

Anti-Social Behaviour Policy

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Related documents:	ASB Management Procedure, Safeguarding Policy

1 Purpose

- 1.1 This policy documents how anti-social behaviour issues will be addressed and managed. ASB is defined as, "any behaviour by a tenant that causes distress or inconvenience to another tenant or neighbour".

2 Policy Statement

- 2.1 Cromwood Housing Group (CHG) recognise and understand that anti-social behaviour (ASB) can have a detrimental impact on the lives and wellbeing of the residents. We have a duty to act and will use a range of measures to prevent ASB happening in the first place as well as deal with it when it happens.
- 2.2 We will work with our tenants, local authorities, the Police, and other organisations (such as charities helping a particular individual or family) to:
- 2.2.1 Prevent ASB by intervening early and taking preventative actions.
 - 2.2.2 Make ASB reporting easy and without worry for tenants by providing support to victims.
 - 2.2.3 Clear communication with tenants that ASB will not be tolerated and is taken seriously.
- 2.3 Examples of ASB that fall under this policy include:
- 2.3.1 Threatening Behaviour including verbal abuse, name calling, aggressive gesture, offensive phone calls, malicious letter/notes/graffiti etc.
 - 2.3.2 Any Acts of Violence including physical attack, stones/rocks or other material thrown at windows with a view to cause damage, spitting, attacks on an individual's personal possession including car or other vehicle i.e. mobility scooter or wheelchair.
 - 2.3.3 Noise Nuisance including playing loud music, shouting, slamming doors or general noise that can be considered a nuisance.
 - 2.3.4 General Nuisance including vandalism, damaging property, rubbish, graffiti, pets including dogs fouling, gathering in communal areas, smoking drugs, or drinking alcohol in communal areas or stairs or play areas.
 - 2.3.5 Harassment and or Abuse including racial, sexual, religious and or harassment or abuse based on someone's age, disability, or gender.
 - 2.3.6 Any safeguarding referral having an anti-social impact.



- 2.3.7 Other Behaviour we consider to be anti-social includes abandoned cars, vermin, neighbourly disputes, using property for illegal or immoral purposes such as selling drugs or prostitution.

3 Preventative Measures

- 3.1 At the point of allocation, residents will be provided with information regarding the terms of their tenancy, and standards of behaviour required to ensure the likelihood of an ASB complaint arising is minimised. This may include, for example, the hours of the day that noise should be kept to a minimum, or rules on the disposal and storage of refuse.
- 3.2 Where there is a concentration of CHG residents, and other agencies agree that there is an increased risk of ASB arising at that location, the CHG will cooperate with those agencies to put measures in place to decrease the likelihood of ASB arising.
- 3.3 When allegations of ASB arise, the Housing Officer shall seek to resolve the matter using informal means, recognising that some issues may be due to a simple misunderstanding, or lack of awareness. An appropriate note will be placed on the residents file(s) of the informal action taken. This does not represent a formal record of ASB.

4 Reporting

- 4.1 CHG shall maintain a directory of agencies (and contact details) that are responsible for investigating ASB incidents, which is also applicable to the location where the ASB is taking place. This directory shall be available to enquiry handlers, and Housing Officers. Why there are records of incidents of ASB there shall be a list of contacts who should be engaged in the matter.
- 4.2 Anyone may report an incident of ASB to Cromwood. The call handler or Housing Officer shall verify if the person reporting and/or the person perpetrating the alleged ASB is a CHG resident. If they are, then a record of the contact will be placed on the resident's record. Regardless, the reporting person will be advised to contact the relevant authority about the incidents, whether that be the local authority, or the police. There may also be other agencies to contact such as social services or charity agencies such as Migrant Help. The person reporting shall be advised to maintain a record of the incident, and agencies they have been in contact with regarding the matter. Any incident that might be considered a hate crime, the call handler shall advise the caller to inform the police.
- 4.3 Once reported, CHG shall fully cooperate with the lead authority on the matter should further investigations and inter-agency cooperation be necessary. In respect to matters where the perpetrator of the ASB is a resident, CHG may take the lead on cross agency co-operation. Regardless of whether it leads or co-operate efforts will be made to ensure communication is swift and consistent for the duration of the matter. When there is contact with the person who made the report, CHG will keep them updated so far as information is to hand. If further signposting advice is available then this shall be communicated.
- 4.4 Where matters become particularly serious and the police become involved, CHG shall have regard to the powers conferred by the Anti-Social Behaviour, Crime and Policing Act 2014, and will seek to cooperate on matters it has control over such as property possession orders.

5 Responsibilities

- 5.1 The Chief Operating Officer is ultimately responsible for putting resources in place to ensure the requirements of this policy are complied with and monitored.

6 Performance, Monitoring and Evaluation

- 6.1 Records of ASB cases opened, closed and ongoing, shall be recorded and presented in a report to the board no less than annually. The nature of each case dealt with during the year will be summarised, and lessons learned from cases will be recorded to improve future ASB handling.
- 6.2 This policy will be subject to review no later than three years from the date of approval, or sooner if a substantial change in circumstances requires.