others, to develop support networks.

Education & Skills Services

The Learning Skills and Work Service offers guidance and support on your education, employment and training needs. You can access regular advice and guidance through one to one appointments, in house training, Job Club, Job Search, access to travel and grants, Action Planning and CV preparation. In addition we work in schools with young people at risk of homelessness and provide training for young people to become peer mentors and educators.

Life Skills

The Life Skills programme is an accredited course that aims to improve the independent living skills of young people. The subjects covered include Contributing to the Community, Problem Solving, Budgeting, Cooking, Drugs and Sexual Health.

The benefits are that it is done in your own time, in your own home. You work at your own pace with 4-6 months to complete. You will receive one to one support from your Support Worker, regular reviews and a bonus on completion of five modules.

Supported Accommodation

We provide a range of supported accommodation, which includes emergency accommodation, a foyer and young families' accommodation. Accommodation is temporary and you will be assisted to secure longer term or permanent move-on accommodation. You will have a named Support Worker who will work with you from the point to come to St Basils – right through to when we mutually agree you do not require any further support to live independently.

Your Support Worker will work with you to understand your needs and requirements and to identify your longer term goals and ambitions. Together you will develop a support plan which lies out the

actions to be taken and by whom.

Your support plan will be reviewed on a regular basis (minimum monthly) during meetings with your Support Worker. From this you will be able to tell how you are progressing.

Your progress will be assessed in the following areas:

- Housing
- Family/support networks
- Legal issues
- Health
- Lifeskills
- Learning Skills and Work

If you feel that additional specialist support is required your Support Worker will assist in making the referral and ensuring the support is provided. Support is mainly funded by the local authority through a grant called 'Supporting People'. If you are not happy with the support you are receiving and St Basils has not been able to resolve your complaint to your satisfaction, you can also complain to the Supporting People Team in your area.

Staff will assist you with finding a place to live, but remember your options may be limited and this is a two-way process. Which is best for you depends on your circumstances. Staff can only help if you are prepared to help yourself.

The City Council

Often people seek a Council property because they are secure and the rent tends to be reasonably low. Some people (e.g. young families and young people from care) have a better chance to move into Council accommodation, it depends on your circumstances. The important thing is to put in an application as early as possible, after you have been with St Basils for a period of time. Talk to staff, they will have application forms and have regular contact with Council staff.

Housing Associations

Housing Association tenancies tend to be secure and the rents should be low.

You apply to Housing Associations by completing a form - these will be available from staff and you can receive help from your Support Worker to apply for accommodation.

Private Rented

Private rented accommodation varies depending upon the landlord. They are often more short-term, can be more expensive and you may have to find a deposit in advance, on top of the rent. In addition, you may not receive full payment from 'Local Housing Allowance' for your accommodation and you should seek advice on this in advance. This type of room, flat or house is usually found through the Accommodation Section of the local paper or shop windows or by advertising letting agents. It's worth keeping a look out because they change regularly - staff can advise on the best places to look.

Once you find a home of your own, we will support you to move in and get your bills set up. We will also assist you to get to know the area and local amenities and access training, education or work. Your Support Worker will develop a Support Plan with you – to assist you to take up your accommodation and to provide support until you are confident to manage on your own.

Complaints, Comments & Complements

St Basils is committed to ensuring customer Complaints, Comments and Complements are dealt with promptly, without compromising quality. The Complaints, Comments and Compliments Policy and Procedures are an essential part of putting this commitment into practise. All Complaints, Comments and Compliments will be dealt with fairly, sensitively and effectively. We will actively seek Complaints, Comments and Compliments in order to improve services and service delivery. The basis of this Policy is St Basils commitment to Equal Opportunities, Diversity and Fair Access.

St Basils aims to provide the following;

A Consistent Procedure - We want to give our customers a fair, consistent and accessible way of making complaints, comments and compliments.

A Positive Procedure - We want to use the outcome of any comments, complaints and compliments as a way of improving our services.

A Fair Approach - We want to enable all of our service users to have a say in how our services are delivered.

