

New

Revision



Housing Management

Anti-social Behaviour

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| Scope: | This policy applies to Circle 33 Housing Trust, Commercial Services Circle Anglia, EPIC Trust, Old Ford Housing Association, South Anglia Housing and Wherry Housing Association |
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| Author: | Jason Christensen, Policy Officer Abi Patience, Policy Officer |
| Policy Owned by: | Policy and Planning |
| KLOE: | 6 Tenancy and Estate Management 31.5 Harassment and Domestic Violence |
| QAF (Supported Housing): | C1.4 Protection from Abuse |
| Statute: | Housing Act 1988, 1996 Environmental Protection Act 1990 Disability Discrimination Act 1995 and 2005 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 |
| Regulatory Code: | 3.5 |
| Consultation: | SMPRG, Staff, Have Your Say, OF HS, OF TML, GPF, HQN |

Anti-social Behaviour Policy

1 Scope

1.1 This policy applies to the following group members:

- Circle 33 Housing Trust
- Commercial Services Circle Anglia
- EPIC Trust
- Old Ford Housing Association
- South Anglia Housing
- Wherry Housing Association

1.2 This policy applies to all customers of Circle Anglia. The same standards apply to employees and contractors in all teams and departments.

1.3 Who is defined as a customer?

- any person who holds one of Circle Anglia's occupancy agreements
- family members or friends of the customer who live at that address or visit for extended periods of time
- any service user who is receiving a support service from EPIC
- any person who is in the process of being referred to us for rehousing, or any of the support services that we provide
- any leaseholder of a Circle Anglia RSL

1.4 Staff members and contractors who experience Anti-Social behaviour while carrying out their work are also covered by this policy.

2 Policy Statement

2.1 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.

2.2 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 made 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

2.3 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 and 2005
- 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

3 Policy

3.1 The purpose of this policy is to inform our customers, staff and partners of our approach towards anti-social behaviour.

3.2 The purpose of Circle Anglia's anti-social behaviour service is:

“To enable us to create and maintain sustainable communities by preventing and tackling anti-social behaviour, working in partnership with other departments, external agencies and residents in order to improve residents' quality of life.”

Objectives

3.3 Circle Anglia aims to achieve this by:

- Taking steps to prevent anti-social behaviour
- Using a victim-centred approach
- Taking action against any person responsible for anti-social behaviour
- Working with agencies to help provide support for victims
- Sharing information with partners

- Meeting all data protection and confidentiality requirements
- Providing appropriate training
- Providing tenancy support

4 Definition

4.1 There is no one definition of anti-social behaviour. 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 home.

4.2 Common types of anti-social behaviour include:

- Leaving rubbish or litter lying around
- People being drunk or rowdy in public places
- Nuisance neighbours or problem families
- People using or dealing drugs
- Vandalism, graffiti and other deliberate damage to property or vehicles
- Noisy neighbours or loud parties
- People being insulted, pestered or intimidated in the street
- Abandoned or burnt out cars
- People being attacked or harassed because of their skin colour, ethnic origin, religion or disability.

4.3 Anti-social behaviour can be caused by, and affect both residents and non-residents. This policy covers staff and contractors who experience anti-social behaviour while carrying out their duties.

4.4 Under new smokefree legislation, residents who persistently smoke while staff members / contractors are present may be considered to be perpetrating anti-social behaviour.

4.5 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.”

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

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

4.7 The following are the types of behaviour that Circle Anglia deem to be anti-social behaviour.

Harassment

4.8 Circle Anglia recognises that harassment may occur based upon an individual’s race, religion, gender, disability, sexual orientation or age. See [Harassment](#) policy.

4.9 Acts of harassment include (but are not limited to):

- Racist behaviour or language
- Hate crimes
- Actual or threatened violence
- Abusive or insulting words or behaviour
- Actual or threatened damage to another person’s home or possessions
- Writing threatening, abusive or insulting graffiti
- Behaviour that interferes with the peace, comfort or convenience of others

Domestic Violence

4.10 Circle Anglia currently defines Domestic Violence as an actual or threatened act of harassment, assault or abuse (mental, physical or sexual) against any person living in the same premises.

