

## **EastendHomes**

### **ANTI SOCIAL BEHAVIOUR POLICY**

#### **1. STATEMENT OF INTENT**

- 1.1 EastendHomes (EeH) is committed to ensuring that all tenants and leaseholders and other residents enjoy their right to peace, quiet and security in their homes. EeH will take firm and prompt action in dealing with disruptive residents and any other persons causing a nuisance or harassment on estates or in individual dwellings. EeH recognises that anti-social behaviour (ASB) has a negative impact on people and neighbourhoods. EeH will take an efficient and consistent approach in dealing with all incidents of anti social behaviour.
- 1.2 EastendHomes demonstrates its commitment to anti-social behaviour through the allocation of dedicated staff resources and on-going training to support effective action.
- 1.3 Effective action on anti-social behaviour is supported by senior management and includes a regular review of current trends and performance and required resources.
- 1.4 EastendHomes will promote its policies, procedures and performance to its residents to encourage community confidence in sharing anti-social behaviour information. This will include the use of a number of publicity methods to highlight services available and successes achieved.
- 1.5 EastendHomes will regularly review its policies, procedures and performance with residents and other partners to ensure that resources are being targeted in line with resident priorities.
- 1.6 EeH will take whatever action is reasonable and proportionate to resolve ASB. This will include action to prevent anti-social behaviour, action to intervene and divert anti-social behaviour, action to support victims and perpetrators and enforcement action.
- 1.7 EeH will work with local statutory and voluntary agencies, including the Police; Probation Service; Health Authority; Environmental Health and Social Services, to develop a co-ordinated approach to problems of anti-social behaviour on its estates.

## **2. DETAIL**

### **2.1 What is anti-social behaviour?**

Anti-social behaviour is defined as:

- behaviour which is likely to cause harassment, alarm or distress to one or more persons not of the same household. [Crime and Disorder Act 1998]
- conduct which is capable of causing nuisance or annoyance to any person and which directly or indirectly relates to, or affects the housing management functions of a relevant landlord. [Anti-Social Behaviour Act 2003]
- Conduct capable of causing a nuisance or annoyance. This applies equally to tenants, members of their household and their visitors. [Housing Act 1996]

EastendHomes recognises our responsibility to our residents and to the protection of our properties whenever they are threatened by ASB. We will take action, where appropriate and available, when the behaviour of a tenant of another landlord, an owner occupier or a member of the public from somewhere else causes a problem to our residents or if our residents' behaviour adversely affects others.

### **2.2 What EastendHomes will do to support effective resolution of anti-social behaviour issues.**

- Open a case whenever a specific incident of anti-social behaviour is reported.
- Assign an investigating officer
- Assign priority (with timescales) to the case based on risk
- Interview the complainant to record case details and agree case progression making it clear what the likely outcome of the case is from the outset.
- Progress proportionate action against the perpetrator where relevant and available.
- Review potential action taken at, at least one ASB panel.
- Where appropriate, engage with partner agencies to progress case resolution e.g. the police, surveillance etc
- Consider at an early stage all options for amicable resolution including ABCs and mediation
- Keep in weekly contact with complainants
- Use eviction as a tool of last resort
- Support vulnerable victims and perpetrators
- Agree case closure with the complainant
- Assess complainant satisfaction with case handling and outcome.
- Where dissatisfaction is highlighted, contact the complainant to see if there is something EastendHomes could have done better.

- 2.2.1 Priority One cases are cases where there is evidence of danger to a victim or household, a risk of serious assault, substantial, persistent or unreasonable harassment where the victim is at risk of serious mental or physical harm. The investigating officer will make contact within one working day and have completed a detailed assessment of the case and if required carried out an interview within two working days. If the police are leading on the investigation, then EastendHomes will liaise with the partnership unit to take civil remedies where required.
- 2.2.2 Priority Two cases are routine incidents that do not have a serious immediate impact on the victim but which require investigation and action. For priority two cases, the investigating officer will arrange an interview within five working days and complete the interview within ten working days.
- 2.3 In cases involving harassment and domestic violence, officers will follow guidelines set out in EastendHomes policies and procedures on harassment and domestic violence.
- 2.4 **What residents can do to support effective resolution of anti-social behaviour issues:**
- Consider the impact of their behaviour on other people.
  - Adhere to the conditions of the tenancy agreement or lease
  - Not behave in a way that causes nuisance or annoyance to others, or likely to cause harassment, alarm or distress in the community or that interferes in any way with EastendHomes housing management function.
  - Take responsibility for their behaviour and the behaviour of members of their household and visitors.
  - Speak to neighbours when problems arise to see if issues can be resolved amicably
  - Report incidents of anti-social behaviour which they directly experience (either as a victim or witness) to EastendHomes or to another appropriate agency, e.g. the police, environmental health
  - Have realistic expectations about what action can be taken to resolve reported incidents of anti-social behaviour.
  - Understand and respect that others may have a different lifestyle to their own
  - Support EastendHomes when they take action against perpetrators.
- 2.5 EastendHomes will carry out an annual review of ASB performance, trends and costs which it will share with its residents and the general public. EastendHomes will use its performance analysis to promote effective case action and to drive down cost inefficiencies.
- 2.6 EastendHomes will monitor case types to identify whether targeted multi-agency work or target hardening is required to deal with hotspots or pervasive social issues.

- 2.7 EastendHomes will maintain a diversity profile of victims and perpetrators to assess the impact of our policies on our diverse community.
- 2.8 EastendHomes will benchmark its costs and performance and seek to establish best practice to deliver continuous improvement.
- 2.9 EastendHomes will sign up to the Respect Standard for Housing Management.