



Anti-Social Behaviour Policy

Prospect Housing promotes a safe and secure environment for our residents and do all we can to prevent and minimise anti-social behaviour (ASB) and any form of harassment. We work in diverse communities and are committed to working with our residents to tackle anti-social behaviour, harassment, nuisance and any criminal activity.

We work with partners and key stakeholders to deliver a culture of respect.

1. Policy Definition

- **What is anti-social behaviour?**

Anti-social behaviour covers a range of incidents and behaviours which can be defined as:

“unacceptable activity that has a negative impact on the lives of others living in the community; resulting in a negative impact on quality of life’.

The legal definition of ASB is: “conduct capable of causing housing-related nuisance or annoyance to any person”.

Specific types of ASB can be defined as follows:

- **Nuisance and Harassment** – behaviour that negatively interferes with another person’s right to enjoy their home and community and which is likely to cause offence, alarm or distress to another individual or household”.
- **Hate Incident/Hate Crime** – behaviour against a person or property that is motivated by hate or prejudice due to a person’s:
 - Race, colour, ethnicity, nationality or national origin
 - Religion or faith
 - Gender or gender identity (including transphobia)
 - Sexual orientation (including homophobia)
 - Disability
- **Racist Incident** – behaviour that is deemed to be racist by the victim or any other person.
- **Housing Management** – refers to activity specifically linked to an address, and the behaviour can be dealt with as a Housing Management issue.

2. Regulatory Framework

- **Neighbourhood and Community Standard**

Under the Neighbourhood and Community Standard registered providers are required to publish a policy on how they work with relevant partners to prevent and tackle anti-social behaviour (ASB) in areas where they own properties. Registered providers need to demonstrate:

- Tenants are made aware of their responsibilities and rights in relation to ASB
- Strong leadership, commitment and accountability on preventing and tackling ASB that reflects a shared understanding of responsibilities with other local agencies
- Strong focus on preventative measures tailored towards the needs of tenants and their families
- Prompt, appropriate and decisive action is taken to deal with ASB before it escalates, which focuses on resolving the problems, having regard to the full range of tools and legal powers available
- All tenants and residents can easily report ASB, are kept fully informed about the status of their case where responsibility rests with the organisation and are appropriately signposted where it does not
- Appropriate support to victims and witnesses.

3. Legal Framework

Prospect Housing has a duty of care to victims of crime and ASB and is required to meet regulatory and legislative guidance as follows:

- Anti-Social Behaviour, Crime and Policing Act 2014
- Equality Act 2010
- Crime and Disorder Act 1998, as amended 2002
- Housing Act 1996
- Human Rights Act 1998

4. Aims and Objectives

The aim of this policy is to create safe and sustainable communities. The key objectives are to:

- Prevent incidents and re-occurrence of ASB in the communities we operate. This may include taking action against any person, who may or may not be our residents.
- Ensure we tackle ASB as effectively as possible using a variety of approaches. Early intervention and timely action is a key priority.
- Custom-centred approach to ensure that appropriate support is provided to witnesses, victims and their households, at all stages of the case.
- Ensure confidentiality.
- Work with vulnerable residents, both victims and perpetrators, and partner agencies to provide a holistic and appropriate response to tackle ASB.
- Use legislation and other tools to assist us in developing an effective approach in the prevention and management of ASB.
- Take appropriate enforcement action against perpetrators, including offering appropriate support to help them to change their behaviour
- Not tolerate any behaviour that is intended to threaten, intimidate, or abuse our staff or partners. Should it become necessary, we will seek legal

remedies should staff or contractors be subject to this type of behaviour from residents.

- Promote fair and equal access for all.

5. What is involved?

Prospect Housing is committed to preventing incidents of ASB occurring in the first instance and will use a range of preventative actions to achieve this. Where incidents have occurred, we recognise that early intervention is the key to avoid escalation. Should it become necessary, and as a last resort, legal action may be taken to resolve the situation.

5.1 Prevention and Early Intervention:

- Our Licence Agreements contain clauses that allow us to deal with ASB.
- We will use a range of tools carrying out warning interviews and issuing formal warnings.
- We will adopt a multi-agency approach when dealing with cases and will work closely with partner agencies such as the Police, Probation, Social Services, Youth Services.
- We will work with partner agencies to ensure appropriate packages of support are available to help perpetrators address their behaviour and to support those affected by unacceptable behaviour.
- Where specific vulnerabilities are identified in a case we will endeavour to provide a tailored approach to victims and perpetrators.

5.2 Enforcement

We recognise that there will be cases where intervention, support, agency interventions etc. will not resolve a situation. Should this be the case, appropriate measures will be taken, including eviction from the property.

5.3 Supporting Victims and Witnesses

We will work with victims and witnesses of ASB to offer support and reassurance. We will explain to victims what actions are likely to be taken and agree clear actions with them on how the case will be handled.

We commit to:

- Provide a variety of methods in order to report incidents of ASB, including via a Support Worker or Housing Officer, via telephone, email, and the website.
- Provide training for front-line staff on ASB issues.
- Ensure we complete a risk assessment of complainants where appropriate during the initial investigation, assessing any vulnerabilities and safeguarding issues.
- Provide documents in easy to read formats, and different formats where appropriate.
- Ensure reports of ASB are investigated by the relevant Housing and Support Manager/Senior Manager. A plan of action will be agreed with every complainant and any witnesses, but there may be cases where it is not

appropriate (e.g. anonymous reports, or where the reporter does not want to be engaged in the process). The complainant will be given the name and contact details for the person leading on the complaint.

