



# **Anti-Social Behaviour (ASB) Policy**

## 1. Policy

This policy sets out how North Devon Homes' (NDH) will respond to reports of anti social behaviour and how it will prioritise different cases.

Using a triage approach we aim to identify serious cases of ASB and vulnerability at an initial stage and direct resources appropriately.

We will also provide residents self help remedies in cases of neighbour disagreement.

Anti Social Behaviour (ASB) is a term used to cover a whole wide range of issues and can include any of the following behaviour

- Noise
- Verbal abuse / harassment / intimidation / threatening behaviour
- Hate related incidents (based on race, sexual orientation, gender, disability, religion, age, etc)
- Vandalism and damage to property
- Pets and animal nuisance
- Nuisance from vehicles
- Drugs / substance misuse / drug dealing
- Alcohol related
- Domestic violence / abuse
- Physical violence
- Litter / rubbish / fly-tipping / abandoned vehicles
- Garden nuisance
- Misuse of communal areas / public space or loitering
- Prostitution / sexual acts / kerb crawling
- Other criminal behaviour / crime

## 2. Purpose

The purpose of this policy is to provide a framework for ensuring a considered and risk based approach to dealing with ASB.

Through the assessment process residents should form a clear understanding about how and when NDH will respond to reports of ASB as well as an appreciation of the individual responsibilities of both the resident(s); NDH and other agencies.

The triage approach will enable NDH to manage reports of ASB more effectively and ensure that resources are directed to more serious cases, whilst still addressing lower level issues effectively.

The triage process will also seek to identify cases of vulnerability and potentially safeguarding issues.

## 3. Principles

The following principles will apply to this policy:

It will reflect the current standards of operation and will be reviewed whenever industry standards, legislation or guidelines change

It will be realistic, targeting resources at the more serious cases whilst providing self-help solutions to customers in disagreement with their neighbours.

It will be reviewed every three years to ensure it continues to meet its intended aims.

#### **4. Review**

We will review this policy at least once every three years to ensure that it continues to operate within best practice, achieve measurable results, and achieve continuous service improvement.

Alternatively, the policy and all associated procedures will be reviewed immediately following any relevant change to government policy, regulation or legislation.

The Neighbourhoods Manager will be responsible for ensuring that policy reviews are undertaken, that appropriate consultation takes place and that revisions are reported to the Board for its approval.

#### **5. Application**

North Devon Homes' Executive Team will approve this policy and delegate responsibility to the Neighbourhoods Manager for ensuring that this policy is communicated and implemented.

The Neighbourhoods Manager will provide training for staff to ensure that they fully understand the wider issues surrounding this policy and the procedure.

#### **6. Policy Statement**

The Neighbourhood Services team and Customer Care Team (CCT) have developed clear procedures to deal with reports of anti social behavior (ASB).

Through the triage process, undertaken by the CCT, cases are prioritized. The types of cases considered as a priority for action include:

- Risk to person
- Risk to property
- Other hate crime/harassment
- Serious disruption to community
- Breaches of injunctions/ASBO/Suspended Possession Orders
- Organised ASB/crime
- Where action is necessary to support partner agencies

The risk assessment will result in one of the following outcomes:

- High Risk identification
- Medium Risk
- Low Risk
- Stage Zero
- Neighbour Dispute

The procedures for dealing with the complaint will flow on from the level of priority awarded to the complaint.

We will record and monitor reports of ASB through our academy databases and dashboard to ensure their task list is completed and they undertake the required actions.

The Neighbourhoods Manager will be responsible for overseeing the ASB standards and report on performance Quarterly.

The majority of ASB cases will be dealt with more effectively through multi agency working, whether this is dealing with the perpetrators, the victims or proactively making changes to estates to prevent ASB.

As a member of the Crime & Disorder Reduction Partnership this enables information to be formally shared between different agencies; action plans agreed between the parties to address difficult cases and mechanisms and a timetable for their review.

As well as considering appropriate enforcement action they also enable multi-agency support plans to be agreed to assist victims and also perpetrators to moderate their behaviour and therefore maintain their tenancy. Eviction will be considered and used as the last resort when other options have been exhausted

Residents who report ASB will be provided with suitable support through the process. We recognise the importance of involving local residents when addressing anti social behaviour and the difference that their nuisance reports, and witness statements make in ensuring that action can be taken. We also understand when giving evidence they may fear possible intimidation or reprisal.

The Neighbourhoods Manager will ensure the teams, dealing with ASB are provided with training on how to deal with both risk assessments for staff safety, training in how to deal with ASB in terms of process and legal actions and also training in referring tenants to other agencies.

Staff Safety will be maintained by ensuring that tenants, who are considered to pose a threat to staff, will have a warning marker logged against them on the academy database and there will be suitable risk assessments carried out on working practices.

Where there are potential Safeguarding concerns identified these will be addressed using the NDH Safeguarding protocol.

## 7. Implementation

The Neighbourhood Manager is responsible for ensuring that this policy is communicated and implemented.

## 8. Equality Impact Assessment

### 8.1 Identify potential impact on each of the diversity “groups”

Strand	No impact	Negative impact	Positive impact	Comments / evidence
Race				
Disability				
Gender				
Gender Reassignment				
Sexual orientation				
Religion or belief				
Age				
Rural issues				
Social Inclusion issues				
Pregnancy and maternity				
Marriage and civil partnership				

### 8.2 Does the Policy promote equality of opportunity?

N/A

### 8.3 If “adverse impact” identified in the table above, please state how this policy addresses this.

N/A

### 8.4 A full EIA is not required for this policy.

### 8.5 If suggestions for improvement have been suggested, what should the positive outcome be for North Devon Homes’ customers and stakeholders?

<b>Next review date: June 2019</b>	
Every three years	
<b>Author</b>	<b>Related Documents</b>
Lindsey Eastman <a href="mailto:lindsey.eastman@ndh-ltd.co.uk">lindsey.eastman@ndh-ltd.co.uk</a>  01271 312511	Appendix 1: ASB triage procedure