A Quality Procedure - We want the procedure to improve the quality of the service we provide and improve our relationships with our customers, and promote best practice with staff.

A Procedure that Values Diversity - We recognise and value all customer feedback.

We will encourage customers to make complaints and see this as a positive way of changing or reviewing aspects of our services, or service delivery. Sometimes we may not be able to make changes, for example, St Basils must operate within the law. Where possible if we change the way we deliver our services as a result of a complaint, we should let our customer know.

Customers may decide to ask someone to help them make their complaint. This person is known as their 'advocate'. The advocate must have the service user's written permission to make the complaint and we must receive a copy of this before we can look into the complaint. The advocate may be a friend, partner, relative, or a member of St Basils staff (e.g. Support Worker).

However, if staff feel there may be a conflict of interest between the advocate's role and their job, they should discuss this with their line manager before agreeing to act as an advocate. The line manager should be confident that the staff advocate can manage any conflict of interest before agreeing. The decision rests with the line manager, who will in all cases ensure that the staff advocate is being supported throughout the process.

Our complaints process

Our complaints procedure is based on a three-stage process. Our aim is to deal with the complaint satisfactorily, at the earliest stage. However, we know that this will not always be possible, in which case the complaint will continue to stage 2 and possibly stage 3.

We will acknowledge all complaints by completing the 'office use' and 'receipt' on the 'Complaints, Comments and Compliments' leaflet. This receipt should be immediately returned to the customer so they have a record of the; date received, allocated log number and project address.

If the Centre receives a complaint from a neighbour or member of the public about a service we provide or one of our projects, this should be passed to the Company Secretary who will pass it onto the appropriate project or service Manager. The appropriate service Manager should log the complaint in their standard Complaints file immediately.

If a complaint involves more than one service, the Company Secretary should decide which service will have the greatest input in the response and, if necessary, will pass the complaint to the appropriate person who will lead and co-ordinate any action and responses.

Stage 1

We aim to resolve the complaint immediately if possible

The staff member receiving a complaint should try to resolve the complaint to the customer's satisfaction immediately, if possible.

If the complaint is regarding a different project/service area, the staff member should pass the complaint to the correct project/service Manager on the day they receive it or on the next available working day and make a log of the complaint.

When the complaint is received by the appropriate project/department, it should be recorded including; when you received it, what it was about, and when and how you dealt with it. You should endeavour to follow up this action by sending the customer a standard stage 1 letter within 7 working days of receipt of the complaint confirming the action taken.

The original complaint should be kept in the project standard Complaints file.

If the complaint is not resolved satisfactorily at stage one, it may be referred to stage 2.

Stage 2

Complaints Officer Investigation

The complaint should be forwarded to the Company Secretary who will appoint a Complaints Officer to investigate the complaint at service delivery level. The Complaints Officer will aim to resolve the complaint to the customers' satisfaction as soon as possible. Investigation may involve interviews, written documentation and discussions with all persons involved in the complaint matter. This process and the outcome should be recorded and the Complaints Officer will write to the customer informing them as appropriate;

- How we have made our decision
- What the decision is
- Who has made the decision
- What changes have been made/action has been taken
- Apology/compensation if relevant
- What to do if further dissatisfied

This should be confirmed in writing using a standard stage 2 letter within 10 working days of receiving the complaint, where possible.

In the event that the customer is not satisfied, the complaint may be reviewed by the Senior Management Team

Stage 3

Senior Management Team: Review the Decision

The complaint should be forwarded to the Company Secretary who will take the complaint to a Senior Management Team Member who will ensure the process has been correctly followed, and aim to resolve the complaint to the customer's satisfaction within 10 working days or as soon as is practicable. The Senior Management Team Member should write to the customer stating the outcome/ decisions.

