



Anti-Social Behaviour Policy

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Responsible officer	Temi Awolaja, Head of Housing Services
Approver	Board of Management

1 Introduction

- 1.1 This document sets out our policy on responding to harassment and anti-social behaviour (ASB). We aim to strike a balance between enforcement action, intervention, prevention, and support for those experiencing ASB.
- 1.2 CDS is committed to creating **and maintaining** an environment where anti-social behavior (ASB), race, and hate crimes perpetrated against residents and our staff are not tolerated. ~~Residents should be able to live free from violence, disturbance and nuisance.~~
- 1.3 **We want our residents to be able to enjoy their homes and neighborhoods in peace and security and understand the serious impact that ASB can have on individuals and the communities. We also expect our staff to be able to discharge their responsibilities without threat of violence and harassment.**
- 1.4 **We recognise that we have a duty as a landlord to take action to minimize and tackle ASB, and we are fully committed to doing so. We aim to bring ASB or nuisance activity to an end as quickly and decisively wherever possible.**
- 1.5 **This policy gives a definition of ASB and the laws and regulations that we must follow. We explain how we will respond when someone reports ASB or nuisance, and what we will do to try to reduce ASB in the areas in which we operate. This includes working in partnership with other organisations to solve problems, as well as working with our residents.**
- 1.6 To be as effective as possible, we will employ a range of preventive measures, and enforcement actions.
- 1.7 We will adopt a supportive approach when dealing with victims, witnesses and alleged perpetrators.
- 1.8 **In seeking to meet the Consumer Standards, we will closely monitor and measure the quality of the service we provide.**
- 1.9 **We will treat all residents fairly and with respect and ensure that the individual circumstances and**

needs of our residents are considered at all times.

~~1.10 CDS takes ASB seriously and we are committed to prevent, and where possible, resolve ASB cases in an effective manner.~~

~~1.11 We recognise that if ASB is allowed to persist, it can significantly affect the quality of life.~~

2 Scope of the policy

- 2.1 This policy applies to general needs accommodation owned by CDS. It does not apply to properties owned by clients, but clients may choose to adopt it as their own.
- 2.2 This policy also applies to leaseholders and shared owners living in properties where CDS is the freeholder. CDS may take action in accordance with the terms of the lease and other relevant legislation available to us on a case-by-case basis.
- 2.3 This policy does not apply when we receive reports from a freeholder about another freeholder or where the ASB is being perpetrated by someone who does not live in a CDS-owned property. In these cases, the remedies available will depend upon the nature of the nuisance.

3 Definitions

What is anti-social behaviour?

3.1 CDS adopts the definition of ASB as set out in the Anti-social Behaviour, Crime and Policing Act 2014:

3.1.1 anti-social behaviour (ASB) means

3.1.2 conduct that has caused, or is likely to cause, harassment, alarm or distress to any person

3.1.3 conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or

3.1.4 conduct capable of causing housing-related nuisance or annoyance to any person.'

3.1.5 for possession proceedings, the **discretionary** grounds for possession define ASB as:

Where the tenant or person residing in or visiting the property (a) "has been guilty of conduct causing or likely to cause nuisance or annoyance to a person residing, visiting or otherwise engaging in a lawful activity in the locality, or (b) has been convicted of using the dwelling- house or allowing it to be used for immoral or illegal purposes, or an indictable offence committed in, or in the locality of, the dwelling-house".

3.2 **Absolute grounds for possession:**

The Anti-social Behaviour Crime and Policing Act 2014 introduced absolute grounds (7a assured tenancies and 84a secure tenancies) for possession of a tenant's home. CDS will consider using the absolute grounds for possession, together with other available actions and enforcement powers, where we assess that it is appropriate and proportionate, ensuring compliance with the pre-action protocols for possession cases.

3.2.1 Harassment

Harassment is any behaviour that intimidates, dominates, or harms an individual, a family, or a group of individuals. The actions can either be physical or verbal. Harassment can include a range of behaviour such as threats, verbal abuse, written abuse, including via social media, damage to

property, violent behaviour, stalking and behaviour causing or intended to cause alarm or distress. These are generally criminal offences and are the responsibility of the police. CDS will take tenancy enforcement action against the perpetrator as a result of evidence obtained by the police or upon conviction.