4.11 Circle Anglia recognises that Domestic Violence occurs regardless of age, gender, race, sexuality, wealth, geography or tenure and also impacts upon children, family and the community. See [Domestic Violence](#) policy.

Intimidation

4.12 Where language or behaviour is used deliberately so as to intimidate a person and prevent them from the quiet enjoyment of their home and neighbourhood.

Neighbour disputes

4.13 Anti-social behaviour can arise between two or more parties living in close proximity, and with different lifestyles. We would encourage parties to resolve issues independently or through a mediation service before the situation

escalates.

- 4.14 Neighbours can cause a nuisance through thoughtless or uncaring behaviour and may affect anyone in the vicinity. This could include a range of anti-social behaviour, and will be dealt with as is appropriate to the problem.

Verbal abuse

- 4.15 Verbal abuse can take the form of behaviour such as:

- Foul and abusive language
- Unfounded or unreasonable allegations

Noise

- 4.16 Unreasonable noise can have a serious and detrimental effect upon the lives of residents.

- 4.17 Circle Anglia has a noise clause in the tenancy agreement:

“To ensure that excessive or persistent noise (including noise caused by members of the household, visitors, animals and pets) is not caused. Excessive noise will depend, in part, on the time of day at which it occurs.”

- 4.18 Excessive or persistent noise between the hours of 11pm and 7am has a lower tolerance level.

Environmental

- 4.19 Environmental anti-social behaviour (e.g. graffiti, rubbish) not only impacts upon those living in our properties, but is also a contributory factor to failing areas. A poor environment can attract other forms of anti-social behaviour and contribute to the general decline of an area.

- 4.20 Anti-social behaviour can arise from the use or misuse of gardens and can include:

- Overgrown gardens
- Rubbish in gardens
- Nuisance from bonfires
- Vermin in gardens
- Lack of garden maintenance
- Vehicles located in gardens

- 4.21 Where available tenants will be offered assistance with their gardens if they are infirm or elderly. Examples of this would be referral to a local handyman service, or partnership with a probation service.
- 4.22 Rubbish, fly tipping and misuse of communal areas constitute improper or unsanitary use of homes or communal areas and therefore is a health and safety risk with a serious impact upon the quality of life of residents.

Pets and animals

- 4.23 Pets and animals can cause problems through:
- noise
 - smells
 - fouling inside the property or communal areas
 - uncontrolled wandering
 - attacking people and/or damaging property
 - not being appropriate for the type of property
 - large numbers being kept

Damage to property

- 4.24 This can include deliberate damage to either public or private housing caused by:
- Graffiti
 - Damage to communal areas and fittings
 - Damage to fencing and walls

Vehicles

- 4.25 Anti-social behaviour can result from the use, ownership or repairing of vehicles and can include:
- Abandoned vehicles
 - Some vehicle repairs such as noisy bodywork, inappropriate disposal of oil etc.
 - Excessive or inappropriate use of shared parking facilities
 - Inconsiderate parking of vehicles, causing an obstruction or damage to pedestrian or grassed areas
 - Parking on gardens
 - Nuisance through inappropriate use of cars, bikes, scooters, motorcycles or mini-motos

Drugs

- 4.26 The use, sale and cultivation of illegal drugs can have a serious impact upon communities, leading to multiple complaints and can represent serious health and safety risks to communities.

Other Criminal behaviour

- 4.27 Criminal behaviour is defined in its strict legal sense and can include behaviour such as:
- Physical violence
 - Motoring offences
 - Theft and burglary

5 Respect Action Plan

- 5.1 The Government launched the Respect Action Plan in January 2006, aiming to take a broader approach to tackling anti-social behaviour and nuisance.
- 5.2 The action plan aims to address the causes of anti-social behaviour, which lie in families, the classroom and in communities. A key goal of action to tackle anti-social behaviour and promote Respect is to empower communities and individuals to act together to improve their neighbourhoods and to feel secure.