AS A RESULT OF THE FEEDBACK YOU GAVE US ON THE LOCAL OFFER CONSULTATION WE WILL:

- Publish the complaints process and timescales for resolution in residents newsletters and in residents welcome packs
- Review the way in which complaints are monitored across projects and consider how it can include monitoring or timescales for resolution

Involvement and Empowerment

St Basils works with young people to; enable them to find and keep a home, to develop their confidence, skills and opportunities and to prevent homelessness. St Basils has developed a range of services in response to the needs of young people at risk, which span the continuum of prevention, early intervention, crisis intervention, stabilisation and resettlement. These services provide for a comprehensive approach to young peoples personal, social, educational and vocational needs.

St Basils is committed to working with and involving young people. One of our key principles is young people first and one of our Strategic Priorities is 'young people fully involved in setting standards, identifying priorities and monitoring services'.

Our Involvement Policy and Procedures explain and clarify how we will achieve the involvement of young people.

In developing the Policy, extensive consultation was undertaken with young people, led by St Basils Youth Involvement Coordinator. Young people from all parts of St Basils were asked how they wanted to be involved and consulted, what prevented their involvement and what their priorities were. This Policy aims meets the requirements of young people staff, partners and our legal and Policy obligations.

St Basils staff, Board, Committee Members, and partners are required to endorse and work within the ethos of the Policy. St Basils believes in the concept of working *with* young people. We challenge the concept of working 'for' and 'doing to', which has as its basis a deficit model which focuses on need and problems. Instead we seek to promote young peoples contribution, aspirations and ambitions. We aim to work with and alongside young people to overcome barriers whether personal or societal.

We believe that all young people have a positive contribution to make and that their contribution should be highlighted and celebrated in order to encourage others and remove negativity and stigma. We understand that some young people may have more barriers to overcome than others. Our approach is based on overcoming those barriers not placing obstacles in young people's way. Whether directly or indirectly, the resources of St Basils must therefore be focussed on assisting young people to overcome obstacles and barriers and releasing and realising their potential.

This important mission is not achievable without a deep and meaningful partnership with young people where mutual understanding and trust is developed. We believe that this approach enhances everyone's contribution, breaks down the divisive 'them and us' approach, up skills and develops everyone.

We therefore do not tolerate negative attitudes to young people, oppressive or demeaning work practices where power and authority is used inappropriately. This only serves to compound young people's experiences of discrimination and marginalisation and has negative consequences for everyone. We challenge and support everyone to be the best they can be, to respect themselves and others and to take responsibility for their actions and behaviour. In order to achieve this we aim to work with young people to ensure involvement at a number of levels. Young people who use our services have essential insights and perceptions that must be incorporated into the work of St Basils at strategic, policy and practical levels. Young people must therefore be able to exert influence on the services they receive, on the way the service is managed and delivered, on the strategic direction of St Basils and on the wider Policy agenda.

We want to improve our services to young people, our partners and other stakeholders. We can only do this by listening to, and acting upon the feedback you give us. We are committed to developing a number of opportunities for you to give us your feedback and views.

Some of the ways in which you can get involved include;

- Attending Residents Meetings
- Being a St Basils Youth Advisory Board Member *
- Attending the bi-annual Youth Involvement Forum *
- Completing a Satisfaction Survey / Questionnaire
- Making a Complaint, Comment or Compliment
- Standing for election as a Resident Rep.
- Running an activity for other young people *
- Undertaking an internal Inspection of St Basils projects and being a 'Active Governance Youth Evaluator' *
- Use our 'Suggestion Boxes' which are available at each project

St Basils has a Menu of Involvement which details all the ways you can get involved in the organisation. St Basils is committed to involving young people in all aspects of its work and you can influence the way we develop our services and help us to improve how services are managed and delivered to you.

We recognise that you may want to get involved in many ways and have developed this menu for you to see the range of opportunities available to you.

Where you see the '**' symbol, your involvement may involve travelling to/from another project or venue. For this, we will pay your travel and out-of-pocket expenses.

