

# Title: Anti-social Behaviour Policy

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# Contents

		Page
1.	Purpose	3
2.	Scope	3
3.	References	3
4.	Key Objectives	4
5.	Customer Involvement	4
6.	Monitoring against the Customer Top 10	4
7.	<b>1.0 DEFINITION OF ANTI-SOCIAL BEHAVIOUR</b>	5
	<b>2.0 LEGAL FRAMEWORK</b>	6
	<b>3.0 THE STRATEGIC CONTEXT</b>	7
	<b>4.0 OBLIGATIONS OF TENANTS</b>	7
	4.1 ANTI SOCIAL BEHAVIOUR	8
	4.2 HARASSMENT	9
	4.3 ILLEGAL ACTIVITIES	9
	4.4 DOMESTIC VIOLENCE	9
	4.5 DAMAGE TO PROPERTY	9
	4.6 NOISE	10
	4.7 ANIMALS	10
	4.8 PARKING	10
	4.9 RUBBISH AND REFUSE	11
	4.10 GARDENS	11
	<b>5.0 SUPPORTING COMPLAINANTS, VICTIMS AND WITNESSES</b>	11
	5.1 REPORTING PROBLEMS	11
	5.2 RESPONSE TIMES	11
	<b>6.0 PREVENTION OF ANTI-SOCIAL BEHAVIOUR</b>	12
	6.1 ALLOCATIONS	12
	6.2 EARLY INTERVENTION	13
	6.3 MEDIATION	13

	6.4	YOUTH NUISANCE & ACCEPTABLE BEHAVIOUR CONTRACTS	13
	6.5	REHABILITATION OF PERPETRATORS	13
	6.6	MULTI AGENCY PARTNERSHIP	14
	6.7	PARENTING INTERVENTION	14
	6.8	INFORMATION EXCHANGE	14
	6.9	NEIGHBOURHOOD ISSUES	14
	<b>7.0</b>	<b>CONFIDENTIALITY</b>	<b>14</b>
	<b>8.0</b>	<b>MONITORING</b>	<b>14</b>
	<b>9.0</b>	<b>STAFF RESOURCES FOR DEALING WITH ANTI-SOCIAL BEHAVIOUR</b>	<b>15</b>
	<b>10.0</b>	<b>COMPLAINTS</b>	<b>15</b>
	<b>11.0</b>	<b>REVIEWS</b>	<b>15</b>
	<b>12.0</b>	<b>SUSPENSION &amp; EXEMPTION FROM THE REHOUSING REGISTER</b>	<b>15</b>
	<b>13.0</b>	<b>CASE MANAGEMENT</b>	<b>16</b>
	<b>14.0</b>	<b>EMERGENCY CASES</b>	<b>16</b>
8.	Appendices		
8.1	<ul style="list-style-type: none"> <li>Appendix 1 – Single Equality Impact Assessment</li> </ul>		
8.2	<ul style="list-style-type: none"> <li>Appendix 2 – Customer Impact Assessment</li> </ul>		

<p><b>1.</b></p>	<p><b>Purpose</b></p>
	<p><b>Anti-social behaviour can take many forms including noise, intimidation, harassment, aggressive and threatening behaviour, violence, drug dealing, dumping rubbish, the list goes on.</b></p> <p>St Vincent's Housing Association places very great importance on dealing with acts of Anti-social behaviour. We know that Anti-social behaviour can ruin peoples' lives and break up communities unless dealt with quickly. We also know that the vast majority of our tenants will wish to live a peaceful life and show mutual respect to their neighbours.</p> <p>It is the actions of the few, whether they live on our estates or not, who cause the damage. St Vincent's Housing Association will not tolerate Anti-social behaviour on our estates and will deal firmly with any incidents that are. The new legislation provides new powers to Housing Associations and we will use these to the full, up to and including legal action to seek possession of a property where necessary. We hope that our tenants will work with us to identify perpetrators and our commitment to them is to take the strongest line possible. Of course there will be occasional disputes between neighbour's but we expect these will be resolved amicably or through mediation. However we might not be able to resolve all complaints of neighbour disputes to the satisfaction of all parties but a thorough investigation will take place.</p> <p>St Vincent's Housing Association Ltd has signed up to the governments Respect Agenda and to ensure we meet the commitments; we have reviewed our policy and procedure. Working on the six core commitments of the Respect Agenda, we have addressed these issues through this policy and procedure</p> <ol style="list-style-type: none"> <li>1. Accountability, leadership and commitment</li> <li>2. Empowering and reassuring residents</li> <li>3. Prevention and early intervention of ASB</li> <li>4. Tailoring services to meet residents and provision of support for victims and witnesses.</li> <li>5. Protecting communities through swift enforcement action such as emergency injunctions.</li> <li>6. Support to tackle the causes of anti social behaviour.</li> </ol> <p>Peter Smith Chief Executive St Vincent's Housing Association</p>
<p><b>2.</b></p>	<p><b>Scope</b></p>
	<p>The Association believes that everyone has the right to live the way they want as long as it does not spoil the quality of life of others. This means being tolerant, accepting and respecting the needs and choices of other people.</p> <p>Anti-social behaviour can destroy people's lives, break up families and wreck communities. It can incur large costs to a wide range of people including individuals and families, schools, local authorities, social landlords and businesses.</p> <p>Anti-social behaviour cannot be dealt with by any one organisation or agency working in isolation. That is why the Association must work alongside other partner</p>

