

# Anti-Social Behaviour policy

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## Introduction

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

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

The Residents 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 that Spitalfields Housing Association (SHA) 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.

Residents that witness or experience ASB must report it to SHA as an urgent matter as it may affect your home, your housing situation and affect others. A further investigation may be required by SHA, the local Council or Metropolitan Police.

## Policy

To achieve this we will:

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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 coordinated 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 and updates to housing-related ASB.

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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 to ensure that resources are targeted accordingly to ensure initiatives are evidenced based, and share this with our community safety partners where relevant.

14. Where ASB is deemed complex or there are multiple ASBs reported at once, matters may take longer and if needed an extension will be sought.

## Examples of Anti-Social Behaviour

- Groups causing a nuisance
- Harassment and verbal abuse
- Hate crime (violence towards an identity group)
- Misuse of communal areas
- Noise nuisance
- Pets causing a nuisance
- Threats to an individuals, couples or families
- Vandalism

If you or someone you know is in immediate danger, call the Metropolitan Police at 999 immediately.

## Reporting Anti-Social Behaviour (ASB)

### During SHA office hours:

- Email: [admin@spitalfieldsha.co.uk](mailto:admin@spitalfieldsha.co.uk)
- Call the SHA Housing Officer on 020 7392 5400

### Out of hours:

Complete the Tower Hamlets Council ASB form by clicking on this link here:

[https://forms.towerhamlets.gov.uk/service/THH\\_ASB\\_reporting](https://forms.towerhamlets.gov.uk/service/THH_ASB_reporting)

Or call the Metropolitan Police on 999 in an emergency.

You can report ASB in several ways, as follows:

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- Report to the SHA Housing Officer
- Report to your own support worker verbally, by phone, or email
- Raise concerns during resident meetings
- Contact the local Council (out of SHA office hours)
- Use an authorised advocate or external support person
- Call the Metropolitan Police on 999 in an emergency

## 3 Levels of Anti-Social Behaviour and what SHA intend to do

### Level 3: Low level

This type of anti-social behaviour is unlikely to cause immediate harm. Examples include:

- Acts causing annoyance or irritation
- Temporary car repair noise
- Dog fouling
- Fly tipping
- Items left in communal areas
- Occasional noise
- Unauthorised use of car parks

For low-level ASB, we aim to contact the complainant within 10 working days of receiving the report by phone or email. If circumstances change or new information arises, the case may be re-categorised. We aim to investigate and resolve the ASB issue within one month. An extension may be sought where complaints are deemed complex.

Interviews will be conducted at a mutually agreed time, either by phone or other suitable means.

### Level 2: No immediate threat

This involves anti-social behaviour with no immediate threat to the complainant or others. Examples include:

- Animals causing property damage
- Loud music or television disturbing neighbours
- Loud shouting and arguing

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- Problems with groups of young people
- Property damage
- Using the home for unlawful purposes (e.g. drug dealing)
- Visitor behaviour seriously impacting quality of life

For this level of ASB, we aim to arrange and conduct an interview with the complainant within 10 working days of receiving the complaint. The interview arrangements will be confirmed in writing and can take place in person, by phone, or online. We aim to investigate and resolve the ASB issue within one month. An extension may be sought where complaints are deemed complex.

## **Level 1: Very serious**

This involves the most serious or urgent types of anti-social behaviour. Examples include:

- Arson or attempted arson
- Behaviour endangering a child
- Behaviour endangering the complainant or others
- Domestic violence
- Hate crime
- Racial harassment
- Verbally abusive or intimidating behaviour

**For Level 1 ASB call the Metropolitan Police on 999 immediately.** Following your report, you should receive a reference number. Then contact SHA to let them know about your ASB situation. SHA aims to arrange and conduct an interview with the complainant within 10 working day of receiving the report, either by phone or in person. We aim to investigate and resolve the ASB issue within one month. An extension may be sought where complaints are deemed complex.

We reserve the right to gather information by any suitable means.

## **Responsibility**

The Senior Management Team (SMT) will ensure the policy is implemented effectively, and report updates and changes to the Board. Staff have individual and collective responsibility to implement the policy.

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## **Monitoring, Review & Evaluation**

The SMT will monitor and communicate major findings with the SHA Board, with staff, and where deemed appropriate, communicate updates to the ASB policy or process to residents.

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We welcome the views of customers in improving the services we provide. Customers can give feedback through our online feedback form via the SHA website:

[www.spitalfieldsha.co.uk](http://www.spitalfieldsha.co.uk)

We refer to the resident, tenant or customer meaning a person residing in an SHA managed property.