



Anti-Social Behaviour Policy

SER-POL-04

Version 5.0

Date approved: 4 February 2020

Approved by: People and Places Committee

1. Introduction

- 1.1 Southway Housing Trust (the Trust) recognises the adverse impact that anti-social behaviour (ASB) can have on its tenants and residents as well as the wider communities in which we operate and is committed to working effectively in our approach to prevent and tackle ASB.
- 1.2 Our aim is to ensure that tenants and residents as well as our colleagues can enjoy a peaceful and safe environment in which people choose to live, work and play.
- 1.3 The policy applies to all the areas where the Trust owns and manages homes.
- 1.4 The policy sets out the Trusts approach to resolving and preventing ASB within its communities.

2. Legal Requirements and Definitions

- 2.1 This policy and the related procedure fulfil the legal requirements placed on the Trust as a Registered Provider by the Housing Act 1996, the Anti-Social Behaviour Act 2003 (section 12), the Crime and Disorder Act 1998, and the Neighbourhood and Community Standard of the Homes and Communities Agency's Regulatory Framework for Registered Providers.
- 2.2 The Anti-Social Behaviour Crime and Policing Act 2014, the Trust defines Anti-Social Behaviour as:
 - 1) "Conduct capable of causing nuisance or annoyance to any person and which directly or indirectly relates to or affects the Trust's ability to carry out its main housing management functions".
 - 2) "Conduct which consists of or involves using or threatening to use housing accommodation owned or managed by the Trust for unlawful purposes".
- 2.3 Antisocial behaviour can be anything from low-level nuisance to serious violent or criminal behaviour. It includes behaviour that impacts negatively on customers' quality of life in and around their homes whether that is dogs barking, late night noise, threats of violence, verbal abuse and disturbance or harassment due to race, sexuality or religion.

(There are separate policies for Domestic Abuse & Hate Incidents/Crimes)

2.4 The Trust expects people to be tolerant of other people's lifestyles and will not generally accept reports of behaviour that are a reasonable part of everyday life. Examples include:

- Normal activities within the home at reasonable times of the day, such as talking, cooking, moving furniture, babies crying, walking up & downstairs, using domestic appliances such as hoovers, washing machines & tools.
- Cats fouling, gates being left open, children playing, disputes on social media, staring or looking at another person unpleasantly.

2.5 The Trust's staff will exercise their professional judgement when assessing reports that they receive, and in situations where the Trust assess the behaviour reported is not ASB, we will provide customers with advice & self-help options where appropriate.

3. Customer Responsibilities

3.1 The trust expects tenants to take responsibility for their own behaviours and actions. In situations where there is a dispute or disagreement between neighbours, we would expect customers to resolve matters themselves, unless there is a serious risk of harm/violence or abuse.

3.2 We expect our residents to show consideration to their neighbours and their community, and not to commit, or allow their family or visitors to commit acts of ASB, and to abide by the terms of their tenancy agreement.

4. The Trust's Approach

The Trust will use the following methods to ensure that ASB is managed effectively.

4.1 Prevention:

We will ensure prospective, new and existing tenants are aware of their responsibilities in relation to ASB, and of the Trust's approach to tackling ASB. We will work with our partners, stakeholders & residents to invest in our communities to discourage and deter ASB. We will use a variety of ways to communicate our successful outcomes of tackling ASB.

4.2 Responding to reports -

We will ensure there are a variety of accessible ways to report ASB for customers, colleagues, partner agencies and members of the public.

When someone reports ASB they will be listened to, treated with respect & dignity and we will retain confidentiality when appropriate.

We will respond to reports of ASB in a timely manner, based on risk and priority.

We will be clear with customers on the range of interventions and solutions available.

- 4.3 Early Intervention - We recognise that early intervention can often prevent certain types of ASB from escalating and we will use a variety of early intervention tools & techniques to resolve cases. Customers will also be encouraged to engage and participate in order to stop incidents from escalating as we believe that in many reported cases of ASB, customers can bring about sustainable solutions just by communicating with each other and respecting one another's point of view.
- 4.4 Support - We will support those who are experiencing ASB and keep them informed of progress throughout their case. We operate a harm centred approach when dealing with reports of ASB and where a customer who is reporting ASB is assessed as vulnerable we will offer a range of support measures as well as signposting to other agencies. Where we identify additional support needs of the parties involved, we will make appropriate referrals to specialist agencies. Where we recognise that perpetrators of ASB are vulnerable, we will offer support and signposting to other agencies.
- 4.5 Case Management - We will ensure that cases are investigated thoroughly in a timely manner, that appropriate actions are recorded and that cases are reviewed & monitored regularly, particularly in relation to risk and harm.
- 4.6 Enforcement - The Trust will use a wide range of tools and powers to challenge unacceptable behaviour and will decide on a case by case basis which tools and powers are the most appropriate to use. We will undertake action that is reasonable and proportionate. We will take legal action in cases where early intervention techniques have not been successful and the harmful behaviour is continuing, or where complainants need protection to prevent further ASB incidents from occurring and where the perpetrator is refusing to engage.

5. Partnership Working

- 5.1 We will form strong working relationships with our partners, stakeholders, tenants and residents in order to find solutions to ASB within our communities.

5.2 The Trust is a member of the Manchester Community Safety Partnership and works closely with Greater Manchester Police, Manchester City Council and other relevant agencies to tackle Anti-Social Behaviour and crime within Manchester.

The Trust supports the concordat between Greater Manchester Police and Greater Manchester social housing providers, working together to build safer communities

6. Staff Training and Procedures

6.1 The Trust will ensure that staff receive relevant training and guidance in order to be able to respond appropriately to reports of ASB. This will include new starter induction training and refresher sessions.

7. Continuous Improvement

7.1 The Trust will continually seek ways to improve our service and practice in relation to responding to ASB. We will ensure that performance targets are set for managing ASB cases and that we regularly review customer satisfaction with the service that has been received.

7.2 An annual report on Anti-Social Behaviour will be provided to the People and Places Committee and key performance information will be shared with stakeholders including tenant and resident groups and published on the Southway web site.

8. Equality and Diversity

8.1 An Equality Impact Assessment has been completed to ensure that all appropriate actions are put in place to support those tenants who have protected characteristics.

9. Related Policy Documents

- Anti-Social Behaviour Procedure
- Hate Crime Policy and Procedure
- Domestic Abuse Policy and Procedure
- Environmental Enforcement Policy and Procedure
- Single Equality Scheme
- Allocation Scheme

- Tenancy Agreement

POLICY REVIEW HISTORY	
<i>To be completed during each review</i>	
Previous versions (version number – approved by – approval date – title if different)	
V1 – Shadow Board – 19/06/2007 V2 – Board – 02/03/2010 V3 – Board – 21/01/2014 V3.1 – Board Written Resolution – 15/11/2014 V4.0 People and Places Committee January 2016	
Date of last EIA:	January 2019
Review lead by:	Jane Gant
Main points or amendments made and reasons	
<ul style="list-style-type: none"> • Reduce the length, improve language and layout, reduce formality; • Greater clarity about what is and what isn't ASB, for example, children playing is not ASB; • A commitment to improving the service and staff training ad awareness raising • Clarity on what we will and won't do and more on how we case manage ASB; 	
Next review due:	Q4 2022/23
Approval Level:	People and Places Committee