



Anti-Social Behaviour Policy

1.0 Purpose and scope

We are committed to tackling anti-social behaviour (ASB) in a responsive, proportionate and robust manner. This policy sets out a clear definition of ASB and outlines what measures we take to:

- Prevent incidents of ASB from occurring
- Investigate reports of ASB, in partnership with specialist agencies where appropriate
- Take action to stop ASB, where there is sufficient evidence
- Support all residents to sustain their tenancy

This policy applies to all residents, their household members and their visitors.

2.0 Definitions

Anti-social behaviour: covers a wide range of activities that have a negative effect on the quality of community life and has many causes; it is defined as:

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

Housing-related nuisance means behaviour that directly or indirectly relates to or affects our housing management function to carry out day-to-day activities and the strategic management of our stock.

3.0 Resident's obligations

We are clear about the standard of behaviour that we expect from residents before they sign an occupancy agreement with us: whether unintentional or deliberate, they must not commit, or allow their family or visitors to commit, acts of ASB towards other residents, people in the local area, or our staff or contractors. We stress that if ASB arises, it may lead to action being taken against them.

4.0 Preventing ASB

We understand the alarm and distress that ASB can have on communities and as such are committed to preventing it from occurring in the first place. We have measures in place to reduce the potential for ASB to occur, which include:

- Having effective designs for new developments and making reasonable improvements to existing developments
- Conducting regular inspections of the estates that we manage and promptly reporting repairs that compromise the security of a building
- Carrying out a sensitive let where we recognise that a vulnerable resident may be at risk of being harmed if they move into a property
- Explaining to new residents what ASB is when they sign their tenancy
- Publicising successful cases to ensure the wider community is aware of our commitment to tackling ASB.

5.0 Dealing with ASB effectively

ASB covers a variety of activities that impact individuals differently and a wide range of responses are required to tackle it effectively. We balance enforcement action and intervention with support for residents who request help sustaining their tenancy.

5.1 Responding to reports

On receiving a report of ASB, we contact the complainant within 1 working day and offer to visit them within 5 working days. Our initial response is to investigate and monitor any risk. If a crime has been committed, we advise the complainant to contact the police.

In determining the seriousness of the ASB and what the proportionate action for resolving it would be, we consider the nature of the ASB, the frequency of incidents and the impact that the behaviour is having on the complainant and the wider community. Being clear and realistic about potential outcomes and the timescales involved, we then develop an action plan with the complainant, choosing from a toolkit of different actions and providing them with information on other agencies who might be able to offer additional support

On some occasions, the alleged perpetrator may report an incident involving the complainant. We adopt the same approach when responding to allegations about a complainant.

5.2 Early intervention

Except in very serious cases, the aim of our initial intervention is to stop the problem behaviour. The intervention we use varies according to the nature of the ASB. Early intervention tools include: meditation; warnings; acceptable behaviour contracts; and parenting contracts.

5.3 Tenancy support

There are many factors that could influence a person's behaviour in ways that could lead some to perceive it as anti-social. Where the alleged perpetrator is vulnerable, and this vulnerability is related to reported incidents, we offer them support with sustaining their tenancy where we are able to or refer them to external agencies who can support them.

5.4 Enforcement action

We consider legal action where there is sufficient evidence of a tenancy breach. Eviction is only considered either in exceptional circumstances or where all other interventions have failed. As appropriate, we make use of: legal notices; injunctions; mandatory possession; and discretionary possession.

6.0 Multi-agency and partnership working

We recognise that any one agency alone may not be able to resolve ASB in communities. We adopt a multi-agency approach to preventing and tackling ASB and offer the police and the local authority support when they are able to take action.

We work in partnership with agencies at both the strategic level (for example on Crime and Disorder reduction partnerships) and at operational levels (for example with local police).

We co-operate fully with the Community Trigger process to help resolve cases of ASB.

7.0 Closing the case

After a report of ASB has been investigated, we draw it to a close. A case may be closed where:

- An investigation has been concluded, appropriate action has been taken and no further incidents have occurred over a given period (this will vary depending on the nature of the case); or
- We are unable to gather sufficient evidence in order to take any action.

We consult the complainant before proposing to close a case and explain our reasons for doing so. We listen to any reasons they give us as to why the case shouldn't be closed.

8.0 Our approach

In writing this policy we have carried out assessments to ensure that we are considering:

- Equality, diversity and inclusion
- Privacy and data protection

To request a copy of these assessments, please contact us at policy@nhq.org.uk

Document control

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