	<p>agencies and residents to tackle these problems together.</p> <p>The Association has signed up to and is committed to the Respect Standard for Housing Management. Through this we aim to utilise and work with other partner agencies to ensure a consistent and a fair approach when dealing with anti social behaviour across the areas we operate.</p> <p>Anti-social behaviour is not acceptable and the Association will act quickly to prevent it. The Association does not tolerate neighbour nuisance and every onus is placed on residents to live in harmony with their neighbours. The Association will not however deal with malicious or unfounded allegations against other tenants.</p>
<b>3.</b>	<b>References</b>
	<p>Respect Standard for Housing Management</p> <p>Allocations procedure</p> <p>Starter Tenancy</p> <p>Assured Shorthold Tenancy Agreement</p>
<b>4.</b>	<b>Key Objectives</b>
	<p>To ensure the Association has a clear policy on ways of tackling / preventing and enforcing Anti social Behaviour. Ensure the policy clearly states the position in dealing with racial harassment and any other form of Hate crime.</p>
<b>5.</b>	<b>Customer Involvement</b>
	<p>Consultation took place via the customer panels in 2008 along with a number of residents offering feedback in regards to the draft ASB Policy &amp; Procedure.</p>
<b>6.</b>	<b>Monitoring against the Customer Top 10</b>
	<p>Community safety is a top priority with our customers; this policy aims to address this standard. ASB activity is monitored monthly and reported quarterly to performance meeting and operations committee. The Association has set a target for ASB satisfaction for all completed cases of ASB.</p>
<b>7.</b>	<b>The Policy</b>
	<p><b>1.0 Definition of Anti-Social Behaviour</b></p> <p>Anti-social behaviour is behaviour by residents, members of their households or their visitors, which causes annoyance, nuisance or disturbance to anyone else in the area.</p> <p>The Association adopts the following definition of anti-social behaviour from the Anti-Social Behaviour Act 2003:</p> <p>Conduct which is capable of causing nuisance or annoyance to any person and which directly or indirectly relates to or affects housing management functions or consists of or involves using or threatening to use housing accommodation for an</p>

unlawful purpose.

The Association treats harassment as anti-social behaviour, harassment is defined as persecution or intimidation by residents, members of their household or their visitors, of a person or group of people because of their race, colour, religion, nationality, sex, sexuality or disability.

The Association adopts the definition of a racist incident contained within the Macpherson Report:

A racist incident is any incident which perceived to be racist by the victim or any other person – Macpherson 1999 Chapter 47.

In line with Macpherson's definition above we believe that if a person feels that they are or have been a victim of anti-social behaviour or harassment, or that an incident of anti-social behaviour or harassment has occurred, then the incident or incidents will be treated as such.

Some examples of behaviour that would be treated as anti-social behaviour include:

- ✧ Noise nuisance
- ✧ Intimidation and harassment
- ✧ The fouling of public areas
- ✧ Aggressive and threatening language and behaviour
- ✧ Actual violence against people and property
- ✧ Hate behaviour that targets members of identified groups because of their perceived differences e.g. Racial harassment
- ✧ Domestic violence
- ✧ Using or threatening to use housing accommodations to sell drugs, or for other unlawful purposes

## **2.0 Legal Framework**

The Association is required by law to meet its contractual obligations as set down in the tenancy agreement. These obligations and responsibilities also need to be met by all tenants who sign a tenancy agreement with the Association.

