

Antisocial Behaviour Policy

1. Aims

- 1.1 Hastoe believes that tackling the causes of antisocial behaviour is key to creating sustainable communities. We will ensure that our customers are made aware of their responsibilities; staff are equipped to deal with cases and that we work in partnership with other agencies to deliver a joined-up and consistent approach.

2. Equality and Diversity

- 2.1 We are opposed to discrimination on any grounds including race, religion/belief, gender, marital/civil partnership status, sexual orientation, disability, age or any other unjustifiable criteria.
- 2.2 We will provide support to our customers who have difficulty in managing their tenancy because of mental health issues, learning disabilities, physical disabilities, special needs or older vulnerable people. Where necessary, Hastoe will engage with other service providers to ensure that additional support is given.
- 2.3 Hastoe will collect diversity information on all complaints of antisocial behaviour and this information will be used to actively identify if any particular groups are more likely to suffer incidents of antisocial behaviour and action will be taken to remedy this.

3. Policy Definition

- 3.1 There is no one definition of antisocial behaviour. Antisocial behaviour can be anything from low-level, persistent nuisance to serious violent behaviour. It includes all behaviour that impacts negatively on our customer's quality of life in and around their home.
- 3.2 This policy covers staff and contractors who experience anti-social behaviour while carrying out their duties.
- 3.3 The following are the types of behaviour that the Association deem to be antisocial behaviour:

❖ Harassment

Hastoe recognises that harassment may occur based upon an individual's race, religion, gender, disability, sexual orientation or age. Acts of harassment include (but are not limited to):

- Racist behaviour or language
- Hate crimes
- Actual or threatened violence

- Abusive or insulting words or behaviour
- Actual or threatened damage to another person's home or possessions
- Writing threatening, abusive or insulting graffiti
- Behaviour that interferes with the peace, comfort or convenience of others

❖ **Domestic Violence**

Hastoe currently defines Domestic Violence as an actual or threatened act of harassment, assault or abuse (mental, physical or sexual) against any person living in the same premises. The Association recognises that Domestic Violence occurs regardless of age, gender, race, sexuality, wealth, geography or tenure and can impact upon children, family and the community.

❖ **Antisocial behaviour includes** (but is not limited to):

- Verbal or physical abuse
- People being drunk or rowdy in public places
- Nuisance neighbours or problem families
- People using or dealing drugs
- Vandalism, graffiti and other deliberate damage to property or vehicles
- Noisy neighbours or loud parties
- People being insulted, pestered or intimidated
- Abandoned or burnt out cars
- Inconsiderately parking or parking on gardens
- Persistent repairing of vehicles that causes a disturbance
- Nuisance caused by pets
- Leaving rubbish or litter lying around

4. Respect Standard

- 4.1 Hastoe has signed the Respect Standard for Housing Management and it influences our approach to managing antisocial behaviour. The key to the Respect Standard is accountability to residents. We will therefore publicise our policy towards antisocial behaviour and make it clear how seriously we take it.

5. Prevention

- 5.1 Hastoe recognises that one of the most effective ways to tackle antisocial behaviour is to take a preventative approach. We will use a range of preventative measures which include links to our lettings procedure; property/estate design and maintenance; resident involvement including community strategies and using a multi agency approach.

6. Intervention

- 6.1 Taking action against perpetrators of antisocial behaviour sends a clear message to other residents that we will not tolerate such behaviour. We will use a range of measures to deal with antisocial behaviour. The options we choose to take will vary from case to case. These measures will include early intervention such as a warning letter, home visit and mediation, multi-agency approaches to enforcement action if the anti-social behaviour does not stop. Legal enforcement will be used as a last resort after all other action has been exhausted.

7. Objectives

- 7.1 The key objectives of the Antisocial Behaviour Policy will be to actively monitor all cases of antisocial behaviour. We will work closely with a range of multi agencies partners through a balanced approach involving prevention, early intervention, enforcement and support, thereby giving our customers confidence that antisocial behaviour will be tackled. Our staff will be well trained and will be familiar with all preventative and intervention measures that are available. We will adopt a range of service standards which will be customer driven and on closed cases we will assess customer satisfaction.

8. Resident Consultation

- 8.1 Results from the status survey undertaken in 2008 have indicated that approximately a third of our residents rated dealing with antisocial behaviour as a priority.
- 8.2 Residents who recently experienced antisocial behaviour were consulted on this policy and new approach and said that they found it to be comprehensive as it had responded to their needs.

9. Review

- 9.1 Robust monitoring will be implemented to ensure that the impact of the policy and procedures can be assessed annually, that customers are satisfied with our approach and a formal review will occur at least every three years.

