

Anti-Social Behaviour

Policy and Procedure Summary Statement



The Hyde Group
Making a lasting difference



We will not tolerate any form of Anti-Social Behaviour (ASB). This statement outlines our policy and procedure on ASB. A detailed version is available for staff on request.



Definition

The Anti-Social Behaviour Act 2003 defines ASB conduct as:

- Which is capable of causing nuisance or annoyance to any person, and
- Which directly or indirectly relates to, or affects, our housing management function, or
- Which consists of, or involves, using or threatening to use housing accommodation owned or managed by us for an unlawful purpose.

The term is used to describe actions that unreasonably interfere with, or could interfere with, an occupier's normal use and enjoyment of their home, garden or neighbourhood.

The definition extends to behaviour that can create a nuisance or annoyance for another person connected with the property, including staff and contractors of the Hyde Group and which affects the housing management of the property.

How to Report ASB

You can report all incidents of ASB to any of our officers either:

- By telephone
- In writing
- In person
- By visiting our website:
www.hyde-housing.co.uk

When you report ASB

We will record your report and the officer dealing with your case will send you an acknowledgement letter summarising the details of your report and any initial action that has been agreed. This will also include their contact details. We will offer you an interview in accordance with the severity:

CATEGORY A – HIGH RISK

Respond and offer interview within 1 working day

CATEGORY B – MEDIUM RISK

Respond and offer interview within 5 working days

CATEGORY C – LOWER RISK

Respond and offer interview within 10 working days

- We aim to deal quickly and effectively with all cases to resolve them at the earliest opportunity.
- We will record anonymous reports, but only take action if the ASB can be substantiated either by staff or where additional evidence can be gained.
- Counter allegations – all parties in an ASB case will be treated fairly and listened to on an equal basis.
- Counter allegations will be treated as separate cases and action will be taken based on the evidence available.
- We will work with all residents to try and encourage greater tolerance and understanding to prevent escalation.

Examples of ASB

- Criminal damage (including graffiti and vandalism)
- Drug use and dealing, and substance abuse
- Dumped rubbish or fly tipping and unsanitary conditions
- Misuse of communal areas, public spaces or loitering
- Noisy neighbours
- Nuisance vehicles and car repairs
- Pet or animal nuisance
- Rowdy behaviour and/or drunkenness
- Verbal abuse, threats, harassment and intimidation

We have separate policies for staff dealing with cases of domestic abuse, racial harassment and hate crime.

Examples of what is NOT ASB

- Babies crying
- Cooking odours
- Normal behaviour occurring at unusual times because of different working patterns, provided attempts are made to keep the disturbance to a minimum
- One off parties, e.g. BBQ where there is no evidence the problem will reoccur
- Clash of lifestyles including cultural differences
- Children's play

Dealing with ASB

- Our response to proven allegations will be proportionate and appropriate
- We believe that in many incidences, ASB can be stopped when challenged early enough
- Wherever possible we will use non-legal intervention measures
- Except in serious cases, our initial intervention will aim to stop the problem behaviour and, prevent it from reoccurring to achieve effective and long-lasting solutions
- Where either the case is serious and/or criminal or other intervention has failed to stop or prevent persistent ASB, we may pursue legal action. We will evict perpetrators only as a last resort or where there is serious risk to others
- We aim to provide a balanced approach between protecting the quiet enjoyment of the community with helping individuals to sustain their tenancies by addressing the ASB
- Criminal cases should be referred to the Police to deal with.



Vulnerable customers, witnesses or perpetrators

In all cases we will consider the support needs and vulnerability of the person reporting the incident, any witnesses and the person responsible for the behaviour when agreeing a course of action. We will proactively seek to arrange support for vulnerable residents which will be considered on an individual basis.



Working with other agencies

We will work with other agencies including local authorities, The police, local residents, groups and voluntary agencies, to ensure we maintain an effective and proactive role in local crime and disorder strategies.





Expected standards of behaviour

- We expect our service users to show consideration to their neighbours and their community, and not to commit, or allow their family or visitors to commit acts of ASB
- We will also encourage residents to report incidents of ASB, harassment and domestic abuse and report crimes, including threats or acts of violence to the police.
- Residents are expected to take responsibility for minor personal disputes with their neighbours and try to sort out any such problems themselves in a reasonable manner.
- We would expect everyone to respect other people's right to their chosen lifestyle and everyday reasonable level of disturbance.

Confidentiality & data protection

We have a separate policy on confidentiality and data protection and will deal with all reports in line with this policy.

All details relating to you will remain confidential if requested. In all cases discretion will be used to ensure we do not release any information to the alleged perpetrator that may put you in any danger or any witnesses at risk.

Training staff

Our officers will all have access to our ASB policy and procedures and all the relevant forms that need to be completed when dealing with reports of ASB. We will make available training sessions (in-house and external training) on dealing with ASB for all appropriate staff.

Monitoring ASB

We will record and monitor the extent and type of ASB in order to:

- Establish the scale and type of the problem
- Develop effective strategies
- Target resources
- Develop effective performance measures
- Gather intelligence that supports decisions.



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