



# Community Safety & Anti-Social Behaviour Policy

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Please avoid referring to printed versions of this policy.

Printed versions may quickly go out of date – the latest version will be on the Policy Hub or contact the Governance Team. For support and advice regarding the policy, please contact the policy owner.

## Contents Page

<b>1.0</b>	<b>Introduction and Scope</b>	<b>3</b>
<b>2.0</b>	<b>Links to Strategy and Business Plan</b>	<b>4</b>
<b>3.0</b>	<b>Roles and Responsibilities</b>	<b>5</b>
<b>4.0</b>	<b>Regulation and Legislation</b>	<b>5</b>
<b>5.0</b>	<b>Policy Aims and Objectives</b>	<b>6</b>
<b>6.0</b>	<b>Policy Outcomes</b>	<b>7</b>
<b>7.0</b>	<b>Key Terms and Definitions</b>	<b>8</b>
<b>8.0</b>	<b>What we consider to be ASB?</b>	<b>8</b>
<b>9.0</b>	<b>What we do not consider to be ASB?</b>	<b>9</b>
<b>10.0</b>	<b>Our Policy</b>	<b>9</b>
<b>11.0</b>	<b>Tools and Powers</b>	<b>12</b>
<b>12.0</b>	<b>Community Trigger</b>	<b>14</b>
<b>13.0</b>	<b>Vulnerable Tenants</b>	<b>14</b>
<b>14.0</b>	<b>Confidentiality</b>	<b>15</b>
<b>15.0</b>	<b>Records</b>	<b>15</b>
<b>16.0</b>	<b>Escalation</b>	<b>15</b>
<b>17.0</b>	<b>Training and Awareness</b>	<b>16</b>
<b>18.0</b>	<b>Monitoring and Review</b>	<b>16</b>
<b>19.0</b>	<b>Version Control</b>	<b>17</b>
<b>Appendix 1</b>	<b>Legislation</b>	<b>18</b>
<b>Appendix 2</b>	<b>Neighbourhood and Community Standard</b>	<b>19</b>
<b>Appendix 3</b>	<b>Local Service Offers</b>	<b>20</b>

## 1.0 Introduction and Scope

1.1 This document outlines our policy in relation to Community Safety & Anti Social Behaviour (ASB) including hate crime/incidents, malicious complaints and illegal money lending. It should be read in conjunction with the following toolkits:

- Community Safety Toolkit.
- Hate Crime/Incidents Toolkit.
- Malicious Complaints Toolkit.
- Illegal Money Lending Toolkit.

Also refer to the following policies and toolkits where appropriate to provide support and assistance:

- Domestic Abuse Policy & Toolkit
- Vulnerability Policy & Toolkit
- Safeguarding (Children & Adults at Risk) Policies & Toolkits
- Anti-Money Laundering Policy & Toolkit

1.2 The scope of this policy applies to:

General Needs rented properties	X
Supported Housing	X
Sheltered Housing	X
Leasehold/Shared ownership	X
Rent to Buy properties	X
Market rented properties (domestic)	X
Temporary Accommodation	X
Stock owned but not managed by the Group	X
Communal Areas, including those relating to Leasehold/Shared Ownership properties	X
Commercial Property (offices, depots etc.)	X
Stock managed by Gentoo on behalf of a third party	X
Garages and outbuildings	X

## 2.0 Links to Strategy and Business Plan

2.1 Our vision and values set the direction and shape the culture of our organisation.

Gentoo's vision is: Great Homes – Strong Communities – Inspired People

The Group's values are:

- Do the right thing
- Make a difference
- Keep learning
- Work together
- Give all you've got

The Group's Board and Executive Team have refreshed Gentoo's strategic aims, centred on the following themes:

- Place
- People
- Perform
- Partner
- Pride

These "5P's" have been developed to articulate the delivery of our vision via the following strategic aims:

- Provide homes and services that enable our tenants and communities to succeed **(Place)**
- Invest in people and communities to help realise opportunities and release potential **(People)**
- Be well governed and financially resilient, operating efficiently and responsibly, investing wisely to fulfil our social purpose **(Perform)**

The above aims will be supported by the following enablers:

- Work with others to influence and generate sustainable change **(Partner)**
- Harness the collective passion and energy of our people to support the city's plan **(Pride)**

Gentoo's policies support the delivery of the Group's Vision, Values and Strategy.