3.3 Racial harassment

Racial harassment is where harassment is perpetrated against individuals or groups because of their colour, race, nationality, or ethnic or national origin, when the victim believes that the perpetrator was acting on racial grounds and/or there is evidence of racism. Again, these are generally criminal offences that should be reported to the police. CDS, where appropriate to do so, will take tenancy enforcement action against the perpetrator as a result of evidence obtained by the police or upon conviction.

3.4 Hate crime /hate-related incidents

~~Hate crimes are crimes committed against someone because of their: disability, gender identity, race, religion or belief, or sexual orientation. This includes crime against a person's property as well as the person themselves. These crimes should be reported to the police.~~

3.4.1 A crime is recorded as a hate crime by the police if the victim or anyone else perceives it was motivated by hostility or prejudice, based on any of the 5 personal characteristics:

- a person's disability or perceived disability,
- race or perceived race;
- or religion or perceived religion;
- or sexual orientation or perceived sexual orientation;
- or transgender identity or perceived transgender identity.

3.4.2 A hate crime can include verbal abuse, intimidation, threats, harassment, assault, bullying, damage to property, and the perpetrator can also be a friend, carer, or acquaintance who exploits their relationship with the victim for financial gain or another criminal purpose. A victim does not have to be a member of the group to which the hostility is targeted

3.4.3 Not all hate incidents will amount to criminal offences, but those that do will become 'hate crimes.' It is the victim who will decide whether they feel an incident is motivated by hostility or prejudice. If the victim perceives this, it will be treated as a hate crime/incident, regardless of whether anyone else perceives it in an alternative way.

3.4.4 The nature, purpose, and content of some behaviors may be driven by hate for a protected characteristic – for example, vandalism and graffiti

3.4.5 We encourage residents to report any incidents to the police, and also to notify us as soon as possible so that we can take swift action.

How quickly will CDS respond?

CDS treats hate crime and hate incident reports as urgent. We aim to:

- Contact resident within 1 working day of receiving your report
- Continue to follow up thereafter to ensure the resident remains informed

Upon the initial contact, we will:

- Assess the complainant's wellbeing and safety

- Offer referrals to specialist external agencies or support with self-referrals
- Discuss ways to make your home environment safer
- Guide the resident through the process of reporting to the police if necessary
- Maintain regular contact throughout the investigation

We may request a resident's consent to share information with the police and other relevant agencies, and we will work with you to gather necessary information, such as witness details, incident reports, and other relevant documentation.

3.5 Domestic Abuse

We recognise that some reports of noise nuisance, disturbance, and/or ASB could be an indicator of potential domestic abuse and/or safeguarding issues (e.g., complaints about noisy arguments could suggest that a domestic argument is taking place). We will ensure that any potential indicators of domestic abuse and/or safeguarding matters are considered as part of our ASB investigation, and we will take the necessary action, including raising safeguarding alerts where appropriate, in line with our policies and procedures.

3.5.1 We have a separate policy for Domestic abuse.

3.5.2 The Anti-social Behaviour, Crime and Policing Act 2014 enacts that it is a criminal offence to force someone to marry. We have a zero-tolerance approach to forced marriage, and we manage all cases in line with this policy, our Domestic Abuse Policy, and, where appropriate, our safeguarding policy.

4 What is considered ASB?

4. The following are examples of what we may classify as ASB, but are not limited to:

- Vandalism
- Criminal activity
- Harassment, intimidation, or threats towards other residents, staff, or visitors
- Verbal, physical, or psychological abuse
- Nuisance caused by drug dealing in shared areas of the building
- Drunken or disorderly behaviour / drinking alcohol in shared areas of the building
- Noise (outside of acceptable hours in line with the tenancy agreement, or noise which is persistent, deliberate, or targeted and not caused by reasonable everyday activity)
- Being abusive towards CDS staff or contractors
- Racial harassment perpetrated against residents and our staff
- Violent or threatening behaviour
- Pets and animal nuisance
- Fly-tipping (where the perpetrator is known)
- Nuisance from vehicles (abandoned vehicles, joyriding, nuisance repairs)
- Misuse of communal areas
- Graffiti
- Absence of garden maintenance e.g, overgrown, unsightly gardens and garden fires
- Damage to or threatening to damage property
- Abandoned cars, vehicles left to advertise their sale, or carrying out repairs or maintenance on a road on the estate

