

## Anti-Social Behaviour Policy

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The purpose of this policy is to set out Hastoe's approach to preventing and dealing with Anti-Social Behaviour (ASB) so that staff can work with residents and key agencies to tackle ASB in the communities in which we operate and so that our residents enjoy peace in their homes and neighbourhoods.

This policy applies to all residents or those who have been affected by a resident of Hastoe Housing Association.

We aim to build strong partnerships with our partnering agencies to reduce ASB in our communities.

For minor disputes with neighbours, we will encourage residents to resolve this prior to logging this with Hastoe as an ASB complaint.

### **Policy Statement**

Anti-Social Behaviour (ASB) is defined under Section 2 of the ASB, Crime and Policing Act 2014 as being:-

Conduct that has caused, or is likely to cause, harassment, alarm or distress to any person

Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or

Conduct capable of causing housing-related nuisance or annoyance to any person.

We expect our resident(s), their households and their visitors not to engage in anti-social behaviour towards any person.

We would not consider the following as ASB:-

- Sounds of normal day to day living such as opening and closing doors, going up and down stairs, toilet flushing or using a washing machine
- Clashes of lifestyle, including cultural differences
- Minor personal differences
- Inconsiderate parking

This list is not exhaustive but we also recognise that some of the issues can cause distress to our residents therefore, where there is doubt, we may investigate the matter further but it will be at our discretion.

We will use the powers granted to Registered Providers through various legislation, namely the Housing Act 1988 and the Anti-social Behaviour, Crime and Policing Act 2014 appropriately and proportionately, ensuring that we properly manage the expectations of our customers and the wider community from the outset. These powers include dispute resolution, injunctions, starter and demoted tenancies. As a last resort, we will explore possession proceedings.

Our focus will be on the prevention and resolution of issues. This means we shall attempt to change behaviour through out-of-court disposals and informal measures, such as early warnings. Where the nature of the anti-social behaviour is so serious that the impact upon the victim cannot be undone, we may have no choice but to explore court proceedings immediately.

## **Case Management**

We operate a case management system and will always open and investigate cases for the following circumstances:-

- hate crime
- domestic abuse
- drug activity
- criminal behaviour, including violence and the threatened use of violence
- dangerous dogs
- noise nuisance, except for living noise

We appreciate that not all cases of ASB will fall into these categories, therefore, all reported cases of ASB will be rated as High, Medium and Low. After completing a risk assessment the grade of case will be communicated to residents. Our response times will be as follows:-

High level ASB case – 24 working hours  
Medium level ASB case – 48 working hours  
Low level ASB case – 5 working days.

We operate a victim centred approach to managing anti-social behaviour and we will work with those affected, often in a multi-agency response to implement long-term sustainable outcomes which deal with individual incidents and community wide issues to prevent anti-social behaviour from reoccurring. We will be clear with our residents what constitutes as ASB and what is more commonly known as unwanted / unwelcome behaviour.

## **Responsibilities**

All members of staff are responsible for dealing with or reporting incidents of ASB to the relevant Housing Officer who will usually take the lead on case management. This is overseen by the Housing Team Leader.

Relevant staff members are aware of their responsibilities and roles in respect of tackling ASB, this includes:-

- Early intervention and prevention measures
- Safeguarding of vulnerable victims
- Commitment to multi-agency working, attending relevant meetings and progressing agreed actions
- Reviewing performance, planning for improvement, developing new approaches and adopting best practice

## **Multi-agency partnership working**

Hastoe recognises the roles of other agencies and is committed to working in partnership with them at strategic and operational levels aiming to tackle anti-social behaviour and support complainants and witnesses. Where it is deemed appropriate, complainants or reports may be referred to partner agencies, such as the Local Authority and the Police to deal with. In these cases, we will support and work with them and our own records will be guided by their findings.

## **ASB Against Staff Members**

ASB directed at our employees and contractors when representing the association is unacceptable. We will act quickly and decisively in dealing with these cases, with the focus on the protection of the member of staff or contractor.

## **Review**

Robust monitoring is implemented to ensure that the impact of the policy can be assessed annually, that customers are satisfied with our approach and a formal review occurs at least every three years. Residents will be consulted as part of this review to ensure the policy meets customer needs.