Respect Standard

- 5.3 Circle Anglia has signed the Respect Standard for Housing Management. It is built around six core non-negotiable commitments:
- Accountability, leadership and commitment
 - Empowering and reassuring residents
 - Prevention and early intervention
 - Tailored services for residents and provision of support for victims and witnesses
 - Protecting communities through swift enforcement
 - Support to tackle the causes of anti-social behaviour
- 5.4 The key to the Respect Standard is accountability to residents. We will therefore publicise our policy towards anti-social behaviour and make it clear how seriously we take it. We will include a section in our Tenant Handbook which address anti-social behaviour issues. We have developed a website with information about the Respect agenda www.circleangliaRespect.org

- 5.5 Residents and the community should be kept informed of our action taken against perpetrators of anti social behaviour.
- 5.6 Examples of the way in which we may publicise cases are:
- Newsletters
 - Local media including newspapers, radio and TV
 - On the Circle Anglia Respect website
- 5.7 We will use the publicity of cases wisely as although it can act to deter others from engaging in such conduct, “naming and shaming” may have the adverse effect.
- 5.8 Signing the standard has specific benefits for us as an organisation
- The “Respect Squad” can be called in to help local agencies tackle anti-social behaviour, offer support in complex cases or intervene where partnerships have broken down.
 - DCLG are also sponsoring a high profile national award scheme where examples of best practice can be showcased to other landlords.

6 Prevention

- 6.1 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.

Appropriate lettings

- 6.2 Whenever possible, we will operate a lettings policy that takes age, gender and family composition into account when making allocations.

Clear messages at sign up

- 6.3 We recognise that some problems can often be avoided through clear messages at sign-up (before a resident moves into their home).
- 6.4 During sign up our staff will explain to new residents:
- What ASB is
 - What the consequences of acting anti socially are
 - What is acceptable behaviour

Tenancy agreements

- 6.5 Under the terms and conditions of our tenancy agreements, tenants are

responsible for the behaviour of everyone (including children) living in or visiting their home and neighbourhood.

6.6 Current tenancy agreements have clauses on the following:

- Nuisance
- Domestic Violence
- Harassment
- Noise

Starter tenancies

6.7 Circle Anglia uses starter tenancies to sign up new tenants in certain areas agreed with local authorities. See [Starter Tenancies](#) policy.

6.8 The starter tenancy is similar to the assured shorthold tenancy except at the end of the year if the tenancy has been conducted satisfactorily, it will automatically revert to a full assured periodic tenancy.

6.9 If the starter tenancy agreement is breached during the first twelve months, we will take the appropriate steps to address the breach and to ensure that any support needs are identified and provided.

Professional witnesses

6.10 Where necessary Circle Anglia will employ professional witnesses for the purpose of gathering evidence.

6.11 This is generally appropriate where anti-social behaviour is taking place but we are unable to obtain evidence, or where people are too afraid to come forward and act as witnesses.

Accommodation design

6.12 Circle Anglia will ensure that properties meet the required standards for sound insulation and security.

6.13 We will also use initiatives such as secure by design to design out crime in new developments and we will consult with the police and other appropriate agencies on refurbishment and regeneration projects.

Security improvements

6.14 Improvements to the security of a property can act both as a deterrent to criminals and to make vulnerable residents feel safe and secure within and

outside their properties. This can include proper window locks, door entry systems, the gating of alleyways where people might congregate etc.

- 6.15 Where appropriate, advice will be sought from local police and crime prevention advisors.
- 6.16 The introduction of improved street lighting deters criminals and can make a community feel much safer. This can be provided by ourselves, an external agency, or in partnership.

CCTV

- 6.17 The presence of CCTV cameras may also deter anti-social behaviour and make the community feel safer. CCTV is a very valuable tool that can be used to gather evidence of anti-social behaviour and can be used in legal proceedings to take action against the perpetrators.
- 6.18 Circle Anglia will use CCTV where appropriate to gather evidence of anti-social behaviour and crime subject to the principles set out in the Data Protection Act 1998 and the Code of Guidance prepared by the Information Commissioner.

Neat and tidy estates

- 6.19 Untidy estates create a bad impression and have a negative impact on residents. The dumping of rubbish, abandoned vehicles and graffiti can send the wrong message to perpetrators who will see it as a sign of neglect and indifference.

Youth diversion schemes

- 6.20 The aim of youth diversion activities are to prevent and reduce anti-social behaviour. We will work in partnership with local authorities, voluntary organisations and other community development initiatives to ensure residents have access to and are aware of the activities in their neighbourhoods where appropriate.
- 6.21 In some areas Circle Anglia runs activities for the community itself.