5 What is NOT considered ASB?

- 5.1 ASB does not include reasonable day-to-day activities or behaviour that results from different lifestyles and / or what is considered reasonable by most people. Some examples of activities that will not be considered as ASB include:
- A crying baby
 - Strong cooking smells
 - Children playing
 - Normal domestic noise like doors banging, washing machines, vacuum cleaners, DIY noise taking place at reasonable hours, as specified by the tenancy agreement
 - Walking across a floor
 - People talking
 - Sound from TV coming from a property at a reasonable hour, as specified by the tenancy agreement
- 5.2 Although these are some examples of behaviours we do not generally consider to be ASB, we understand that sometimes low-level and repeated incidents may be impacting on the victim's life.
- 5.3 Therefore, for low-level reports of ASB, if the behaviour is persistent, deliberate, and has a harmful impact on a person or they are at risk or potentially at risk, we will investigate the matter as ASB in line with this policy. Other possible reasons a case may not be considered as ASB include:
- 5.4 Other possible reasons a case may not be considered as ASB include:
- Unidentified animal fouling
 - Fly tipping, where it is not known who has dumped the items
 - Anti-social behaviour perpetrated by someone who does not live in a CDS property, as CDS has no authority to take action against a non-resident
- 5.5 If we assess that we can't manage something you report under this ASB policy, we will clearly explain this to you and provide you with advice and guidance on next steps.
- 5.6 If the nuisance mainly concerns noise, the resident is encouraged to report the matter to the local authority's Environmental Health department. Local authorities have power under the Environmental Protection Act 1990 to act against private tenants and others who cause a nuisance to neighbours. Where the noise amounts to a statutory nuisance and is unreasonable, the authority may decide to serve an Abatement Notice. Breach of an abatement notice can constitute a criminal offence. Local authorities also have the power to seize noise-making equipment in certain circumstances.

6 Prevention and early intervention of ASB

- 6.1 When assessing complaints to determine whether they constitute ASB, we will consider the frequency and severity of incidents, their impact on the victim(s), and other contributing factors, such as the building's construction.
- 6.1 To tackle ASB and hate crime, we will take preventative and early action by:
- Informing new residents of their rights and responsibilities in relation to ASB at the sign-up of their tenancy so that expectations and consequences are clear and reminding existing residents at times. Our agreements contain clauses relating to ASB. Residents are held responsible for the

behaviour of their household, pets, and visitors.

- Carrying out estate inspections to identify and respond to environmental issues on estates and maintaining and managing communal areas to minimise crime and ASB.
- Taking appropriate enforcement action in line with the tenancy agreement, including written warnings.
- Using mediation services and acceptable behaviour contracts (ABCs).
- Forming links and developing positive relationships with other partners, including information sharing, working with statutory agencies on safeguarding issues, and community safety partnerships.

6.2 We will signpost vulnerable perpetrators and victims for support, where appropriate

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7 Taking action - legal tools and powers to tackle ASB

7.1 Where warnings and attempts at early intervention have not been effective or where the behaviour is serious, we are committed to using the tools and power available to take swift and appropriate action against those who commit ASB or hate crime, whether it is caused by them, their visitors or their family /household members. While some cases will follow a typical route of escalation, we may move straight to using a legal tool as an early response if we assess the behaviour serious enough to warrant it. We may use a combination of tools to support and enforce at the same time. We will determine the most appropriate enforcement action on a case-by-case basis and reserve the right to take any action we consider reasonable and proportionate under the circumstances.

7.2 Legal remedies may include:

- Injunctions (with or without notice)
- Possession proceedings and eviction

7.3 There are also powers available that the police or Local Authority can use (and which we may support), which include:

- Criminal Behaviour Order
- Dispersal Powers
- Community Protection Notice
- Closure of Premises
- Injunctions

8 Initial reports and assessments

8.1 Residents, or their representatives, can report ASB to us by phone, online, email, or in writing.

8.2 We will review all reported incidents and will consider the risk in each case. In cases of crime, we will always advise that the person report the incident to the police.

8.3 When residents report incidents to us, we encourage them to do so as they occur. Any delay in reporting may limit any action we can take if the report relates to historic events.

8.4 This will be discussed with the resident as part of the reporting and risk assessment process.

8.5 When ASB is reported to us, we aim to consider all the circumstances and the view of the person reporting it. To help us decide if we should deal with a report under this ASB policy or not, we will consider the following factors:

- Cause - What is causing the behaviour that the complainant is telling us about?
- Is the activity an unreasonable activity?
- Intention - Is the behaviour knowingly disruptive?
- Timing - How often does the activity occur? At what times of day is it happening? How long does it last?
- Impact - what impact is it having on the reporting party?

