



CARE HOUSING ASSOCIATION ANTISOCIAL BEHAVIOUR POLICY

Care Housing Association (Care) aims to promote a safe and secure environment for our residents and will do all we can to prevent antisocial behaviour (ASB) and any form of harassment or hate behaviour.

We are committed to delivering an excellent service to stop ASB and create a culture of respect. We will work in partnership with key stakeholders to deliver these commitments and Care's corporate objectives.

What is Antisocial Behaviour?

The term antisocial behaviour can mean different things to different people. Care considers antisocial behaviour to be: *behaviour that is capable of causing a nuisance, annoyance or distress to any person living in, working in or visiting the locality of Care Housing Association's properties.*

Antisocial Behaviour Policy

1. Context

Care will keep up to date with changes in Government policies and guidelines and will review this policy and the service that we provide.

Care has a duty of care to victims of crime and ASB and is required to meet regulatory and legislative guidance. At the time of writing this was as follows:

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

This policy should be read in conjunction with Care's Antisocial Behaviour Procedure.

2. Aims & Objectives

Our key objectives are to:

- Enable our tenants to live happily in their homes without unreasonable disturbance from others by preventing incidents and reoccurrence of ASB in the properties where we are landlord.
- Ensure that we respond to reports of ASB as quickly and effectively as possible using a variety of approaches.
- Take a customer-centred approach and ensure that appropriate support and timely updates are provided to reporters and witnesses at every stage of the case.
- Work with vulnerable residents, both reporters and subjects, and partner agencies to provide a holistic and appropriate response to deal with ASB.

- Assist subjects to change their behaviour and sustain their tenancies, where possible, and ensure they have access to the relevant support through early intervention. Where necessary, we will take reasonable and proportionate enforcement action against subjects who may or may not be our tenants.
- Not tolerate any behaviour that is designed to threaten, intimidate or abuse our staff or contractors.

3. Prevention, Early Intervention and Enforcement

Care is committed to preventing incidents of ASB occurring in the first instance, as set out in our Tenancy Agreements and Licence Agreements, 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. If necessary and appropriate, we will take legal action to resolve the situation.

3.1 Prevention and Early Intervention:

- Our Tenancy Agreements and Licence Agreements contain clauses which allow us to deal with unacceptable behaviour.
- We will use a range of tools including having discussions with the subject, offering Acceptable Behaviour Agreements (ABAs) and issuing formal warnings.
- We will adopt a multi-agency approach when dealing with cases and will work with partner agencies such as the Police, Probation, Social Services, other Landlords, and Support Providers.
- We will work with partner agencies to ensure appropriate packages of support are available to help subjects address their behaviour, and to support those affected by unacceptable behaviour.
- Where tenants have caused damage to Care's property, they will be recharged the cost of repair/replacement.
- Where specific vulnerabilities are identified in a case, we will endeavour to provide a tailored approach to those suffering and those perpetrating. Proportionality assessments will be used if appropriate.
- Where our tenants make a complaint against a neighbour who is not a tenant of Care, we will support our tenant in resolving their complaint. This may include liaison with the subject's landlord, speaking with the police, or signposting to other support services.

3.2 Enforcement - Legal Action

Care recognises that there will inevitably be cases where warnings, mediation and working with other agencies may not be successful, and that in such circumstances where sufficient evidence is available, enforcement action will be pursued.

A range of tools are available to Care to take action against subjects. These include:

- Undertakings
- Injunctions
- Possession proceedings as a last resort

We will work with partners to consider other potential solutions:

- Noise Abatement
- Criminal Behaviour Orders (CBOs)

4. Support

4.1 Support for Reporters and Witnesses

Care is eager to offer support and reassurance to all reporters and witnesses of ASB. We will agree clear actions with them on how we are going to tackle the case.

We will:

- Provide a variety of methods in order to report incidents of ASB including telephone, face to face, third party, email, and via our website contact form.
- Ensure that we complete a risk assessment of reporters where appropriate during the initial investigation, assessing any vulnerabilities and safeguarding issues. Safeguarding issues identified will be dealt with as per the Safeguarding Vulnerable Adults Policy and Procedure.
- Provide access to translation/interpretation in appropriate languages. Documents will be produced in large print, Braille or audio format where required.
- Ensure each report of ASB is investigated. A plan of action will be agreed with every reporter and any witnesses, but there may be cases where it is not appropriate for us to take action (e.g. anonymous reports, or where the reporter does not want to be engaged with the process).
- Ensure that evidence collected is in the most appropriate and effective manner, offering a range of methods e.g. diary sheets or Dictaphones.
- Consider the need for additional security and target hardening measures as appropriate.
- Ensure that witnesses and reporters are kept informed at all stages of the investigation and ensure that we work with other relevant agencies e.g. Victim support and advocacy services for support before and after any court appearances.
- In extreme cases where there is a significant risk of harm that cannot be addressed by other interventions, Care will consider rehousing options.

4.2 Dealing with Vulnerable Subjects and Reporters

In addition to the above, we recognise that the majority of our tenants, whether they are the reporter or subject, may have complex needs and may require additional support. Where a subject of ASB has such vulnerability, we will try and ensure that they have access to support to help address any unacceptable behaviour and sustain their tenancy. This may include liaising with relevant professional organisations or support being provided in-house. We will work closely with partner agencies to ensure that support is available.

On occasion, and where appropriate, we may seek advice from independent professionals including medical, mental health, fire safety and legal practitioners.

5. Multi Agency Working

Care recognises that dealing with ASB is not the sole responsibility of any single agency. We will work closely across Local Authorities with all relevant agencies and will share information with appropriate partners.

6. Data Protection and Information Sharing

As a registered provider, 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 General Data Protection Regulations 2018.

7. Responsibility

The designated officer responsible for implementation and monitoring of this policy will be the Chief Executive.

8. Commitment and Review

Care will formally review this policy every three years or as necessary dependant on legislative changes.

Committee Review Date - April 2020