Police Community Support Officers (PCSOs)

- 6.22 Circle Anglia will work with the police in communities where additional police resources are provided through PCSOs. We will liaise with them wherever appropriate and support their role on street patrols and evidence gathering as part of a robust problem solving approach.

Neighbourhood warden schemes

- 6.23 In some areas Circle Anglia has neighbourhood wardens providing a visible, semi-official presence on streets and estates. Working in partnership with the police, social services and other agencies to deter crime and tackle anti-social behaviour.

7 Reporting Anti-Social Behaviour

- 7.1 ASB can be reported by the victim, witness or person on behalf of the victim.
- 7.2 Reports can be made by phone, e-mail, letter, in person or on our website. Contact numbers are advertised on the Circle Anglia Respect website, in the Tenant's Handbook, and in customer leaflets.
- 7.3 In all cases we will make initial contact within 24 hours, and agree an Action Plan with the complainant within two weeks of receiving the complaint.
- 7.4 During the period of the Action Plan until the case is closed we will contact the complainant regularly to keep them informed about progress, and review the Action Plan every month.

8 Enforcement

- 8.1 Taking action against perpetrators of anti-social behaviour sends a clear message to other residents that we will not tolerate such behaviour.
- 8.2 The Respect standard highlights the importance of protecting communities through enforcement measures. The government has provided landlords with a range of tools with which to tackle anti-social behaviour.
- 8.3 The options we choose to take will vary from case to case and can depend on:
- The type of behaviour and its impact on others
 - The age of the perpetrator
 - Any vulnerability suffered by the perpetrator
 - Whether the perpetrator is a resident or non-resident
 - The evidence available to support a case
 - Whether the perpetrator has a disability under the Disability Discrimination Act

Mediation

- 8.4 Mediation is a voluntary process which can be an effective tool in dealing with

some types of disputes between residents.

- 8.5 Circle Anglia will assist with mediation by referring those in conflict to a neutral person or organisation to enable to listen, find common ground and jointly agree ways of dealing with the problems.

Acceptable Behaviour Contracts (ABCs)

- 8.6 An acceptable behaviour contract is a voluntary agreement made between an alleged perpetrator of anti-social behaviour and partnering agencies (e.g. ourselves, local police, schools etc). It is most commonly used on young people between the ages of 10 and 18 years old to stipulate behaviour which is causing a nuisance and act as a deterrent to the young person, although they can be used for all age groups.
- 8.7 The flexible nature of ABCs means that they can be used incrementally. This means that very minor misdemeanours can be nipped in the bud quickly with nothing more than a simple contract with just one agency. Where behaviour is more problematic – either because it is persistent or because it is serious – then support to address the underlying causes of the behaviour should be offered in parallel to the contract. This may include diversionary activities (such as attendance at a youth project), counselling or support for the family.
- 8.8 Circle Anglia will use Acceptable Behaviour Contracts as a way of encouraging residents and their families or visitors to change perpetrators' behaviour.

Parenting contracts

- 8.9 Similar to Acceptable Behaviour Contracts but are signed by the parent of a child under 10 years old, who takes full responsibility for their child's behaviour the agreement is voluntary.
- 8.10 The requirements of a parenting order will depend on the conduct concerned but by way of example may include the following:
- To ensure their child stays away unless unsupervised from a part of town where he/she has misbehaved
 - To ensure their child avoids contact with certain disruptive individuals

Injunctions

- 8.11 Circle Anglia may seek injunctions to prevent the recurrence of anti-social behaviour. Under the Housing Act 1996 in order to grant an injunction the

Court must be satisfied that the conduct is:

“Capable of causing nuisance or annoyance to any person and directly or indirectly relates to or affects the housing management functions of the landlord.”

