

# Anti-Social Behaviour Policy

**Date written:** March 2013

**Date(s) reviewed:** October 2022

**Purpose:** This policy has been developed to provide guidance to staff on supporting victims and perpetrators of anti-social behaviour.

**Scope:** This policy covers all Bernicia Homes tenants, leaseholders, and any residents who affect our ability to successfully manage our estates.

**Definitions:** Anti-social behaviour is defined by the Anti-Social Behaviour Crime and Policing Act 2014 as “acting in a manner that caused or was likely to cause, harassment, alarm or distress to any persons”

**Date for review:** October 2023

## Policy

### 1. Introduction

- 1.1 Bernicia is committed to ensuring every tenant enjoys their right of peaceful enjoyment of their home and that victims of anti-social behaviour (ASB) receive appropriate advice and support by having a victim centred approach
- 1.2 Working with our residents and partners, we have a number of measures available to us to reduce the impact of anti-social behaviour on our communities. Supporting the community to take a stand is at the heart of this.
- 1.3 We classify anti-social behaviour (as addressed in this policy) as:
- “acting in a manner that caused or was likely to cause, harassment, alarm or distress to any persons” as defined by the Anti-Social Behaviour Crime and Policing Act 2014
- 1.4 Examples of what we would classify as anti-social behaviour may include:
- Violence, threats of violence or intimidation
  - Harassment, hate crime and domestic abuse
  - Intimidating groups taking over public spaces
  - Vandalism, graffiti and criminal damage
  - Unreasonable and excessive noise
  - Criminal activities, including drug offences and the use of weapons
  - The misuse of fireworks
  - Reckless use of motor vehicles, including mini-motorbikes.

The above list is not exclusive.

- 1.5 We also have separate policies and procedures which are linked to this policy to further support victims of hate crime, harassment and domestic abuse

### 2. Policy statements

#### 2.1 Tackling anti-social behaviour

We are committed to meeting the requirements of Home Office Anti-Social behaviour principles, July 2022. The principles include:

1. Victims should be encouraged to report ASB and expect to be taken seriously. They should have clear ways to report, have access to help and support to recover, and be given the opportunity to choose restorative approaches to tackling ASB.

2. Agencies will have clear and transparent processes to ensure that victims can report ASB concerns, can understand how the matter will be investigated and are kept well informed of progress once a report is made.

3. Agencies and practitioners will work across boundaries to identify, assess and tackle ASB and its underlying causes. Referral pathways should be clearly set out between services and published locally. This includes pathways for the community trigger and health services.

2.1.2 We will work with partner organisations to share information and carry out reference checks on applicants who have significant gaps in their housing history and/or have declared admitted criminal offences / committing anti-social behaviour in the past. We will exclude applicants in line with our Eligibility criteria, allocations policy

2.2.5 We will respond to all reports of anti-social behaviour within defined timescales and provide the appropriate advice and support

2.2.6 We will use a range of measures in tackling ASB, appropriate to the circumstances. These may include:

- Mediation
- Acceptable Behaviour Agreements
- Civil Injunctions
- Undertakings
- Demotion Orders
- Possession Proceedings
- Terminating or extending Short-hold Tenancies
- Enabling neighbourhoods to invoke the Community Trigger
- Community protection notices (when designated by the relevant LA)
- Use of the absolute ground for possession

2.2.7 We will work closely with the Police, relevant Local Authorities and other agencies where necessary to ensure a joined-up approach in the way we tackle anti-social behaviour.

### 3. Responsibility for implementation

3.1 The Housing Services Manager will be responsible implementing the policy ensuring that staff are aware of and appropriately trained in policies and procedures relating to prevention and tackling cases of anti-social behaviour. Managers will also be responsible for reviewing the policy in conjunction with appropriate staff involved tenants and partners.

### 4. Actioning the policy

4.1 This policy will be actioned in reference to all anti-social behaviour, both reported and potential and will be used across the group as a foundation for preventing, investigating and tackling anti-social behaviour.

## 5. Monitoring the policy

5.1 We will monitor this policy using a variety of key performance indicators to assess our progress. This will be the responsibility of the Housing Services Manager.

5.2 In addition to monitoring key performance indicators we will undertake satisfaction surveys with people who report anti-social behaviour to ask how they felt about the service we provided them with.

5.3 The Customer Services Committee receive quarterly updates on the anti-social behaviour across the organisation and use these to assess the effectiveness of this policy.

5.4 We will report and meet the Regulator's requirements in relation to the ASB Tenant Satisfaction Measures that will come into force on 1<sup>st</sup> April 2023.

## 6. Resources

6.1 There are no additional resources implications are a consequence of this policy.

## 7. Equality and Diversity

7.1 An equality and diversity impact assessment has been undertaken on this policy. In carrying out its services, we are committed to:

- Treating all customers and employees positively regardless of any personal characteristics including gender, age, ethnicity, disability, sexuality, gender reassignment or religion.
- Taking seriously all complaints and investigating and responding to them accordingly.
- Using plain language and providing information in other languages, large print, audio and Braille on request.