

Anti-Social Behaviour Policy	
Document Owner: Director of Customer Service	Document No: CS-PL-005
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Anti-Social Behaviour (ASB) Policy

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1.0 Introduction

- 1.1. Under the Neighbourhood and Community Standard, registered providers are required to publish an Anti-Social Behaviour (ASB) Policy. This policy outlines Beyond Housing's approach to dealing with nuisance and anti-social behaviour, as well as our commitment to tackling this within our communities.
- 1.2. A main objective for Beyond Housing is to provide a quality service to our customers. To achieve this, we have a dedicated team of Housing Officers and Community Safety Officers to deal with the wide range of anti-social behaviour reports we receive.
- 1.3. Beyond Housing does not tolerate anti-social behaviour as we recognise the affect this can have on the lives of individuals and the community.
- 1.4. It is our intention to provide an easy to deal with and effective service, to prevent and quickly resolve any problems. Where needed, we will also work with key partners to successfully tackle anti-social behaviour related issues. We aim to balance enforcement actions with prevention, early intervention and support.
- 1.5. Beyond Housing will be responsible for ensuring all customers, their family members and visitors to their home adhere to the full terms of their tenancy agreement, to ensure all residents can enjoy their homes and communities. ASB covers a wide range of unacceptable behaviours that affect the quality of life and wellbeing of our customers.
- 1.6. Abusive, threatening and intimidating behaviour towards our colleagues or contractors will not be tolerated and is a serious breach of tenancy, which will be dealt with in accordance with this policy.
- 1.7. This policy applies to customers living in and visiting our general needs, supported, rent to buy and shared ownership properties.

2.0 Policy objectives, KPIs and reporting

- 2.1 The following bullet points highlight the objectives of this policy to prevent and tackle ASB effectively for customers:
 - To clearly define ASB so colleagues and customers are clear about what ASB is and what it is not
 - To ensure our service is accessible to all customers and residents in our communities, ensuring the ways that ASB can be reported are easy and clear to customers

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- To encourage victims suffering from ASB to report it
- To prevent and minimise the incidents and reoccurrence of ASB within our communities
- To ensure we have a clear policy and procedure
- To ensure awareness and training is provided to colleagues dealing with ASB on the legislation, range of interventions, the non-legal and legal tools and powers available and also the good practice to ensure the effective management of ASB
- To ensure we tackle ASB as efficiently and effectively as possible, ensuring the early intervention of cases with prompt, proportionate and appropriate action being a priority, using the full range of interventions, including the use of the legal framework
- To keep victims informed of the progress of any ASB they have reported
- To manage customer expectations, providing customers with clear advice and guidance around reasonable levels of tolerance and where the responsibility lies with the customer to resolve
- To deliver a risk-based and customer-centred approach to ensure the individual and support needs of vulnerable customers are considered, with actions which are appropriate to the customer
- To ensure information is treated responsibly and confidentially.

Key Performance Indicator	Owner (job role)	Policy objective alignment
Ease to report ASB satisfaction score	Director of Customer Service	Providing a quality service to our customers
Completion of risk assessment for ASB reported cases	Director of Customer Service	Providing a quality service to our customers
Full adherence to ASB procedure	Director of Customer Service	Providing a quality service to our customers
ASB satisfaction score	Director of Customer Service	Providing a quality service to our customers

3.0 Definitions

3.1 **Anti-social behaviour** - Defined as conduct that is causing or likely to cause harassment, alarm and distress to any person. Conduct capable of causing nuisance or annoyance to a person in relation to the person's occupation of residential premises. Conduct capable of causing housing related nuisance or annoyance to any person.

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- 3.2 **Hate crime** - Defined as any hate incident, which constitutes a criminal offence, perceived by the victim or any other person as being motivated by prejudice or hate. This may relate to any of the protected characteristics under the Equalities Act 2010 which include race, religion or belief, disability, sexual orientation or gender reassignment.
- 3.3 **Harassment** - Defined as unwanted contact related to a relevant protected characteristic (or diversity strand) which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual.
- 3.4 **Domestic abuse** - Defined as an incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality.
- 3.5 **Risk assessment** - Defined as a tool designed by social landlords to identify vulnerable victims, witnesses and complainants.
- 3.6 **Community trigger (ASB case review)** - Defined as a formal ASB case review and gives the victims of persistent anti-social behaviour the right to request a multi-agency case review of their case, through their local authority, where it will be identified if any further action can be taken. A complainant must have reported at least three incidents within a six-month period.

4.0 Legislative, regulatory and strategic alignment

4.1 This policy complies with relevant legislation and regulatory requirements. Including but not limited to:

- Anti-Social Behaviour Act 2003
- The Crime and Disorder Act 1998, as amended 2002
- Anti-Social Behaviour, Crime and Policing Act 2014
- Data Protection Act 2018
- Domestic Violence Crime and Victims Act 2004
- Housing Acts 1985, 1988, 1996 and 2004
- Human Rights Act 1998
- Equality Act 2010.

5.0 Responsibilities

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- The Director of Customer Service is responsible for the overall policy. Housing Operations Managers will assist with implementing this policy, ensuring all colleagues involved in working within the ASB policy are trained in our procedures and adequately skilled to implement those
- To help deliver against the policy, feedback will be regularly provided relating to performance
- Technology will be provided to allow both customers and colleagues to successfully report, manage and resolve ASB cases.

6.0 Policy delivery

6.1 This policy outlines our approach to tackling ASB when we receive a report, however, we will encourage customers to take some responsibility for resolving personal disputes. As outlined in all tenancy agreements, customers are responsible for their own behaviour as well as the behaviours of anyone living in their home or visiting them.

