



Anti-social behaviour policy

1. Purpose and scope

This policy sets out our approach to dealing with anti-social behaviour in our general needs and supported housing properties. It does not apply to shared ownership, leasehold or care scheme properties.

2. Underpinning principles

The Housing Act 1996, as amended by the Anti-Social Behaviour Act 2003, requires social landlords to prepare and publish policies and procedures in relation to anti-social behaviour.

The Regulator of Social Housing Neighbourhood and Community Standard 2015 states that social landlords must publish a policy on how they work with relevant partners to prevent and tackle anti-social behaviour in areas where they own properties.

3. Policy details

Definition

We will use the definition of anti-social behaviour set out in the Anti-social Behaviour, Crime and Policing Act 2014, Part 1, section 2, which is as follows.

Meaning of "anti-social behaviour"

- (a) *conduct that has caused, or is likely to cause, harassment, alarm or distress to any person,*
- (b) *conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or*
- (c) *conduct capable of causing housing-related nuisance or annoyance to any person.*

Dealing with reports of anti-social behaviour

We will adopt a harm/risk-based approach to reports of anti-social behaviour where victims will be at the centre of any actions we take. This



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victim centred strategy, which reflects how the behaviour is viewed by the victim, follows one of the recommendations made in the McPherson Report 1999. It reduces the risk of harm to vulnerable victims and repeat victims through early identification, a proactive approach and the provision of appropriate support.

We will act quickly and decisively where possible, providing a professional and objective approach. However, we will only deal with cases where there has been a breach of tenancy or there is an impact on the community or neighbourhood. We will make it clear to customers where our role starts and stops, encourage residents in our neighbourhoods to take greater responsibility for dealing with anti-social behaviour, and advise them about which agency is responsible for dealing with community issues.

Anonymous reports

We will not act on anonymous reports, but will allow complainants to remain anonymous unless or until we cannot progress their complaint any further, in which case they will be asked to give up their anonymity.

Domestic abuse

We have a separate domestic abuse policy and domestic abuse procedure which accompanies this policy and its associated procedure, due to the types of strategies and tools needed to deal with such behaviour.

What we will classify as anti-social behaviour

We will classify the following issues as anti-social behaviour (this is not an exhaustive list).

- Alcohol related incidents
- Criminal behaviour
- Domestic abuse
- Drug use/substance misuse/drug dealing
- Garden nuisance
- Hate related incidents motivated by racial, sexual or other prejudices
- Litter/rubbish/fly tipping
- Misuse of communal areas/public space
- Modern slavery



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- Noise
- Nuisance from vehicles
- Pets and animal nuisance
- Physical violence
- Vandalism and damage to property
- Harassment/verbal abuse/threatening behaviour.

We will give priority to cases of domestic abuse and hate crime because we recognise the impact that these offences can have on both individuals and communities, and the need to ensure that every person has a right to live in their home free from such behaviour.

Modern slavery is a crime which encompasses slavery, servitude, forced or compulsory labour and human trafficking, and we will do everything we can to eliminate such activity where it is associated with our properties.

What we will not classify as anti-social behaviour

We expect a reasonable level of tolerance between neighbours, and as a result we will not treat the following issues as anti-social behaviour, although we will provide appropriate advice and guidance.

- ✚ Activities where customers are performing normal everyday activities; e.g. using washing machines, noise of children playing, customers in flats moving around, cooking smells, etc.
- ✚ Behaviour that is not a breach of tenancy; e.g. people staring at someone.
- ✚ Actions that may be thoughtless, inconsiderate or unpleasant but which do not constitute a breach of tenancy.
- ✚ Parking issues

Perpetrators who are not customers

Where the perpetrator of anti-social behaviour is not a customer, we will take whatever actions are available to us to try and resolve the nuisance. However, we will expect other agencies such as the police and local authority to use the powers available to them.

Expected behaviour from our customers



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We hold customers responsible for the behaviour of every person living in or visiting their home. We also expect them to take responsibility for trying to resolve disputes with their neighbours and to be tolerant of different lifestyles.

We will encourage them to make use of mediation services, and to report issues that we cannot resolve to other agencies such as the police or local authority.

Multi-agency work

We will work with other agencies, in particular the local authority and the police, to try and resolve issues of anti-social behaviour in our properties and neighbourhoods. This is particularly important when dealing with cases involving domestic abuse, hate crime, modern slavery and mental health.

