

# Anti-Social Behaviour Policy

---

## 1. Policy Statement

- 1.1** At A2Dominion, we strive to make our neighbourhoods, homes and estates peaceful, safe and great places to live. We aim to achieve this by **taking action to address, educate and stop anti-social behaviour**.

We will not tolerate anti-social behaviour. We will work to prevent and tackle all forms of anti-social behaviour involving or impacting upon our customers in their communities. We will also tackle anti-social behaviour towards A2Dominion employees, contractors or others representing the organisation.

Taking a victim-centred approach

Wherever we can, we will always investigate reports of anti-social behaviour from the perspective of the person or people being affected by it. In cases of violence, and / or serious anti-social behaviour, we may need to act without the victim's support of our action, to protect other customers or A2Dominion employees and partners.

We may complete a risk assessment with those who have reported anti-social behaviour to us and, where appropriate, offer a face-to-face meeting. We'll assess what steps are appropriate to deal with the behaviour and formulate a response in line with the nature and level of the anti-social behaviour. Our investigation will be guided by the level of risk.

Once we have logged a case of antisocial-behaviour on our system, we'll regularly communicate with Complainants in their preferred medium (face-to-face, zoom, telephone, email etc) as much as we can.

## 2. Defining Anti-Social Behaviour

- 2.1** There are different ways of defining what anti-social behaviour is, depending on the legislation being used to deal with it. It involves conduct which:

- Is capable of causing nuisance or annoyance to any persons; and directly or indirectly relates to or affects the housing management function of a relevant landlord
- Causes harassment, alarm or distress
- Consists of, or involves using or threatening to use, housing accommodation owned by or managed by a relevant Landlord for an unlawful purpose.

### 3. Implementation

- 3.1 We have signed up to the RESPECT standard for housing management. As part of this, we've produced a RESPECT charter, setting out the principals we are committed to by the RESPECT standard. The principles are incorporated in our anti-social behaviour procedure. We will:
- Aim to respond to complaints within 48 working hours to take details of the complaint and where possible agree an action plan
  - Aim to keep fortnightly contact with all complainants identified in live antisocial behaviour cases
  - Use a variety of available remedies to tackle anti-social behaviour including preventative and enforcement measures
  - Encourage and help customers to solve their differences themselves wherever possible
  - Consider and arrange support for complainants and perpetrators of anti-social behaviour where appropriate, and possible.

### 4. Right and Obligations

- 4.1 We'll ensure that there is a balance between the rights and responsibilities of the complainant, perpetrator and A2Dominion's duty to all parties, when making a decision on how to handle a case.
- 4.2 Where victims and communities are dissatisfied with the response to their anti- social behaviour complaint, they have the right to request a review of their case using the Community Trigger (where the locally agreed threshold has been met) and ask for the case to be reviewed by a multi-agency panel. We'll work with other partners to review cases where the Community Trigger is raised.
- 4.3 Using our complaints policy and procedure, customers have the right to make a complaint if they believe we have failed to follow our anti-social behaviour policy and procedure, and as a result provided them an unsatisfactory service.
- 4.4 In some cases the alleged anti-social behaviour will not result in direct intervention by A2Dominion.

## 5. Preventative Strategies

5.1 We will work to prevent anti-social behaviour in several ways, including:

- The design of homes and their environment
- Identifying customers that may require additional support to maintain their tenancy,
- Working with other agencies to provide support to customers with difficulties such as drug or mental health problems
- Working with agencies such as the police, local authorities and social care teams that may support early intervention and prevention strategies.

## 6. Non-Legal Remedies

6.1 Where possible, we'll use a range of non-legal negotiated and conciliatory methods to resolve problems. These may include but are not limited to:

- Personal resolutions
- Mediation
- Warnings
- Acceptable Behaviour Contracts
- Parental Control Agreements
- Offering or referring to support services/agencies
- Working with other agencies e.g. Police, Community Mental Health Teams, Environmental Health etc.
- Assisting with additional security measures
- Encouraging personal resolution such as use of the Good Neighbour Card.

## 7. Legal Remedies

7.1 We'll take enforcement action where necessary and appropriate. In the first instance, we will issue a formal warning of possible legal action if the anti-social behaviour persists. In some serious cases (e.g. where there is an imminent risk of harm) warnings may be inappropriate and immediate legal action may be needed.

Formal warnings may include but are not limited to:

- Informing a customer on a probationary tenancy that they are at risk of their tenancy being ended
- Getting the customer or a member of their household or visitor to sign an Acceptable Behaviour Contract or a Parental Control Agreement.

