

Policy Name:	Version:	2.0
Anti-Social Behaviour Policy	Date approved by Board:	May-2021
	Date of next review:	May-2023

1. Introduction

- 1.1 This document outlines Fairplace Homes Ltd's (Fairplace) policy and summary for dealing with nuisance and anti-social behaviour (ASB).
- 1.2 Fairplace is a registered provider of social housing and is therefore required by section 218A of the Housing Act 1996 to publish policies and procedures for dealing with anti-social behaviour. Fairplace is committed to tackling anti-social behaviour as we know that it has a devastating impact on the lives of our customers in the communities that we work. Anti-social behaviour covers the range of behaviours from low-level nuisance to serious harassment, which can damage the quality of life and interfere with the ability of people to use and enjoy their home and/or community.

2. Legal and Regulatory responsibilities

- 2.1 Fairplace's policy complies with section 218A of the Housing Act 1996 which places a duty on social landlords to publish anti-social behaviour policies and procedures.
- 2.2 Fairplace's approach to dealing with nuisance and anti-social behaviour will also meet the requirements of Regulator for Social Housing Neighbourhood and Community Standard which requires Registered providers shall work in partnership with other agencies to prevent and tackle anti-social behaviour in the neighbourhoods where they own homes.

3. Policy Statement

- 3.1 Fairplace will not tolerate nuisance or anti-social behaviour directed towards our customers their visitors or any others engaged in a lawful activity in the locality of our homes, including our colleagues, contractors and others acting on our behalf.
- 3.2 Our aim is to achieve a balance between prevention, enforcement and support. We will use a range of ways to resolve anti-social behaviour, including:
- Early intervention and prevention to resolve the problem as quickly as is possible and consider mediation, if appropriate, early in the process;
 - Use the full range of non-legal and legal tools available;
 - Partnership working where appropriate.

4. Definition of Anti-Social Behaviour

- 4.1 The ASB, Crime and Policing Act 2014 defines anti-social behaviour as:
- "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, or

- “Conduct capable of causing housing related nuisance or annoyance to any person”.

4.2 Examples of anti-social behaviour include: (but are not limited to):

- Harassment
- Loud music
- Violence, threats of violence or abusive behaviour
- Damaging property
- Criminal activity
- Abuse of staff
- Hate behaviour that targets members of identified groups because of their perceived differences (see below)
- Domestic abuse

4.3 Sometimes customers report certain behaviours as “harassment or behaviour capable of causing a nuisance or annoyance” that may not be considered to be a nuisance as far as the law is concerned. Fairplace will not generally deal with reports of the following as complaints of anti-social behaviour:

- actions which amount to no more than customers going about their normal everyday activities, for example children playing
- actions which amount to people not being pleasant to each other but are not sufficiently serious to justify our involvement
- complaints about people being inconsiderate or thoughtless where there is no breach of tenancy
- complaints about other people having lifestyles that offend others, for example issues about differences in parenting, who people socialise with, how people dress, what they do in their own homes unless the behaviour is a breach of tenancy.

4.4 Officers will need to exercise their professional judgement when assessing whether or not a report is actionable. If the report is not logged as an ASB case the reporter will be given advice on the evidence required for a case to be opened and investigated and details of the report will be logged on our housing management system.

4.5 In appropriate cases where we cannot take action we will:

- offer customers mediation;
- signpost them to other agencies; or
- liaise with partner agencies, to see if they can assist.

5. Dealing with a report of Anti-Social Behaviour

5.1 Fairplace are committed to stopping ASB in a robust manner. We take a four-stage approach to dealing with the issue:

- I. Intelligence – We will look to gain information about our customers to ensure we can monitor and support tenants who may be at risk of serious ASB, such as ‘cuckooing’.
- II. Prevention - We use a number of preventative measures to stop ASB from happening. This includes carrying out inspections and being clear about expectations when customers first move in.

- III. Intervention - If tenants report ASB our first step is to create an action plan with the tenant. We will ask tenants to keep a record of incidents and ask tenants to contact the Police in an emergency. Once we have investigated a complaint there are several options. What intervention we use will depend on the type of ASB reported. Sometimes we may not be able to solve the problem alone. We will work with the police or other partners to tackle ASB.
- IV. Legal Action - If it continues and there are no other options for stopping it we will take legal action. We will support witnesses through the process and work with our partners to get a successful result.

6. Multi-Agency partnership working

- 6.1 Fairplace recognises the roles of other agencies and we are committed to working in partnership with them at strategic and operational levels aiming to tackle antisocial behaviour and support complainants and witnesses. Where it is deemed appropriate, complainants or reports will be referred to partner agencies, such as the local authority and the police, to deal with. In these cases, we will support and work with them and our own actions will be guided by their findings and outcome.
- 6.2 Fairplace will signpost tenants to agencies involved in tackling anti-social behaviour who are able to give them the most appropriate support and assistance when faced with antisocial behaviour issues

7. Policy Review

- 7.1 This policy will be reviewed every 2 years.