



Anti-Social Behaviour (ASB) Policy

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1. Purpose

North Devon Homes aims to support communities to be places where people want to live. Having a clear policy on how we will engage to manage Anti Social Behaviour (ASB) and what customers can expect from us is important to understand what we are able to do often in what can be complex and challenging situations. We have a duty to investigate and will take action based on evidence and agreed facts.

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 customers 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 customer(s); NDH and other agencies.

The triage approach will enable NDH to manage reports of ASB 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.

This policy sets out how NDH will respond to reports of anti-social behaviour and how it will prioritise different cases.

Antisocial behaviour is defined as '**behaviour by a person which causes, or is likely to cause, harassment, alarm or distress to persons not of the same household as the person**' (Antisocial Behaviour Act 2003 and Police Reform and Social Responsibility Act 2011)

North Devon Homes acknowledges the impact of anti-social behaviour on victims over a prolonged period can be very detrimental to mental health and general wellbeing.

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 customers with self-help remedies in cases of neighbour disagreement.

'Anti-Social Behaviour' 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. 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.

3. Review

We will review this policy at least once every two 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 Community Services Manager will be responsible for ensuring that policy reviews are undertaken, that appropriate consultation takes place and that revisions are reported to the Executive Team for approval.

4. Responsibilities

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

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

5. Scope

This policy applies to how NDH will manage reports of ASB relating to NDH Customers in General Needs and Supported Housing properties.

6. Policy Statement

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

Through the triage assessment process, undertaken by the CCT, cases are prioritised. 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/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
- Medium Risk
- Low Risk
- Neighbour Dispute

We will adhere to the Vulnerability Strategy and Reasonable Adjustments policy when assessing complaints of ASB.

We will consider reasonable adjustments for customers that have additional needs and have communicated these with us.

A reasonable adjustment is where we will change our serviced provision to as far as reasonably practicable, remove any disadvantage faced by those with a protected characteristic or a vulnerability. These adjustments will be anticipated as well as reactive.

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 Cx databases. .

Reports of noise nuisance will be triaged through our Noise Policy and noise triage assessment in the first instance. If noise is evidenced as being anti-social it will be managed through the ASB policy and procedure.

The Community Services Manager will be responsible for overseeing the ASB standards and report on performance monthly.

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

North Devon Homes will work with other agencies (such as the council, police, social services, mental health services) where victims of persistent anti-social behaviour report the right to request a multi-agency case review (also known as the Community Trigger) where a local threshold is met.

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

As well as considering appropriate enforcement action the Crime and Disorder Reduction Partnership also enable multi agency support plans to be agreed to assist victims and perpetrators to moderate their behaviour and therefore maintain their tenancy. Court action potentially leading to eviction will be considered and used as the last resort when other options have been exhausted and sufficient evidence of ASB has been provided or gathered.

We will use a number of tools before and up to applying to court, these could be Formal Tenancy Warnings, including an Acceptable Behaviour Contract, Community Protection Warnings and Community Protection Notices (served by the local authority) or a Notice of Seeking possession.

Customers who report ASB will be provided with suitable support through the process, this may include referrals to specialist support. 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 residents may fear possible intimidation or reprisal, support will be given where required.

Specialist Support will also be offered to the perpetrator(s) of the complaint. This will provide the customer with a support plan that aims to work towards improving their behaviours and mitigating the risk of losing their home whilst improving the quality of life and welfare for themselves and those around them.

The Community Services 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 manage ASB in terms of process and legal actions and training in referring customers to other agencies.

Staff safety will be maintained by ensuring that customers, who are considered to pose a threat to staff, have a warning alert logged against them on the Cx 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. Consultation

Date	Consultation Method	Challenge / Impact
12 October 2022	Fresh Ideas – Customer Meeting	Recommendations from customers to reduce the review period, clarify and simplify some of the jargon.

8. Equality Impact Assessment

Section 1: Contact details

Please complete your details and contact information in the spaces provided:

EIA Author:	Jennifer Westacott
Job title:	Community Services Manger

Department:	Customer and Housing Services
Submission date:	

Section 2: About the policy

Please describe what you are impact assessing and who it applies to:

Title:	Anti-Social Behaviour Policy		
Aims / description / purpose:	The purpose of this policy is to provide a framework for ensuring a considered and risk-based approach to dealing with ASB.		
People it applies to:	<input checked="" type="checkbox"/> Staff	<input checked="" type="checkbox"/> Customers	<input type="checkbox"/> Contractors

Section 3: Gathering data and evidence

Have you identified relevant evidence (qualitative and quantitative) to establish whether this policy could potentially affect some equality groups more than others?

Have you analysed equality data for each of the groups identified in Section 2?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Have you identified / researched anecdotal or alternative evidence?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Have you attached the evidence to this impact assessment?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Section 4: Assessing the impact

Based on your evidence, which equality groups might this policy affect more or less than others (if any)?

Age	<input type="checkbox"/>	Sexual orientation	<input type="checkbox"/>
Disability	<input type="checkbox"/>	Caring responsibilities	<input type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	Fuel and food poverty	<input type="checkbox"/>
Marriage and civil partnership	<input type="checkbox"/>	Young People who may be vulnerable	<input type="checkbox"/>
Pregnancy and maternity	<input type="checkbox"/>	Single parents	<input type="checkbox"/>
Race	<input type="checkbox"/>	Drug and alcohol dependency	<input type="checkbox"/>

Religion and belief (including no belief)	<input type="checkbox"/>	Homelessness	<input type="checkbox"/>
Gender / sex equality	<input type="checkbox"/>	Rural Isolation	<input type="checkbox"/>

Using examples from the evidence you have collected, please describe the impact (positive, negative or neutral) on the equality groups you have identified above and highlight any different needs required for this protected characteristic.

Note: if you are reviewing a policy/ guidance please reflect on the scope, language used and its application - does it fully promote equality and inclusion?

Section 5: Addressing any impact: action planning

Please describe any actions or mitigation required as a result of this assessment – include the timescale for each and who is responsible:

Action / Mitigation	Timescale	Responsibility

Section 6: Involvement and Consultation

What involvement / consultation activity has been undertaken or is planned in relation to this policy?

Involvement / consultation activity	Results / Feedback

Section 7: Approval and Publishing

Signature of EIA author:
Date:

Next review date – every two years:	Responsible Officer
May 2026	Head of Customer and Housing Services
	Related Documents
	Vulnerability Strategy Noise Complaint Policy Reasonable Adjustments Policy ASB Triage Assessment – Complainant ASB Assessment – Perpetrator