- 8.12 We may seek an injunction with the power of arrest and an exclusion order to ban a resident’s partner/visitor/adult child/other adult relative from our estate when they have acted in a threatening and or abusive manner.
- 8.13 In cases involving the use or threat of violence, we will consider applying for an urgent injunction without giving the individual prior notice.
- 8.14 There are three main types of injunction available to Circle Anglia under the Anti-social Behaviour Act 2003:
- Injunction for breach of tenancy, where a resident engages, or threatens to engage in behaviour capable of causing a nuisance or annoyance to any person, or encourages/incites another to do so
 - Anti-social behaviour injunction, where anyone threatens to/engages in conduct capable of causing a nuisance or annoyance to any person and which affects the landlord’s housing management function
 - Unlawful use of tenancy, to restrain an unlawful use, or threatened use of property owned or managed by the landlord
- 8.15 Residents can also seek their own injunctions.
- 8.16 Injunctions can only be used to control the behaviour of those with the mental capacity to understand what they are doing and how to modify their behaviour.

Anti-social Behaviour Orders (ASBOs)

- 8.17 Circle Anglia may seek Anti-social Behaviour Orders with the police and local authority against anyone over the age of 10 years old who has acted in a manner that caused or was likely to cause harassment, alarm or distress to persons not of the same household.
- 8.18 An ASBO will last for a minimum of two years.
- 8.19 Breaching an ASBO is a criminal offence and can result in a custodial sentence.

Demoted tenancies

- 8.20 Circle Anglia can apply to court for a demotion order which will reduce the

rights of secure and assured tenants following anti-social behaviour.

- 8.21 After 12 months, if there have been no further incidents of ASB, a new assured tenancy will be granted.
- 8.22 Demotion orders can only be sought for secure and assured tenancies.

Notice of Seeking Possession (NOSP)

- 8.23 Circle Anglia may take possession action following a serious breach of the tenancy agreement.
- 8.24 Possession action will only be considered if the other options available to us have been ineffective or deemed inappropriate. The decision to terminate the tenancy should be taken by a line manager. A report should be prepared to document the decision.
- 8.25 Where it is known that the tenant has mental health problems we must consider whether the anti-social behaviour complained of is as a result of the mental health of the tenant. This will affect whether or not the Court will issue a Possession Order. Where there is anti-social behaviour as a result of a mental health problem we will offer support to the resident involved (see section below).

9 Support

- 9.1 Circle Anglia will take a victim-centred approach in investigating all complaints of anti-social behaviour. We will support and work with our customers in trying to resolve the complaint
- 9.2 Providing support is central to the aims of the Respect agenda
- For victims and witnesses
 - For those causing the anti-social behaviour, where appropriate
- 9.3 Circle Anglia will work with local agencies and community groups to help provide support for victims of anti-social behaviour.
- 9.4 Circle Anglia may use our Support Initiatives department or external partners or agencies to perform this function. We will refer to specialist agencies, where relevant, to provide specialist help and support to help tackle anti social behaviour. As well as supporting victims, these agencies have the expertise to deal with the wider problems that often fuel anti social behaviour such as

social exclusion, unemployment, family breakdown, truancy, exclusion from school, drug and alcohol dependency.

9.5 Services should be co-ordinated through agencies working together to provide support. Examples of support services are:

- Victim Support
- Family and youth services
- Drug and Alcohol Services

9.6 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 because they are older people.

9.7 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.

Witness Support

9.8 Collection of evidence should minimise the burden on complainants and witnesses by using clear and accessible forms and processes

9.9 Where attendance at court is required full explanations of the procedures and pre-visits to court should be offered in advance and support offered throughout, including escort to court and mentoring. We will liaise with court services to minimise the stresses of a hearing.

9.10 The support needs of witnesses will be fully assessed. Where necessary we will work with partners to reassure witness for example through regular patrols, visits by officers, provision of personal alarms and CCTV systems. We will liaise with Crime Prevention services where necessary to protect witnesses.

9.11 We will consider the use of Professional Witnesses where appropriate.

10 Partnerships

10.1 Tackling anti-social behaviour will not work unless we engage with other agencies at a national, regional and local level.

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

- Social Services,

- Police
- Community Support teams
- Voluntary agencies
- Youth Offending teams
- Local Education Authorities
- Mediation services

10.3 We will assist and support the police and local authorities in applications for ASBOs, Parenting Orders, Curfew orders Fixed Penalty Notices and closure orders.

10.4 We will share information with the police, local authorities and other key agencies under joint protocols for information exchange.