8.6 Risk management

We will review all reported incidents and will consider the risk in each case. In cases of crime, we will always advise that the complainant/reporting person report the incident to the police.

When we investigate and manage risk, we will:

- Keep in regular contact with the reporting party
- Agree on an action plan with the reporting person, victims, and witnesses, and keep them updated throughout the case.
- Follow Safeguarding policies and procedures if appropriate
- Conduct interviews at a suitable location or in a manner that facilitates maintaining confidentiality.
- Provide advice and support – which may include referrals to other agencies that can help, identifying actions the complainant may take, and identifying any security measures to be taken where appropriate

Where the reporting person, victims, and witnesses are unable to provide supporting evidence, this may affect our assessment and the action we can take at that time. We will decide on the appropriate course of action based on the information received.

9 Investigation and case progression

Upon receiving a report of ASB, our approach is to take reasonable and proportionate action. This involves completing a Risk Assessment for medium and high-level cases with the complainant, agreeing on an action plan, and then conducting an appropriate investigation to establish the credibility of the complaint.

The investigation may include, but is not limited to:

- contacting victims, witnesses, and alleged perpetrators
- engaging with the police or other partner agencies
- a review of any completed diary sheets
- referrals to any additional support services

9.1 ASB Classification

We categorise different types of ASB to help us assess the main issues, determine the most appropriate way to manage the matter, and check if there are actions that we can reasonably take. ASB is classified into three categories: low, medium, and high.

9.1 Low-level ASB

9.1.1 We expect tenants to resolve low-level ASB themselves. The role of the housing staff is to advise them on how to go about this. Any involvement in disputes that do not have actual or potential remedies through **the** enforcement of the tenancy conditions will be limited to advice and mediation. Low level ASB could include the following:

- Neighbour disputes normally result from a clash of lifestyles which do not involve violence.
- Intermittent noise ensuing from normal use of the property. For example, loud television volume.
- Nuisance as a result of someone being more messier or untidier than usual, but which does not directly impact neighbours. For example, an overgrown garden.
- Arguments about undesignated parking.

9.1.2 Actions to deal with low-level nuisance include:

- Advising the complainant on what action they can take to resolve it. In most cases, the complainant will be advised to discuss the alleged nuisance with the perpetrator.
- Tolerance and respect for the needs of others are required and should be encouraged.
- Writing to the perpetrators, pointing out the alleged nuisance and asking them to take more care and to be aware of the effect on their neighbours.
- Offer of mediation – either with the housing officer or a mediation service.

9.2 Medium-level ASB

9.2.1 This type of ASB is ~~normally~~ **typically** serious ~~because of the effect~~ **due to its long-term impact** ~~has on~~ the complainant. ~~over time.~~

Examples of medium-level ASB could include the following:

- Aggressive or threatening language, or behaviour
- Letting the condition of the property deteriorate
- Regular and loud noise, particularly, but not exclusively, late at night (including music, shouting and swearing and constant noise from televisions and radios)
- Frequent loud parties
- Any behaviour that directly affects the health or safety of another tenant
- Any deliberate damage to property and vandalism

9.2.2 Our policy is for housing staff to be proactively involved in combating medium-level ASB. We will utilize every means at our disposal to resolve the dispute. ~~to an end.~~

9.2.3 Actions to deal with medium-level ASB could include the following:

- Meeting with the perpetrator
- Advising customers to report excessive noise to their local council's Environmental Health team.
- We will attempt to work with the local environmental health service, which has statutory powers to address noise nuisance and issue abatement notices.
- Service of injunctions if the issue persists
- Recharging for any damage caused

- Use of Acceptable Behaviour Contracts (ABCs)
- Use of mediation
- Serve legal notices (NOSP/NTQ)

9.3 High-level ASB

9.3.1 This level of ASB could lead to the perpetrator losing their home.

9.3.2 Examples of high-level ASB could include the following, but not limited to:

- Intimidation, or harassment on the grounds of race, sexual orientation, religious belief, disability or age
- Severe damage to property or the threat of damage
- Drug taking or drug dealing
- Criminal activity
- Threats or actual violence against persons
- Persistent threats or verbal abuse