The Association is committed to taking legal action to solve problems of serious and persistent anti-social behaviour (when every other type of intervention/action has failed) and is assisted by law to do this.

**The Housing Act 1996** extended the grounds for possession in nuisance cases to include anti-social behaviour within the locality of a tenant's property by their visitors and or members of their household, or behaviour which is likely to cause nuisance or annoyance. A tenant who is convicted of an arrestable offence in the locality of the dwelling can now be evicted.

**Crime & Disorder Act 1998.** The Crime and Disorder Act 1998 introduced a number of new measures to tackle crime and disorder, including the introduction of Anti-Social Behaviour Orders, Parenting Orders, Child Safety Orders and local child curfew schemes. Section 17 of the Act also imposed a duty on local authorities and the Police to work in partnership to develop crime and disorder reduction strategies and for local authorities and other public bodies "to exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the

need to do all that is reasonable can to prevent crime and disorder in its area.” Section 17 also gave the Police a common law duty and a general power to disclose information for the prevention and detection of crime to relevant authorities.

**Police Reform Act 2002** includes amendments to the ASBO provisions of the Crime & Disorder Act 1998.

It extends the area over which an ASBO can be made, introduces Interim ASBO's and ASBO's on conviction in criminal proceedings alongside related proceedings. Enables Registered Social Landlords to apply for ASBO's.

It enables Registered Social Landlords to be regarded as relevant authorities in relation to information exchange within the Crime and Disorder Act requirements.

**Anti-Social Behaviour Act 2003.** The Anti-Social Behaviour Act 2003 introduced a range of new measures to deal with anti-social behaviour, including Closure Orders, Dispersal Orders and Demotion Orders. It also extended the use of injunctions and Anti-Social Behaviour Orders. Section 12 of the Act requires that all social landlords must publish their policy and procedures on dealing with Anti-social behaviour and keep them under review and revised as appropriate.

A copy of our statement of policy and procedures must be available for inspection at the Association's principal office and must be provided on payment of a reasonable fee to any person who requests it. A summary of our current policy must be provided without charge to any person who requests it.

**The Police and Justice Act 2006.** Section 26 amends the provisions of the Housing Act 1996 relating to anti-social behaviour injunctions (ASBIs), which can be obtained by social landlords. This amendment removes the need for naming those persons who the injunction is designed to protect.

### **3.0 The Strategic Context**

The Association will ensure that our policies and procedures to deal with anti-social behaviour are compatible with all or our existing policies and strategies, including those on equal opportunities, harassment, Homelessness Action Plan and Domestic Violence.

The Association will ensure that policies and procedures to deal with anti-social behaviour are compatible with all existing legislation, including the Race Relations Act 1976, Children's Act 1989, Disabilities Discrimination Act 1995, Disabilities Discrimination Act 2005, Crime & Disorder Act 1998, Local Government Act 2000, Race Relations Act 2000 and Homelessness Act 2002.

### **4.0 Obligations of Tenants**

The tenancy agreement is the legally binding contract between the Association as landlord and our tenants; it sets out obligations, terms and conditions on both parties. Specific clauses in the tenancy agreement make it clear to a tenant what type of behaviour they are responsible for and what type of behaviour is not acceptable.

Tenants are responsible for the conduct of all people (including children and

animals) living in or visiting the home, and the tenant or any person living in or visiting the home must not do any of the following:

#### **4.1 Anti Social Behaviour**

Cause a nuisance or annoyance to anyone in the locality; harass, threaten or use violence towards anyone in the locality or any of our employees, contractors, agents or anyone living in or visiting your home.