7.2 If problems persist, A2Dominion may take legal advice as to the most appropriate course of legal action to be taken, based on the type of anti-social behaviour and the level of evidence available. The main legal actions that we

can take are:

- An injunction to stop threats, intimidation, violence and or any other breaches of tenancy by the perpetrator. (This can be used against any person and not just A2Dominion customers)
- A Community Protection Notice (only in areas where we are designated these powers by the local authority)
- Working with other agencies on enforcement action (e.g., working with the police in relation to their closure orders)
- Demotion Orders
- Possession proceedings.

## **8. Supporting Victims, Witnesses and Complainants**

8.1 We will consider the views of victims, witnesses, and complainants when deciding what actions to take. Where appropriate we will try to agree the actions, keep complainants updated and review matters when the case is closed. We will offer the use of the Noiseapp to help investigate and report noise nuisance and the Good Neighbour card to let neighbours know about disturbance in a standard and respectful way.

## **9. Anti-Social and Vulnerable Groups**

9.1 We're committed to supporting customers through a variety of methods including but not limited to:

- Making assessments with other agencies prior to the start of the tenancy to ensure they can manage and sustain a tenancy
- Providing sensitive lettings
- Making referrals to appropriate support services
- Being flexible to accept that some customers may wish to nominate an advocate to speak and deal with their affairs
- Working in partnership with statutory and voluntary agencies that provide the support packages
- Participating in case conference work (via multi agencies or social services),
- Discussing with other agencies such as local authorities and mental health teams about suitability of accommodation.

The following list (which is not exhaustive) may assist our teams to identify customers with additional support needs or those that may be at risk of breaching their tenancy:

- People that suffer with mental health illness
- Residents with alcohol and drug dependency
- Young people leaving care
- Single and inexperienced people living alone
- People at risk through unhealthy living conditions
- Older people

- Supported housing customers
- People with physical disabilities
- People experiencing domestic abuse or harassment
- People that have recently been street homeless
- People that have recently left prison
- People that have been trafficked.

## 10. Harassment and Intimidation

10.1 We condemn all harassment, intimidation and threatening or violent behaviour, and will act where appropriate. A2Dominion can take action in:

- Areas close to A2Dominion homes and immediate communities
- Areas where anti-social behaviour is specifically carried out by A2Dominion customers, their families or visitors.

We will take appropriate action against any others engaged in unlawful activity in the locality including activity directed at our members of staff, contractors or those acting on our behalf.

- 10.2 We will develop links with the police, local authorities, and the Racial Equality Councils in the geographical areas of our operation. Where appropriate we will gather intelligence and evidence against perpetrators of racially aggravated offences and other behaviour motivated by hate.
- 10.3 We will deal with damage and vandalism directly related to acts of harassment and intimidation urgently, e.g., removal of racist or offensive graffiti within 24 hours where possible.

## 11. Multi Agency Partnerships

- 11.1 A2Dominion will positively contribute and participate in a range of multi-agency initiatives and partnerships where these exist, to try to solve and prevent anti-social behaviour.
- 11.2 Under the provisions of the Crime and Disorder Act 1998, A2Dominion will proactively seek out membership of multi-agency groups in all our areas of operation. We will also contribute to Community Trigger information requests/ reviews where invited to do so.
- 11.3 Where appropriate we will work with other statutory agencies such as the police, local authorities, social services teams, voluntary agencies and groups such as Victim Support, other landlords and customers' groups to try to find solutions for anti-social behaviour.

## 12. Anonymous Complaints

We take a victim-centred approach to dealing with anti-social behaviour. This means that we will do a risk assessment for anyone who reports anti-social behaviour. However, if you report anti-social behaviour anonymously, it means we're unable to carry out a risk assessment or provide feedback and updates about your report. To report a crime anonymously, you can contact crime stoppers on 0800 555 111 or make a [report online](#).

## 13. Confidentiality

If you give us your details when you report an incident, we will not share your name without speaking to you about it first. We will keep your details confidential if you want us to. However, in some cases, neighbours might be able to guess that you have reported the incident to us. Further, in some cases, we may have to share your details with the police and/or social services, or we would be breaking the law. We may also have to disclose who you are if we need to get an injunction; if the person you have reported is prosecuted, or if we take other types of legal action. Whatever we do though, we will discuss it with you first. We will keep all your information securely as required by the [Data Protection Act 2018](#)

## 14. Self-help: Speaking to the person causing the nuisance

- 14.1 At first and if appropriate, we will usually ask a customer to make a friendly approach to the neighbour causing the perceived anti-social behaviour. Residents are also encouraged to use A2Dominion's Good Neighbour Card however, if the alleged perpetrator is known to be violent, then we advise against approaching them.