For more information on St Basils Menu of Involvement or further details, contact St Basils Youth Involvement Coordinator on 0121 772 2483 or email St Basils Youth Advisory Board on yab@stbasils.org.uk

AS A RESULT OF THE FEEDBACK YOU GAVE US ON THE LOCAL OFFER CONSULTATION WE WILL:

- Ensure all projects will regularly advertise residents meetings and the location of suggestion boxes
- Review the use of social networking sites to involve residents in the way projects are run in partnership with existing consultation groups e.g. the Youth Advisory Board.
- Ensure that projects that include mothers and young children consult residents on what activities they would like to see introduced/increased.
- Consider the development of a statement of rights and responsibilities for residents to include in resident welcome packs
- St Basils Board Members and young people, as part of our Active Governance programme, will continue to seek evidence of young peoples' involvement in projects during their monitoring visits.

Diversity

St Basils is committed to creating an environment for young people, staff and partners that is free from all forms of discrimination and where diversity is embraced. It is our intention to do our very best for each young person, ensuring that the service St Basils offers is fair, appropriate and relevant for each individual. St Basils also wants to ensure that staff and volunteers are provided with the best employment opportunities and that they are enabled to contribute effectively to the work of the organisation.

Equality and Diversity mean different things. By equality, St Basils wants to ensure that those who may have experienced discrimination and disadvantage in our society do not receive less favourable treatment. By diversity, we mean that we recognise the 'individual' and all of 'our' differences and want to ensure that our different life experiences do not create disadvantage.

We recognise that under current equalities legislation people are protected against discriminatory and unfair service provision based on the following characteristics:

- race
- gender
- disability
- sexuality
- religion and belief
- pregnancy
- gender reassignment

However, we also recognise that categories such as 'race', gender, and disability do not reflect the complexity of our customers' and staff's identities. Furthermore, legislative requirements have changed greatly over the last few years and may change again. Provisions in the Equality Act, for example, mean that age-based discrimination in service provision will become illegal in 2012.

As such, St Basils will be cognisant of other potential disadvantaged groups not currently covered by equalities legislation. We are aware of the scope for human rights principles to help ensure that our equalities practice addresses the needs of a diverse range of people *at the same time*

Our policy is to help St Basils create an inclusive environment. To achieve this goal, we aim to:

- Be an employer of choice, for people from different backgrounds and with different experiences.
- Establish a workforce, which reflects the diversity of the wider community in which we work.
- Respond to the diverse needs of young people who are homeless or at risk.
- Comply with current legislation

Whilst executing our responsibilities under legislation and guidance, we aim to ensure:

- That we review data collected across the range of demographics (staff and service users) with a view to interpret any underlying trends on any of the above grounds, and as far as possible prevent discrimination from occurring
- That we collect information about the different needs of young people we serve in relation to the seven equality strands and use this to identify additional support required by particular groups;
- No person or group receives less favourable treatment on any of these grounds and that all young people using our services are treated with fairness and respect;
- There is equality of opportunity and treatment for all persons;
- No person or group is disadvantaged by conditions or requirements that cannot be shown to be justified.

We are also committed to:

- Creating an environment in which individual differences and the contribution of all our young people, employees and partners are recognised.
- Ensuring every young person, employee and partner lives, work or operates in an environment that promotes dignity and respect.
- Creating an environment where staff, young people and partners know that no form of intimidation, bullying or harassment is tolerated against other staff, young people, and partners
- The provision of training, development and progression opportunities for employees.
- Complying with current legislation.
- The implementation, monitoring and reviewing of this policy on a regular basis.

- Reporting in an annual report to tenants St. Basil's progress in meeting equality obligations and plans for the future

AS A RESULT OF THE FEEDBACK YOU GAVE US ON THE LOCAL OFFER CONSULTATION WE WILL:

- Continue to support staff and residents who challenge discriminatory language and behaviour
- Review the data and responses to questions in The Local Offer consultation about helpline and listening services and will engage with existing consultation groups to clarify what residents want to see introduced/improved
- As part of our Active Governance programme St Basils Board Members and young people will continue to seek evidence that the project is welcoming to all, and is actively promoting diversity.
- Continue to ensure that no person or group receives less favourable treatment on any of these grounds and that all young people using our services are treated with fairness and respect;
- Continue to ensure that there is equality of opportunity and treatment for all persons;

HOME STANDARD

Quality of your accommodation

St Basils Lettable Standard Policy is to ensure that properties are maintained to a standard whereby they can be let to prospective tenants with the minimum of delay. The lead responsibility for this lies with St Basils Director of Operations.