- Ensure that evidence collated is in the most appropriate and effective manner, offering a range of methods including easy-read and differently formatted documents. This includes use of any other equipment as appropriate, e.g. CCTV.
- Make arrangements to remove offensive race and hate graffiti within 24 hours.
- Ensure that witnesses and victims are kept informed at all stages of the investigation and ensure we work with other relevant agencies e.g. Victim Support and other advocacy services, particularly if court appearances are required.
- Consider re-housing options where other measures have been unsuccessful.

5.4 Dealing with Vulnerable Victims and Perpetrators

In addition to other measures, we recognise that some residents, whether victim or perpetrator, may have more complex needs and require additional support. This could include issues such as:

- Drug abuse
- Alcohol abuse
- Mental health or other disability
- Young people leaving care

Where a perpetrator of ASB has such vulnerability, we will try and ensure that they have access to support to help address any unacceptable behaviour. This may include liaising with relevant professional organisations to provide interventions.

Where appropriate, we may also seek advice from independent professionals such as health, mental health or fire safety.

We will complete an Equality Impact Assessment as appropriate to ensure we do not disadvantage those protected by the Equality Act 2010.

5.5 Confidentiality

All information received will be treated in confidence; the best interests of the complainant will drive the actions that are taken in the first instance.

It is important to understand that in certain circumstances confidentiality may be subject to a duty to disclose relevant information to other statutory agencies e.g. if there is any reason to suspect that children are at risk or there are any safeguarding issues.

All information received is recorded securely and sensitive information is restricted to relevant staff.

5.6 Monitoring and Review

Our performance is reported to customers through our Annual Report and through the Resident Focus Group, both of which are published on our website.

On closure of a case we may carry out a telephone satisfaction survey where appropriate.

6. Who is involved?

Low-level ASB is often associated with Housing Management related issues and is primarily dealt with through the Housing and Support Team.

High priority cases where there is a risk of harm will be referred to and dealt with by Senior Managers, examples include:

- Incidents where there is a risk of harm
- Threatening or aggressive behaviour
- Violence
- Assaults
- Intimidation
- Harassment
- Domestic abuse

We will work with all relevant partners to progress a satisfactory conclusion.

6.1 Staff Training

All Housing and Support staff are trained appropriately to manage ASB:

- All front-line employees will receive training as part of their induction
- All front-line staff will receive, on a continuing basis, appropriate training on policy, procedures, and any changes in best practice.
- Training on preventative measures will also be given to staff, including conducting warning interviews.
- Specific training needs for staff will be identified through supervision sessions and a training matrix developed to identify areas where training is required.

6.2 Multi-Agency Working

We recognise that dealing with ASB is not the sole responsibility of any one agency or organisation. We will continue to work closely across all relevant agencies and will share information where appropriate in order to successfully resolve a situation. We have a commitment to the rehabilitation of offenders and will work within existing frameworks and develop information sharing protocols.

- Police
- Probation Services
- Voluntary and Community Sector
- Housing and Neighbourhood Teams

- Social Services
- Youth Offending Teams
- Environmental Health
- Fire Service

6.3 Data Protection and Information Sharing

We have a duty to share information with relevant agencies as set out by the Crime and Disorder Act 1998. This will be done in accordance with the Data Protection Act 1998 and any information sharing protocols we have in place.

Links to Related Procedures

There are a number of other organisational policies and procedures linked to the ASB policy; these include:

- Equality and Diversity Policy
- Harassment and Hate Crime Policy
- Safeguarding Policy

Appendix 1: Categories of ASB

High Priority				Category
	Case Type	Example	Comments	
	Where any person is at significant risk of harm	Safeguarding in respect of abuse, dangerous dogs etc.	Include safeguarding within an ASB context	Detail specific
	Domestic Abuse & Violence	Mental, physical, financial, FGM, honour crimes	Extortion, partner abuse, generational abuse,	Personal
	Hate Incidents	Race, Ethnicity, Group		Personal
	Threatening & Aggressive Behaviour/Language	Physical or otherwise	Includes incidents directed towards staff	Personal
	Harassment & Intimidation	Physical or otherwise	Includes incidents directed towards staff	Personal/detail specific
	Criminal Activity linked to the property	Use of, or dealing, drugs, prostitution		Personal
	Violence	Assault, or threats of assault		Personal
	Gang related incidents	Serious organised crime		Detail specific
General ASB				Category
	Case Type	Example	Comments	
	Youth Nuisance	Distinct from children playing		
	Noise Nuisance	Loud music		
	Neighbour disputes with behaviour	Involving incidents of unacceptable behaviour		
	Purposeful damage to property	Malicious damage		
	Verbal Abuse	Offensive language towards another party	Use of bad/foul language alone is not sufficient to be classed as verbal abuse	Personal
	Dangerous Animals	Specific breeds or aggressive displays		Nuisance/detail specific
Low Level ASB				Category
	Case Type	Example	Comment	
	Children	Playing		Nuisance/Environmental
	Rubbish Dumping	Throwing things out of windows, littering and misuse of communal		Environmental

		areas		
	Property Condition/Garden	Overgrown gardens		Environmental
	Animal Nuisance	Dogs barking		Nuisance/Environmental
	Vehicle Nuisance	Parking Issues/Car Repairs		Nuisance
	Household Noise	DIY/Appliances		Nuisance/detail specific
	Boundary Disputes			Environmental
	Neighbour Disputes	People not getting on/arguing with each other including name calling		Personal/detail specific