



PRIMA
GROUP

Anti-Social Behaviour Policy

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Anti-Social Behaviour Policy

1 Aim of the Policy

Prima Group aims for all existing, new and prospective tenants to have the right to the quiet enjoyment of their homes without serious disturbance or anti-social acts.

Prima Group recognises that anti-social behaviour can have a devastating impact on people's lives and is committed to working in partnership with other agencies to effectively manage incidents of nuisance and anti-social behaviour.

Support will not only be given to victims and witnesses but also to perpetrators if it is deemed necessary.

Prima Group will strive to train, equip and support staff

2 Who does this Policy apply to?

This policy applies to all current tenants and those perpetrating anti-social behaviour towards our Prima tenant's.

3 Policy Statement

This policy has been written in conjunction with CHA (NW) – Community Housing Associations North West.

Prima Group will strive to:

- Acknowledge that anti-social behaviour (ASB) can take many forms, and to adopt legislative guidance on the types of ASB including that of the Anti-Social Behaviour Crime and Policing Act 2014 and any amendments or subsequent legislation.
- Encourage the reporting of anti-social behaviour incidents and take all complaints seriously. All complaints will be dealt with in the strictest confidence.
- Consider, and where appropriate provide effective support for witnesses including, when necessary, working with other organisations to attempt to safeguard individual's safety.
- Have in place an understanding with all customers of the Prima Group through their tenancy agreements, which they are responsible for their own behaviour, the behaviour of all persons living or visiting their homes and for any pets as stipulated in the terms of the tenancy agreement.
- Consider the full range of legal remedies including Injunctions, Criminal Behaviour Orders, Acceptable Behaviour Contracts, Possession proceedings, Demotion of tenancies, Mediation, Parenting Orders, challenging Right to Buy/Acquire applications.

- Develop and maintain close working relationships with partner agencies including:
 - ✓ Police
 - ✓ Social Services
 - ✓ Local authorities
 - ✓ Drug and alcohol services
 - ✓ Floating support agencies
 - ✓ Mental health services
 - ✓ Interpreters
 - ✓ Youth offending teams
 - ✓ Schools
 - ✓ Health services
 - ✓ Probation services
 - ✓ Other registered providers or landlords

This may include protocols to share and receive information for the prevention or detection of crime and will involve partner agencies at the earliest possible stage where necessary for both victims and perpetrators.

- Keep the needs of victims and witnesses central to any investigation and endeavour to deal with them in a sensitive and understanding way, keeping complainants informed of developments in the matter
- Provide the appropriate prioritisation to victims or witnesses when rehousing is deemed necessary, in accordance with the allocations policy and homeless legislation.
- Recognise that effective and inclusive tenant involvement structures and practices can contribute to the effective tackling of anti-social behaviour. We will seek to actively engage with tenants at an individual level and with resident groups.
- Work within the guidelines of The Equality Act 2010 to identify support needs by completing risk assessments to work in a proactive manner with regards to tenancy management. This will include all persons within the property, not specific to those named on the tenancy agreement.
- Work within the guidelines of The Mental Capacity Act 2005 to identify support needs and to work in a proactive manner with regards to tenancy management. This will include all persons within the property, not specific to those named on the tenancy agreement.
Continue to use starter tenancies in order to send a clear message that nuisance and anti-social behaviour is taken seriously. Any action taken against a starter tenant will be taken in accordance with the Starter Tenancy Policy.
- Endeavour to support partners by trying to identify and locate hot spots for anti-social activity and to share this information to enable partners to target resources effectively.

- Take every opportunity to raise the profile of the policy and procedures for dealing with anti-social behaviour. This may include publicising successful enforcement action or prevention initiatives.
- Endeavour to make victims and witnesses aware of the existence of local support.
- Encourage the reporting of incidents to agencies including third party reporting centres.
- Give victims practical advice on how to minimise risks and how to respond when harassment takes place.
- Endeavour to annually review targets and strive to provide all staff with appropriate training.

When we may not take Enforcement Action

The Group aims to make clear to complainants that certain types of behaviour may not be treated as ASB, even though it may cause nuisance or annoyance. So far as is reasonably practical we will work within the legal framework to tackle these issues. These are examples of types of behaviour that may not be suitable or appropriate for enforcement action:

- Children playing
- Cats roaming and/or fouling
- Potent cooking smells
- Parking on a public highway
- People staring/giving someone “funny” looks
- People being rude, unreasonable or disagreeable
- Isolated/one off reports of swearing/bad language
- Smoking tobacco (unless it is in a prohibited area)
- Commercial Noise (e.g. noise from pubs, bars etc.)
- Feeding birds
- Disputes using social media (such as Facebook, Twitter etc) unless it amounts to harassment

4 Making sure we do what we say

This policy will be reviewed as and when needed but as a minimum of every 2 years.

Our QL system records all ASB cases, including important details about types of ASB reported, number of complaints and timescales for dealing with cases. The Neighbourhood Housing Manager reviews the current status and progress of live cases as part of their one-to-one meetings with team members, to ensure they are at the correct stage.

ASB cases are monitored by the Neighbourhood Housing Manager and Group Head of

Housing using the ASB Dashboard. Satisfaction with case handling is monitored by the Insight and Innovation Team. We track:

- Number of cases open
- Number of cases closed
- Cases by Neighbourhood Housing Officer/patch
- Current stage of escalation
- Priority status of case
- Timescales met
- Repeat cases
- Satisfaction

A summary of performance measures on ASB are reported to Board as part of the regular operational updates. Key indicators are also shared on the Group's website and in our annual report to tenants.

5 Other things to consider

5.1 Prima policies and procedures

This policy must be read together with:

- The anti-social behaviour procedure

5.2 Legislation and Guidance

A number of pieces of legislation and guidance have informed this policy including:

- Crime and Policing Act 2014
- Housing Act 1996

6 Consultation

This policy has been reviewed in November 2022, there were no material changes. It was originally consulted on with Brabners, Wirral ASB Team and Prima Group Staff in 2020.

7 Equality Impact Assessment

Prima welcomes feedback on this policy and the way it operates. We are interested to know of any possible or actual adverse impact that this policy may have on any groups in respect of gender or marital status, race, disability, sexual orientation, religion or belief, age or other characteristics.

The policy has been screened to determine equality relevance for the following equality groups: gender or marital status, race, disability, maternity or pregnancy, sex, sexual

orientation, religion or belief, age or other characteristics.

8 Data Protection

In taking applications under the policy we are aware that we will be handling personal information. All handling of personal data will be conducted under the Group's Data Protection Policy ensuring compliance with the Data Protection Act 2018.

Personal data that is inappropriately accessed or disclosed may constitute a data breach. The UK GDPR (United Kingdom General Data Protection Regulation) requires organisations to keep a record of all data breaches and, where the breach is likely to result in a risk to the rights and freedoms of individuals, the organisation must notify the Information Commissioner within 72 hours of becoming aware of the breach. If the data breach results in a high risk to the rights and freedoms of individuals, those individuals must be notified without undue delay.

9 Document Control Data

Version:	V32022
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Owner of the policy:	Director of Housing and Growth
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Control Log:

Review Date:	November 2022
Name of Reviewer:	Louise Hooton, Group Head of Housing
Change Log:	No changes required, there have been no changes to legislation. The policy has been copied onto the new template.
Date due for next review:	November 2024