

## Booking Form

**BAWA Club**, 589 Southmead Road, Filton  
South Gloucestershire. BS34 7RG  
**29th October 2008**

Please reserve ..... place(s) at the  
above event:

Title (Mr/Mrs/Ms/Other: .....

First Name: .....

Last Name: .....

Email .....

Position: .....

Organisation/firm: .....

Department: .....

Address: .....

Postcode: .....

Telephone .....

Special dietary requirements (please specify)

Other needs (e.g. access, hearing loop)

## How to book

To secure your place, complete the  
form and send it to us by one of the  
following methods:

✉ Safer South Gloucestershire  
Anti-social Behaviour Team  
Severn House  
Lime Kiln Close  
Stoke Gifford  
South Gloucestershire. BS34 8SR

☎ Fax 01454 868767

@ ann.jones@southglos.gov.uk

For further information telephone  
**01454 868586**

**Note:** If you have not received admission  
details from us at least 7 days before the date  
of the event, please let us know.

### Terms and Conditions:

1. You may substitute delegates at any time up to and including the day of the event.
2. In respect of any event we reserve the right to vary the content, timetable, location or speakers, or to cancel the event if necessity demands. In such circumstances we accept no liability for the variation or cancellation.
3. If you cancel your booking a written notice of cancellation is required by us at least 7 working days prior to the event.
4. Neither Safer South Gloucestershire nor its employees or speakers will be liable by reason of breach of contract, negligence or otherwise for any loss or consequential loss incurred by any person acting or omitting to act in reliance upon any material or presentation given at or in connection with the event.

# How to deal with Anti-social Tenants effectively – a FREE Conference

**FREE**



**Wed 29th October 2008 at  
BAWA Club, 589 Southmead Road,  
Filton, South Gloucestershire.  
from 10am until 4pm**

## THE Anti-social Behaviour and Social Housing Conference for Landlords and Housing Officers in South Gloucestershire and the South West

### Get the latest information on

- › Cannabis factories
- › Housing anti-social behaviour powers
- › Early interventions vs. enforcement
- › Evidence gathering and applying the law (including RIPA)
- › Best practice example of partnership working

### Who should attend?

- › Private landlords
- › Registered Social Landlords
- › Letting Agents
- › Housing Officers
- › Tenancy Support Officers
- › ASB Team Managers and Officers
- › Social Housing Tenancy Advisors

### Information stands

- › Avon Fire & Rescue Service - Home Fire Safety Checks
- › Avon & Somerset Police - Securing your Property
- › South Gloucestershire Council - Community Care & Housing, Housing Needs Department
- › South Gloucestershire Council - Customer & Revenue Services, Housing Benefits
- › Safer South Gloucestershire - Anti-social Behaviour Toolkit
- › Safer South Gloucestershire - Drugs, Alcohol, Anti-social Behaviour, Hate Crime, Domestic Violence

### Speakers

- › **Philippa Isbell**, Safer South Gloucestershire Anti-social Behaviour Manager
- › **Peter Whitehead**, Whiteheads Solicitors Ltd
- › **Sonia Key**, Merlin Housing Society
- › **Alex Coghlan-Forbes**, Merlin Housing Society
- › **Jude Bevan**, South Gloucestershire Council, Benefits Manager
- › **Howell David**, Safer South Gloucestershire Early Interventions Officer
- › **PC Philip Martin**, Avon & Somerset Constabulary
- › **Zoe Buchan**, Safer South Gloucestershire Anti-social Behaviour Case Officer
- › **Detective Inspector Richard Budd**, Avon & Somerset Constabulary
- › **Inspector Paul Bunt**, Avon & Somerset Constabulary



## How To Deal With Anti-social Tenants Effectively

### Anti-social behaviour and social housing conference 2008

This essential conference will help our local social and private landlords get the best out of the remedies available to them for dealing with anti-social behaviour.

Safer South Gloucestershire has assembled a panel of some of the area's leading practitioners who have wide experience in anti-social behaviour law, practice and policy in the field of social housing. The conference will cover all aspects of the remedies available to landlords to deal with problem tenants and how these can be used to greatest effect. There is also a case study session which will allow delegates the opportunity to share some of their experiences and to gain the practitioners' views.

### Speakers

**Philippa Isbell** - Anti-social Behaviour Manager. She has previously worked for South Gloucestershire Council's Environmental Services Department and Housing Department. Philippa works closely with our partner agencies to develop protocols and procedures for dealing with anti-social behaviour problems. She also takes the lead in managing policy and a strategic approach for the Council, Police and other agencies.

**Peter Whitehead** - Managing Director, established Whiteheads Solicitors Ltd in 1992. The practice has become one of the country's leading housing law firms, with particular experience in cases involving anti-social behaviour and other housing management issues.

Through his work with over 50 traditional housing associations, Local Authorities and Stock Transfer Social Landlords, the firm can offer expert knowledge and a fast, effective response particularly to problems arising from:

- › Nuisance and antisocial behaviour
- › Disrepair and negligence claims
- › Breaches of Tenancy

and many other areas affecting the work of Social Landlords.

Peter is also known for the training he delivers to his own clients and to other organisations throughout the country.

**Sonia Key** - Anti-social Behaviour Manager for Merlin Housing Society. Merlin took transfer of South Gloucestershire Council's housing stock in February 2007. At transfer, Merlin set up a specialist Anti-social Behaviour Team with responsibility for dealing with higher level cases that need legal enforcement action and partnership working. Previously, Sonia has had various roles in Housing and was the Anti-social Behaviour Officer for South Gloucestershire Council Housing Department.