6.2 What is classed as anti-social behaviour?

ASB covers a broad scope of unacceptable behaviours, ranging from noise nuisance and a lack of consideration for others, through to malicious intent and serious criminal activity. This includes but is not limited to:

- Noise nuisance
- Verbal abuse/harassment/intimidation/threatening behaviour
- Drugs, substance misuse or drug dealing
- Alcohol related or alcohol abuse
- Criminal behaviour/crime
- Hate-related incidents
- Vandalism and/or damage to property
- Pets and animal nuisance
- Vehicle nuisance
- Domestic abuse
- Misuse of communal areas.

6.3 What is not anti-social behaviour?

We expect a reasonable level of tolerance between neighbours and our colleagues will not raise customer expectations and investigate a potential incident when there is not a breach of tenancy. This includes:

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- Noise from children when playing
- One off parties or BBQs
- Occasional dog barking
- Family disputes
- Smells from cooking
- Everyday household noise such as washing machines, flushing toilets, closing of doors, mowing lawns at a reasonable time
- Clashes of lifestyles, minor personal differences such as dirty looks, children falling out or a customer being inconsiderate or thoughtless
- Inconsiderate parking
- Boundary disputes.

Where it is safe and appropriate to do so, we will encourage customers to resolve the above issues themselves without our involvement or support. The use of mediation, where both parties are willing, is available for customers to resolve these types of matters.

6.4 Tackling anti-social behaviour - early intervention, prevention and support

- Beyond Housing will ensure it is easy for customers and designated persons to report ASB and all complaints will be investigated fairly and impartially. ASB reporting methods include telephone calls, a website form, mobile app and face to face contact
- When receiving an initial report of ASB, we will identify the type of nuisance that is occurring, noting its frequency and severity and if it constitutes as ASB. We will take a customer-focused approach and consider the vulnerability of the victim
- We understand the distress and anxiety that ASB can cause. All customers will be assessed for their risk and vulnerability to ensure, where possible, the appropriate level of support can be provided to victims and witnesses to ensure they feel safe and able to report further ASB incidents. Support may be provided through our internal support services or through a referral to an external support agency, such as Victim Care & Support. Confidentiality and action in line with Data Protection legislation will always be adhered to
- All reports of ASB will be recorded and monitored on our ASB case management system
- Next steps will be discussed with the complainant and, where appropriate, an action plan will be developed and agreed with them. Open and honest information regarding the investigation will be provided and regular contact agreed
- Where evidence is required to support an ASB investigation, the complainant may be asked to work with us by providing diary sheets or information via the Remote App, so we can gather

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details and evidence or establish a pattern of unacceptable behaviour. We will also look to gather evidence for witness statements

- We will consider the most appropriate tools to use for preventative measures and early intervention for all reports of ASB. We will consider the use of mediation, non-legal and legal remedies to tackle ASB, ensuring any action against perpetrators is proportionate, effective and timely
- We recognise ASB cannot always be resolved by working in isolation, so we will work alongside other partner agencies where appropriate, to provide a proactive and multi-agency approach
- We recognise some perpetrators of ASB may be vulnerable and we will work with them to change their behaviours and support them. We'll do this by liaising with agencies that are already engaged with the perpetrator (such as probation, youth offending teams or social care) and where appropriate, we will make referrals into alcohol and drug treatment services or mental health support services
- An ASB investigation may be closed with no further action when complainants are unwilling to cooperate or work with Beyond Housing.

6.5 Enforcement

- In cases of persistent ASB and where all other actions have failed, we will consider the full range of enforcement action against perpetrators, this will also include working with our partners where they have additional tools and powers
- In extreme cases where someone is at clear risk of violence, we may proceed immediately to legal action, without offering any form of assistance to the perpetrator. Where vulnerable adults and/or children are identified as being at risk, we will make relevant referrals to the appropriate local authority statutory services
- We will also support other agencies in action they can take. For example, we would support the police or local authority in an application for a closure order.

6.6 Case monitoring and closure

- Further to any action being taken, the case will be monitored for a short period of time before the case is closed. During the monitoring period, regular contact will be made with the complainant
- Once the case is closed, the complainant will receive confirmation of the case closure. We will endeavour to help customers resolve cases of ASB reported to us but acknowledge that it is not always possible to achieve the outcome they may seek. If the customer is unhappy with how we are dealing with or have dealt with a case, they can make a complaint to us as detailed in our

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Complaints Policy and Procedure. Customers can also contact the local authority to see if they can review the case through the community trigger

- We may seek feedback from complainants following the closure of cases about their experience of the service, this helps to identify both good practice and potential issues or areas for improvement.

6.7 Hate crime

- Hate incidents are all taken seriously and action taken, which should be in conjunction with the police against any such prejudice or discrimination using the non-legal and legal remedies available, will aim to provide effective support to victims.

6.8 Domestic abuse

We recognise domestic abuse can affect people of any age, from any culture or religion, in heterosexual or same sex relationships, outside a relationship and living with or apart from their abuser. We will listen to victims and will take firm action against any customer or household member who perpetrates domestic abuse, in partnership with the police. We will also aim to refer victims into specialist support agencies.

7.0 Consultation

- 7.1 Customer groups, key partners and relevant Beyond Housing colleagues have been consulted in the development of this policy.

8.0 Approval

Approval and revision criteria	Information
Document written by:	Communities manager & Director of customer services
Document approved by:	Senior leadership team
Version no.	2

Version no.	Revision date	Reason for revision
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2	September 2022	In line with review period
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