### **3.0 Roles and Responsibilities**

- 3.1 The Executive Director (Housing) is accountable for ensuring this policy has regard to all legislation, regulation, and best practice and for ensuring the implementation of this policy effectively.
- 3.2 The Executive Director (Housing) is accountable for adequate resourcing and having effective processes in place to implement this policy.
- 3.3 The local Heads of Operation are responsible for the day-to-day delivery of this policy at a local level, but more specifically, the Operations Manager (Community Safety & Safeguarding) is the operational lead.
- 3.4 All housing management colleagues are responsible for familiarising themselves with this policy and associated toolkits.

### **4.0 Regulation and Legislation**

- 4.1 The Executive Director (Housing) will ensure this policy has regard to all legislation, regulation and best practice.
- 4.2 The regulation and legislation applicable to this policy can be found in Appendix 1.
- 4.3 The Policy has been cross referenced with good practice from similar housing organisations.
- 4.4 The National Housing Federation (NHF) Code of Governance 2020 outlines that there should be policies in place which reflect that the safety of residents and other customers (as well as that of the workforce and the wider public) is an overriding priority and the Board should receive reports annually on their operation. This policy forms part of that assurance.
- 4.5 The Regulator of Social Housings (RSH) role is to regulate the Consumer Standards and to intervene where failure to meet the standards has caused, or could have caused, serious harm to residents. The Neighbourhood & Community Standards sets expectations for registered providers of social housing to keep the neighbourhood and communal areas, associated with the homes they own, clean and safe, cooperate with relevant partners to promote the wellbeing of the local area and help prevent and tackle ASB.

## 5.0 Policy Aims and Objectives

- 5.1 Feeling safe and secure increases the sustainability of neighbourhoods and promotes community cohesion, health and wellbeing and fits with the Groups vision and values.
- 5.2 We are committed to preventing and tackling incidences and perceptions of ASB. To do this successfully, we aim to strike a balance between prevention and early intervention, support and enforcement. We will take prompt, appropriate, proportionate and decisive action to deal with ASB before it escalates, this may include legal action where appropriate.
- 5.3 We will investigate and intervene early where there are incidences of ASB, utilising mediation and other methods where appropriate, which is tailored towards the needs of the tenant and their families to prevent matters from escalating. We will also instigate preventative and proactive services where they are needed. We will have in place effective support mechanisms tailored to the victim, the perpetrator and where appropriate seek to take a whole family approach.
- 5.4 **Hate Crime/Incidents:** As a Group we value and cultivate diversity and recognise that hate crimes/incidents undermine neighbourhood cohesion and feelings of safety and security of residents. We will not tolerate hate crimes/incidents in any form. We aim to ensure that no one is treated less favourably on the grounds of disability, race or ethnicity, religion or belief, sexual orientation, or transgender identity.

Not all hate incidents will amount to criminal offences but those that do will become 'hate crimes'.

It is the victim who will decide whether they feel an incident is motivated by hostility or prejudice. If the victim perceives this it will be treated as a hate crime/incident, regardless of whether anyone else perceives it in an alternative way.

- 5.5 **Malicious Complaints:** When a complaint is malicious and false, or we believe that it has been made with the deliberate intention of getting another person into trouble, we may consider the complainant to be guilty of harassment and ASB and will take the appropriate action against them in accordance with this Policy and the Malicious Complaints Toolkit. In addition, this Policy and relevant Toolkit, acknowledges the need to deal with anonymous complaints vigilantly. Anonymous complaints are often submitted by victims of ASB in fear of repercussions, but they can be difficult to substantiate and may be a sign of malice.

