

## Governance Information

<b>Applicable Legislation</b>	<ul style="list-style-type: none"> <li>· Anti-social Behaviour Act 2003;</li> <li>· Anti-social Behaviour, Crime and Policing Act 2014;</li> <li>· Data Protection Act 2018;</li> <li>· Equality Act 2010;</li> <li>· Housing Act 1996;</li> <li>· Policing and Crime Act 2009;</li> <li>· Protection from Harassment Act 1997</li> </ul>
<b>Policy Owner</b>	Director of Operations
<b>Approved By</b>	CMT
<b>Regulatory Reference</b>	Neighbourhood and Community Standard
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<b>Stakeholders Consulted</b>	IDS Tenants via CX and tenant forum
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## 1. Policy Statement

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- 1.1 At the Industrial Dwelling Society (herein known as IDS), we are committed to fostering safe, respectful, and inclusive communities for all our residents. We recognise that anti-social behaviour (ASB) can have a detrimental impact on individuals and communities, undermining the well-being and quality of life of residents.
- 1.2 We are committed to tackling ASB responsively and effectively and in accordance with legal and regulatory requirements. Working closely with our residents and in partnership with others we will provide a fair, customer focussed and proportionate approach to ASB.

## 2. Purpose

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- 2.1 This Policy sets out our approach to managing reports of ASB and hate crime, including the actions we will take, how we will work with others and the support we will provide. Our focus is on:
  - **Prevention:** We will proactively work to prevent ASB through community engagement and education.
  - **Early Intervention:** We will respond quickly and effectively to all reports of ASB, preventing escalation where possible.
  - **Support:** We will support everyone involved in a report of ASB. We will always treat people with respect and without prejudice.
  - **Partnership Working:** We will work collaboratively with other stakeholders, including local authorities, the police, community groups and other housing providers, to effectively tackle ASB.
  - **Using our Powers:** When necessary, we will take legal action against individuals engaging in persistent and serious ASB, including pursuing eviction proceedings in accordance with legal frameworks and regulatory requirements.

## 3. Scope

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- 3.1 This policy applies to all IDS residents, living in a home owned and managed by us.
- 3.2 This Policy applies to all reports of ASB and hate crime (See section 9). References to ASB throughout this policy also applies to hate crime.
- 3.3 Reports of Domestic Abuse are dealt with under the Domestic Abuse Policy.
- 3.4 This policy should be read in conjunction with the Domestic Abuse, Complaints Resolution, Allocations, Safeguarding, and Estate Management Policies.

## 4. Prevention & Early Intervention

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- 4.1 We recognise the importance of preventing ASB before it starts and are committed to building safe neighbourhoods. We will work in accordance with Local Authority and IDS Allocations policies and will consider refusing to house applicants who have previously committed serious ASB.
- 4.2 We will ensure residents are aware of their responsibilities when they become an IDS tenant and sign their Tenancy Agreement. All new IDS residents will be asked to read and sign our Good Neighbour Agreements.
- 4.3 We will respond quickly to reports of ASB and seek to resolve the issue without escalation by carrying out a thorough investigation and promoting long term resolutions.
- 4.4 We will consider the impact of ASB when designing estate improvements and building new homes.
- 4.5 We will proactively use and promote diversionary activities with local partners to prevent ASB.

## 5. Partnership Working

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- 5.1 We will work in partnership with others and support initiatives that aim to have a positive impact on behaviour and deter ASB.
- 5.2 When appropriate, we will work closely with partner agencies, such as the police, local authorities and social services to find suitable resolutions to ASB and hate crime issues. We also use specialist Mediation providers when needed.
- 5.3 If the primary responsibility for investigating an incident lies with another agency, (for example, in the case of alleged criminal activity) we will provide them with appropriate support.
- 5.4 We will attend multi-agency case conferences when required to effectively manage ASB casework.
- 5.5 We will signpost our residents to other organisations who may be able to offer additional specialist support.