**Alexandra Coghlan-Forbes** - Senior Legal Officer in the Legal Services Team at Merlin Housing Society. She works closely with Merlin's Anti-social Behaviour Team to take enforcement action in serious cases of anti-social behaviour; including Injunctions, Demotion and Possession. Previously, Alex worked as part of the Legal Team at South Gloucestershire Council and had responsibility for working with Safer South Gloucestershire, taking Anti-social Behaviour Order applications to the Magistrates Court and using other legal remedies in high level cases.

**Jude Bevan** - Benefit Service Manager, South Gloucestershire Council has worked in Local Government for 20 years. Jude started her career as a Benefit Clerk at Newport Borough Council, moving on to South Herefordshire District Council, Cardiff City Council, Torfaen Borough Council, Cardiff County Council as a Team Manager and Customer Service Manager before joining South Gloucestershire as Benefit Service Manager in September 2006. In her current role she is responsible for the Benefit Fraud Team, Welfare & Visiting Team and Benefit Assessment Team a total of 50 staff and has had much success in improving the Benefit Service for the residents of South Gloucestershire.

**Howell David** - has served with Avon & Somerset Constabulary for 17 years, the last 11 of which has been spent in South Gloucestershire. After 5 years as a training officer, Howell transferred to the Youth Offending Team. He has spent the last four years in the Police District Community Safety Department, specialising in anti-social behaviour with responsibility for early interventions. These include Acceptable Behaviour Contracts (ABC's); Dispersal Orders; and co-ordinating multi-agency responses to locations suffering from anti-social behaviour. Howell is also involved in the co-ordination of the Three Strikes Initiative, Pubwatch Schemes and Police District Sectors.

**Philip Martin** - has been a uniformed police officer for 17 years. He has worked with the Response Teams and on the beat in Park Street, Bristol. Latterly he has been Beat Manager in Hanham and Thornbury. He is currently the Beat Manager for Cadbury Heath and Oldland in South Gloucestershire.

**Zoe Buchan** - Team's Anti-social Behaviour Case Officer and has responsibility for evidence gathering and all Court proceedings pertaining to anti-social behaviour, including civil and post-conviction Anti-social Behaviour Orders (ASBO) applications, injunctions and Closure Orders. She works closely with the Police, Registered Social Landlords and other agencies to collate evidence. Zoe also provides support to victims and witnesses throughout the Court process. Her work in South Gloucestershire Council's Legal Department has given her a broad knowledge and understanding of the Court systems. She regularly liaises with the Magistrates Court and Crown Prosecution Service to ensure successful outcomes where applications are submitted.

**Richard Budd** - Detective Inspector with 22 years' Police experience and is currently responsible for the management of criminal intelligence on the South Gloucestershire Policing District. This includes a specific remit for reducing the supply of drugs into the area. He has spent most of his career in North Bristol and South Gloucestershire and prior to his current posting in July 2007 was Detective Inspector in the Force Serious Crime Group with responsibility for drug crime, fraud and financial investigation.

**Paul Bunt** - has been a police officer for 31 years and has been the Avon & Somerset Drug Strategy Manager for the last two years; he is also a resident of South Gloucestershire. Prior to this role Paul was responsible for setting up and then managing the Avon and Somerset Arson Task Force, a partnership involving the Police, Fire & Rescue Service and Local Authorities which saw vehicle arson reduce by 50% in 3 years. In his role of Drug Strategy Manager, Paul attends the South Gloucestershire Joint Commissioning Group on Drugs and works very closely with the Drug Action Team.

## Programme

0915-1000

### Registration

1000-1010

### Welcome and Housekeeping

*Philippa Isbell*

1010-1030

### Introduction to the Day

To be confirmed

1030-1100

### Housing ASB Powers

*Peter Whitehead*

#### For private landlords

- › Housing and Regeneration Bill
  - › Family Intervention Tenancies
  - › Tolerated Trespassers
- › Case Law Round-up
  - › Possession Claims
  - › Disability Discrimination Cases
  - › Other Cases

#### For registered social landlords

*Sonia Key and Alex Coghlan-Forbes*

- › Anti-social Behaviour Injunctions
- › Demotion of tenancy
- › Successful use of available powers

1100-1115

### Housing Benefits Sanctions Pilot

*Jude Bevan*

- › What it is
- › Who it affects
- › How it works
- › South Gloucestershire's process

1115-1130

### COFFEE

1130-1200

### Early Interventions vs. Enforcement

*Howell David and Phillipa Isbell*

- › Designing out crime
- › Warning letters
- › CAF prevention panels
- › Early multi-agency interventions
- › Acceptable Behaviour Contracts
- › Parenting Contracts
- › Parenting Orders

- › Anti-social Behaviour Orders
- › Eviction proceedings
- › Injunctions

1200-1245

### Workshop (using scenario provided)

1245-1300

### Plenary session (feedback/discussion on scenario)

1300-1400

### LUNCH

1400-1425

### Effective Partnership Working

*PC Phil Martin*

- › Case study

1425-1445

### Evidence Gathering and Applying the Law

*Zoe Buchan and Sonia Key*

- › How to go about evidence gathering
- › Data Protection Act
- › Regulation of Investigatory Powers Act (RIPA) 2000
- › Different types of evidence
- › Writing a statement
- › How to use the legislation available
- › Civil Orders
- › Victim and Witness support

1445-1515

### TEA and Workshop

1515-1535

### Cannabis Factories

*Inspector Richard Budd & Inspector Paul Bunt*

- › Summary of the issue and extent of the problem
- › What to look out for
- › Potential health and safety issues
- › How landlords can help the Police

1535-1600

### Question and Answer Session

*Panel: Philippa Isbell; Peter Whitehead; Sonia Key; Jude Bevan; Phil Martin; Richard Budd;*

- › An opportunity to raise issues with the experts

1600

### Close of Conference