

Anti-Social Behaviour Policy

2022-2025

Document control

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Responsible Executive Director	Executive Director – Customer Insight
Author	Manager Advisory Services
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Version	8

Version	Date of review	Details of review
4	April 2017	Revision of previous policy, minor grammatical amendments made.
5	May 2018	Vulnerable Customers Statement incorporated into the policy.
6	April 2019	Updates to reflect changes in Job titles, Partner organisations and the introduction of our In-House Tenancy Sustainability Team
7	Sept 2019	Reviewed in line with publication of Statutory Guidance for Frontline Professionals published August 2019
8	March 2022	Revision of previous policy in line with Group policy framework

1. **Introduction**

This policy will document and advise customers of our approach to ASB. We recognise that ASB can have a negative impact on our customers and communities. We aim to work with customers and partner agencies to prevent ASB occurring and challenge it when it does.

2. **Scope**

The implementation and scope of the policy applies and is applicable to:

Livv Housing Group	X
Livv Homes	
Livv Maintenance	
First Ark Social Investment (Operating as Livv Investment)	
All entities	

3. **Compliance**

The policy is in place in order to support:

Regulatory Compliance, in particular the Neighbourhood and Community Standard	X
Legislative Compliance, in particular the: <ul style="list-style-type: none">• Housing Act 1996• Anti-Social Behaviour Act 2003• Anti-social Behaviour, Crime and Policing Act 2014• Statutory Guidance for Frontline Professionals 2019	X
Best Practice, in the particular the Respect – ASB Charter for Housing	X

4. **Policy Statement**

Definition of ASB

Anti-social Behaviour is defined by the Anti-social Behaviour, Crime and Policing Act 2014 as:

- (a)conduct that has caused, or is likely to cause, harassment, alarm or distress to any person,
- (b)conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or
- (c)conduct capable of causing housing-related nuisance or annoyance to any person.

Hate Crime and Domestic Abuse will also be considered within the framework of this policy.

ASB can include but is not limited to:

- Excessive/unreasonable noise
- Verbal abuse/harassment/intimidation/threatening behaviour.

- Hate related incidents
- Vandalism or damage to property
- Nuisance from animals
- Domestic Abuse
- Physical violence
- Litter/rubbish/fly tipping
- Garden nuisance
- Misuse of public/communal areas

Examples of issues, which may not be anti-social behaviour include:

- Parking
- Children crying or playing
- People gossiping in the street
- Disputes on social media
- 'Dirty looks' or rude gestures
- General household noise/DIY at reasonable times
- Cooking odours
- Smoking in own homes
- One-off parties
- Barking dogs (for short period of times)
- Dog fouling
- Cats in gardens
- Life-style clashes

As outlined in our tenancy agreements, customers are responsible for their own conduct, the conduct of any person residing at or occupying their property and of any visitor to their property.

We aim to tackle ASB as quickly and efficiently as possible and in most cases this will be through early intervention. We will pursue legal action once all other options have been tried and failed or when the situation is so serious that legal action is considered the most appropriate response.

We aim to prevent ASB through effective education and communication, proactive partnership working, diversionary activities and environmental improvements including:

- Adopting a proactive Lettings Policy
- Explanation at tenancy sign up of what type of behaviour is expected of our customers and potential consequences of ASB
- A range of support for all customers throughout their tenancy via our Advisory Services Team
- Issuing starter tenancies to new customers and completing starter tenancy review visits at month one and month nine
- Early interventions such as, warning letters, independent mediation, Acceptable Behaviour Contracts or Good Neighbour Agreements, joint agency visits, funded diversionary activities for young people

Case Management

We have a robust and detailed approach to ASB case investigation, management and resolution. All reports of ASB are triaged and a designated officer is assigned to each case who will agree an action plan with the customer and investigate the reports. The action plan will ensure that the case management approach is agreed and meets the needs of the customer. We will offer tailored support to customers throughout the case management process and maintain regular communication as agreed with customer.

Where an anonymous complaint is received, we will attempt to confirm the details of the complaint and speak to the customers involved. If we are unable to establish further details, the case will be recorded for information only.

Action against respondents will be proportionate to the situation. We will make every effort to help and support our customers who perpetrate nuisance and ASB and this may include support from our partners and other agencies. If they are unwilling to co-operate and engage, we may consider that legal action is necessary for the protection of others or as the only resort to stop the behaviour.

We will always work with our customers to keep them safe in their home. In certain circumstances, where there is a concern for a customer's safety, we may consider additional security measures or options for re-housing in conjunction with our partners and in line with our Lettings Policy. We will work with each customer to agree the most appropriate course of action.

We will provide training and support to our employees to ensure they have the skills and confidence to support customers experiencing ASB.

Domestic Abuse

Domestic Abuse is an incident or pattern of incidents of controlling, coercive, threatening, degrading and violent behaviour, including sexual violence, in the majority of cases by a partner or ex-partner, but also by a family member or carer.

