

Anti-Social Behaviour Policy



Policy Reference:

HO046 v3

Approved by:

Senior Management Team

Date approved:

20 September 2018

A Scope and objectives

The purpose of this policy is to set out bpha's approach to dealing with and preventing Anti-Social Behaviour (ASB) in the communities in which we operate, working in partnership with our communities and other agencies.

The detail of how this policy is implemented is contained within the ASB procedure.

B Policy Statement

ASB has a detrimental impact on both the lives of individuals and entire communities. We recognise this and understand the importance of effectively tackling and preventing antisocial behaviour.

We aim to enable an environment that is free from any form of intimidation, harassment, discrimination or victimisation because of a person's age, gender, sexual orientation, disability, race, nationality, ethnic origin or religion.

Victim Centred Approach

We have a victim centred approach to managing ASB and work with those affected and partner agencies to implement long term sustainable outcomes which deal with individual incidents and community wide issues to prevent ASB from reoccurring. A victim centred approach recognises that ASB can disproportionately impact on one victim as opposed to another due to individual vulnerabilities.

Our victim centred approach is proportionate and we will be clear with people reporting incidents about what constitutes ASB as opposed to low level nuisance. This is to effectively manage expectations and to prevent malicious complaints or unreasonable, persistent complainants, being given undue priority over the most vulnerable victims of serious ASB. Staff

managing reported cases will use their judgement in what constitutes ASB as some low level nuisance may be symptomatic of wider community issues.

Case management

We will not manage ASB incidents in isolation. We have a case management approach in managing reports of ASB in order to effectively deal with the causes of ASB and deliver sustainable outcomes.

Cases are regularly monitored and reviewed by the appropriate level of management.

Partnership working

We will work in partnership with local agencies when dealing with cases of ASB, sharing information as necessary, with the aim of resolving the underlying causes. This partnership work will focus on the needs of the victim, and will also provide appropriate support for the perpetrator where required.

Budgetary considerations

We will use a wide range of tools available to us in order to tackle and prevent ASB. These may include legal remedies, informal action or neighbourhood improvements. We set aside a budget each year specifically for this area of work.

ASB against staff members

We take cases of ASB very seriously especially when targeted towards bpha's staff, contractors and volunteers when representing the association. We will act quickly and decisively in dealing with these cases, with the focus on the protection of the member of staff, contractor or volunteer.

C Regulatory and legal considerations

The Antisocial Behaviour, Crime and Policing Act 2014 ("the Act") is the main legislative driver behind this policy. This legislation requires that victims and communities are prioritised when tackling ASB. We will work alongside our communities and other agencies in achieving this requirement.

We will use the powers granted to Registered Social Landlords by the Act appropriately and proportionately, ensuring that we properly manage the expectations of our customers and the wider community from the outset. Our focus will be on the prevention and resolution of issues. Whilst we take issues of ASB very seriously we will only take formal legal action, including possession, in the most serious cases or when other measures have failed.

This policy and associated procedure meets the requirements of the HCA's Neighbourhood and Community Standard.

Other legal considerations include, but are not limited to:

- The Equality Act 2010
- The General Data Protection Regulations 2018
- The Regulation of Investigatory Powers Act 2000
- Human Rights Act 1998

D Monitoring, reviews and evaluation

This policy and associated procedure will be reviewed on a biennial basis.

The implementation and success of this policy will be evaluated by regular monitoring of individual cases and monthly reporting of overall case management to the Head of Housing Operations.

Satisfaction with how reports of ASB have been handled will be reviewed on an ongoing basis.

E Associated documents and procedures

The following procedures and policies are associated with this policy:

- Antisocial Behaviour procedure
- Domestic Abuse policy
- Adult Safeguarding policy
- Child Safeguarding policy
- Data Protection policy
- Equality and Diversity policy
- Neighbourhood procedure
- Safeguarding Children and Adults procedure
- Starter Tenancy procedure

Status	Version 3
Responsible	Head of Housing Operations
Equality impact issues	None
Next review date	September 2020