



Anti-Social Behaviour Policy

Who's this for?	All colleagues and customers
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Policy Owner	Director of Housing
Other related documents	Anti-Social Behaviour Procedure Common Housing Allocations Policy Safeguarding Policy, procedures and toolkit Vulnerable Customers Policy Domestic Abuse Policy Management Transfer Procedure

1. Policy statement

This policy aims to prevent and tackle Anti-Social Behaviour (ASB). Our approach aims to enable colleagues to work with customers, communities and key agencies to create and maintain safe and good quality and neighbourhoods with active communities. This will contribute towards achieving improved life outcomes for our customers and enable them to live comfortably in their homes.

We will encourage tolerance of the differences that exist between individuals in our communities. Where possible, we will encourage the celebration of diversity.

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 colleagues and contractors.

In addition to statutory definitions, settle defines ASB as deliberate and intentional acts, including the failure to address inconsiderate behaviour that may result in nuisance, annoyance, harassment, alarm or distress to others.

2. Current position

In 2020, following feedback from colleagues and customers about setting realistic expectations, we changed some case handling and recording of customer reports to define the difference between ASB and 'neighbour issues.' This resulted in reducing the reported high level ASB cases from 265 in 2019 to 175 in 2020. The way we have previously recorded and managed cases of 'neighbour issues', including gardens, subletting and vehicles has set unrealistic customer expectations around our ability to 'take action' under laws and guidance related to ASB and they are now being recorded as housing management issues where we work with customers and communities to find sustainable resolutions.

The September 2020 ICS survey reveals a positive trend in satisfaction of ASB handling which increased from 5.7 to 6.1 following a clearer definition of where we can support and intervene, but not necessarily take legal action. Whilst this was a contributing factor to the overall Comfort Index increasing to 6.5, amongst the five indicators making up the comfort index score, ASB satisfaction handling is the lowest scoring.

In the past year, we received 46 complaints concerning ASB, 20 of these were resolved informally, while the remaining 26 were referred for investigation. Analysis of these complaints has revealed a trend in customer dissatisfaction around communication and keeping customers informed, even where our investigations find we are unable to take formal action.

Our focus will be driven towards working with customers to agree actions/communication and set expectations on what settle defines as ASB and is within our responsibility and remit to manage in line with relevant legislation. We will do this through training, engagement and communication using a clear definition and real time data to monitor trends, progress and opportunities to work proactively.

3. Key principles

- We will be clear with our customers about our approaches to ASB and neighbourhood issues; we will manage the expectations of our customers and the wider community from the outset and maintain ongoing communication.
- Our approach will be clear that a person or a group with a different lifestyle is not necessarily ASB.
- We recognise effective partnership working is fundamental in finding solutions to deal with ASB.
- To explore support opportunities for perpetrators of ASB where appropriate before resorting to enforcement.
- Powers set out in legislation will be used appropriately and proportionately.
- Formal legal action, including possession, will only be considered as a last resort in the most serious cases or when other measures have failed. On occasion early intervention is not possible e.g. when a serious breach occurs or where a closure order has been applied for, so other measures cannot be explored prior to legal remedy.
- If a complaint is received under the “Community Trigger” this will be dealt with by the Tenancy Team and in accordance with the relevant local policing bodies process, and will not be dealt with via the settle’s complaints policy.

4. Objectives

- To act in line with key legislation related to ASB and meet the obligations of the regulatory consumer standards for registered social landlords. We will ensure we meet the requirements of the Social Housing White Paper and achieve greater accountability to residents through the new 2020 Code of Governance and the Together with Tenants Initiative with a focus on customer engagement.
- Take prompt action to address customer concerns in accordance with our service standards.
- Ensure tailored care and support enabling customers to enjoy their home.
- Be clear about landlord, customer and partner responsibilities so that customers understand the different approaches we can take in relation to ASB and neighbourhood issues.
- Ensure appropriate colleagues are aware of this policy and trained to deal effectively with ASB.
- Improve customer satisfaction results in relation to ASB.

5. Policy actions

- Be clear about our approach from the outset of an ASB issue, including working together with residents to agree an action plan, setting realistic expectations and agreeing regularity of contact.

- Ensure legislative and regulatory changes are incorporated into our practice and process following engagement with our residents and communities whilst paying due regard to equality standards.
- Use a variety of methods to engage with residents around ASB and how we can support them, including engagement through 'The Big Check In' to understand customer priorities and the impact of ASB on our communities.
- Effective training and support for colleagues to provide a person-centric approach to dealing with ASB.
- Ensure clear information is available to customers around what is ASB, what are neighbourhood issues and what we can do (including on our website).
- Have a clear focus on prevention, early intervention, support for perpetrators and partnership working.
- Embed framework developed in partnership with HACT to ensure we capture resilience to further develop our ability to support vulnerable customers.

6. Desired outcomes

- Safe and comfortable living environments for customers living in settle homes.
- Customers feel supported when they experience ASB.
- Effective intervention to resolve reported ASB without the need for legal action.
- Appropriate action against perpetrators of ASB taken and recorded.
- Improve customer satisfaction scores in relation to ASB.

7. Performance indicators

ASB case management monitored regularly through operational performance indicators to ensure:

- All reports of ASB are responded to in line with our published service standards.
- 100 % of 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.
- Improvement in comfort index score to above 6.5 and ASB handling score over 6.1.

8. Key legislation

Key legislation is listed below, this not an exhaustive list, all other legislation will be adhered to:

- ASB Act 2003.
- ASB Crime and Policing Act 2014.
- Crime and Disorder Act 1998.
- Equality Act 2010.
- Data Protection Act 1998.

- Human Rights Act 1998.
- The Racial and Religious Hatred Act 2006.
- Environmental Protection Act 1990 & Noise and Statutory Nuisance Act 1993.
- General Data Protection Regulations 2018.

9. Review

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