Shared estates

10.5 Wherever possible we will ensure that there is a consortium management agreement in place on multi-landlord estates that sets out clear standards and agreed approaches towards anti-social behaviour.

10.6 We will work with our partners to use the full range of powers available to us to tackle anti-social behaviour regardless of tenure.

Dispersal zones

10.7 Where necessary, we will work with the police and local authorities in setting up a dispersal zone.

11 Confidentiality

11.1 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.

11.2 We will work towards ensuring that access to information shall be limited solely to those who need to see it to carry out their functions and will be securely held, stored and processed. Rights of Access to personal information will be honoured in accordance with the Data Protection Act 1998.

12 Leaseholders

12.1 In Respect of Circle Anglia's leaseholders, there are provisions relating to behaviour that will constitute anti-social behaviour set out in the lease.

12.2 Measures for dealing with anti-social behaviour perpetrated by leaseholders are similar to those used for dealing with tenants. The main difference is that instead of possession proceedings and eviction being the ultimate sanction, leaseholders can face forfeiture of their lease.

13 Service Standards

- 13.1 We will adopt a victim centred approach. We will offer clear advice and support when you report an incident.
- 13.2 We will make sure someone is always available to deal with anti social behaviour during office hours.
- 13.3 We will make initial contact within 24 hours for reports of racial harassment and domestic violence.
- 13.4 We will agree an action plan with you within 2 weeks of when you report an incident and review this every month.
- 13.5 We will remove offensive or discriminatory graffiti within 24 hours of being notified.
- 13.6 We will investigate all complaints of anti social behaviour and 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.
- 13.7 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
- 13.8 After a case is closed we will conduct a satisfaction survey by telephone.

14 Monitoring

- 14.1 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

14.2 We have local performance indicators which measure success in tackling anti-social behaviour.

15 Equality and Diversity

15.1 It is essential to recognise that customers of all races, ages, religions, gender, sexual orientation and disability should be treated equally and fairly.

15.2 We will provide support to residents who have difficulty in managing their tenancy because of mental health, issues, learning disabilities, physical disabilities, special needs or older people.

15.3 We will provide support to vulnerable groups like young people, ex-offenders, those misusing drugs and/or alcohol and those through the care system.

15.4 We will monitor all reported incidents of anti-social behaviour to show ethnicity and gender of both victim and perpetrator.

15.5 Offensive or discriminatory graffiti will be removed within 24 hours of being notified.

15.6 We have produced separate policies on Harassment and Domestic Violence.

15.7 All customers will have access to this document, the [ASB policy statement](#) and the policy summary upon request or from our website www.circleanglia.org/customers

15.8 These documents can be translated or provided in alternative formats (e.g.

Braille, large print, audio) upon request.

15.9 Equality and Diversity training is mandatory for all staff.

16 Publicising the Policy

16.1 Circle Anglia publicises its policies and procedures on Anti-social Behaviour to residents and staff in a number of ways:

- [ASB Policy Statement](#) and Summary
- Residents' Handbooks
- Leaflets
- Residents' Newsletter
- Residents' Website
- CIRANO
- Policy Briefings and
- Training

Glossary

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| ABC | Acceptable Behaviour Contract |
| ASB | Anti-social Behaviour |
| ASBO | Anti-social Behaviour Order |
| EMM | Estate Management Module |
| GPF | Group Policy Forum |
| HQN | Housing Quality Network |
| NOSP | Notice of Seeking Possession |
| OF HS | Old Ford Housing Services |
| OF TML | Old Ford Tredegar Monteith Lefevre (residents' group) |
| SMPRG | Senior Managers Policy Review Group |
| Injunction | An injunction is a civil order obtained from the County Court which prohibits or compels the person concerned from engaging in the behaviour detailed in the injunction. |

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| Connected Policies: | Anti-social Behaviour Statement Domestic Violence Harassment Starter Tenancies Smoke free policy |
| Forms and Letters: | ASB Alleged Perpetrator form ASB Case Closed letter ASB Incident Log ASB Interview form ASB Pack ASB Permission to Disclose Information form ASB Warning letter |
| Leaflets: | Anti-social Behaviour Domestic Violence Harassment |