- 5.6 Our experience has shown us that partnership working is paramount in reducing ASB and increasing feelings of safety and security. We will continue to work closely within existing partnerships, such as the Safer Sunderland Partnership, while looking to develop a shared understanding of responsibilities with other local organisations where it will add value.
- 5.7 We are committed to the principles of diversity and inclusion throughout the organisation and aim to:
- Meet the needs and choice of people from all backgrounds
  - Ensure that our services are relevant, responsive, and sensitive to the needs of our existing and future tenants
  - Ensure that all sections of the community in which we work have equal access to our services.
- 5.8 Our Community Safety and ASB Policy and associated Toolkits ensure that tenants are treated as individuals with fairness and respect. An Equality Impact Assessment has been completed for this policy.

## **6.0 Policy Outcomes**

- 6.1 This policy aims to:
- Use relevant tools and powers available to take swift and appropriate action against those who commit ASB, whether it is caused by them, their visitors or their family/household members.
  - Prevent and minimise the amount of ASB experienced by our tenants and residents.
  - Ensure we take a victim centred and robust approach to tackling ASB, including prevention and intervention. Any action taken will be prompt, appropriate and proportionate, including legal action, where necessary;
  - Provide timely updates to complainants to build confidence and manage expectations.
  - Ensure we target support to the most severe cases and high need tenants (victims and perpetrators of ASB) and look to take a whole family approach, whilst offering early intervention to ensure tenants can self-manage lower-level issues that they may be experiencing.
  - Ensure all tenants and residents are treated in a fair and equitable manner. We will work in partnership with communities and local organisations to ensure we tackle discrimination, promote equal rights, and treat our tenants according to their needs.
  - Encourage and use reports of ASB to enable us to have a better understanding of issues affecting our neighbourhoods.
  - We will cooperate with local partnership arrangements both operationally and strategically, to tackle ASB.

## 7.0 Key Terms and Definitions

7.1 Gentoo Group want to ensure that everyone within our neighbourhoods feels safe and secure. Part of this involves preventing and minimising anti-social behaviour (ASB). There is no commonly agreed definition of ASB; therefore, this Policy draws on the definition in the Anti-social Behaviour, Crime and Policing Act 2014 which defines ASB as:

- *“conduct that has caused, or is likely to cause, harassment, alarm or distress to any person,*
- *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’ means directly or indirectly relating to the housing management functions of a housing provider.

## 8.0 What do we consider to be ASB?

8.1 The types of behaviour we consider to be ASB include but are not limited to:

- Physical or Verbal abuse
- Harassment, intimidation, or threatening behaviour
- Hate crime (on the grounds of disability, race or ethnicity, religion or belief, sexual orientation, or gender identity)
- Substance misuse, cultivating drugs or drugs dealing
- Repeated, prolonged high level noise nuisance
- Criminal behaviour or activity including sexual offences
- Vandalism and damage to property, including hoarding
- Domestic abuse\*
- Nuisance from vehicles e.g., joy riding, excessive vehicle repairs
- Pets and animal nuisance
- Illegal money lending
- Malicious/vexatious complaints
- Unacceptable behaviour towards staff

\*Although Domestic Abuse is sometimes considered to be ASB, we have a separate policy covering this area.



## 9.0 What do we not consider to be ASB?

9.1 Low level disagreements between neighbours where there is no breach of tenancy will generally not be considered as ASB cases, however we may offer mediation and other support to help tenants deal with these issues themselves.

Examples of the types of behaviour which may not be considered as ASB include:

- Noise from children playing or babies crying
- Personal disputes such as a falling out with neighbours/friends
- Normal day to day living noises such as closing doors, going up and down stairs or people talking
- Smells from someone cooking
- Noise from a vacuum cleaner, washing machine or reasonable DIY
- Clashes of lifestyle
- Parking issues

9.2 We will work with partner organisations to support those affected by ASB and aim to strike a balance between prevention and early intervention. We want to raise awareness, build the confidence of victims and encourage reporting.

## 10.0 Our Policy

10.1 **Reporting incidents:** We will allow ASB to be reported to us in different ways, including in person, in writing, over the phone, by email, via a third party, text and on our website.

