



ABBNEYFIELD POLICY & PROCEDURE/GOOD PRACTICE GUIDELINES

Policy Ref:	R002P
Owner:	Abbeyfield Oxford Society

Effective date:	May 2016
Next review date:	May 2019

Reviewed Trustees May 2016

TITLE	ANTI SOCIAL BEHAVIOUR (ASB)
1 Background	<p>Strategic Context</p> <ul style="list-style-type: none"> Section 218A of the 1996 Housing Act requires landlords to prepare a policy and procedure on Anti-social Behaviour. Section 12 of the Anti-social Behaviour Act 2003 requires Registered Social Landlords to publish a statement of policy and procedures for dealing with anti-social behaviour. This policy also reflects the Anti-social Behaviour, Crime and Policing Act 2014 and the associated statutory guidance <p>In the context of Abbeyfield Oxford's residents, most incidences of ASB will be attributed to non-intentional acts or incidences caused by disability or frailty. These may include:</p> <ul style="list-style-type: none"> Noise nuisance through unacceptably high volume from televisions as a result of hearing impairment etc. 'Wandering' leading to trespass due to confusion etc. <p>Where behaviour is attributed directly to such factors as disability or frailty, Abbeyfield Oxford will seek to address the problem through support and guidance, or in extreme cases through implementation of 'Moving On' in the Tenancy Management Policy.</p> <p>However, from time to time incidences of ASB may take place under different circumstances, in which case the procedures accompanying this policy will operate and be recorded.</p>
2 Objectives	<p>Through the delivery of this policy we aim to:</p> <ul style="list-style-type: none"> enable residents to live peacefully within their homes without unreasonable disturbance from others ensure that Abbeyfield Oxford adopts a consistent, fair and transparent approach in the way it deals with anti-social behaviour affecting any resident living within an Abbeyfield Oxford property ensure that all such dealings are in compliance with regulatory

	<p>requirements and have due regard to good practice</p> <p>The aim of any intervention is to:</p> <ul style="list-style-type: none"> • first, and most immediately, protect victims, witnesses and the community • enable the perpetrator to recognise the consequences of their behaviour • make sure the perpetrator has access to support to help to change their behaviour • put in place measures to prevent future repetition.
<p>3 Scope</p>	<p>This document explains how Abbeyfield Oxford Society will deal with anti-social behaviour which may be related to:</p> <ul style="list-style-type: none"> • Abbeyfield Oxford Society’s residents or their visitors • Abbeyfield Oxford Society’s staff or volunteers • Neighbours of Abbeyfield Oxford Society’s property • Any other individual(s) whose behaviour affects the quality of life of Abbeyfield Oxford Society’s residents
<p>4 Policy 4.1</p>	<p>Definitions</p> <p>For the purpose of this policy, ‘anti-social behaviour’ is defined as any conduct which:</p> <ul style="list-style-type: none"> • Is capable of causing nuisance or annoyance to any person; and • Directly or indirectly relates to or affects the housing management function of Abbeyfield Oxford as a landlord; or • Consists of or involves using or threatening to use accommodation owned or managed by Abbeyfield Oxford for an unlawful purpose <p>Examples of such behaviour might include:</p> <ul style="list-style-type: none"> • Noise nuisance (e.g. shouting, noise from televisions or music systems) • Intimidation and harassment • Hate behaviour (e.g. racial harassment etc.) • Environmental issues (e.g. hoarding, dog fouling, fly tipping etc.) • Aggressive and or threatening language and behaviour • Actual violence against people or property • Using Abbeyfield Oxford's accommodation to sell or use illegal drugs or for other unlawful purposes <p>Harassment is defined as unwelcome comments (written or spoken) or conduct which:</p> <ul style="list-style-type: none"> • Violates an individual's dignity, and/or

