

Anti – Social Behaviour Policy Statement

1. Aim and Scope

- 1.1. The aim of this statement is to give clear guidelines on how Notting Hill Housing Group (NHHG) define and tackle anti-social behaviour (ASB).
- 1.2. The policy sets out, in broad terms, the organisation's principles and expected behaviours when dealing with anti-social behaviour for all tenants regardless of tenure.

Title:
ASB policy
statement

Date created:
January 2015

Author:
Policy Team

Date reviewed: due
January 2017

2. Key Terms and Definitions

- 2.1. Anti-Social Behaviour (ASB) is defined in the Anti-Social Behaviour, Crime and Policing Act 2014 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 that premises, or conduct capable of causing housing-related nuisance or annoyance to any person

- 2.2. Low-level disagreements between neighbours where there is no breach of tenancy, lease or licence will generally not be considered to be ASB cases. However, we may offer mediation and other support to help customers resolve these issues amongst themselves.

3. Key Commitments

- 3.1. We understand that ASB can have a very negative impact on individuals and communities. We take our responsibility seriously as a landlord and will take any action we are able to in order to manage and prevent ASB.
- 3.2. We are committed to preventing ASB from occurring and will set clear standards of expected behaviour with our customers.
- 3.3. We will take a victim-centred and robust approach to tackling ASB, including prevention and intervention.
- 3.4. We aim to provide a personalised service to all our customers based on knowledge of the neighbourhoods we work in and the individual circumstances of our customers.

4. Our Approach to Resolving ASB

- 4.1. We will investigate reports of ASB and will take efficient and proportionate action to resolve cases depending on the seriousness of the ASB.
- 4.2. The seriousness of any ASB will be assessed taking into account the nature of the ASB, how persistent the incidents are and the impact that the ASB is having on the victim and wider community.
- 4.3. Actions NHH may take include, but are not limited to: mediation; verbal and written warnings; acceptable behaviour contracts; good neighbour agreements; family



intervention projects; parenting contracts; injunctions; eviction (on mandatory or discretionary grounds).

- 4.4. We will set clear expectations with customers about what steps we are able to take with residents. This may depend on the nature and seriousness of ASB, and the terms of any agreement with NHHG (tenancy, lease or licence).
- 4.5. We will make a clear service offer to customers in handling their ASB case. This includes making contact with all those who report ASB within 1 working day and arranging for an interview within no more than 5 working days. A timetable of further actions, including how often we will update the claimant, will then be agreed with each Complainant so that the case is managed to suit their needs.
- 4.6. We will provide support and advice to victims and witnesses of ASB, and refer them to external agencies where appropriate. We will co-operate fully with the Community Trigger process to help resolve cases of ASB.
- 4.7. We will work in partnership with relevant agencies in order to tackle ASB and to provide support to those with vulnerabilities.
- 4.8. We will identify possible safeguarding issues and act in accordance with NHH's Safeguarding Policy.
- 4.9. We will deal with ASB committed against our staff and our contractors in accordance with our Unreasonable Behaviour policy and duties as an employer.

5. Staff Training

- 5.1. We will provide training to staff in order to provide them with the resources to tackle ASB.

6. Equality and Diversity

- 6.1. We will deal with cases of ASB in accordance with the principles of NHHG's Equality and Diversity policy and will follow our duty to make reasonable adjustments for those with a disability under the Equality Act 2010.

7. Privacy Impact

- 7.1. Where possible, we will seek to establish information sharing protocols with relevant external agencies to help in resolving and preventing ASB from occurring. Personal or sensitive data will be processed in line with the Data Protection Act 1998 (as amended) and NHH's Data Protection Policy.

8. Monitoring and Continuous Improvement

- 8.1. We will monitor and evaluate the outcomes of ASB cases to identify ways we can improve our approach. We will compare our performance against other similar housing providers and will take account of customer feedback. This may include surveying customers to understand their experience of the way we handled their situation via a third party.
- 8.2. The policy will be reviewed every two years.
- 8.3. The policy may be reviewed or updated more frequently if there are changes to legislation or regulation, or in the event of legal development or changes in NHHG.