

Anti-social behaviour

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Scope

Residents are required, as per their Letter of Appointment, to occupy their home quietly and with thought for other residents and/or neighbours.

The Foundation's properties are however designed to facilitate and promote independent living and, as a landlord, we cannot take responsibility for the actions of residents, and will not become involved in the day-to-day relations between individuals or groups of neighbours.

This policy is intended to apply only in situations where serious anti-social behaviour (ASB) is significantly impacting the quality of life of a resident, or the management of the charity for the benefit of all its residents.

In such circumstances the Foundation is committed to taking effective, appropriate, and proportionate action to tackle ASB, using a variety of interventions, up to and including legal action where applicable.

The Foundation also considers abusive or threatening behaviour towards its staff, contractors or agents to be a serious issue, which will be dealt with in accordance with this policy.

Aims & objectives of policy

The aims and objectives of this policy are to:

- define ASB so that staff and residents are clear about what it is;
- make clear how ASB can be reported;
- raise awareness amongst our residents, staff and other relevant stakeholders of the tools and powers available to tackle ASB;
- set out the Foundation's approach to dealing with ASB and when it will get involved;
- ensure that the Foundation always considers the support needs of vulnerable residents.

What is Anti-social behaviour

ASB is a broad term used to describe day-to-day incidents of crime, nuisance and disorder. The Foundation recognises that ASB can be targeted against individuals, communities or the environment and includes, but is not limited to, the following:

Type of ASB	Examples of ASB incidents
Harassment	Hate crimes including homophobic and racial harassment
Domestic violence	Abuse of a partner or elderly parent

Noise nuisance	Loud music and DIY activity, particularly late at night
Communal nuisance	Youths causing rowdy/threatening behaviour
Animal related problems	Dogs barking/animals fouling communal areas
Neighbour disputes	Arguments about shared amenities and parking
Environmental abuse	Dumping rubbish in corridors and fly tipping
Drugs, substance or alcohol abuse	Use of and supply of illegal drugs; alcohol related ASB
Vehicle related nuisance	Abandoned cars and car repairs

Our approach to tackling anti-social behaviour

What can you do?

Being a good neighbour:

- Control the volume of sound from radios, stereo and TV at all times of the day and especially at night.
- Try to make sure housework or any DIY is done at reasonable times of the day.
- Keep noise levels in or near your home right down from 9pm to 8am.
- Warn neighbours if you are going to do something which might affect them.
- Make sure any visitors to your property are aware of your conditions of occupancy and do nothing which could cause nuisance and annoyance to others.
- Keep the area around your property clean and tidy. Dispose of all rubbish responsibly and ensure any communal areas are kept clear.
- Try to be tolerant and show your neighbours respect.
- Talk to your neighbours – if your neighbour is being too noisy or is causing a nuisance, talking to them is often the best way to solve the problem. Most people are reasonable if you speak to them in person, and sometimes they may not realise that they are causing a nuisance.

What can the Foundation do?

- Clearly explain to all new residents at the beginning of their tenancy, and settling in visits, the terms of their agreement that relate to ASB and causing a nuisance, so that expectations and consequences are clear.
- Encourage residents to be good neighbours.
- Encourage a sense of community through residents' meetings and social activities.
- Assess what physical improvements can help reduce anti-social behaviour.

Depending on the nature of the problem, we would normally expect people to try to sort out any issues with their neighbours themselves, before asking for our help. In our experience, if we get involved before people approach their neighbours, it can often make the situation worse.

We understand, of course, that this may not always be appropriate, particularly in cases of serious and/or persistent ASB. In such circumstances the Foundation will respond to ASB quickly and effectively and will try, where possible, to facilitate the resolution of such situations at the earliest opportunity. The Foundation will aim to approach ASB in a consistent, sensitive and objective manner.

The Foundation also recognises the benefits of partnership working to deal effectively with ASB and will, where possible, work in partnership with others. Where appropriate the Foundation will take a multi-agency approach to tackling ASB and will wherever possible work with:

- Local Authorities Community Safety Partnerships
- Police
- Community and voluntary agencies
- Resident's groups
- Youth offending teams
- Social services
- Mental health teams
- Neighbourhood Watch schemes

Reporting of Anti-social Behaviour

Reports of ASB can be made in person, by telephone, by email or in writing to the Clerk or Deputy Clerk.

Anyone wishing to make an ASB report can also ask a friend, relative, neighbour or an advocate to report issues of ASB to us on their behalf.

Anyone reporting or considering making a report of ASB is assured that their report will be treated as confidential in the first instance. However, depending on the nature of the complaint, it may not always be possible to conceal the name of the complainant if we are to take effective action.

All reports of ASB will need to be evidenced. We will not be able to act on or investigate allegations which are uncorroborated or based on hearsay. To support this, we may ask you to keep a 'nuisance diary' where you will be required to record details of specific incidents over a period of time.

Enforcement

What action we take will depend on the particular details of each case, and we would only consider taking legal action in severe cases, where there is clear evidence of serious ASB and

there are no other suitable options available to us. We will investigate such reports (in confidence when this is appropriate) and will make early contact with those involved and consider:

- written and verbal warnings
- Acceptable Behaviour Agreements (ABAs)
- mediation
- support and counselling
- injunctions, which can include positive requirements as well as prohibitions and exclusions
- undertakings (a promise to the court)
- referring the matter to other agencies to resolve the problem, e.g. criminal proceedings by the police
- setting aside the appointment in accordance with the resident's Letter of Appointment which will result in eviction

Complaints

Any resident, or other stakeholder who is dissatisfied with the service provided under this ASB policy can submit a complaint using the Foundation's *Complaints* process.

Equality & Diversity

The Foundation will apply this policy consistently and fairly and will not discriminate against anyone based on any relevant characteristics, including those set out in the Equality Act 2010.

Review

This policy should be reviewed every 3 years as a minimum, or sooner if there is a specific legislative, regulatory or service requirement or change in guidance, law or practice.