

Anti-Social Behaviour Policy

1.0	SCOPE
	Purpose
1.1	This document sets whg’s policy towards managing incidents of Anti-Social Behaviour (ASB), which is in accordance with legislation and regulatory requirements. whg take Hate Crime incredibly seriously and hold a separate Hate Crime Policy.
1.2	whg define ASB as any behaviour by any individual or group that adversely and unreasonably affects the quality of life of their customers or the community.
1.3	whg recognise that unchallenged ASB can have a devastating impact on individuals and communities. ASB can be complex and emotive for all parties, but resolving ASB is recognised as a key element in creating great neighbourhoods where people and communities flourish.
1.4	whg will not tolerate ASB in or around properties they own or manage. whg are committed to ensuring their customers have the right to enjoy their home and community quietly and peacefully.
1.5	<p>whg will support and assist customers to resolve matters of ASB in order to sustain their tenancies and preserve their residential quality of life.</p> <p>whg own and manage a diverse range of social and affordable housing over a wide geographic area across the Midlands. This policy encompasses their social and affordable rented accommodation, shared ownership, Leaseholders and Wellbeing Schemes for those over 55 years old.</p> <p>whg have separate policies that relate to the management of the below tenures;</p> <ul style="list-style-type: none"> • Market Rents • Freeholders
	Legal and regulatory framework

1.6	Within the Regulatory Framework, the Neighbourhood and Community Standard states 'that Registered Providers shall work in partnership with other agencies to prevent and tackle anti-social behaviour in the neighbourhoods where they own homes. The Standard expects Registered Providers to demonstrate a strong focus on preventing ASB and take prompt, appropriate and decisive action to deal with ASB before it escalates.
1.7	whg have a range of legal powers to deal with ASB. These powers are contained within the Housing Act 1996, the Anti-Social Behaviour Act 2003, the Housing Act 2004 and the Anti-Social Behaviour, Crime and Policing Act 2014. The legislation is supported by the Home Office's 'Statutory Guidance for Frontline Professionals' July 2014.
2.0	POLICY STATEMENT
	Prevention and Deterrent
2.1.	whg aims to maintain sustainable communities and deter acts of ASB through their Community Housing Model. Residents will be encouraged to form relationships with their neighbours, take pride in their surroundings and are engaged positively in employment, education or training.
2.2.	whg will make customers aware of the impact and consequences of perpetrating ASB in accordance with their tenancy agreement. whg will also support customers by having a dedicated page on their website promoting their ASB service.
2.3.	whg will prioritise the prevention of ASB in all areas with a particular focus where it is most prevalent and severe. whg will work in partnership with other stakeholders at both the operational and strategic level, such as with the Police and Local Authority. This will help whg to identify emerging concerns, implement actions for early intervention and prevention and take steps to refer and signpost to support services.
	Intervention
2.4.	ASB can be complex and challenging to resolve, whg adopt a problem orientated approach to resolving ASB and will work with all associated parties to find a satisfactory resolution to the problem.
2.5.	whg will respond to and start an investigation into all reports of ASB from customers as quickly as possible, and always within five working days. whg will update these customers regularly with the frequency and means of contact agreed at the earliest opportunity.

2.6.	whg will show customers empathy and will encourage all parties involved in any dispute to do the same.
2.7.	whg will seek to support victims and take reasonable and proportionate action against perpetrators where through thorough investigation individuals that may fit into either category are identified. whg will also consider how vulnerable customers can be supported.
2.8.	whg will work with any of their customers whose behaviour is deemed anti-social and help ensure that their actions do not have a negative effect on anyone else's quality of life. Should the person(s) involved be unwilling or unable to change their behaviour then whg will take appropriate and proportionate enforcement action.
2.9.	whg will liaise with the Police, Local Authority and other relevant agencies to support them in taking action to resolve ASB perpetrated by a non-whg customer against a whg customer(s). whg will support our customers throughout this process.
	Enforcement
2.10.	whg will take a tailored approach to tackling more serious or persistent cases of ASB. This approach will depend on the frequency and severity of incidents and vulnerabilities of those involved. whg will work with partner agencies where appropriate.
2.11.	In seeking to resolve ASB, whg will use the full range of enforcement tools and legal powers available, which may include tenancy action where appropriate.
2.12.	whg will use CCTV to ensure the safety of communities and use responsive patrols to gather evidence and resolve ASB, where appropriate and in line with their CCTV Policy.
	Support
2.13.	whg will use a range of strategies to address reports of ASB expeditiously to minimise the impact upon their customers and communities. This includes identifying any support needs and tailoring our service accordingly.
2.14.	whg will work with partner agencies where support needs have been identified that would be most appropriately met by more specialist teams. whg will identify as early as possible opportunities for early intervention in all reported cases of ASB and will work with non-whg customers where appropriate, at their discretion.

