



Anti-Social Behaviour Policy

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Appendices

Appendix 1 List of tools and measures

1. What is the purpose of this Policy?

- 1.1 The causes and effects of anti-social behaviour are wide ranging and can negatively impact on all members of our community or anybody who works for or on behalf of us. Our approach is focused on early resolution and effective problem solving to prevent anti-social behaviour and its escalation. This can involve a combination of prevention, intervention, enforcement and support and we will utilise this in our collaborative problem solving approach with other partner agencies. A list of such measures and tools is shown at Appendix 1.

2. Policy Details

2.1 What is Anti-Social Behaviour?

- 2.1.1 The term describes a wide range of unacceptable behaviours that can affect the quality of life of people living, visiting or working in Oldham, including:
- Verbal abuse, harassment, intimidation or threatening behaviour
 - Hate related incidents
 - Domestic violence and abuse
 - Using, storing or dealing drugs
 - Vandalism and property damage
 - Persistent noise

2.2 What is not Anti-Social Behaviour?

- 2.2.1 We will not consider behaviour which results from different lifestyles, or which may not be considered unreasonable by most people, as anti-social behaviour. However, if it is excessive or is having a harmful effect on a person then we may assess the matter further. Such behaviour can include:
- Household noise due to everyday living
 - One off parties
 - Cooking odours or smells
 - Children playing
 - People being rude or disagreeable
 - Car parking disputes
 - Minor disagreements between neighbours
 - DIY in reasonable hours
- 2.2.2 We will be clear about these definitions with our customers when they initiate a complaint in order to effectively manage their expectations. Although we may not open a case on receipt of every complaint, we will log reports in order to gather intelligence that may assist us in future cases or action.

2.3 Reporting

- 2.3.1 We have a wide range of mechanisms for reporting incidents including:
- Our website - www.fcho.co.uk
 - Telephone - 0161 393 7117
 - Email or Letter
 - In person to our office
 - Through a third party - Councillor, family member and partner agency
 - Reports can be made anonymously however this may restrict the action we can take

2.4 Responding

- 2.4.1 If a reported incident involves violence, threats of violence, or hate crime, we will give it a Category 1 status and agree an action plan within 1 working day.
- 2.4.2 Other incidents of anti-social behaviour such as noise, harassment and damage to property will be given a Category 2 status, with an action plan agreed within 3 working days.
- 2.4.3 We aim to proactively manage cases to achieve closure of the majority of cases within 8 weeks. Other circumstances for closing cases are set out in 'Your Guide to Anti-Social Behaviour'.
- 2.4.4 We will maintain regular contact with the complainant throughout the case.

2.5 Responsibility

- 2.5.1 We expect our customers to:
- Keep to their tenancy conditions and in particular be considerate towards neighbours
 - Be responsible for family members and visitors and be accountable for their behaviour
 - Take responsibility for solving minor disagreements and show consideration for different lifestyles
 - Treat all our employees, contractors and anyone working in our communities with respect.

2.6 Partnership Working

- 2.6.1 The range of legal actions and options available to us as a landlord are limited and in the interests of complainants and victims, we will work in partnership with other agencies to ensure that a wider range of prevention and resolution options are available to us in order to ensure the best outcomes are achieved. We may also make referrals to specific agencies that can provide specialist support for individuals.

2.7 Legal Action

- 2.7.1 We may pursue same day legal action in Category 1 cases where the evidence will support the obtaining of a Court order. In all other cases, decisions to pursue legal action will be determined by the impact the behaviour has on complainants, victims and communities, the availability of evidence, proportionality, reasonableness, and the likelihood of a successful outcome.

2.8 Confidentiality

- 2.8.1 Information received by individuals will usually be treated in confidence and will only be released in accordance with the law, for example where safeguarding concerns exist.

2.9 Training

2.9.1 We provide regular updates, briefings and training to staff to ensure a consistent approach to case management and that tools and powers are being used appropriately.

2.10 Health and Safety

2.10.1 Staff will comply with our Health and Safety policy, having particular regard to lone working and personal safety, when delivering anti-social behaviour services.

2.11 Equality

2.11.1 As a service provider we have responsibilities to ensure all our employees deliver services free from unlawful discrimination, harassment or victimisation as set out in our All Different – All Equal Single Equality Scheme.

2.12 Performance Monitoring and Review

2.12.1 We let our customers know about our work via our website, mailshots and press releases. We monitor satisfaction with our service via regular surveys and we assess levels of satisfaction throughout the year so that we are equipped to review and continuously improve our service.

3. Legislative or other Guidelines

3.1 The policy sets out our approach to managing reports of anti-social behaviour as required under the Anti-Social Behaviour Act 2003. Additionally, the Regulator of Social Housings' Neighbourhood and Community Standard requires registered providers to publish a policy on how we work with partners to prevent and tackle anti-social behaviour.

4. Links to First Choice Home's Strategic Plan

4.1 By investing in services and partnership working we are able to ensure that the neighbourhoods in which our customers live are thriving and resilient. In addition, this also highlights our commitment to be an excellent landlord providing services which exceeds our customer's expectations.

Monitoring, Approval and Review	
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Approved by	Leadership, 6 August 2019
Policy Review	The policy will be reviewed every 2 years or in line with legislative or regulatory changes. Due August 2021
Electronic File Location	S:drive/hsg-general/policies, strategies and assurance/current policies FCHO website
Copy available from	Joanne Goodall, Governance and Corporate Support Manager