Do or threaten to do anything, which causes or is likely to cause a nuisance, annoyance, disturbance or behave in an anti-social way to anyone living in, visiting, or engaging in a lawful activity in the locality of the home

Examples of behaviour, which may cause nuisance, annoyance or disturbance, include but is not limited to:

- use or threatening to use violence
- intimidation
- using abusive or insulting words or behaviour
- damaging or threatening to damage another person's home or possession
- Taking part in any racist actions or behaviour. A racist action is any action which the victim or any other person considers to be racist.
- Playing loud music
- Banging and slamming of doors.
- Allowing or inciting dogs to bark in such a way as to cause a nuisance
- Causing damage to any property or premises belonging to the Association or the Association's agent by graffiti.
- Dumping rubbish
- Use of fireworks or setting up of bonfires in such a manner that it causes nuisance and distress to any other person and/or their pets
- Keeping or using hazardous materials in the property or in any shared areas.
- Graffiti and vandalism
- Throwing things out of windows or balconies
- Leaving used syringes in an area where people in the local area can come into contact with them.
- Prostitution
- Dealing in pornography

- Breaking shared facility rules by for example allowing strangers to get into the building. You must not in anyway interfere with security and any safety equipment in communal blocks for example by jamming communal doors open.
- Selling drugs or drug abuse

#### **4.2 Harassment**

Commit or threaten any form of harassment on any other tenants or their visitors, our employees or contractors or any other person in the locality on the grounds of race, colour, religion, disability, age, sex, sexual orientation, appearance or mental or physical capacity or any other reason.

Examples of harassment include:

- Racist behaviour or language
- Using or threatening to use violence
- Using abusive or insulting words or behaviour
- Stalking someone
- Damaging or threatening to damage another person's home or possessions
- Writing threatening abusive or insulting graffiti

#### **4.3 Illegal activities**

The tenant and those for whom the tenant is responsible for (including children) must not use or threaten to use their home for any criminal or illegal activity.

Examples of such activities include

- Allowing the use of, storing or selling drugs
- Storing or distributing racist or any other hate crime material or pornography
- Storing or selling stolen goods
- Allowing the property to be used for immoral purposes
- If anyone living in or visiting the home is convicted of an arrestable offence committed in the home or the locality, legal action to evict or other forms of enforcement action will result

#### **4.4 Domestic Violence**

The tenant and those for whom the tenant is responsible for must not inflict or threaten violence against anyone who lives with them, or harass or use mental, emotional, physical or sexual abuse so as to make anyone who lives with them leave the home.

If the tenant or any person (including children) living in or visiting the home is convicted of using it for illegal purposes, the Association may take legal action to evict you and/or use other forms of enforcement action.

#### **4.5 Damage to Property**

The tenant and those for whom the tenant is responsible must not tamper with any safety equipment in communal areas and entrances including fire fighting

equipment, door entry, and alarm systems. They must not damage, deface or put graffiti on any part of their home or estate. If the tenant or those who the tenant is responsible for engages in this behaviour the Association may require them to pay the cost of repair, clearing and putting damage right

The tenant and those for whom the tenant is responsible must not do anything that could cause a danger to anyone in the home or in the locality. If there is any breach of this clause, the Association may take legal action to evict and/or other forms of enforcement action.

#### **4.6 Noise**

The tenant and those for whom the tenant is responsible should not make an unreasonable amount of noise. Playing of any musical instrument, radio, television or other equipment so that it is audible from outside the home or that annoys neighbours or other tenants or visitors in the local area is not permitted regardless of time day/night.

#### **4.7 Animals**

Tenants cannot keep, or allow anyone else to keep, any animal in the home other than domestic pets and they must not annoy, frighten or cause nuisance to other people or be likely to do so or to cause any damage to the home or any other property or in the case of a flat in a block, the communal areas thereof.

Tenants cannot keep a cat or a dog in a sheltered flat or a flat in a block without permission from the Association. Permission is only likely to be granted in the case of a guide dog or if there is no sharing of any corridor or stairway with other residents.

If permission is given for a tenant to keep a domestic pet any conditions must be complied with. If the tenant fails to comply, permission may be withdrawn on reasonable notice.

The tenant must seek the permission of the Association if they intend to keep more than one pet on the premises.

The tenant must not breed any animals or birds at the property

The tenant must not keep livestock, such as horses, donkeys, goats, pigs, cattle, ducks, geese and chickens at the property.

The tenant must not keep unsuitable animals at the property. Examples of unsuitable animals are all wild animals, all poisonous animals or any animals classified as dangerous by legislation.

#### **4.8 Parking**

The tenant and those for whom the tenant is responsible should not park any vehicle without written permission unless there are approved parking areas provided. Vehicles should be taxed, insured and fit to drive. Vehicles should not cause obstruction or nuisance to others. Untaxed or unroadworthy vehicles will be removed and the tenant will be liable to pay removal costs. Major or commercial vehicle repairs or any vehicle repair likely to cause a nuisance on or near the home

or on the Association's land should not be carried out.