2.15.	whg will encourage and support victims to continue to live in their whg home and work with us to resolve any problems in their community in order to preserve residential quality of life and sustain their tenancy. whg will only consider rehousing customers in exceptional circumstances.
2.16.	whg will investigate reports fully, impartially and adopt a corroborative approach inviting all parties involved to contribute to a satisfactory outcome wherever such an approach is feasible. whg's preference will always be for contact with customers to be in person.
3.0	PERFORMANCE MEASURES
3.1.	whg will keep records of all reported cases of ASB and monitor the data to improve performance, identify trends and tailor services to the needs of customers. A bi-annual report on performance in dealing with ASB will be submitted to the Customer Service Oversight Committee.
3.2.	whg will benchmark their performance on dealing with ASB against other Registered Providers and implement learning and best practice.
3.3.	whg will use The Regulator of Social Housing's Tenant Satisfaction Measures in conjunction with an ASB transactional satisfaction survey on case closure to monitor the performance and to shape the ASB service.
3.4.	whg will periodically undertake compliance audits to check that practice reflects this Policy and relevant operational procedures. whg will implement any recommendations to ensure continued compliance.
3.5.	whg will undertake regular casework reviews to ensure we are delivering a consistent and effective approach to ASB and customers receive a high quality service.
3.6.	whg will deal with complaints from customers about the quality of their handling of ASB matters through their Complaints Procedure.
3.7.	whg will deal with complaints about the outcome of any ASB matters by explaining clearly the decision making process and signposting to the ASB Case Review where appropriate. The ASB Case Review is part of the Crime, Policing and ASB Act 2014 whereby a person can ask for an independent review of an ASB case where the criteria for review have been met. Each Local Authority area chooses a lead agency to manage the process, this is usually the Police or local authority.
4.0	EQUALITY AND DIVERSITY

4.1	All customers reporting ASB to us will be treated equally and with respect. ASB is investigated impartially with a problem oriented solution based focus. whg will not label anyone involved in a report of ASB as a ‘victim’ or ‘perpetrator’ of ASB unless evidence proves (on the balance of probabilities) this to be the case.
5.0	TRAINING AND DISSEMINATION
5.1.	Colleagues responding to ASB and whg’s legal team receive relevant training in response to any changes in legislation or Government guidance.
5.2	All relevant colleagues dealing with ASB investigations will receive appropriate ASB training at the commencement of their role and in response to any relevant changes in legislation.
6.0	MONITOR AND REVIEW
6.1	This Policy will be monitored by the Director of Housing and Customer Services and reviewed every three years by the Policy Group and approved by the Customer Service Oversight Committee.
7.0	ASSOCIATED DOCUMENTS, POLICIES AND PROCEDURES
7.1	<p>Documents, policies and procedures associated with this Policy are:</p> <ul style="list-style-type: none"> • Acceptable Behaviour Policy • Domestic Abuse Customer Policy • Neighbourhood Management Policy • Domestic Abuse Colleague Policy • Hate Crime Policy • CCTV policy • Tenancy Management Policy • Allocations Policy • Personal Safety Policy • Restricted Access Policy • Market Rent Management Policy • Freeholder Management Policy • Reform of anti-social behaviour powers - Statutory guidance for frontline professionals – Home Office, July 2014 • Empowering Communities, Protecting Victims. Summary report on the Putting Victims First. More Effective Responses to Anti-Social Behaviour Home Office, 2012 • Data Protection Policy • Human Rights Act 1998

	<ul style="list-style-type: none"> ASB Privacy Notice 2023
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Document author	Regional Community Housing Manager – Community Safety
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