We will respond to reports of ASB within one working day (Monday to Friday), regardless of what category the ASB is deemed to be. You should be contacted about your complaint within this timescale by a member of Gentoo staff, who will discuss the incident further with you.

10.2 **Categories of ASB:** Each incident will be assessed individually and on its own merits and placed into one the following categories

<b>Category 1</b>	
Arson	Illegal Money Lending
Assault	Money Laundering
Criminal Activity	Sexual Offences
Damage to Gentoo Property	Public Order
Domestic Abuse	Stalking
Drugs	Theft
Harassment	Threatening/Offensive/Intimidating Behaviour
Hate Crime	Unacceptable Behaviour to Staff

<b>Category 2</b>	
Abandoned Property	Nuisance - Noise
Communal Entrance	Youth Disorder
Hoarding	Vehicle Maintenance
Motorcycle Disorder	Pets
Neighbourhood Issue	

- 10.3 **Support/Vulnerability:** All residents or customers who wish to report an incident of ASB will be assessed for their risk and vulnerability to ensure the appropriate level of support can be provided and any safeguarding issues are identified.

We will keep **victims/witnesses** informed of the progress of their case, advise them of any new developments and explain the procedures to them when necessary. We will also agree contact frequency and who is their main point of contact at Gentoo. We will agree an action plan with the complainant and any witnesses and keep them informed of the actions we take.

We provide a support service specifically tailored to those vulnerable tenants who are **perpetrators** of ASB and whose behaviour is because of alcohol, drug or mental health issues. This aims to prevent the tenant or household member from re-offending and promotes the overall aim of our Community Safety service, that everybody in communities feels safe and secure.

Gentoo has access to a vast support network of specialist support services provided by partner agencies. We will always seek to ensure the customer agrees to any referrals that are deemed necessary to support them wherever possible.

- 10.4 **Partnership Working:** Gentoo recognise that dealing with ASB is not the sole responsibility of one agency. Multi agency working is an important tool in taking a holistic approach to tackling ASB in our communities. Where possible we will work with other agencies to combine resources and take a partnership approach to find a suitable resolution to ASB issues.

We will also work in partnership and consult with residents, the wider public, statutory services, local authorities, Youth Offending Teams, Community Safety Partnerships, support providers, community groups, registered providers, and other external agencies as necessary to tackle ASB in our neighbourhoods and provide support to those with vulnerabilities.

Examples of our partner agencies include but are not limited to: Northumbria Police, Tyne & Wear Fire Rescue Service (TWFRS), Probation, Substance Misuse Services, Children & Adults Services, Health Partners, Wearside Women in Need (WWIN). We continuously review and enhance our partnership arrangements and as such these change on a continuing basis.

- 10.5 **Cross Tenure Issues:** Where the case warrants it, we will work in partnership with relevant agencies to act against persons who do not reside in one of our properties where it is in our interests to protect our tenants from anti-social behaviour.

We may act, in certain instances, to protect owner occupiers or private rented tenants from further anti-social behaviour from our tenants. This will be done primarily in partnership with Northumbria Police and the City Council since we expect those bodies to use their available powers in an effective and efficient manner in the interests of the surrounding community.

- 10.6 In terms of responsibility, it is important to differentiate between those cases that will be dealt with by Gentoo and those that will be dealt with by the Council's ASB team.

To distinguish responsibility and as a 'rule of thumb':

- If the complaint concerns a private rented/owner occupied property causing a problem for a Gentoo property, then the Council's ASB team will primarily take responsibility. However, there may be specific cases when considering legal powers such as injunctions, when Gentoo will take a lead, in conjunction with the Council.
- If the complaint concerns a Gentoo property causing a problem for a private rented/owner occupied property, Gentoo are responsible.
- In cases where there is a common issue e.g., high profile boundary dispute or children from properties in Gentoo and private rented sector causing problems for an area in general, then a joint visit with members from both teams should take place.

- 10.7 **Information Sharing:** We will treat all information received regarding cases of ASB, in a private and confidential manner. We will only disclose information once we have the consent of the complainant to do so, unless we have a legal obligation to pass information on, for example to the Police or Children's Services where there maybe safeguarding concerns, someone is at risk or to prevent a crime.