St Basils has defined a 'Lettable Standard' as part of its quality management controls. The main purpose of the Lettable Standard is to define the quality standard against which the property is to be assessed in order for it to pass forward into occupancy. This standard will apply both to properties coming into the portfolio for the first time and for subsequent re-lets. More details can be found about the standards set out in the Lettable standard policy can be found at www.stbasils.org.uk

AS A RESULT OF THE FEEDBACK YOU GAVE US ON THE LOCAL OFFER CONSULTATION WE WILL:

- 'Places of Change' funding will be utilised and existing consultation groups will be involved in the design spec for accommodation. You can find out more about 'Places of Change'
- As part of our Active Governance programme Board Members and young people will inspect the physical standards of all St Basils projects and report on this to the Board of St Basils

Repairs and maintenance

The Maintenance Department is responsible for carrying out day to day repairs when they are needed. The Maintenance Department also carries out a programme every 5 years to make sure that the building is kept to a good standard. This is called a cyclical programme'. It means that work such as painting the outside doors and window frames will get done every 5 years. To make sure that your property is kept in good condition we ask residents to take care of the building and reports faults straight away

The process for reporting repairs is:

1. As soon as you see something broken or about to break, inform staff or fill in a 'Fix it' slip and pass to a member of staff. Keep a note of when you reported the repair and to whom you reported it. Give clear details.
2. Staff will report the repair to the Maintenance Department who will decide when the repair will be carried out.
3. The repair will be done either by one of St Basils Maintenance Team or by an outside company. If they need to get into your accommodation, you will need to say when you will be there to let them in. If you are going to be out, you can ask staff to let them in for you.
4. Once the repair is finished, let staff know. If you are not happy with the work, you must say this to staff and complete a repair satisfaction form.

Health and Safety

St Basils is both a landlord and provider of support services for young people. This policy applies in respect of any person to whom St Basils owes a duty of care.

The Directors recognise that they have a responsibility to ensure that all reasonable precautions are taken to provide and maintain working conditions, which are safe, healthy and comply with all statutory requirements and codes of practice. Regular risk assessments will be conducted in order to assist in creating a safe and healthy workplace.

Our health and safety policy objectives are to:

- Maintain safe and healthy working conditions and environment for our young people, employees, volunteers, student placements, visitors and contractors;
- Comply with all relevant legislation and statutory requirements and to keep up to date with best practice in relation to health and safety.
- Establish and implement a robust risk assessment process
- Prevent accidents and cases of work-related ill health
- Provide adequate control of the health and safety risks arising from our work activities;
- Provide and maintain safe plant, equipment and machinery and to ensure the safe storage, handling and use of substances;
- Engage with and consult with all employees on matters affecting their health and safety; currently through St Basils Employee Council;
- Provide advice, information, instruction and supervision for employees;
- Ensure all employees are competent to do their tasks and to provide them with adequate training
- Ensure, as far as reasonably practicable, that any contractors who work for us apply the highest standards of health and safety for their employees and others affected by their activities.
- Provide sufficient resources to ensure the delivery of health and safety measures is effective and achievable.
- Review and revise this policy as necessary at regular intervals.

Operational day – to –day implementation of the health and safety policy is a key responsibility of management within the specific service or project. Managers have the responsibility to provide leadership and to promote responsible attitudes towards health and safety. Your welcome pack gives you more information on health and safety issues to be aware of for example fire and gas safety

Consultation With Employees and St Basils Service Users

St Basils currently consults with elected employee representatives on health and safety issues, including policy and procedures, through the St Basils Employee Council.

