

Anti-Social Behaviour Policy – HO046

1. SCOPE AND OBJECTIVES

- 1.1 This policy sets 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.
- 1.2 This policy applies to all people who live in a bpha property.
- 1.3 This policy will be applied when we receive a report of ASB in a bpha property or the local vicinity caused by a bpha resident and/or their visitor(s) and an ASB case is opened.

2. POLICY STATEMENT

- 2.1 ASB is conduct that has caused, or is likely to cause, harassment, alarm or distress to any person and/or conduct capable of causing housing-related nuisance or annoyance to any person.
- 2.2 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 anti-social behaviour.
- 2.3 We aim to enable an environment that is free from any form of intimidation, harassment, discrimination or victimisation.
- 2.4 The behaviour guide on our website provides information on:
 - what is anti-social behaviour
 - our expectations of our tenants, leaseholders and anyone living in or visiting their home
 - what actions can be taken in response to behaviours
 - agencies who can provide support and/or take action
- 2.5 We will open an ASB case for the following circumstances:
 - hate crime
 - domestic abuse
 - criminal behaviour
 - hoarding
 - environmental health taking action (including pet nuisance)
 - dangerous dogs
- 2.6 We will use the powers granted to Registered Social Landlords by the Antisocial Behaviour, Crime and Policing Act 2014 appropriately and proportionately, ensuring that we properly manage the expectations of our customers and the wider community from the outset. These powers include dispute resolution, injunctions, introductory and demoted tenancies and eviction/possession.
- 2.7 Our focus will be on the prevention and resolution of issues.
- 2.8 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.

2.9 VICTIM CENTRED APPROACH

- 2.9.1 We have a victim centred approach to managing anti-social behaviour 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 anti-social behaviour from reoccurring. A victim centred approach recognises that anti-social behaviour can disproportionately impact on one victim as opposed to another due to individual vulnerabilities.

- 2.9.2 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, defined as Unwelcome Behaviour (UB). 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 anti-social behaviour.
- 2.9.3 Staff receiving and managing reported cases will use bpha’s behaviour guide to determine what constitutes anti-social behaviour (ASB) and unwelcome behaviour (UB).

2.10 CASE MANAGEMENT

- 2.10.1 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 and deliver sustainable outcomes.
- 2.10.2 Cases are regularly monitored and reviewed by the appropriate level of management.

2.11 PARTNERSHIP WORKING

- 2.11.1 We will work in partnership with local agencies when dealing with cases of ASB, sharing information in accordance with our Data Protection Policy 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.

2.12 BUDGETARY CONSIDERATIONS

- 2.12.1 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.

2.13 ASB AGAINST STAFF MEMBERS

- 2.13.1 ASB directed at our employees, contractors and volunteers when representing the association is unacceptable. 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.

3. REFERENCES

Standards, Legislation, Policies, Procedures etc	Retention Period	Storage
Anti-social Behaviour, Crime and Policing Act 2014	N/A	Internet
RSH Neighbourhood and Community Standard		
The Equality Act 2010		
The General Data Protection Regulations 2018		
The Regulation of Investigatory Powers Act 2000		
Human Rights Act 1998		
Anti-Social Behaviour (ASB) Procedure (HO046)		Intranet (Hive)
Domestic Abuse Policy (HO052(D))		
Adult Safeguarding Policy (HO052(A))		
Child Safeguarding Policy (HO052(C))		
Data Protection Policy		
Equality and Diversity Policy & Process (HR026)		
Neighbourhood Procedure (HO051)		
Safeguarding Children & Adults procedure (HO052)		

4. MONITORING, REVIEWS AND REPORTS / MEASURES OF SUCCESS

- 4.1 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.
- 4.2 This policy does not form part of any contract and we may amend it at any time.
- 4.3 This policy will be reviewed biennially through the policy review programme or more frequently if changes to legislation deem it necessary.

Approved by	Senior Management Team
Date approved	November 2019
Owner	Head of Housing Operations
Review date	October 2021