Gentoo will always assess whether there is sufficient public interest to share information. This means that even where we do not have consent, we may still lawfully share with statutory agencies if it can be justified in the public interest. In assessing whether we can share information without consent, we will base our decisions on considerations of the safety and well-being of the person and others who may be affected by their actions.

- When we share information, we will ensure we only share what is necessary to achieve the purpose, distinguishing clearly between fact and opinion.
- We will only share with the person or people who really need to know the information.
- Information shared must be accurate and up to date.

Gentoo has information sharing protocols and agreements in place with the relevant statutory agencies.

10.8 **Data Protection:** The 'Basic Principles' of data protection are that personal information should be shared on the basis that it is:

- Necessary for the purpose for which it is being shared
- Shared with only those who have a need for it
- Accurate and up to date
- Shared securely and in a timely fashion
- Not kept for longer than necessary for the original purpose

10.9 **Closing Cases:** We will contact victim/witnesses when we are ready to close a case, discussing our reasons for doing so. This will be following a period of monitoring to ensure all issues have been resolved or we are satisfied that we have taken all the action possible in the circumstances. This period of monitoring will also have been discussed with the victim/witness. Before the case is closed fully, a manager will review and authorise closure.

## 11.0 Tools & Powers

11.1 We will use a range of measures to tackle ASB including the full range of tools and powers available to us as outlined in the ASB, Policing and Crime Act 2014. The methods used will be proportionate to the seriousness, impact and frequency of the behaviour, the level of risk that it poses to those affected, and the evidence available to support the case.

It is important that officers give realistic advice from the outset about what action can be taken, the level of evidence required and the possible timescales.

There may also be some cases reported to us where we are unable to act. In such cases, the reasons for this will be explained clearly to the complainants involved, and we will always try to signpost to other agencies where this may be relevant.

11.2 The following is an explanation of some of the tools and powers which can be used by Gentoo, where appropriate to resolve ASB:

<b>Verbal or Written Warning</b>	Early and informal interventions can establish clear standards of behaviour and reinforce the message that ASB will not be tolerated.
<b>Pre-Notice of Seeking Possession (Pre-nosp)</b>	This is a warning letter to advise if ASB continues, we will use a more formal legal route by issuing a NOSP.

<b>Notice of Seeking Possession (NOSP)</b>	This is a written warning, stating our intention to commence legal proceedings against a tenancy and our reasons for doing so.
<b>Mediation</b>	Mediation can be an effective tool in solving issues by bringing all parties together. For mediation to be successful, all parties should agree a solution or a compromise that everyone is agreeable to.
<b>Acceptable Behaviour Agreements (ABA)</b>	ABAs are a written agreement between the perpetrator of ASB and the agency (or agencies) who are working with them. The aim of the ABA is to put boundaries or rules in place to prevent further ASB, and also to put forward some positive requirements for the perpetrator to work towards.
<b>Injunctions (ASB, Crime &amp; Policing Bill 2014)</b>	An injunction is a court order which prohibits a particular activity or requires someone to take a particular course of action. It can also include positive requirements which the perpetrator must adhere to such as engaging with a particular agency or support.
<b>Possession Orders</b>	A Possession order is a civil order granted by a court, where ASB is serious and persistent and where all appropriate methods of resolution have been tried but have been unsuccessful. This would only be considered when all other approaches have failed. Possession orders may be outright (tenant must vacate the property by a certain date), suspended or postponed (tenant can remain in the property provided they abide by certain conditions and do not breach their tenancy agreement).