Health and safety issues, as defined by the Safety Representatives and Safety Committee Regulations 1977 and the Health and Safety (Consultation with Employees) Regulations 1996 are within the terms of reference of the Employee Council (as agreed September 2009) and will be the subject of information and consultation in accordance with those regulations. The Employee Council usually meets quarterly. Details of the current Employee representatives can be obtained from the Human Resources Department

Health and safety is also a standard agenda item at manager and team meetings. St Basils service users will be consulted on health and safety issues through the Youth Advisory Board and Residents meetings (Health and safety is a standard agenda item at Residents meetings).

Reporting of Accidents, Incidents, and Work-related ill-health

In the event of an accident causing injury you must ensure that the injured person is being cared for and wherever possible a first-aid trained person should attend to the injured party.

You must report the full details as soon as possible to your Line Manager (or if they are not available another senior manager) who will record the incident in the accident book. All projects/departments will be supplied with Accident Books, which comply with the Data Protection Act 1998. The safety officer will regularly inspect the record, and will report the accident to the inspecting authority as and when necessary. St Basils "Incident Report Procedures" must be followed and an incident report form completed

Accidents will be investigated by the Line Manager and the Safety Officer. A report on all accidents and near misses will be made to the Senior Management Team who will ensure that necessary action is taken to prevent recurrence.

All projects/ departments/ mobile workers are provided with first aid boxes. Each department/ project has at least one named first aid person who has been appropriately trained. Our aim is that all employees will attend basic first aid training.

AS A RESULT OF THE FEEDBACK YOU GAVE US ON THE LOCAL OFFER CONSULTATION WE WILL:

- Consider options for improving DIY provision alongside the existing maintenance services.
- Produce a young person friendly version of health and safety standards and include this in resident welcome packs and in the annual newsletter.
- Continue to consult St Basils service users on health and safety issues through the Youth Advisory Board and Residents meetings (Health and safety is a standard agenda item at Residents meetings).
- Continue to display Health and Safety Law posters in all of St Basils buildings/projects.
- Reinstate and advertise the 'fix-it' maintenance reporting slips to make 'reporting repairs' more accessible to young people

NEIGHBOURHOOD AND COMMUNITY STANDARD

St Basils recognises the importance of residents playing a role in local neighbourhoods and communities. We want to ensure that all residents have the opportunity to get involved in local community activities and young people told us ways that they would like to do that.

All projects are expected to advertise local community meetings and ensure that residents have the opportunity to attend and contribute

Neighbourhood you live in and cooperation in the local area

AS A RESULT OF THE FEEDBACK YOU GAVE US ON THE LOCAL OFFER CONSULTATION WE WILL:

- St Basils Youth Involvement Coordinator will consider how to approach the organisation and consistency of application across projects for advertising local community meetings
- The St Basils Youth Involvement Coordinator will considers ways of bringing the community, including local authority representatives, closer to St Basils residents in consultation with existing St Basils consultation groups
- The St Basils Youth Involvement Coordinator and Fundraising officer will consider ways of involving young people in local fundraising in consultation with existing St Basils consultation groups
- The St Basils Learning, Skills and Work Team will consider ways to help residents access job clubs in consultation with existing St Basils consultation groups

Anti-social behaviour

St Basils is committed to ensuring that everyone who comes into contact with the Agency is treated with respect and in a fair way. We also accept that everyone has a right not to feel threatened, bullied, intimidated or stressed by the actions of others.

St Basils recognises that young people can also be victims of anti-social behaviour and that this can lead to exclusion and homelessness. We are also aware that young people can be disadvantaged by their surroundings and by negative social attitudes and stereotyping. To combat this we provide and develop services which meet a broad range of needs. We respond to young people with high and complex needs and, in order to target them before those needs are acute, we have developed a prevention and early intervention service.

As well as striving towards tackling and preventing anti-social behaviour within our own services, we are working towards preparing young people for independent living in a community setting. Hopefully, this will make a young person's move less likely to fail because of their behaviour or the behaviour of their new neighbours.

