

## Anti-Social Behaviour Policy and Procedure

### Introduction

3CHA look to provide a safe and secure environment for residents and work with residents and neighbours to prevent anti social behaviour (ASB), crime and any form of harassment. We work in partnership with key stakeholders to deliver these core commitments.

### What is Anti Social Behaviour?

3CHA considers anti-social behaviour to be unacceptable activity that can impact the lives of others, cause offence, alarm or distress and reduce the quality of their lives and interfere with their enjoyment of their home.

### ASB Policy Aims & Objectives

Our key objectives are to:

- Prevent incidents and reoccurrence of ASB in the communities where we operate.
- Ensure that we tackle ASB as efficiently and effectively as possible using a variety of approaches.
- Ensure that appropriate support is provided to witnesses, victims and their households, at every stage of the case.
- Ensure that information is treated confidentially
- Identify vulnerable residents, both victims and perpetrators, and ensure that their vulnerabilities are considered when deciding on action taken and support that is available
- Work with partner agencies to provide an appropriate response to deal with ASB.
- Use legislation and other tools in developing an effective approach in the prevention and management of ASB.
- Assist perpetrators to change their behaviour and where possible ensure they have access to the relevant support through early intervention.

## Procedure

### Reporting ASB

Both residents and neighbours can report ASB by telephone, face to face, email, and via the website. Any such reports will not clearly be identified as a concern regarding ASB and will be recorded as such

### Staff training

Front line staff will receive adequate training to ensure that they understand their responsibility when taking and managing reports of ASB.

This will ensure that they assess the ASB concerns and identify any vulnerabilities for both perpetrator and victim or witnesses and ensure that appropriate support is provided. Any Safeguarding issues identified will be managed in line with 3CHA and local safeguarding policies.

### Prevention

3CHA will work to reduce the risk of ASB occurring in the first instance where possible. Residents will be given support to behave in a responsible manner, respecting neighbours and the right of everyone to peacefully enjoy their home. In support of this aim our licence and tenancy agreements allow 3CHA to deal with unacceptable behaviour.

### Action

Where staff are aware that an incident has occurred, they will be proactive to avoid matters escalating. Where appropriate this may involve providing additional support and guidance for residents. We will also work with other agencies using a multi-agency approach. Mediation or legal action may be considered.

### Supporting Victims and Witnesses

3CHA recognise their responsibility to victims and witnesses and will work with them to ensure that they understand actions that are being taken and any limitations there may be in tackling the issue.

## Process

All reports of ASB will be investigated.

- As soon as a concern of ASB is identified, a member of staff will be allocated to investigate
- Complainant and any witnesses will be given the name of the investigating officer and contact details for them. A plan of action will be agreed with witnesses and complainants

- Evidence will be collected, with ongoing issues recorded as reported. The use of tools such as diary sheets or recording equipment may be used if appropriate.
- The need for additional security measures will be considered.
- Any offensive race and hate graffiti will be removed within 24 hours.
- Witnesses and victims will be kept informed at all stages of the investigation
- Rehousing may be considered if appropriate.
- If a resident, either victim or perpetrator, has complex needs they may require additional support and the investigation will assess the need for such additional support.
- Where the perpetrator is vulnerable additional support will be given to help them address any unacceptable behaviour. This may include liaising with other relevant organisations.

### Confidentiality

All information that is obtained will be treated with the strictest of confidence unless the circumstances provide a duty to disclose information to other Statutory Agencies – for example if there is evidence to suggest that a child is at risk.

Access to the information obtained as part of the investigation will be restricted to relevant staff.

### Monitoring and Review

A senior manager will monitor and review the case management each month to ensure that all options have been considered, that complainants are kept advised on the action being taken and that the initial response meets the following timescales:

Serious issues such as harassment, criminal behaviour and domestic abuse where there is a risk of harm– 1 working day for initial acknowledgement (either letter, email or telephone call) and follow up by case officer

General ASB such as verbal abuse, loud noise or disturbances – 2 working days for initial acknowledgement, and 5 days for follow up by case officer.

Low level ASB – 2 working days for initial acknowledgement, and 5 days for follow up by case officer.

On closure of a case the complainant will be asked if they were satisfied with the way that the matter was dealt with.

Information on ASB cases will be provided for the 3CHA board annually

### Multi-Agency Working

3CHA realise that to effectively manage ASB it is important to involve the local community and other agencies to ensure that there is a multi-agency approach.

## *Regulatory Requirements*

*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.*

*They should demonstrate:*

- that 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*
- a strong focus exists 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 problem - having regard to the full range of tools and legal powers available*
- all tenants and residents can easily report ASB, are kept informed about the status of their case where responsibility rests with the organisation and are appropriately signposted where it does not*
- support to victims and witnesses*