

ANTI-SOCIAL BEHAVIOUR POLICY

Regulation & Legislation

This policy is linked to the Housing Act 1996, Crime and Disorder Act 1998, The Anti-Social Behaviour Act 2003 and the Government's Respect Standard for Housing Management. We hold policies to deal with harassment and racial harassment, and domestic violence.

Link to Corporate Values & Corporate Plan

- Listening to, involving and consulting with our customers to empower them to play an active role in planning and delivering our services
- Ensuring equality of opportunity and recognising diversity for all our customers, treating everyone fairly and without discrimination
- Good design for the creation and maintenance of safe and sustainable communities
- Being an active and successful partner with other organisations to achieve real improvements to customer service and our assets
- Successful management and continuous improvement in all we do

Statement of Purpose

We will work with partner agencies and customers to prevent and tackle anti-social behaviour in whatever form it takes. We aim to do this by:

- Creating communities where people want to live and can do so peacefully;
- Empathise with victims and take early action;
- Working together with customer and partner agencies;
- Ensuring our resources are available and targeted efficiently and effectively;

Our Policy

What is anti-social behaviour?

- 1.1 Anti-social behaviour is any behaviour caused by customers, members of their household or their visitors, which is capable of causing, or causes annoyance, nuisance or disturbance to anyone else in the neighbourhood. A legal definition of anti-social behaviour is found in the Crime and Disorder Act 1988. The Act describes anti-social behaviour as 'acting in an anti-social manner as a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as the complainant'.
- 1.2 All tenants and leaseholders are bound by the terms of their agreements not to cause a nuisance or annoyance to neighbours.

Proactive response

- 2.1 We will:
- a. embrace measures that prevent, deter or tackle the causes of anti-social behaviour;
 - b. work with partner agencies to ensure early intervention in all reported cases

and develop remedies;

- c. apply and promote our Vulnerable Persons Policy where appropriate;
- d. demonstrate through Starter Tenancies the importance of tenancy compliance and include pre-tenancy assessment of need, access and support services where necessary;
- e. encourage respect for people and neighbourhoods through our investment to create quality homes and neighbourhoods.

Reactive services

3.1 We will:

- a. take action appropriate and proportional to each case;
- b. provide and promote mediation services to help resolve disputes between neighbours;
- c. identify support needs at the earliest opportunity.

Support

4.1 We will:

- a. support customers to maintain their tenancy and will work with them to resolve problems;
- b. support rehabilitation initiatives specific to vulnerable groups or as a consequence of drug abuse, alcohol abuse, mental health or disability;
- c. fully train our staff to deal with anti-social behaviour. All staff will have access to up to date policies and procedures for dealing with anti-social behaviour.

Involvement and Partnership Working

5.1 We will:

- a. consult our customers on initiatives being taken in their area and, where appropriate, update them on action being taken against anti-social individuals;
- b. work within and promote involvement in multi agency forums;
- c. use publicity in order to increase community confidence and awareness, to deter offenders and to provide the community with information they require;
- d. feedback locally on anti-social behaviour statistics via neighbourhood plans. Statistics across the organisation will be monitored by the Board.

Information

6.1 Wherever possible we will sign up to agreed data exchange practices between agencies in order to tackle or prevent anti-social behaviour.

Continuous improvement

7.1 Best practice will be sought to improve performance. New approaches and initiatives will be approached in an objective manner.

7.2 We will endeavour to support improvements which seek to design out crime.

Equality and Diversity Assessment

The Association is committed to meeting the needs and aspirations of customers and communities in a fair, respectful, and proportionate manner. Our approach to diversity and equality is to promote inclusiveness by recognising that anyone, regardless of origin or background, can make a positive difference in the achievement of the organisation's vision and in the wider society. This is a medium risk.

Financial Impact Assessment

Minimising the levels of anti-social behaviour reduces the level of spend the organisation has to make reacting to pressures on service delivery. A robust policy and implementation will have positive effects on expenditure levels. This is a medium risk.

Risk Assessment

Effectively dealing with anti-social behaviour is crucial to creating sustainable communities that people want to live in. This is our vision. As such delivery of this policy is crucial.

Consultation

The stakeholders below have been consulted on the following dates:

Beth Holmyard, Anti-Social Behaviour Officer: 12th March 2007

Policy Committee with Finance Director (direction setting): 28th March 2007

Customer and Leaseholder Forum Groups: 3rd & 4th April 2007

Staff Representatives Group: 10th April 2007

Rushmoor Borough Council: 11th April 2007

Kingfisher Housing Association: 12th April 2007

Basingstoke and Deane Borough Council: 17th April 2007

Steve Thorn, Louise Price, Neighbourhood Managers: 18th April 2007

Accent Peerless Group: 20th April 2007

East Dorset Housing Association: 20th April 2007

Hampshire Constabulary: 20th April 2007

Hampshire County Council: 20th April 2007

Hampshire Primary Care Trust: 20th April 2007

Hart District Council: 20th April 2007

Whitefriars Housing Group: 20th April 2007

Monitoring and Review

The operation of this policy will be regularly reviewed by the Head of Neighbourhood Services, in conjunction with the Policy & Strategic Initiatives Officer and Neighbourhood Managers, with adequate consultation of staff and customers. The outcome of that review will be communicated to the appropriate committee of the board.

Performance will be monitored and reviewed on a monthly basis to identify hot spots, improve service and target our services effectively.

Approval Stages

Named Departmental Sign off: Steve Thorn

Date: 12th March 2007

Named Director Sign off: Val Bagnall

Date: 20th March 2007

Committee Approval Date: 9th May 2007

Implementation Date: 9th May 2007