St Basils will not tolerate any form of anti-social behaviour and will act immediately to deal with any form of this. Any user of St Basils' service can be excluded from that service if they are found to be involved in any form of anti-social behaviour.

WHAT IS ANTI-SOCIAL BEHAVIOUR

This is behaviour that the people who are affected believe has a disruptive impact on their lives.

Examples can include (this list is not exhaustive):

- Noise nuisance (for example, loud parties, shouting, noise from TVs, radios, hi-fi).
- Congregating in groups on the streets or outside particular buildings.
- Any forms of intimidation or harassment.
- Aggressive or threatening language and behaviour.
- Actual violence against people and property.
- Any form of harassment, victimisation or discrimination that targets members of identified groups because of their perceived differences (for example, race and ethnicity, gender, age, religion, sexual orientation, mental health or disability).
- Large numbers of people coming and going at an address at all times of day and night.
- Using St Basils accommodation to sell or buy or use illegal drugs, or for other unlawful purposes.
- Vandalism and graffiti
- Allowing rubbish to accumulate outside property.
- Dangerous use or illegal possession of air weapons
- Gangs, associating for criminal purposes or involved in anti-social behaviour.

ST BASILS IS COMMITTED TO

- Eliminating all forms of discrimination and harassment.
- Promote good relations within the Agency and with our neighbours, partners, visitors and other stakeholders.
- Support those who have experienced or are experiencing anti-social behaviour.
- Take action against perpetrators.
- Take a preventative approach.
- Clarify to Young People what is expected of them and their behaviour.

AS A RESULT OF THE FEEDBACK YOU GAVE US ON THE LOCAL OFFER CONSULTATION WE WILL:

Continue to handle incidents of anti social behaviour by:

- Investigating any reports immediately and inviting the young person involved to a meeting to discuss the report as soon as possible
- Ensuring the young person has access to support at the meeting
- Clearly explaining the anti social behaviour policy
- Agreeing a St Basils Acceptable Behaviour Contract with the young person and involving the young person in drawing up that contract
- Offering support to address the underlying causes of the behaviour in parallel to the contract.
- Explaining the consequences of breaking the contract will be exclusion and eviction from the St Basils project
- If the perpetrator of the anti-Social act is someone not associated with St Basils and is against a Young Person in St Basils we will log and record incidents appropriately working with witnesses and where appropriate the police or local authorities. We will support the young person throughout the process and if necessary move them to safer accommodation
- When Anti-Social Behaviour is seen as a criminal offence we will inform the appropriate external services such as the Police/Local Authorities for advice and guidance and work in conjunction with them to resolve the problem

Continue to work to prevent anti social behaviour by

- Working with young people to tackle behavioural, knowledge and skills issues in order to prevent anti-social behaviour.
- Asking every young person that lives in St Basils to sign a communal Living code/Licence/Tenancy/ clarifying what is expected of them in respect of their behaviour
- Training staff on new legislation and areas of good practices.
- Monitoring all reported instances of anti-social behaviour identifying both victims and perpetrators and analyse them to identify any implications for service delivery.
- Working with Local Communities through Forums and Neighbourhood Watch and Local youth Groups.
- Continuing with an exclusion register to restrict access to housing for those responsible for serious and/or continuing antisocial behaviour;
- Providing a safe environment for Young People to live in i.e. CCTV, and 24 hour staff in many projects where necessary.
- Incorporating and keeping up to date with new legislation relating to anti social behaviour
- Carrying out risk and needs assessments where appropriate
- It is St Basils intention not to discriminate against gang members or those affiliated with them however, the safety of those within our service is paramount and therefore risk and needs assessments will be carried out where appropriate

You can find out more about this in the St Basils policy and procedures on anti social behaviour at www.stbasils.org.uk

WHAT NEXT?

St Basils will be working closely with all residents through existing St Basils consultation groups to deliver the commitments made in our Local Offer. An action plan that shows how we are progressing towards these commitments will continue to be published on the St Basils website and at all projects.



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