The tenant should not park any untaxed or unroadworthy vehicle in gardens, verges, and estate roads, shared areas or on other land owned by us. The Association will remove such vehicles and charge the tenant for the removal and disposal costs.

#### **4.9 Rubbish and Refuse**

The tenant and those for whom the tenant is responsible should not deposit or store any rubbish or unsightly materials against the outside walls of the home unless appropriate arrangements have been made with refuse collection services.

#### **4.10 Gardens**

If tenants have a garden for which they are responsible they must keep it free from rubbish and tidy including cutting the grass and trimming hedges. Tenants should not deposit or store any rubbish or unsightly materials in gardens

### **5.0 Supporting Complainants, victims and witnesses**

The Association will encourage and support complainants and others affected by anti-social behaviour to continue to live at home and work with us to resolve the problem, rather than seek to move away from the problem.

The Association's policy on supporting people who complain of anti-social behaviour includes ensuring that we keep the person who made the complaint and any witnesses informed of the progress of the case. We will review security measures if appropriate, and will ensure that witnesses are well prepared for court, we will provide transport and escort at court, and will also provide follow up support if required.

#### **5.1 Reporting Problems**

- a) The Association will encourage and support resident staff, contractors, businesses, workers and visitors where appropriate, to report problems of anti-social behaviour and to work with us to resolve the problem.
- b) Housing officer / Lettings Officers / ASB Manager will keep a record of all reports of anti-social behaviour and will treat them seriously, and deal with them promptly and efficiently.
- c) Anti Social Behaviour Manager will keep a record of any urgent or emergency cases and will treat them seriously, and will deal with them promptly and efficiently.

#### **5.2 Response Times**

- a) Housing officer / Lettings Officers and/or the Anti Social Behaviour Manager will arrange an initial interview with the complainant in response to all emergency cases (cases involving serious threat or actual violence, domestic violence or hate behaviour), within 24 hours or the same day of the initial report if possible.

- b) Housing officer / Lettings Officers will get in touch with complainants in all other cases within two working days. If a face to face interview is required the Housing officer / Lettings Officer will arrange this within five working days of the initial report.
- c) Housing officer / Lettings Officer will make arrangement with the perpetrator (non-emergency cases only) to interview within 7 working days of the complaint being made.

## **6.0 Prevention of Anti-Social Behaviour**

The Association will seek to develop and support measures which prevent, deter or tackle the underlying causes of anti-social behaviour, including supporting community safety initiatives, signing up to family intervention projects, good neighbourhood agreements, neighbourhood warden patrols, regeneration programmes, target hardening schemes and youth intervention projects.

The Association also undertakes the following with a view to prevention of anti-social behaviour:

### **6.1 Allocations**

- a) The Association will adopt lettings policies which develop and support sustainable communities and which will not always necessarily be based solely on housing need
- b) Housing officer / Lettings Officers will carry out thorough pre-tenancy checks with appropriate agencies before signing up new tenants
- c) The Association has adopted a Starter Tenancy/Assured shorthold tenancy across its general needs/Sheltered property and to address and meet standards set out by the Respect Agenda and prevent and tackle anti social behaviour quickly and efficiently at early stages.
- d) In certain circumstances personalised tenancy agreements will be used as a tool to prevent anti-social behaviour. Housing officer / Lettings Officers will ensure that new tenants have appropriate support packages in place if required.
- e) The Association uses Licence agreements at the Foyer's and Assured Shorthold agreements at supported managed schemes to tackle Anti Social Behaviour quickly and efficiently at the early stages. Relevant staff from these schemes will explain the tenancy condition and obligations relating to anti social behaviour to all new tenants at the sign up.
- f) Housing officer / Lettings Officers / Sheltered Scheme Managers will carefully explain tenancy conditions and obligations relating to anti-social behaviour to all new tenants at the time of the sign up.
- g) The Housing officer / Lettings Officer will undertake to visit every new tenant in their home after the first Six weeks of the tenancy and again at nine

months.

- h) The Association operates a Transfer and Waiting List Exemptions Policy which suspends applicants with an unsatisfactory tenancy conduct history.

## **6.2 Early Intervention**

- a) The Association will work with partner agencies to ensure early intervention in all reported cases of anti-social behaviour.
- b) The Association will use a range of early intervention strategies to identify, tackle and resolve problems of anti-social behaviour, including referrals to mediation, referrals to family intervention projects, challenges to alleged perpetrators, the use of acceptable behaviour contracts and formal warnings.

