



# Anti-Social Behaviour Policy

## Introduction

1. Our mission is to improve the quality of life for our residents.

We are committed to promoting a safe and secure environment where residents are able to live peacefully in their homes and communities. These are places where people show respect and consideration for each other and behave in a way that is acceptable to all.

## Purpose

2. To consider a range of options to deal with anti social behaviour (ASB) in a proactive manner. This approach will balance prevention, education and enforcement action, based on partnerships to achieve positive results for our residents.

## Scope

3. The tenancy and Community Contract (good neighbour agreements) set the range of options available to deal effectively with reported incidents of ASB. Harassment, hate crimes and neighbourhood disputes encompass a wide range of incidents we will deal with. We will work with the council, police, community and support agencies taking a victim centred approach.

We have adopted the RESPECT Standard and will comply with legal, regulatory and best practice standards in the sector. This specifically includes the requirements of the ASB Crime and Policing Act 2014. ASB in the act is defined as conduct capable of causing nuisance, harassment, alarm or distress to any person. This also relates to housing-related nuisance.

## Policy

4. To achieve this we will:

1. Set up and provide information on existing neighbourhood agreements in your area. We will also provide information on your Community Contract. This will be developed in consultation with our residents. We will make residents aware of their rights and responsibilities.
2. Deal with each reported case in line with our service standards using informal and formal interventions.
3. Set out an action plan for each reported incident and communicate with you regularly providing updates on progress.
4. Use Starter Tenancies and one a year probationary periods as preventative measures to engage and educate residents. We will extend the probationary period by six months where there is a tenancy breach by ASB or other clause in the agreement.
5. Apply a wide range of remedies to take action on both the cause and effects of ASB, including demoting your tenancy. This means downgrading your tenancy to obtain compulsory possession of your property.
6. Intervene early to prevent ASB escalating by using remedies such as mediation and Acceptable Behaviour Contracts, parenting contracts.
7. We will also protect communities by implementing all the relevant extensive measures from the ASB Crime and Policing Act 2014 such as injunctions, exclusions, Criminal Behaviour Orders, Absolute Ground for Possession, Community Triggers.
8. Support victims and witnesses (e.g. offer anonymity to witnesses, help victims gather evidence, consider appropriate housing options and practical support) .

9. Work in partnership with other agencies to tackle ASB (e.g. make referrals to other agencies that can help, and participate in multi-agency meetings so a co-ordinated response can be given).
10. Fully investigate reports of anti-social behaviour and take appropriate action against all identified perpetrators, facilitate support action by other agencies, using the range of existing legislation and legal remedies.
11. Ensure that staff and board members are trained and kept up to date with developments.
12. Work with partners across Tower Hamlets to develop coordinated approaches which meet the needs of the local community.
13. Monitor levels of anti-social behaviour and share this with our community safety partners to ensure that resources are targeted accordingly; and initiatives are evidenced based.

## **Responsibility**

5. The board will provide leadership to ensure the policy is successful. Staff have individual and collective responsibility to implement the policy.

## **Monitoring, Review & Evaluation**

6. Board reports will include reports and performance indicators on ASB.

**The policy will be reviewed in three years.**