9.3.3 Actions to deal with high-level ASB could include:

- Service of legal notices (e.g. NOSP or NTQ)
- Service of Injunctions
- Accurate record-keeping of incidents by the victims
- Taking possession proceedings through the court
- Working in partnership with agencies such as the police, social services, Environmental Health Department etc
- Use of ASB orders
- Meeting with the perpetrators
- Taking witness statements
- Ensuring that victims are supported and advised at all stages of the process
- Recharging of any damage caused

Medium level ASB: We will investigate the issue within five working days

High Level ASB: We will investigate immediately within 24 hours

The following timescales apply:

Low level ASB: Limited to advice and mediation. We would expect the resident to try and resolve the issue themselves first by speaking to their neighbour. If the behaviour persists, we will look investigate the issue within five working days.

9.4 A risk assessment and action plan will be completed for medium- and high-level ASB cases (refer to section 9).

10 Sustainable tenancies, **Support needs**, and vulnerable residents

10.1 When we receive and log a report of ASB, we will attempt to verify if anyone connected to the case has a vulnerability, support needs, or circumstance that we should be aware of, which may require us to adjust our approach. We may need to check this more than once as a case progresses.

- 10.2 ASB can be caused by residents or their household members who are vulnerable and can be problematic **challenging** to deal with **address**. Problems often cannot be resolved without the intervention of appropriate qualified support from social services.
- 10.3 Although many vulnerable people successfully live in the community without difficulty, vulnerability can make a person less able than most to manage the social relationships required for living without dispute.
- 10.3.1 Vulnerable people may cause disturbance without realising the consequences for people living around them. Conversely, they can be ill-equipped to deal with neighbours who cause them nuisance or distress. It is important that vulnerable residents are properly assessed and assisted by professionals.
- 10.3.2 Being vulnerable does not mean that people cannot take responsibility for their actions. However, their personal circumstances may mean that they ~~need help~~ **require assistance** and support to live independently and to sustain a tenancy. Some residents may become vulnerable or develop mental health problems at a later point in their tenancy, for various reasons. It is important that our response in such cases is sensitive. We will make every effort to access appropriate support and assistance for them.
- 10.3.3** When we consider letting a property to a vulnerable applicant, we will give consideration to any special needs outlined, **including in relation to any reports of ASB, in line with our allocations policy. We will not reject an applicant without first considering whether a tenancy would be sustainable if appropriate and sufficient care and support are in place. If we are not satisfied that the applicant can sustain their tenancy, even with support, we may refuse to re-house the applicant.**
- ~~10.4 This support may come from family, friends, and voluntary and statutory agencies. It is important that we ensure that there is an appropriate care package in place before the tenancy commences.~~

11 Multi-agency approach

Effective partnership working is vital for addressing ASB, harassment, and hate crimes in our communities. We collaborate closely with key partners, including the police and local authorities, both strategically and operationally, to develop initiatives that promote safer neighbourhoods. Operationally, we work with partner agencies on individual ASB cases through joint investigations, information sharing, and case management panels for more complex issues and support. This collaborative approach allows us to utilise legal tools such as community protection notices and closure orders, enabling a swift and coordinated response that prioritises resident safety while ensuring ASB is addressed proportionately and lawfully.

12 Our commitment

We will:

- Log and respond to reports of ASB in a timely manner, make referrals to statutory bodies where appropriate, and monitor the outcomes.
- Recommend that residents report any criminal activity to the police.
- Recommend residents contact the relevant Environmental Health Department for out-of-hours noise nuisance.

- Be clear and realistic with residents about the range of actions we can and might take.
- Undertake actions that are reasonable and proportionate to reported ASB.
- Not issue diary sheets unless they will be used as part of an investigation into the case.
- Work with other specialist agencies, as appropriate, to tackle ASB and hate crimes.
- Ensure staff are supported and trained to tackle ASB.
- Take action, as appropriate, against residents where there is evidence of violence / harassment against staff.
- Keep residents informed of progress.
- Explain to residents that it is their responsibility to try to resolve disagreements and neighbour disputes by talking to each other and reaching a solution based upon mutual understanding. Where resolution is not possible, we may suggest mediation where we believe it could assist in resolving a situation.

