

Anti-Social Behaviour Policy		Policy Reference: HM8 (Version 5)
Lead Department:	Housing Management	Approval Date: June 2024
Approved by:	Board	Review Date: June 2025
This document applies to the following areas of New Outlooks Business		
This policy applies to all tenants and residents living in properties managed and owned by New outlook; Licensees, leaseholders and shared ownership.		
Appendices/forms:		

SCOPE

The Anti-social Behaviour Policy outlines New outlook’s approach to tackling anti-social behaviour (ASB) through prevention, intervention and finding suitable and proportionate solutions which may include legal action.

This policy applies to all tenants and residents of New Outlook Housing, or any other person affected by the behaviour or actions of a New Outlook tenant or resident.

This policy should be read in conjunction with the ASB procedure.

POLICY STATEMENT

New Outlook believes that every person has a right to enjoy life in their own way, providing they do not adversely affect the lives of those living and working around them.

This policy sets out the approach that New Outlook has adopted to deal with anti-social behaviour. All staff and managers are responsible for ensuring compliance with the policy’s key objectives.

- Make sure New Outlook complies with statutory and regulatory obligations
- Tackle the causes of ASB and where possible prevent incidents of ASB happening
- Prevent incidents of ASB escalating
- Use the necessary management intervention and legal action where appropriate, to deal with perpetrators of ASB
- Provide appropriate advice & support to tenants and residents
- Work in partnership with the Police, Local Authorities and other specialist agencies
- Support all colleagues to tackle ASB

New Outlook Housing Association is committed to tackling ASB in a responsive and robust manner. ASB can significantly affect the quality of life for our tenants and residents.

- ASB includes, but is not limited to, intimidation, harassment, aggressive language and/or behaviour, threatening language and/or behaviour, damage to property including graffiti, vandalism and fly-tipping, dumping of rubbish/smell from rubbish, noise nuisance, acts of physical violence, drug crime and other criminal activity.
- All residents will be expected to show consideration to their neighbours by complying with the terms of their tenancy agreement and not to commit, or allow other household members, visitors or pets to commit acts of ASB or nuisance. This includes harassment, annoyance or disturbance to other residents, their visitors or other people in the area, such as our staff and contractors whether unintentional, deliberate or personally motivated.
- We will deal with ASB in a proportionate and appropriate manner. Our approach will include engaging with complainants and alleged perpetrators, providing support and/or taking enforcement action.
- We will take a customer focused approach to tackling ASB, working with the complainant and the alleged perpetrator. In some cases, we may require further support from third parties such as witnesses, police and other support agencies especially for repeated and persistent ASB reports.
- The relevant bodies may request New outlook to disclose information for the purpose of the case. Disclosing information for the ASB case does not breach any obligation of confidence or any other restriction on the disclosure of information.
- We will not tolerate abuse against our staff or contractors, whether physical or verbal. We will take appropriate action against customers and members of the public who are abusive, as set out in this policy.
- We are committed to ensuring the safety of our staff. We will provide training and on-going support to ensure all the relevant staff are compliant and effectively putting New outlooks anti-social behaviour policy and procedure into action, when dealing with reports of anti-social behaviour, domestic abuse, hate crime, harassment and intimidation.

TERMS AND DEFINITIONS

TERM	DEFINITION
ASB	Anti-social behaviour
GDPR	General Data Protection Regulation 2018

POLICY SECTIONS

ASB Definitions

The term 'anti-social behaviour' covers a wide range of unacceptable activities that have a negative effect on the quality of community life.

This anti-social behaviour policy is designed to promote a safe and inclusive environment for all. In line with the Equality Act 2010, we are committed to ensuring that no individual is discriminated against.

We use the following definition of ASB, as stated in the Anti-Social Behaviour, Crime and Policing Act 2014:

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

People to whom the conduct or behaviour may cause nuisance or annoyance includes:

- Anyone who has a right to live in property that New Outlook owns or manages

ASB or not ASB

Everyone has the right to live the way they want providing it does not unlawfully spoil the quality of life of others. This means being tolerant, accepting and respecting the needs and choices of other people.

New Outlook will apply a reasonable approach to all reports of suspected ASB and will intervene only where it is in the best interests of New Outlook residents to do so. Consideration will be given to the harm or likely harm caused to individuals.

Not all reports relating to behaviour that impacts on an individual can be deemed anti-social behaviour. It is important to show tolerance and be respectful of differing lifestyles and customers going about their normal everyday activities. This includes complaints which are not a breach of tenancy such as complaints about people being inconsiderate or thoughtless.

We will work to manage resident expectations regarding behaviour that is not defined as ASB by offering advice and guidance and where appropriate will expect residents to resolve the issues themselves.

Domestic violence committed by a tenant or resident, family member or visitor can also fall within the description of anti-social behaviour. New Outlook's policy on safeguarding will be used in conjunction with this policy to decide on the actions to be taken against perpetrators.

Diversity and Inclusion

In accordance with the Equality Act 2010, our policy on anti-social behaviour is committed to ensuring that all individuals are treated fairly and with respect, regardless of their protected characteristics. New outlook will treat all customers with fairness and equality. Incidents of discrimination can fall within the definition of anti-social behaviour and New Outlook takes such conduct very seriously.

Diversity and inclusion training are mandatory for all staff.

Monitoring, Review & Evaluation

We monitor key performance indicators at Board, Executive and local team levels. Our policy statements and procedures are subject to regular review to ensure that we are compliant at all levels.

We will assess the impact on individuals with protected characteristics

Ensure that actions are taken that are non-discriminatory and promote equality

Provide reasonable adjustments where necessary to support people with disabilities

Monitor and review our practices to ensure compliance with the Equality Act.

Confidentiality

The information provided by complainants, witnesses and perpetrator will need to be used to investigate complaints, although New Outlook will aim to treat sensitive information in confidence. The information may contain personal data relating to the individual and other people. However certain information may need to be shared, particularly in the interest of reducing crime and disorder.

Alternatively, complainants and witnesses have the option of remaining anonymous, although this may have an effect with regards to the outcome of the complaint.

Information sharing is vital in tackling problems concerning serious anti-social behaviour. When colleagues share information with other agencies, they will consider confidentiality and comply with relevant legislation.

RELATED POLICIES AND OTHER REFERENCES

Confidentially & Disclosure of Information Policy
Adult Safeguarding Policy
Safeguarding Children Policy and Procedure
New Outlook's Tenancy agreement
Vulnerable Persons Policy
Complaints and Compliments Policy.