## **6.3 Mediation**

- a) The Association will support and encourage residents to resolve disputes between themselves wherever possible in a reasonable and tolerant manner.
- b) Housing officer / Lettings Officers and /or Anti Social behaviour Manager will intervene in cases of dispute, where necessary, to find a sensible solution and will refer appropriate cases to mediation services or other agencies where necessary.

## **6.4 Youth Nuisance & Acceptable Behaviour Contracts**

- a) The Association will support initiatives which seek to have a positive impact on the behaviour of young people, including those offering educational or diversionary schemes
- b) The Association will use acceptable behaviour contracts, where appropriate, to set out standards of acceptable behaviour, to encourage young people to accept responsibility for their own behaviour and to explain the consequences if they do not

## **6.5 Rehabilitation of Perpetrators**

The Association will support rehabilitation initiatives which seek to have a positive impact on the behaviour of perpetrators, particularly where anti-social behaviour is a consequence of drug abuse, alcohol abuse, mental health or disability. The Association will work with other agencies in establishing support packages.

## **6.6 Multi Agency Partnership**

The Association will work with relevant agencies to tackle anti-social behaviour. This way of working is called multi-agency partnership working and involves Anti Social Behaviour Manager / Housing officer / Lettings Officers combining efforts in tackling anti-social behaviour with agencies such as the Police, Probation, Local

Authorities, Youth Services, Social Services, Education etc.

The development of multi agency partnerships is an effective way of achieving a coordinated strategy to prevent and combat anti-social behaviour.

### **6.7 Parenting intervention**

The Association will support the use of Parenting Contracts at an early stage to address any concerns or issues with families. This will enable parents to have a clear guideline on what is acceptable and what is not. The Association will take a multi agency approach in extreme cases of Anti social behaviour to obtain a Parenting Order to tackle the serious issues surrounding parenting

### **6.8 Information Exchange**

The Association will provide relevant information to the Police and other statutory agencies for the purposes of reducing anti-social behaviour and crime and disorder within agreed information sharing protocols.

The Association policy on Confidentiality and Access to Personal Information will be followed at all time.

### **6.9 Neighbourhood Issues**

We often work in areas where there are other social landlords, private landlords and home owners. The Association takes issues of neighbourhood management seriously and works to tackle anti-social behaviour which affects our housing management functions either directly or indirectly regardless of tenure.

The Association fully supports the principles of the governments Respect standard for housing management and by implementing the core components through this policy and procedure.

### **7.0 Confidentiality**

The Association will ensure that all reports of anti-social behaviour are dealt with in a professional and confidential manner. Cases will be dealt with in confidence and will be handled with discretion and sensitivity.

The complainant's permission will always be sought prior to the disclosure of information to other parties such as the perpetrator, legal representatives or any other interested party.

### **8.0 Monitoring**

The relevant officer for the relevant department (Housing officer / Lettings Officer for general needs, Support staff for the Foyers, Sheltered Scheme Managers for sheltered schemes, Supported Housing officer / Lettings Officers for the supported schemes and the Anti Social Behaviour Manager for all emergencies reports of anti social behaviour) will record all cases of anti-social behaviour and harassment on the estates they are responsible for, cases are recorded in separate categories of anti-social behaviour without revealing the identities of those involved in the case.

Reports are produced which include information on the progress and outcome of cases and also records information on ethnicity, gender and disability.

The Association will also carry out a satisfaction survey with tenants once a complaint of anti social behaviour has been concluded. This feedback will feed into any relevant service reviews such as the Tenants Quarterly Newsletter.

The data collated feeds into a quarterly report for the Committee's and Main Board and can be used to provide statistical data for multi agency partnerships to help develop local strategies for combating anti-social behaviour and harassment.

## **9.0 Staff Resources for Dealing with Anti-Social Behaviour**

The Association will ensure that staff dealing with anti-social behaviour are fully trained in order to be able to deal with and investigate properly all reports. All staff will have access to up to date policies and procedures for dealing with anti-social behaviour.

The Association has a dedicated Anti Social Behaviour Manager to ensure swift action is taken on emergency cases and where cases are leading up to legal action.