14 Residents' obligations – more about mindset and community than tenancy

- Our tenancy agreements and leases contain clauses requiring tenants not to do, or permit, anything that causes a nuisance or annoyance to their neighbours.
- We expect our residents to show consideration for their neighbours and community and not to commit or allow their family or visitors to commit acts of ASB. This covers actions both in the communal areas and the home. Residents are responsible for the actions of members of their households, including children, lodgers, animals, and visitors.
- Have a degree of tolerance and respect the different lifestyles of others and should acknowledge that day-to-day activities, such as noise or minor disturbances, cannot be avoided.
- Accept that sometimes, whilst the behaviour of another household is frustrating, it is not reasonable to place restrictions on the usual enjoyment of their home, especially if those activities are not a breach of their contract with us.
- Take responsibility for minor personal disputes with their neighbours and try to resolve such problems themselves in a reasonable manner.
- Cooperate with us to resolve disputes / issues, where possible, by sharing evidence with us and attending court, etc.
- Understand that CDS is not always able to take action against an alleged perpetrator where complainant / victim involvement is withheld.
- Report any criminal activity, i.e, hate crimes and harassment, to the police.
- Understand that CDS will take appropriate action where there is evidence that our staff have been subjected to any form of harassment, experienced violence, or were threatened whilst carrying out their duties.
- Keep CDS updated with any changes in circumstances, such as where the ASB has stopped or escalated.

- Understand that CDS will look at different ways to reduce ASB, and that eviction of an alleged perpetrator will not always be the most appropriate course of action.

15 Staff training

Staff dealing with ASB will be trained and will have a working knowledge of our policy and procedures, as well as the law relating to ASB. Staff training needs are primarily identified during the annual performance appraisal meeting between a member of staff and their line manager. Refresher training and updates will also be provided when necessary, as the law changes.

16 ~~Customers~~ Residents' Right to appeal

If a resident is dissatisfied with our response in tackling ASB, they can make a complaint via the CDS Complaints policy.

17 Protection of staff

17.1 In delivering services to our residents, we expect our employees to be treated with courtesy.

17.2 Exposure to violence, and assault is not an acceptable part of an employee's everyday working life and CDS will take all reasonably practicable measures to prevent or reduce the risk of such exposure.

17.3 The highest risk occurs when staff work alone. As well as a general health and safety policy, we have developed other policies and procedures, including:

- Lone working procedure
- Unreasonable behaviour policy

17.4 Support and assistance

We offer an Employee Assistance Programme giving free access to confidential specialist counsellors who can offer assistance.

17.5 Accident and Incident reporting

Any member of staff who is threatened or assaulted is required to report the incident to their line manager. If any member of staff suffers an accident at work, they are required to report the incident to the Corporate Services Director and their line manager.

In some instances, customers will be 'flagged' with a risk flag on our housing management system to record their addresses and the potential risk they may pose to staff. If this happens, the resident will be made aware.

17.6 Legal remedies

We will work closely with the Police to ensure that criminal proceedings are taken where

appropriate, for example, when a member of staff is threatened, harassed, or assaulted.

18 Management Discretion

CDS may exercise discretion, as appropriate, where application of this policy would lead to inequity.

19 Equality, Diversity and Inclusion

- Anti-social behaviour can be traumatic for everyone involved with it, and CDS will ensure that this policy is applied fairly and consistently and will not directly or indirectly discriminate against any person or group in line with the Equality Act 2010.
- We will act sensitively toward the diverse needs of individuals and communities and will take positive action or make reasonable adjustments, where appropriate (i.e. where a resident is vulnerable) in line with the Equality Act 2010 and the CDS Equality, Diversity and Inclusion Policy.

20 Case closure and reviews

We will always attempt to contact the complainant before closing a case to discuss it with them. If we are unable to make contact, we will write explaining why we are closing the case.

We will close ASB cases in the following circumstances:

- There is insufficient evidence to support an ASB case
- Where we have assessed, investigated and/or delivered actions that are appropriate, and we believe there is no further action is now needed. For example, a period with no further reports of ASB.
- Where the reporting person, victims, and witnesses fail to engage with us or provide us with the relevant requested information.
- Where we have passed the case to a third party, which is better placed to deal with the problem, and there is no further action for us.

If a reporting person is unhappy with the assessment or handling of an ASB, they can request a review of the case handling through our complaints process.

Residents also have a statutory right, under the ASB, Crime and Policing Act 2014, to request an ASB Case Review (previously known as a Community Trigger) from the Local Authority within which they live. Each Local Authority will have its own threshold for acceptance and contact details can be found on their website. We will participate fully in all such reviews.