## 6. Reporting ASB & Hate Crime

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- 6.1 We take all reports of ASB seriously. We will ensure that any IDS resident experiencing ASB can report their concern to us quickly and easily, either over the phone, online, in person or in writing.
- 6.2 We will respond to all reports of ASB within a maximum of five working days, although we will do our best to respond as quickly as possible. Serious ASB, such as hate related incidences, domestic abuse or acts of physical violence will be responded to within one working day. This is monitored via our housing management system.
- 6.3 We will triage all reports of ASB to determine the appropriate course of action. Where noise nuisance is reported, we will confirm whether it will be dealt with under this policy as ASB or the Estate Management policy as general noise nuisance.
- 6.4 Anyone reporting ASB will be given a dedicated point of contact (usually their Estate Manager), and we will agree with them how they would like to be communicated with including expected time frames.
- 6.5 We will complete a risk assessment to understand the impact the situation is having on them and anyone else who's affected.
- 6.6 We will ensure that any person wishing to activate an ASB Case Review (previously known as a Community Trigger) is advised how to do this and we will participate in any case reviews where this has been activated.

## 7. Support

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- 7.1 We adopt a victim-centred approach to dealing with ASB and hate crime. We will work closely with our residents and other organisations to ensure everyone's safety during our investigation and after a case is resolved.
- 7.2 We understand that some victims and perpetrators of ASB may be vulnerable and will work with all parties to ensure they have access to appropriate support by referring and signposting to specialist organisations.
- 7.3 We will offer support to vulnerable perpetrators, where necessary and appropriate, to help them make the changes necessary to prevent a re-occurrence of the ASB.

## 8. Our Actions

- 8.1 We will ensure our staff are fully trained and aware of the tools and powers available to them and understand how to use them effectively and appropriately.
- 8.2 We will consider the use of both informal and formal methods to resolve ASB. The action we take will always be reasonable and proportionate. We will always take into account the wishes of the person reporting the concern when determining the action we will take.
- 8.3 In most cases informal action such as face to face contact, letters and mediation will successfully resolve the situation. However, there are a range of formal interventions that we have available to us. These include but are not limited to:
- Acceptable Behaviour Agreements;
  - Civil injunctions;
  - Evictions;
  - Criminal Behaviour Orders (in partnership with the Police);
  - Community Protection Notices (in partnership with the local authority); and
  - Closure Notices/Orders (in partnership with the Police).
- 8.4 Our focus will always be on resolving the ASB whilst keeping people in their homes. Evictions will therefore always be the last resort and only where there is a realistic chance of it being successful.
- 8.5 We have a zero-tolerance approach to any IDS resident that participates in violent public disorders and riots, and if they are found guilty of criminal offences we may take enforcement action to end their tenancy with us.

## 9. Definitions

<b>ASB</b>	<p>Conduct that has caused, or is likely to cause harassment, alarm or distress to any person.</p> <p>Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation or residential premises; or</p> <p>Conduct capable of causing housing-related nuisance or annoyance to any person.</p> <p>IDS do not consider the following to be acts of ASB:</p> <ul style="list-style-type: none"> <li>· Lifestyle differences;</li> <li>· Day to day living sounds from neighbouring properties such as footsteps up and down the stairs, washing machines, vacuuming, doors opening and closing;</li> <li>· Noise from children when playing in or near their homes; and</li> <li>· Ball games.</li> </ul>
<b>Hate Crime</b>	Any criminal offence which is perceived by the victim, or any other person, to be motivated by hostility or prejudice based on a person's race, religion, sexual orientation, transgender identity or disability.

## 10. Roles & Responsibilities

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<b>Director of Operations</b>	Overall responsibility for this policy
<b>Head of Housing</b>	Monitoring and review of the policy to ensure it is being carried out effectively on a day-to-day basis. Reporting to committee and the Regulator of Social Housing in regard to ASB Tenant Satisfaction Measures.
<b>Housing Services Manager</b>	Auditing ASB casework to ensure effective case management in line with the policy.
<b>Estate Managers</b>	Carrying out the policy on a day-to-day basis

## 11. Equality Impact Assessment

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An Equality Impact Assessment has been completed for this policy.

## 12. Policy Review & Monitoring

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- 12.1 We will review this policy every three years, or following legislative change, to ensure the Policy remains effective and complies with current legislation and good practice.
- 12.2 We will report to Operations Committee on a quarterly basis the ASB trends and Hate Crime incidents recorded for the last quarter. Routine ASB Housing Meetings will be held to ensure casework is being carried out in line with this policy and highlight any training requirements where appropriate.