Domestic abuse can include, but is not limited to, the following:

- Coercive control (a pattern of intimidation, degradation, isolation and control with the use or threat of physical or sexual violence)
- Psychological and/or emotional abuse,
- Physical or sexual abuse
- Financial or economic abuse
- Harassment and stalking
- Online or digital abuse

Working closely with partners, we support customers who are suffering domestic abuse. We also work closely with perpetrators where possible, to ensure they seek the support they need to stop their behaviour.

Hate Crime

A Hate Crime is any offence or incident committed against a person or property that is motivated by a person's dislike or hostility to someone because of their: race, colour, ethnic origin, nationality, religion, gender or gender identity, sexual orientation, disability or age.

We will not tolerate Hate Crime and will respond and investigate any reports from our customers or staff members.

We operate a victim centred approach and recognise that specialist support may be needed for victims of Hate Crime. We respond to each case based on the issues presenting and work in partnership with other agencies to co-ordinate any necessary specialist support to our customers.

Working in Partnership

We are committed to working in partnership both at strategic and operational levels to ensure that there is effective multi-agency collaborative working to address any ASB within our communities. As part of the Safer Knowsley Partnership, we work with partners including:

- Merseyside Police
- KMBC Crime and Communities Team
- KMBC Environmental Health
- Health Services
- Merseyside Fire and Rescue service
- Merseyside Probation Service
- Merseyside Community Rehabilitation Company
- Children and Young People's Services
- Youth Offending Service
- Mental Health Services
- Office of the Police and Crime Commissioner
- The First Steps Domestic Abuse support

We have information sharing protocols to ensure data protection and confidentiality. We exchange information with those agencies where it may further the prevention or detection of crime and ASB within the Borough.

We recognise the Community Trigger, introduced by s104 ASB Crime and Policing Act 2014, which aims to give victims and communities the right to request a review of their case.

Protection of Staff and Contractors

The health, safety and wellbeing of staff and contractors is of paramount importance. As such, we have adopted a number of procedures to safeguard staff against harm, including the Lone Worker Procedure and Guidance and the Unacceptable Behaviour Procedure.

Safeguarding of Vulnerable Adults and Children

We are committed to supporting the safeguarding of vulnerable adults and children and where appropriate will make referrals to the Multi Agency Safeguarding Hub (MASH) when information relating to safeguarding concerns comes to light during the investigation of anti-social behaviour cases. All staff responsible for the management and investigation of anti-social behaviour incidents receive appropriate and regular training and guidance on how to recognise and respond to safeguarding concerns.

5. Policy Outcomes

The main outcomes of the policy are to:

- Promote early intervention to reduce the number of incidents of anti-social behaviour in our neighbourhoods.
- Work in partnership to deliver a multi-agency view and develop sustainable solutions to ASB in communities.
- Empower customers to take ownership of resolving minor disputes by providing them with advice & resolution tools.
- Take swift and effective measures to resolve anti-social behaviour through both non-legal and legal remedies.
- Provide a customer focused approach, offering support, to customers who are fully engaging in the ASB case management process.
- Work with respondents of anti-social behaviour to modify and improve behaviour to prevent repeat incidents.
- Work in partnership to educate young people on the effects of anti-social behaviour for themselves and the communities they live in.

6. Monitoring and Review

To ensure that the policy is effective the following Key Performance Indicators (KPIs) are in place to monitor the performance of the policy:

- Number of open (active) ASB cases each month.

The following operational measures are also monitored:

- Number of ASB cases closed each month.
- Number of legal cases YTD
- Types of ASB reported
- Customer Satisfaction with ASB handling

In line with the Group's Policy Framework, this policy is scheduled to be reviewed every three years. Unless due to a change in Government legislation or regulatory requirements, then the review period will be brought forward in order to ensure compliance.

7. Roles and Responsibilities

The Policy Framework documents the approval routes for all Policies & Strategies, however under this policy the following teams/employees have the following responsibilities.

Customer Services Committee (CSC)	Responsible for final approval of the policy under the Policy Framework.
Executive Director's Team (EDT)	Responsible for initial approval of the policy under the Policy Framework.
Manager Advisory Services	<ul style="list-style-type: none"> • Responsible for the implementation of the policy • Responsible for disseminating, promoting and reviewing the policy and providing advice and guidance to all employees across the group on the delivery of Anti-Social Behaviour service.
Advisory Services Team	<ul style="list-style-type: none"> • Responsible for implementation of policy to include triage, recording and case management.

8. **Equality & Diversity**

In order to comply with the Equality Act 2010, an equality analysis (EA) was completed as part of the policy review. Upon completing the EA it was found that the implementation of the policy would support and encourage the aims of the public sector duty. The equality analysis was completed and approved March 2022.