21 Monitoring and compliance

- This policy complies with the regulatory requirements of the social housing regulator's **Neighbourhood and Community Standard** which requires registered providers to work in partnership with other **relevant** agencies to prevent and tackle ASB in the neighbourhoods where they own properties, and to specifically publish a policy on how they work with these relevant partners to prevent and tackle ASB in areas where they own homes.

- We will monitor the implementation of this policy through the analysis of ~~resident~~ customer feedback and monthly case reviews conducted by the Housing Services Manager in collaboration with the relevant Housing Officer. **The meetings will record the number of live and closed cases and monitor the use and effectiveness of action plans. Learning through case management will be embedded and shared during housing management team meetings.**
- Information on cases will be logged and kept secure on our housing management system.
- The CDS Board of Management receives a dashboard of monthly key performance indicators at each meeting, which includes basic information about ASB.
- The Services Committee of the Board of Management receives commentary to accompany the monthly performance dashboard, which provides analysis and proposes actions to improve performance in various housing management areas, including ASB.
- The Housing Officer will ensure written details of all actions taken, copies of letters, notes of interviews, risk assessment and evidence are kept on our housing management system.
- The Housing Officer will ensure that written details of all actions taken, including copies of letters, notes of interviews, risk assessments, and evidence, are kept on our housing management system.
- The Housing Officer will continue to liaise closely with the complainant(s) until the case is concluded. In some cases, there may not be a satisfactory end, but this will still be discussed with the complainant(s).
- When all agreed-upon actions have been followed through and there have been no further actionable incidents, the case will be regarded as having been resolved and closed for monitoring purposes. Cases can be reopened if the problem reoccurs within 6 months of the case being closed.
- Complainants will be asked to complete a Satisfaction Survey.

22 Confidentiality

- CDS will collect and process data in line with our current Data Protection Policy.
- Personal information may be shared between agencies without the individual's consent.
- CDS is committed to working in partnership with the police, social services, and other relevant organisations, in accordance with their local procedures and information-sharing protocols.
- This is essential to enable these organisations to carry out their statutory duties, including investigating concerns and protecting vulnerable people.
- Sometimes, the person reporting an ASB incident may wish for their identity to remain confidential. We can accept anonymous reports and assess them based on the evidence available. However, we will explain the challenges that this may present in terms of the action we can take. For example, how much we can disclose to the alleged perpetrator without compromising the identity of the person reporting. We will discuss these challenges with the person reporting, offer reassurance about our support, the risks, what action we can take, and how they would like us to proceed.
- If anyone reports something that may be a crime or suggests they or others are at serious risk of harm, we are likely to inform the relevant agency. In such a situation, we will explain our own limitations.

23 Legislation and Regulation

This policy meets the legal requirements set out in the following Acts and complies with the Regulatory Framework and guidance from The Regulator of Social Housing. Much of the legislation gives power to the police, and local authorities and we will work with them to maximise the tools available to tackle ASB on our estates:

- Housing Act 1985, 1988, and 1996 – provides grounds for possession and seeking injunctions
- Protection from Harassment Act 1997 – provides criminal and civil remedies to protect against unwanted behaviour causing alarm, distress or fear
- The Crime and Disorder Act 1998 – enables the police to impose changes for racially aggravated offences
- Anti-Social Behaviour Act 2003 – along with the Housing Acts, provides general guidance to social landlords to take action against residents causing nuisance in or around their property and estate
- Racial and Religious Hatred Act 2006 – creates a new offence of stirring up hatred against people on religious grounds
- Anti-Social Crime and Policing Act 2014 – introduced a mandatory ground for possession for ASB; introduced a new civil injunction, abolished the ASBO, and introduced a range of other new powers for the police, social landlords and local authorities to tackle ASB

24 Associated policies and procedures

The following procedures are associated with this policy:

- ASB procedure
- Sign up / lettings procedure
- Lone working procedure

The policy is supported by:

- Allocations policy
- Complaints policy
- Data protection policy
- Unreasonable Behaviour policy
- Health and Safety policy
- CCTV policy
- Safeguarding policy
- Domestic Abuse policy
- Reasonable Adjustment policy
- Equality, Diversity & Inclusion Strategy

Date	Amendment	Version control
September 2020	Approved by Board of Management 21/9/2020	V2.0

Version control