Hate crime is defined in the Anti-social Behaviour, Crime and Policing Act 2014 as *'any criminal offence perceived by the victim or any other person to be motivated by hostility on the grounds of race, religion, sexual orientation, disability or transgender identity. Other characteristics, such as gender and age, may also be targeted.'*

There are a number of tools and interventions available to landlords and agencies to combat anti-social behaviour including:

- ✚ Anti-Social Behaviour Risk Assessment Conferences (ASBRAC) [these form part of many Community Safety Partnerships]
- ✚ helping to shape anti-social behaviour strategies in Community Safety Partnerships
- ✚ injunctions
- ✚ involvement of social services.
- ✚ mediation
- ✚ Multi-Agency Public Protection Arrangements (MAPPA)
- ✚ possession action
- ✚ referrals to support organisations
- ✚ rehousing
- ✚ restorative justice

Tools and interventions specific to domestic abuse, which can be found in our domestic abuse procedure, include:



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- ✚ domestic violence protection notices and orders
- ✚ Multi-Agency Risk Assessment Conferences (MARAC)
- ✚ referrals to support organisations such as Splitz

As far as criminal acts are concerned, these are the responsibility of the police, and whilst there may be civil remedies available to us (e.g. injunctions), we will only use them if appropriate and where restrictions such as bail conditions are not available to protect the victim.

In the case of persistent and high-level cases of noise nuisance, we will advise customers to report these to the local authority, as they can take action under the Environmental Protection Act 1990 to stop the nuisance occurring (e.g. noise abatement notices).

The Community Trigger

This is used when someone has already reported the anti-social behaviour that they are experiencing, but feels that the response has been inadequate and wants a review of their case. It involves everyone who has a responsibility to help solve anti-social behaviour problems meeting together, so that they can look again at a case and try to find a solution. It is not a replacement for agencies existing complaints procedures.

Information sharing

When sharing information with other agencies we will comply with our data protection policy, data sharing guidance document and the inter-agency information sharing protocol.

Service monitoring and improvement

The effectiveness of our anti-social behaviour service is monitored through the reporting mechanism on our housing management system. We measure and report on how many cases we have dealt with, how satisfied people are with the results, and how effective our early intervention strategy and the use of mediation services are.

We are also committed to service improvements and improving the customer experience through staff training, increasing professionalisation, regular case reviews, customer feedback, consultation and engagement.

4. Signposting



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- Anti-social Behaviour Act 2003
- Anti-social Behaviour, Crime and Policing Act 2014
- Childrens Act 1989
- Crime and Disorder Act 1998
- Data Protection Act 2018
- Deregulation Act 2015
- Domestic Abuse Act 2021
- Environmental Protection Act 1990
- Equality Act 2010
- Housing Act 1985
- Housing Act 1988
- Housing Act 2004
- Human Rights Act 1998
- Localism Act 2011
- Modern Slavery Act 2015
- Noise Act 1996
- Police and Justice Act 2006
- Protection from Harassment Act 1997
- Public Order Act 1986
- Racial and Religious Hatred Act 2006
- UK General Data Protection Regulation (UK GDPR)
- Allocation of accommodation: Guidance for local housing authorities in England 2012
- Chartered Institute of Housing – Make A Stand Pledge
- Homeless Code of Guidance for Local Authorities
- McPherson Report 1999
- Pre-Action Protocol for Possession Claims by Social Landlords
- The Charter for Social Housing Residents – Social Housing White Paper
- Anti-social behaviour CCTV policy
- Anti-social behaviour procedure
- Child protection policy and procedure
- Data protection policy
- Data sharing guidance
- Domestic abuse policy
- Domestic abuse procedure
- Lettings policy
- Safeguarding adults policy and procedure
- Single equalities and diversity policy

Policy Review Date – 14 December 2024



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Decision-making record

Date	Meeting/Minute Reference	Version /Amendment
July 2008	Executive Team	1
July 2011	Executive Team	2
November 2011	Executive Team approved this updated version replacing the Racial Harassment Policy	3
16 January 2015	Leadership Team	4
11 March 2015	Adrian Walshe	5
8 October 2015	Verena Buchanan	6
4 July 2018	Selwood Housing Group Board	7
30 July 2018	Verena Buchanan	8
19 September 2018	Verena Buchanan	9
14 December 2021	Executive Updated, some issues clarified, some changes made to the wording, reference made to our domestic abuse policy and domestic abuse procedure, a section on the community trigger added, and a definition of hate crime added.	10