11.3 The following is an explanation of some of the tools and powers which can be used by the Local Authority and the Police where appropriate to resolve ASB:

<b>Civil Injunction</b>	As above, an injunction is a court order which prohibits a particular activity or requires someone to take a particular course of action. It can also include positive requirements which the perpetrator must adhere to such as engaging with a particular agency or support.
<b>Criminal Protection Notice (CPN)</b>	A CPN will set out conditions which the subject must comply with; failure to comply can lead to a fixed penalty notice being issued.
<b>Criminal Behaviour Order (CBO)</b>	A CBO is aimed at tackling the most serious and persistent offenders where their behaviour has brought them before a criminal court.
<b>Public Spaces Protection Order (PSPO)</b>	The purpose is to stop individuals or groups committing ASB in a public place and is used to restrict certain behaviours.
<b>Closure Powers</b>	A Closure Order allows the Police or Local Authority to quickly close premises which are being used, or likely to be used, to commit nuisance or disorder.

## 12.0 Community Trigger

12.1 The Anti-social Behaviour, Crime and Policing Act 2014 introduced specific measures designed to give victims and communities a say in the way that complaints of anti-social behaviour are dealt with.

12.2 A Community Trigger is a process tenants can use if they have reported ASB and think that no action has been taken. It makes the police, local council and housing associations look at the situation and what they have done to resolve it. The community trigger is managed by Sunderland City Council and tenants will need to contact them if they wish to raise a trigger.

12.3 In Sunderland the threshold is as follows:

- Three or more complaints from an individual about the same problem, over a six-month period, where no action has been taken by relevant agencies.
- Five individuals complaining about the same problem where no action has been taken by relevant agencies.

Sunderland has defined 'no action' as:

- Victim did not receive an initial acknowledgement.
- No subsequent contact has been made with victim following initial complaint.
- Issues identified were not followed up or no action occurred.
- Outcomes and/or case closure not reported to victim.

Residents are expected to activate the community trigger themselves through one or more of the following channels:

phone: 0191 520 5550 (quote "Community Trigger")

email: [community.trigger@sunderland.gov.uk](mailto:community.trigger@sunderland.gov.uk)

post: Community Trigger, Strategy, Policy and Performance, Sunderland City Council, Civic Centre, Burdon Road, Sunderland SR2 7DN

## 13.0 Vulnerable Tenants

13.1 Gentoo aims to provide the highest level of service and care to its vulnerable tenants and service users. We are committed to developing and providing high quality homes and services that meet the needs of vulnerable people, whilst ensuring that they can live independent and full lives wherever possible.

**Vulnerability can include:**

- Drug and alcohol dependency
- Learning disabilities
- Physical disabilities
- Physical or mental illness

- Change in life circumstances (e.g., relationship breakdown)
- Debt problems
- Illegal money lending
- Hoarding
- Bereavement

13.2 Gentoo regards the safety and protection of vulnerable adults and children as paramount within all our activities whether this involves direct or indirect contact, we therefore have in place a Safeguarding Children Policy and a Safeguarding Adults at Risk Policy.

13.3 There is a responsibility of 'Duty of Care' which is shared by all staff and volunteers, at all levels, to take appropriate action where there is a suspicion or concern that a tenant is vulnerable and where there is a suspicion, concern or allegation of abuse. Staff must raise their concerns about abuse immediately via the appropriate pathways.

#### **14.0 Confidentiality**

14.1 We will treat all information received in a private and confidential manner.

14.2 We will only disclose information to perpetrators, legal representatives, or other third parties once we have the consent of the complainant to do so.

14.3 We may, however, have a legal obligation to pass information on, for example to the Police or other relevant agencies.

14.4 This policy fully complies with the Group's Data Protection Policy.

#### **15.0 Records**

15.1 All records regarding Community Safety & ASB are held on Streetwise. Breaches are case managed within this system. Some records may be recorded in the MRI Housing system if necessary.

#### **16.0 Escalation**

16.1 Where the Board has concerns about significant issues in any area of compliance with Community Safety & ASB they must escalate these concerns to the Executive Director (Housing).

16.2 Where a member of staff has concerns about significant issues in any area of compliance with Community Safety & ASB they must escalate these concerns through their line management structure, ultimately to the Executive Team.

16.3 Where a member of staff continues to have concerns about significant issues in any area of compliance with Community Safety & ASB they should refer to the Group Whistleblowing Policy for further guidance.

## **17.0 Training and Awareness**

17.1 Due to the range of skills required to effectively manage complaints of ASB and identify any vulnerabilities or support needs, appropriate training will be provided to every member of staff who will be involved with tackling or preventing ASB.

