

# Anti-Social Behaviour (ASB) policy

Policy	Anti-Social Behaviour (ASB) policy
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Version	3
Responsible board	Homes board
Responsible officer	Head of neighbourhoods

We are committed to providing excellent customer service so that every time you contact us, you have a good experience. Our Anti-Social Behaviour (ASB) policy sets out the help and support you can expect from us if you are experiencing issues with ASB.

## 1. Policy statement

Anti-Social Behaviour (ASB) is a term that covers a wide range of behaviours. Some behaviours can cause a nuisance or annoyance to neighbours and residents but may not be classed as ASB. Those cases will be dealt with under our good neighbourhood management policy.

All reports that are recorded as ASB will be dealt with under this policy.

We will use a number of different ways to prevent or minimise issues of ASB and to support those who experience it. We also want to support the people who cause ASB issues.

To do this, we will:

- ◆ Offer a range of ways for people to report issues, including online, in person, over the phone, by email and in writing.
- ◆ Assess all incidents or issues that are reported to us, to decide if they will be dealt with under our ASB policy or good neighbourhood policy. We will explain our decision to the person who reported the issue, as soon as possible.
- ◆ Respond to reports of ASB within two working days.
- ◆ Continue to reassess our decisions about cases, each time a report is received about the same person or regarding the same behaviour. If appropriate, a case may move from being managed under the ASB policy to the good neighbourhood management policy, or vice versa.
- ◆ Treat all parties with respect and recognise their individuality, freedoms and choices.
- ◆ Consider the support needs of all parties involved and work to identify suitable referrals and support, where necessary.
- ◆ Do our best to manage reports of ASB to resolve the issues for those who are affected, in a way that is appropriate and proportionate.
- ◆ Use a range of different ways to find solutions that are appropriate and proportionate.
- ◆ Make sure our employees have the skills and knowledge to recognise and deal with ASB.
- ◆ Work with other agencies, including the police, local authorities, social services and mental health services, to manage and reduce ASB in our communities.

- ◆ Report any safeguarding concerns to the relevant agency.
- ◆ Record all reports of ASB electronically.

## 2. This policy applies to

This policy applies to all homes that we own or manage, in line with your tenancy agreement or lease. We will also offer advice and support to people living near to - or in - communities where we have properties, if they are affected by the behaviour of one of our customers.

## 3. What the policy covers

We understand that each individual has different tolerances, expectations and perceptions of the behaviour of other people. This means that some people will see certain behaviour as anti-social, even if it is not.

If we receive a report of behaviour that isn't classed as ASB, we will use the good neighbourhood management policy to try and help.

### **Examples of behaviour that would be classed as ASB include, but are not limited to:**

- ◆ Threats of violence or actual violence
- ◆ Harassment and intimidation
- ◆ Threats of criminal damage or actual criminal damage
- ◆ Constant and unreasonable noise nuisance
- ◆ Alcohol or drug related nuisance
- ◆ Environmental issues, including littering, fly-tipping or graffiti, if the person responsible is identified

To help us decide whether a report should be dealt with in line with this policy, we will consider the following factors:

- ◆ The intention of the behaviour
- ◆ What is causing the behaviour
- ◆ Whether the behaviour can be classed as unreasonable activity
- ◆ How often the behaviour is occurring
- ◆ How long the behaviour lasts
- ◆ What time of day issues are happening
- ◆ What impact the behaviour is having on other residents

Please note that we have separate policies for incidents of domestic abuse and hate crime. You can find details of these on page 4.

## 4. Supporting our customers

### **We will:**

- ◆ Consider your individual needs, from the beginning and throughout the time of the ASB investigation. This will be the case whether you are the one experiencing ASB or the person allegedly causing it. We will agree the best way to support you.
- ◆ Make sure you are clear about the options available to us and any responsibilities that you may have.

- ◆ Make sure your expectations are realistic.
- ◆ Work with partner agencies and share information to identify the best possible support and guidance we can offer to the people involved in a case.

## 5. Managing ASB cases

### We will:

- ◆ Deal with incidents sensitively and appropriately, understanding the impact the behaviour is having on the people involved.
- ◆ Investigate complaints fairly and impartially.
- ◆ Make sure we maintain confidentiality and follow the General Data Protection Regulations (GDPR).
- ◆ Take action to protect anyone reporting ASB, if necessary.
- ◆ Create action plans with the person reporting the issue and the person being accused of ASB. We will review and update the plans regularly.
- ◆ Regularly update the person who reported an issue, throughout the time of a case, in a way that is agreed with them.
- ◆ Use a range of ways to deal with ASB issues.
- ◆ Use a range of ways to collect evidence, when required.
- ◆ Make sure that we talk to anyone causing an ASB issue, to try and convince them to change their behaviour. We will make sure that they are fully aware of the consequences of their actions, if they continue.
- ◆ Work with partner agencies to find practical solutions, where appropriate.

## 6. Preventing ASB

### We will:

- ◆ Make sure customers know their responsibilities regarding ASB at the start of their tenancy.
- ◆ Review housing applications and if the applicant has a record of committing ASB, we could refuse access to housing.
- ◆ Use starter tenancies for new customers, as explained in our tenancy policy. We will only do this unless changes in legislation mean we must change our processes.
- ◆ Play an active role in local crime and disorder partnerships.
- ◆ Play an active role in other local multi-agency groups and initiatives.
- ◆ Identify areas where types of ASB are a problem and develop ways to tackle this. We will consult with customers and partners before we do this.
- ◆ Use a range of ways to make sure we are sharing a clear message that ASB will not be tolerated.

## 7. Closing ASB cases

### We will close an ASB case if one or more of the following things happen:

- ◆ The person who reported the issue confirms that it has been resolved.
- ◆ The person who reported the issue stops working with us and it means we cannot complete a proper investigation.
- ◆ The person who reported the issue stops responding to us when we try to contact them.
- ◆ We have reviewed the case and we do not believe the incident reported should be classed as ASB.

## 8. Monitoring ASB cases

We will:

- ◆ Contact the person who reported an issue of ASB, when their case is closed. We will gather feedback about how we managed their case and this will be used to keep improving our services.
- ◆ Regularly review ASB cases, to make sure that reports of ASB are being dealt with effectively and within the correct timescales.

## 9. Policy review

We will review this policy in three years' time, unless we need to do so before.

## 10. Links to other documents

Allocations policy

Domestic abuse policy

Good neighbourhood management policy

Hate crime policy

Tenancy policy

Transfer and exceptional moves policy



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