



Anti-Social Behaviour Policy

Document Control							
Valid from	Valid to	Version	Status	Author	Owner	Approval	Description of Change
2016	2018	1		Neighbourhoods Officer	Head of Neighbourhoods	Committee/Board and date of approval	
Oct 2018	Oct 2019	2	Partial review completed - Final	As above	As above	EP / Programme board October 2018	No changes made. Policy is subject to an internal transformation project. Outcome expected early 2019.
Oct 2019	Oct 2022	3	FINAL	Housing Manager	As above	Co-Exec October 2019	Updated to reflect internal transformation project & terminology from ASB to Unsocial Behaviour
Sept 2020	Sept 2023	4	FINAL	Head of Neighbourhoods		Co-Exec Sept 2020	Change terminology back to ASB. Minor tweaks to terminology & addition to include county lines.
Distribution/Confidentiality:			Groupwide – shared documents				

Other Relevant Documents:	Other Policies and Strategies that relate to this one: Starter Tenancy Policy Tenancy Policy Home Choices Policy Domestic Abuse Policy
Comments:	

1. Introduction

Our purpose, underpinned by our values, is to create neighbourhoods where our customers feel safe and secure in their homes.

Our vision, is to provide “great places” providing quality homes and sustainable neighbourhoods, supporting customers and working with partners to make better communities.

This policy supports Futures Housing Group (FHG) in the delivery of effective action to manage Anti-Social Behaviour in accordance with the Anti-Social Behaviour, Crime and Disorder Act 2014.

We aim to deliver a balanced approach when tackling anti-social behaviour. Obtaining feedback to achieve customer satisfaction will allow us to deliver a “right first time” approach. Being clear to our customers what they can expect from us and explaining clearly when we will, and in some cases will not, intervene. In cases where we are not the most appropriate agency, we will signpost customers to the agency we feel can support them best.

We aim to provide an effortless reporting mechanism for complaints of anti-social behaviour, working together with external partners and using technology to help deliver a cohesive service when dealing with anti-social behaviour.

2. Policy Statement

FHG will not tolerate nuisance, annoyance, aggressive or anti-social behaviour towards our customers, their visitors, our colleagues and other agencies or contractors.

Our commitment is to resolve anti-social behaviour wherever possible using a range of tools and powers to achieve a balance of prevention, enforcement and support for our customers.

We will deliver this using 5 key principles;

1. Empower customers to self help with the offer of advice, support and coaching to help them resolve issues for themselves without the need for formal landlord intervention.
2. Make it easy for customers to access help and make reports of anti-social behaviour for investigation.
3. Working with alleged perpetrators of anti-social and nuisance behaviour we will help change those behaviours through relevant support and coaching.
4. Make our customer offer clear and transparent so that expectations of what can be achieved are realistic and ensure that the customer is made fully aware of our expectations of them in order for the right outcome to be achieved (including where appropriate the need for them to participate in mediation).
5. Make full use of our skills, legislation, partnerships, and other resources to effectively tackle anti-social and/or criminal behaviour in order to make our homes and communities great places to live.

3. Definition of Anti-Social Behaviour

FHG defines anti-social behaviour in accordance with Part 1 The *Anti-Social Behaviour, Crime and Policing Act 2014* as:-

“Conduct that has caused, or is likely to cause, harassment, alarm or distress”

The Act also gives a more specific definition of unsocial behaviour in housing:

“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 the housing provider.

FHG has adopted this definition to clearly differentiate between behaviour that constitutes anti-social behaviour and estate management nuisance which, whilst still a breach of tenancy, does not have such a detrimental effect on victims and witnesses or require an immediate and in-depth investigation

Responsibility of the customers

The terms and conditions of our Tenancy and Licence agreements set out clear responsibilities regarding anti-social behaviour and what is expected of our customers.

Customers need to ensure that they, their family and visitors, behave in a considerate way towards others living and working in their community.

What we are unable to deal with

FHG is committed to developing and maintaining sustainable communities across the whole of its business. We expect a reasonable level of tolerance between neighbours and will make a fair assessment on whether complaints made are reasonable.

An important part of sustaining communities is for our customers to recognise and acknowledge the initial responsibility to resolve disputes with others lies with them and to support customers in this we have made information and tools available on our website.

FHG will **not** investigate the following:

- Customers going about their normal everyday activities, for example children playing or normal family household noise.
- Complaints which are not a breach of the terms of tenancy, for example, complaints of people staring.
- Actions which amount to people being unpleasant towards each other but not sufficiently serious to justify our involvement.
- Reports made of comments made on social media platforms. Complaints about people being inconsiderate or thoughtless where there is no breach of tenancy.
- Complaints about other people having lifestyles that offend others, for example issues about differences in parenting, who people socialise with, how people dress, what they do in their own homes unless the behaviour is a breach of tenancy.
- Cases with insufficient evidence cannot be investigated.

In circumstances such as this we will be clear that we will not be able to assist further and offer appropriate advice such as signposting to other agencies or self help tools where relevant.

What we can do to help and prevent anti-social behaviour

We will aim to;

- Ensure that incidents of anti-social behaviour can be easily reported via a range of different reporting methods.
- Respond to complaints of anti-social behaviour as per our customer offer;
 - You can trust us to do what we say
 - we will make it easy for you to contact us
 - we will care about you and your home
 - we will listen to you and the things that matter to you
- Deal with incidents sensitivity.
- Investigate complaints fairly and impartially.
- We will be open and honest in what we can (and cannot) do.
- We may agree to actions to help deliver a quick resolution.
- We may signpost and work with other partners to find possible solutions.
- Consider the most appropriate tools to use, including non-legal and legal remedies, available to resolve the matter, accordingly to available evidence.

- Use a range of methods to ensure a clear message that anti-social behaviour will not be tolerated in our communities including applicants for housing within FHG.
- Support perpetrators of anti-social behaviour who are vulnerable, at risk of losing their home and unable to sustain their tenancy. If appropriate we will work with other agencies to avoid homelessness.
- We will take appropriate action in line with the anti-social behaviour guidelines, including progressing to legal action as and when necessary, but as a last resort.
- Where those living in our communities' experience criminal activity, we will give advice on what action to take and any additional support needs.
- We will endeavour to liaise and collaborate with internal teams and external partners to help design out crime in existing and new homes and communities.
- Measure outcomes and continually seek to improve our processes.
- Work proactively in partnership with external agencies sharing information within the GDPR guidelines.
- Share information with other agencies where there is a concern for the safety and well-being of an individual, within the GDPR guidelines.
- Those customers on a licence agreement residing within FHG's Support Schemes will be issued with a Notice to Quit (this will be with immediate effect or up to 28 days) where evidenced anti-social behaviour remains unchanged.
- Where drug activity and/or incidences of cuckooing is evident FHG will work in partnership with the local police units and Community Safety Partnerships to secure a quick resolution to protect its most vulnerable customers and the community.

What happens if customers are dissatisfied with the outcome?

If customers are dissatisfied with the approach taken when we are handling cases, they can be referred to our complaints policy and procedure.

If a complaint is received under the "Community Trigger" this will be dealt with by the Local Authorities Community Safety Team and in accordance with the relevant local policing bodies process and will not be dealt with via FHG's complaints policy.

4. Review

We will undertake a review of this policy every 3 years, unless there are changes in legislation that require an earlier review.

We will review procedures relating to it and staff training needs at regular intervals to ensure that it continues to operate best practice and that service improvements are made and implemented.