17.2 We will provide staff with clear guidance, policies and procedures so that they can deal effectively with cases of ASB, use the appropriate enforcement tools, and are aware of the wider issues associated with ASB, including hate crime and safeguarding

17.3 In addition, all staff will be given regular safeguarding training and will be updated on any changes to policy procedure or legislation around ASB.

17.4 For our communities to feel safe and secure we may publicise any success we have, when tackling ASB.

## **18.0 Monitoring and Review**

18.1 We will monitor and learn from the feedback we receive about how we manage and respond to cases of ASB to ensure a high standard of services

18.2 The Policy will be fundamentally reviewed in 3 years' time by Operation Manager (community Safety and Safeguarding, or in line with business need. The Executive Director (Housing) is accountable for ensuring implementation of the Policy effectively.

18.3 Any proposed changes or recommended amendments to this Policy will be reported to the Executive Director (Housing) and Executive Director of Corporate Services for comment and approval prior to implementation.



## Version Control

Version	Reason	Issuer	Date
1.0	Approved	Michelle Meldrum	13/02/2019
2.0	Updated & reviewed	Julie Lister	29/04/2022
2.1	ST & JW Comments incorporated	Julie Lister	04/05/2022
2.2	Ombudsman recommendations checked & incorporated	Julie Lister	25/05/2022

## Appendix 1 – Legislation

This is a general overview and should not be used as a substitute for seeking legal advice in specific cases. If there is any doubt about the law relevant to a particular case, legal advice should be sought from the Legal Team.

The Policy helps fulfil the following legislation:

- Anti-social Behaviour, Crime and Policing Act 2014
- Anti-Social Behaviour Act 2003
- Hate Crime: The Crime and Disorder Act 1998
- Protection from Harassment Act 1997
- The Crime and Disorder Act 1998
- Policing and Crime Act 2009
- Police Reform and Social Responsibility Act 2011
- Criminal Justice Act 2003
- Safeguarding Vulnerable Groups Act 2006
- Disabled Persons (Services, Consultation and Representation) Act 1986
- Mental Capacity Act 2005
- The Equality Act 2006 & 2010
- The Human Rights Act 1998
- Financial Services and Marketing Act 2000
- The Housing Act 1985, 1988, 1996 & 2004
- Housing and Regeneration Act 2008
- Data Protection Act 1998/2018
- Domestic Abuse Act 2021

## **Appendix 2 – Neighbourhood and Community Standard**

Registered providers shall work in partnership with other agencies to prevent and tackle anti-social behaviour in the neighbourhoods where they own homes.

Registered providers shall publish a policy on how they work with relevant partners to prevent and tackle anti-social behaviour (ASB) in areas where they own properties.

In their work to prevent and address ASB, registered providers shall demonstrate:

- (a) that tenants are made aware of their responsibilities and rights in relation to ASB
- (b) strong leadership, commitment and accountability on preventing and tackling ASB that reflects a shared understanding of responsibilities with other local agencies
- (c) a strong focus exists on preventative measures tailored towards the needs of tenants and their families
- (d) prompt, appropriate and decisive action is taken to deal with ASB before it escalates, which focuses on resolving the problem having regard to the full range of tools and legal powers available
- (e) all tenants and residents can easily report ASB, are kept informed about the status of their case where responsibility rests with the organisation and are appropriately signposted where it does not
- (f) provision of support to victims and witnesses

### Appendix 3 - Local Service Offers

*Description:*

*We will:*

<p><b>Community Safety and ASB</b> - to help our neighbours feel safe and secure by preventing and minimising anti-social behaviour (ASB)</p>	<ul style="list-style-type: none"><li><input type="checkbox"/> Offer appropriate support and advice to victims and perpetrators of ASB and domestic abuse</li><li><input type="checkbox"/> Take relevant action specific to any reports of ASB or domestic abuse received</li><li><input type="checkbox"/> Provide you with a timely response to any reports of ASB or domestic abuse received</li></ul>
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