

# ASB Policy

<b>Who's this for?</b>	All staff and customers
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<b>Other related documents</b>	ASB Procedure Common Housing Allocations Policy Safeguarding Policy, procedures and toolkit Vulnerable Customers Policy Domestic Abuse Policy Management Transfer Procedure

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## Policy Statement

The purpose of this policy is to provide a framework in which staff can work positively with customers and key agencies to establish and maintain safe, clean and productive communities, and to prevent and tackle Anti-Social Behaviour (ASB). This policy sets out the commitment of settle to support the quality of life for customers and to have peaceful enjoyment of their home.

We will encourage customers to be tolerant of the differences that exist between individuals in our communities. We expect our customers not to commit, or allow their family, other household members, visitors or pets to commit acts of ASB towards any person reasonably entitled to be in the vicinity of any of our properties, including settle staff and contractors.

## Key Principles

- All customers will be given opportunity to live the lifestyle they choose providing this does not negatively impact on others
- Provide a customer centric approach towards delivering our services
- A person or group is not necessarily acting in an antisocial way solely because they have a different lifestyle
- Customers and the wider community will be kept informed of the action being taken to address ASB in their area
- Effective partnership working is fundamental to the delivery of services to tackle ASB
- Powers set out in legislation will be used appropriately and proportionately, ensuring that we properly manage the expectations of our customers and the wider community from the outset
- All issues of ASB will be taken seriously and focus driven on finding sustainable resolution of issues
- Formal legal action, including possession, will only be considered as a last resort in the most serious cases or when other measures have failed

## Definition

ASB is defined in section 1 of the Crime & Disorder Act 1998 and extended by the Anti-Social Behaviour, Crime & 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 purposes
- Conduct capable of causing housing-related nuisance or annoyance to any person

## Objectives

- Meet the obligations of the regulatory consumer standards for registered social landlords

- Have regard for key legislation related to ASB
- Take prompt and swift action to address customers concerns in accordance with our service standards
- Ensure safe and effective care and support so that customers can have peaceful enjoyment of their home
- Provide realistic advice and guidance to our customers and outline the responsibilities which lie with settle and the customer
- Ensure that all staff are aware of this policy and have the relevant training to effectively deal with ASB

## Meeting our objectives

- Ensure that any legislative changes and/or good practise is incorporated into our actions to addressing ASB
- Ensure front line staff are trained and equipped to provide a person-centred approach to dealing with ASB
- Provide appropriate supervision and support to staff in challenging situations
- Ensure that ASB and good practise is a regular feature of team meetings and individual performance meetings
- Provide new customers with awareness of their tenancy obligations
- Ensure the safety of our customers is paramount, referring to our Domestic Abuse, Safeguarding and Vulnerable Customer policy and procedures where necessary
- Treat all parties fairly and equally ensuring that any action will be taken on the evidence which is made available
- Clearly explain our approach with our customers from the outset of an ASB issue, including working together to agree an action plan, setting realistic expectations and agreeing regularity of contact
- Provide complainants and perpetrators of ASB with support available from our staff and partner agencies to maintain safety, ease of reporting and address any underlying issues causing unacceptable behaviour
- Share information with statutory agencies in accordance with our Information Sharing Protocols and GDPR regulations
- For incidents which are led by a partner organisation, support and work with them with our own actions being guided by their findings and outcomes
- With the exception of extremely serious incidences, aim to stop the behaviour from occurring and use non-legal interventions to support this approach
- Only where non-legal remedies have been exhausted and unsuccessful in resolving the ASB will we consider legal action to seek resolution
- Report all safeguarding concerns in line with our safeguarding policy and procedures
- Maintain accurate records for recording and monitoring purposes

## Outcomes

- Safe and peaceful living environments for customers living in settle homes
- Customers feel supported when subject to issues of ASB

- Effective intervention to modify reported ASB without the need for legal action
- Appropriate action against perpetrators of ASB taken and recorded

## Performance indicators

Handling of ASB cases will be monitored regularly through operational performance indicators to ensure:

- All reports of ASB are responded to in line with our published service standards
- Action plans are completed within two weeks of the initial report
- Contact with complainants is made at least fortnightly, unless expressly agreed with the complainant otherwise
- With the exception of where it is not appropriate to do so, in all cases the complainant will be consulted for agreement prior to case closure

## Legislation

ASB Act 2003

ASB Crime and Policing Act 2014

Crime and Disorder Act 1998

Housing Act 1996

Equality Act 2010

Data Protection Act 1998

Regulation of Investigatory Powers Act 2000

Human Rights Act 1998

The Racial and Religious Hatred Act 2006

Housing Act 1985, 1988 1996 & 2004.

Public Order Act 1986

Environmental Protection Act 1990 & Noise and Statutory Nuisance Act 1993

Homelessness Reduction Act 2017

Children Act 1989

Criminal Justice Act 2003

Sex Discrimination Act 1986

Protection From Harassment Act 1997

Care Act 2014

Modern Slavery Act 2015

Housing and Planning Act 2016

General Data Protection Regulations 2018

## Review

This policy will be reviewed every two years unless there are major changes in legislation.