The Association may use the services of specialist anti-social behaviour teams or services, where appropriate, to support our staff in resolving serious or persistent cases.

## **10.0 Complaints**

Any complaints regarding the way in which a report of anti-social behaviour has been dealt with by the Association will be investigated thoroughly using our Compliments, Complaints and Comments policy.

## **11.0 Reviews**

The Association will ensure that policies and procedures for dealing with anti-social behaviour are reviewed on an annual basis and updated to reflect best practice and changes in the law and regulatory requirements.

## **12.0 Suspension & Exemption from the Rehousing Register**

St. Vincent's Housing Association is strongly committed to the principle of managing our properties to the highest possible standard and, as part of its letting policy, has developed a suspension and exemption policy for current and former tenants and members of their household. St. Vincent's Housing Association will do all that it can to avoid any person being suspended from our transfer and waiting lists, but where appropriate, such action will be taken for the benefit of St. Vincent's Housing Association, the majority of tenants and the wider community.

Existing tenants cannot apply for a transfer if their tenancy has not been conducted in a satisfactory manner and if there is an ongoing breach of their tenancy conditions, including anti-social behaviour.

Applicants to the Housing Register will be suspended if they owe rent to current or previous landlords, if they have had action against them as a result of anti-social

behaviour or breach of occupancy conditions by any registered social landlord, private landlord or the council. This also applies to members of the tenant's household. A tenant who has been evicted for anti-social behaviour would need to demonstrate that they had maintained a satisfactory tenancy for at least 12 months before St. Vincent's Housing association would consider re-housing them.

### **13.0 Case Management**

St. Vincent's Housing Association has in place a robust, case sensitive procedure for managing cases of anti social behaviour and harassment. This procedure will include training for all staff involved, augmented by coaching and practical support from the Anti Social Behaviour Manager and the Local Managers and where appropriate specialist ASB agencies.

Key features of this procedure include:

- Any member of staff will be aware of the procedure, and aware of how to register a complaint and how to pass it on to the relevant Investigating Officer. Each member of staff can assess the urgency of the report (including whether or not it should be categorised as a racial harassment/Hate crime cases.
- the Investigating Officer will treat all complaints seriously, logged on to the system and investigated as thoroughly as possible. Complaints can be in the form of verbal reports, letters, anonymous letters, interviews, etc. and can come from St. Vincent's Housing Association tenants or from residents who are not St. Vincent's Housing Association tenants. The Association may not always be able to take any legal Action on an anonymous complaint but will ensure it is investigated fully.
- on receipt of a complaint, a face-to-face interview with the complainant will be arranged within 2 working days. The interview will be carried out within 5 working days (or sooner).
- there will be an immediate risk and security assessment of the complaint. If the case is an emergency, where there are reports of harassment, violence or threats of violence and threats to property, an interview with the complainant will be carried out as quickly as possible (no later than 24 hours after receiving the complaint)
- a clear step-by-step procedure of investigation, mediation and warnings prior to the initiation of any legal action
- immediate legal action in serious cases
- adopting a multi agency approach to resolving cases of nuisance, anti social behaviour and harassment where possible.

### **14.0 Emergency cases**

Conciliation and Mediation are the main tools by which neighbour problems are successfully dealt with. By investigating complaints, talking to both sides and to other neighbours, problems can be resolved and strong challenges made to those tenants who are in breach of their tenancy agreement. A certain proportion of these

cases will require legal action (injunctions or possession) when the perpetrator of the nuisance will not, or cannot stop causing further neighbour problems. Some cases, however, may require immediate legal action. As with any repair or rehousing emergency, such a case will require staff to work quickly and exclusively on the problem until there are satisfactory safeguards in place for the complainant.

The following situations will be treated as an emergency:

- a physical assault or the threat of violence against the complainant
- deliberate property damage or the threat of property damage by the perpetrator
- a racial harassment incident, or one motivated by homophobia or religious intolerance
- If disability/vulnerability is a factor.

This procedure is designed to give guidance on all cases of nuisance or harassment, but if people or property is in danger, then it may be necessary to seek immediate legal remedy. In all such cases staff must seek immediate advice and assistance from the Anti Social Behaviour Manager.

<b>8.</b>	<b>Appendices</b>
8.1	<ul style="list-style-type: none"><li>• Appendix 1 – Single Equality Impact Assessment</li></ul>

8.2

- Appendix 2 – Customer Impact Assessment