

Anti-Social Behaviour Policy

Scope of the Policy

This policy outlines EHSL's approach to dealing with Anti-Social Behaviour (ASB) occurring in and around the properties that EHSL provides accommodation in.

Aims

- To actively work with our customers and partners to prevent incidents of anti-social behaviour.
- Respond to ASB complaints quickly and effectively investigate complaints in order to minimise distress caused to others.
- Provide support and assistance to victims and witnesses,
- To prevent homelessness and sustain tenancies

Anti-Social Behaviour

Anti-Social Behaviour affects the ability of tenants to live peacefully in their accommodation, as a result of the actions of other people. EHSL seeks to actively manage any anti-social behaviour in order to protect its tenants from harassment, alarm and distress caused by others, and to prevent neighbours from being affected by anti-social behaviour caused by EHSL's tenants.

Definition of Anti-Social Behaviour

For the purposes of this Policy, anti -social behaviour is defined as acting in a manner that has "caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as the perpetrator. This can include neighbours, co-tenants, support workers, contractors, members of the public, and any other person engaged in lawful activity in the area.

Examples of Antisocial behaviour may include (but not exclusively)

- Verbal or Physical abuse
- Vandalism
- Fly tipping
- Threatening or intimidating behaviour
- Litter and rubbish dumping
- Loitering
- Pets Nuisance including fouling in public places
- Hate related incidents including racial, sexual and other harassment
- Begging and vagrancy
- Firework misuse
- Noise Nuisance
- Harassment
- Drug dealing/taking
- Alcohol related incidents
- Domestic Abuse
- Prostitution and related activities

The Legal Position

The main legislatures affecting EHSL's management of Antisocial Behaviour are:

- The Housing Acts 1988 and 1996
- Crime and Disorder Act 1998
- Disability Discrimination Act 2005
- The Mental Capacity Act 2005

- Equality Act 2010
- The Anti-social Behaviour Act 2003
- Anti-Social Behaviour, Crime and Policing Act 2014
- Care Act 2014

Prevention

EHSL recognises that prevention is important when dealing with ASB and undertakes measures to promote unity amongst our customers and assist maintaining their tenancies including;

- Whilst visiting our customers, staff will be visible, friendly and approachable making it easy for customers to approach us with confidence about their concerns
- We will proactively work with our partners and tenants to promote tolerance and unity

Customer Responsibilities

Customers are expected to:

- Take responsibility for their own actions and those of their family members and guests
- Show consideration for their neighbours and respect other people's lifestyles
- Act reasonably when we are handling their complaint.

Reports of Anti-social Behaviour

- EHSL will take all reports of ASB seriously and is committed to reducing all forms of ASB
- We will handle anti-social behaviour complaints consistently, fairly, proportionately and timely
- Following low level incidents of anti-social behaviour customers are, where appropriate, encouraged to discuss the incident with the person they consider to have caused the problem, so as to resolve the issue informally before it escalates.
- If it is immediately clear that the perpetrators behaviour is such that your own action will not be sufficient to resolve the matter, or might place yourself at risk in any way, contact EHSL
- EHSL will actively use early intervention and tenancy sustainment methods to tackle low level anti-social behaviour including providing advice to tenants to support them to address antisocial behaviour
- EHSL will engage with Police, Local Authority anti-social behaviour teams, community groups, support providers, and other relevant organisations in order to address anti-social behaviour. This will be done in partnership with the tenant's support provider.
 - In the majority of cases we will resolve incidents by using non-legal tools and powers to tackle anti-social behaviour, for example;
 - Written warnings
 - Mediation
 - Acceptable Behaviour Contracts
 - Referrals to relevant support agencies

Contact methods

Method	Contact Details
By Phone (including Out-of Hours)	0161 919 3126
Email	info@ehsl-uk.com
By Post	EHSL, Videcom House, Newtown Road, Henley-on-Thames, RG9 1HG

Legal Action

- EHSL may take legal action in the event that the anti-social behaviour amounts to a sufficiently serious breach of the tenancy to warrant appropriate legal action, and there is a reasonable chance that the legal action will succeed or if the anti-social behaviour constitutes harassment.
- Legal action includes but not limited to:
 - Anti - social behaviour injunction
 - Possession hearings
 - The action EHSL takes will depend on a number of influencing factors, including but not limited to;
 - The type of behaviour and its impact on others, any vulnerability or disability of the perpetrator,
 - Whether the perpetrator is a resident or non-resident of EHSL,
 - Whether the perpetrator is willing to engage in identified programmes of support offered,
 - the evidence we have to support the case,
 - the frequency of the behaviour, and
 - actions previously taken
- All criminal cases will be referred to the Police and EHSL will cooperate with and support all criminal investigations
- Prior to taking legal action, EHSL will consult with local authorities, support partners and other agencies to exhaust all other avenues of resolution and seek to always resolve cases at the lowest level of intervention.
- The final decision on whether EHSL should proceed with legal action against an individual committing anti-social behaviour will rest with the Chief Executive

Support for witnesses and perpetrators

- Success in dealing with anti-social behaviour depends crucially on evidence from residents and support staff, whether or not there is corroborative evidence from the Police or other agencies. EHSL will take steps to encourage residents to come forward with evidence about anti-social behaviour and crime in their area
- All victims and witnesses will be treated sympathetically and sensitively
- Support may include physical measures intended to assist with security where this is considered an appropriate measure.
- Where possible we will ensure that perpetrators are given the opportunity to change their behaviour and successfully integrate within the community
- In some cases, appropriate support for perpetrators will reduce or end anti- social behaviour, for instance an increase or redeployment of support hours. EHSL will liaise with support providers and relevant officials within Adult Social Care to recommend additional support where this is considered an appropriate measure.
- Perpetrators will be treated with dignity and respect, with individual vulnerabilities and safeguarding needs identified and provided for

Case Management

- EHSL will review every open case of anti-social behaviour each month and set appropriate objectives for each case
- Complainants and witnesses will be kept fully informed of progress of their case
- Treat all reports as confidential unless we consider that we should share information for safeguarding purposes or where it is in the public interest
- In all case, participants will be treated with dignity and respect, with individual vulnerabilities and safeguarding needs identified and provided for

- Explain our reasons should we choose to take no action, and advise on self-help or other alternative courses of action whenever it is possible and appropriate to do this

Reviews

We will carry out an annual check to ensure that our policy and procedures remain compliant with industry best practice, legislation, regulatory guidance or changes in other relevant EHSL policy

Comments, compliments and complaints

- EHSL strives to excel in customer satisfaction. We particularly welcome feedback where our staff, services, policies and procedures have exceeded customer expectations
- We recognise that things sometimes can go wrong. When they do, we want to put them right as soon as possible and learn from what happened to develop and improve services and procedures
- EHSL operates a complaints policy and procedure. This is accessible for any persons who are dissatisfied with the level or quality of service being received