

Statement of Policy and Procedures: Anti-social Behaviour

The Anti-social Behaviour Act 2003 requires us to publish a statement of our policies and procedures with regard to anti-social behaviour. This document is designed to give a clear statement of our approach to anti-social behaviour and the way we intend to work together with customers and other organisations.

Introduction

Circle Anglia believes that tackling the causes of anti-social behaviour is key to creating communities where people choose to live. We will ensure that:

- our customers are aware of their responsibilities
- staff are equipped to deal with cases and
- we work in partnership with other agencies to deliver a joined-up approach

In tackling anti-social behaviour, Circle Anglia is committed in complying with relevant legislation and standards:

- Housing Act 1988
- Environmental Protection Act 1990
- Disability Discrimination Act 1995
- Housing Act 1996
- Protection from Harassment Act 1997
- Crime and Disorder Act 1998
- Data Protection Act 1996
- Criminal Justice and Police Act 2001
- Homelessness Act 2002
- Anti-social Behaviour Act 2003
- Domestic Violence, Crime and Victims Act 2004
- Housing Corporation Regulatory Code
- Respect Standard

Definition

The Anti-social Behaviour Act 2003 defines anti-social behaviour as:

“Conduct which is capable of causing nuisance or annoyance to any person and which directly or indirectly relates to, or affects, the housing management functions of a relevant landlord.”

The Crime and Disorder Act 1998 defines anti-social behaviour as:

“Any behaviour that caused or was likely to cause harassment, alarm or distress.”

Anti-social behaviour can be anything from low-level persistent nuisance to serious violent behaviour. It includes all behaviour that impacts negatively on residents’ quality of life in and around their homes.

Examples of Anti-social behaviour will include:

- Harassment
- Domestic Violence
- Intimidation
- Unreasonable noise
- Rubbish, fly tipping, misuse of gardens or communal areas
- The use, sale and cultivation of illegal drugs
- Neighbour disputes
- Nuisance
- Verbal abuse
- Damage to property
- Abandoned vehicles
- Criminal behaviour

Prevention

Circle Anglia recognises that one of the most effective ways to tackle anti-social behaviour is to take a preventative approach. We will use the following prevention measures, where appropriate.

- Accommodation design
- Appropriate lettings
- Clear messages at sign up
- Tenancy agreements
- Starter tenancies
- Security improvements
- Improved street lighting
- Neat and tidy estates
- Youth diversion schemes
- Police Community Support Officers (PCSOs)
- Neighbourhood warden schemes

- Support services
- CCTV
- Publicity

Enforcement

Circle Anglia has a wide range of tools available to tackle anti-social behaviour. The options we choose to take will vary from case to case:

- Mediation
- Acceptable Behaviour Contracts (ABCs)
- Parenting contracts
- Injunctions
- Anti-social Behaviour Orders (ASBOs)
- Demoted tenancies
- Notice of Seeking Possession (NOSP)

Support

Circle Anglia recognises the need to support residents who from time to time have difficulty in managing their tenancy because of mental health, issues, learning disabilities, physical disabilities, special needs or older people.

Circle Anglia recognises that anti-social behaviour may be stopped or resolved by appropriate support to vulnerable groups like young people, ex-offenders, those misusing drugs and/or alcohol and those through the care system.

Circle Anglia will support and protect complainants and witnesses in order to take swift and appropriate action.

Circle Anglia will also support perpetrators to enable tenancies to be sustained where appropriate.

Partnerships

Circle Anglia will work with other relevant agencies and organisations in resolving anti-social behaviour. Examples include:

- Social Services,
- Local Authorities,
- Police
- Community Support teams
- Voluntary agencies

- Youth Offending teams
- Local Education Authorities
- Mediation services
- Other Registered Social Landlords (RSLs)

Confidentiality

We will adhere to the Data Protection Act. Information provided by the complainant will be treated as confidential at all times and only passed to external agencies with prior consent.

Service Standards

We will make initial contact within 1 working day for serious cases and 5 working days for non-serious cases.

We will remove offensive or discriminatory graffiti within 24 hours of being notified.

We will work with each customer to agree an action plan for managing their case. This will include agreeing on the method and frequency of communication throughout the case.

We will review all open cases after 3 months.

If we feel a case should be closed, we will discuss this with the customer and give them an opportunity to appeal

After a case is closed we will conduct a satisfaction survey.

Monitoring

Circle Anglia will record all reported incidents of Anti-social Behaviour to show:

- Number of incidents reported
- Type of incident
- Type of action taken
- Response within target time
- Referral for support
- Number of cases resolved
- Number of tenancies ended
- Level of resident satisfaction
- Level of residents feeling more safe and secure in their home and community

- Staff costs
- Repair costs
- Cost of legal action
- Ethnicity and gender of victim and perpetrator
- Nature of relationship between victim and perpetrator
- Type of tenancy
- Contact made with the police and other agencies
- Repeat victimisation
- Where cases are referred to
- Outcomes of case

Training

Circle Anglia will offer appropriate training to our staff to ensure that they are able to deal effectively with anti-social behaviour.

Related policies and procedures

Child Protection

[Domestic Violence](#)

[Harassment](#)

Further Information

This document is available from our website www.circleanglia.org/customers or upon request.

A summary of this document is also available.

This document can be translated or provided in an alternative format (e.g. Braille, large print, audio)

For further information please contact the Policy and Planning Team either on **020 7288 4080** or at teamforpolicy@circleanglia.org