## 15. Data Protection and Exchanging Information

- 14.1 A2Dominion will follow the legal conditions governing personal information as set out in the Data Protection Act 2018.
- 14.2 We will seek to sign up to and regularly review Information Sharing Protocols with partner agencies.

## 15. Employee Training

- 15.1 We regularly train and engage our employees in a range of development activities to ensure that when dealing with anti-social behaviour they are:
- Aware of and can effectively use the anti-social behaviour policy and procedures and other related policies and procedures
  - Aware of all legal and non-legal remedies available

## **16. Media Strategy**

- 16.1 A2Dominion may publicise successful actions taken against persons responsible for anti-social behaviour using press releases, A2Dominion's customer newsletter and the Group's website.
- 16.2 If we act with other agencies, we will agree the media strategy with these partners, for example, publicising details of a Court Order that has successfully been obtained against a perpetrator on various media.

## **17. Consultation**

- 17.1 This policy was developed in consultation with teams across our housing operations, customer insights, communication and policy functions.

## **18. Equality and Diversity**

- 18.1 A2Dominion employees, partners, stakeholders and contractors are committed to providing services, which are relevant and appropriate to the needs of our customers. We will treat everyone fairly and without discrimination.
- 18.2 We will ensure that all our services relating to this policy are accessible and available for all customers as set out in the requirements of the Equality Act 2010.

## **19. Monitoring and Review**

- 19.1 This policy will be reviewed every three years unless legislation, business or sector developments require otherwise to ensure that it continues to meet the stated objectives.

## **20. Data Protection Statement**

- 20.1 The protection of personal data is of great importance to A2Dominion Group and more than just a legal obligation.
- 20.2 A2Dominion Group and affiliate organisations are the data controllers registered with the ICO with the following registration numbers:

- A2Dominion Housing Group Limited: Z4843307
  - A2Dominion Homes Limited: Z9799978
  - A2Dominion South Limited: Z7835340
  - A2Dominion Housing Options Limited: Z5412073
  - A2Dominion Residential Limited: Z3391351
  - A2Dominion Developments Limited: ZA103931
  - Pyramid Plus London LLP: Z3594227
  - Pyramid Plus South LLP: Z3594230
- 20.3 Our data protection policy and procedures are governed by the Data Protection Act 2018. We collect and process personal information in order to provide housing services and meet our contractual and legal obligations. All persons authorised to receive personal data are obliged to handle personal data in accordance with applicable laws and regulations at all times.
- 20.4 For information on how we collect, store, process and use customers' personal data, please visit our website on <https://www.a2dominiongroup.co.uk/privacy-and-cookie-policy>.
- 20.5 For employee related privacy statement, please contact our HR team at [hrenquiries@a2dominion.co.uk](mailto:hrenquiries@a2dominion.co.uk).
- 20.6 You can also contact the Data Protection Officer / Data Compliance team at [governance@a2dominion.co.uk](mailto:governance@a2dominion.co.uk)

## 21. Associated documents

- Anti-Social Behaviour Procedure
- Respect Charter
- Bullying and Harassment Policy and Procedure
- Management Transfer Policy
- Domestic Abuse Policy
- Domestic Abuse Procedure
- Tenancy Policy – General Needs and Housing for Older People
- Safeguarding Adults Policy
- Safeguarding Adults Procedure
- Safeguarding Children Policy
- Equality, Diversity & Inclusion Policy
- Dealing with Hoarding Behaviour Procedure
- Pets Policy
- Mediation Procedure
- Complaints Policy and Procedure



<b>Owner</b>	Housing Services
<b>Policy author:</b>	Head of Neighbourhoods (South East)
<b>Approved by:</b>	Director of Homes and Communities Customer Services Committee
<b>Date approved:</b>	28/05/2021
<b>Date of next review:</b>	01/06/2024
<b>Policy category</b>	<input type="checkbox"/> Gold <input checked="" type="checkbox"/> Silver <input type="checkbox"/> Bronze

**Gold** - Regulatory/ legislation /Board sign off  
**Silver** - Strategic/organisational wide  
**Bronze** - Operational/departmental wide  
(NB Silver or Bronze policies can also have regulatory relevance)