

## Dealing with Anti-Social Behaviour

This is a guide for BCHA customers regarding the reporting of anti-social behaviour (ASB).

### What is anti-social behaviour?

BCHA uses the definition of ASB as in the Anti-Social Behaviour, Crime and Policing Act 2014:

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

### How we respond to reports of ASB

We will prioritise our response by both the risk of harm and the type of ASB. High risk and severe ASB (Priority 1) will receive a response within 24 hours and all other ASB (Priority 2) within seven calendar days.

1. **ASB (Priority 1)** - Any situation where the victim's risk assessment indicates a high risk of harm, irrespective of the type of ASB (behaviour which may be targeted or serious in nature and poses an immediate threat to personal safety or property)
2. **ABS (Priority 2)** – When the risk of harm to the victim is assessed as moderate, and/or the behaviour (intentional or otherwise) is persistent and continuous but does not present an immediate threat to personal safety or property.

Whether Priority 1 or 2, BCHA will take an impartial and non-judgemental approach and maintain total confidentiality. The investigation will be carried out in a sensitive and sympathetic manner. Complainants will be referred to a dedicated Tenancy Office, accurate details or all reported cases recorded and action plans agreed with the customer. BCHA acts on all reported incidents of ABS, - domestic abuse and hate crimes from our tenants, other service users and the public (about our customers/services)

### Gathering information and evidence

- Visit the victim of ASB, unless requested otherwise, or all relevant information has already been gathered
- Visit any witnesses to obtain a broader view/ background of a report.
- Visit the person who has behaved anti-socially, unless by doing so would put the complainant or BCHA staff member's safety at risk. In these instances, the perpetrator would be invited to a BCHA office, or police presence requested at the home visit

## Action available to resolve cases

- For victims of ASB, BCHA will discuss and advise regarding the various support options available
- BCHA will refer to the Equality Act 2010 when assessing the validity of pursuing an ASB report.
- Enforcement letters will be sent for less serious cases.
- Acceptable Behaviour Contracts and Parenting Contracts will be used as voluntary agreements to help behavioural change
- If appropriate injunctions/notices will be served to the perpetrator.
- Injunctions will also be used to prevent repeated serious behaviour.
- Should all other methods fail, and situation warrant, Tenancy Demotion and Repossession Orders will be served.
- Should the person who has behaved anti-socially have a 'Starter Tenancy' (Assured Shorthold Tenancy Agreement) or Licence Agreement, an Extension Tenancy Notice or Section 21 Notice (to end their tenancy) will be served, if the situation warrants.
- BCHA work in partnership with local Councils, the Police and other agencies when responding to Community Triggers/Community Remedy/Community Protection Notices/Closure Orders and Criminal Behaviour Orders (CBOs)
- BCHA will suggest mediation if considered to be the most effective way to deal with a report of ASB.

## What is the process when a report of ASB is received?

- Every report is taken seriously and investigated thoroughly
- All cases are treated confidentially. No discussion with anyone involved in the case will be spoken to without prior permission of the complainant
- The complainant will be kept informed of the progress of the case. \* They will be involved in the resolution of the case.
- Other organisations may be contacted in relation to the report, but not without prior consultation with the complainant.

\* Contact will be every 10days during the investigative stage. Once the case is closed (to mutual satisfaction), BCHA will monitor the situation for a further 3 months

A letter will be send to confirm resolution and that case is close, including a Satisfaction Survey to monitor our process and service

## How BCHA monitor the Service Standard

BCHA will ensure that the quality and appropriateness of the Standard is regularly monitored and reviewed by:

- Holding monthly reviews between Housing Staff and Line Manager's regarding each case of ASB to review (and act upon) any lessons learnt
- Sending Satisfaction Surveys to gain customer feedback on the process regarding ASB cases
- Meetings with customers to present the results of Satisfaction Surveys and gaining further feedback on the Service Standard
- Reviewing services provided to ensure they meet the needs of the customers and are good practice

- Reviewing performance at the Quarterly BCHA Board and at Resident Meetings/Customer Panels/Forums