	<ul style="list-style-type: none"> • Creates an intimidating, hostile, degrading, humiliating or offensive environment <p>Hate crime is taken to mean any crime in which the perpetrator's conduct is motivated, in whole or in part, by hatred, bias, or prejudice, based upon the actual or perceived race, colour, religion, national origin, gender, age, disability, sexual orientation, religion, faith or belief of another individual or group.</p> <p>Hate Crime / Harassment can be categorised as follows:</p> <ul style="list-style-type: none"> • Verbal – name calling, swearing, spreading malicious rumours, or making offensive comments • Indirect – Ignoring or excluding someone • Material – when possessions are stolen or damaged or extortion takes place • Emotional/Psychological – when intimidation is used or pressure to conform is applied i.e. pressure to participate in political/religious groups, personal beliefs or an intrusion by pestering • Physical – when a physical assault is made or unwelcome sexual advances i.e. touching, standing too close, display of offensive material, innuendo, spying and stalking. <p>Many of the above examples meet the definition of 'elder abuse'. Any such action carried out by a person in a position of trust, against a resident will be dealt with under the Abbeyfield Oxford Safeguarding Vulnerable People Policy and if applicable, Abbeyfield Oxford Disciplinary procedures.</p>
<p>4.2</p>	<p>Responsibilities of residents</p> <p>All Abbeyfield Oxford residents have a responsibility to ensure that anti-social behaviour is minimised. This includes:</p> <ul style="list-style-type: none"> • Taking responsibility for their own behaviour and ensuring that they do not cause a nuisance to other residents • Taking responsibility for the behaviour of their visitors • Reporting anti-social behaviour <p>Many incidents of anti-social behaviour are caused unintentionally and may be minor in nature. In most cases we would expect residents to discuss any issues with other residents and seek to reach an accommodation before resorting to the formal Anti social Behaviour policy.</p>
<p>4.3</p>	<p>Our Commitment</p> <p>Abbeyfield Oxford will not tolerate anti-social behaviour (including harassment, hate crimes and domestic violence) that affects the quality of life of any resident or the management of the service for the benefit of</p>

	<p>all residents.</p> <p>Residents are encouraged to report to their house staff any behaviour considered by them to be anti-social by any person. Including other residents, neighbours and visitors</p> <p>Abbeyfield Oxford will investigate all such reports promptly, supporting residents throughout the process.</p>
4.4	<p>Prevention of Anti-Social Behaviour</p> <p>The prevention of anti-social behaviour is key, including:</p> <ul style="list-style-type: none"> • Setting out our commitment in our Tenancy Agreement and Resident's Handbook. • Identifying needs via My Life • Informal support and evaluation from staff and volunteers • Promoting our policies and good practice • The provision of specialist training to staff and volunteers (where needed) in dealing with ASB
4.5	<p>Cross Tenure Issues</p> <p>Where a complaint arises about an Abbeyfield Oxford resident from an external source, the complaints policy will be followed having regard to the principles and approach set out in this policy.</p>
4.6	<p>Monitoring of Anti-Social Behaviour</p> <p>Abbeyfield Oxford will monitor ASB and the measures taken to address such behaviour. Monitoring will take place through the collection of information to be held centrally.</p> <p>The Trustees will review the information arising and take any action needed to improve support and prevent ASB.</p>
4.8	<p>Protection and Training of Staff in relation to Anti-Social Behaviour</p> <p>Staff and volunteers may from time to time be threatened, abused or harmed in the course of their normal duties or in tackling anti-social behaviour issues. Abbeyfield Oxford will seek to protect staff and volunteers at all times through risk assessment and training.</p>
5. Support and rehabilitation of perpetrators and vulnerable groups	<p>In considering the most effective options for the protection of residents, Abbeyfield Oxford will also consider positive impacts that support may have on perpetrators.</p> <p>Abbeyfield Oxford will consider working in partnership with other agencies and/or family and friends to support the perpetrator.</p>

	In the event that the anti-social behaviour persists, despite support, Abbeyfield Oxford will consider the use of the 'Tenancy Management Policy – Moving On' to ensure that the individual is more appropriately accommodated.
6 Data Protection and information exchange	<ul style="list-style-type: none"> To enable an efficient response to ASB, robust methods of sharing information between both statutory and non-statutory agencies is required. Responsibilities under Data Protection Act 1998 should not be a barrier to sharing information. Permission will be sought from the appropriate parties to obtain information. <p>Abbeyfield Oxford may participate from time to time in campaigns to highlight the issue of ASB or to reassure residents of measures of success in tackling ASB. Information which may identify any party in respect of ASB will not be used without prior written consent of the party (parties) involved.</p>
7 Confidentiality	<p>Complainants and victims of ASB may be concerned that a complaint could lead to retaliation on the part of the perpetrator. Whilst it is inevitably helpful for victims and complainants to be present and able to provide statements at any subsequent hearing, it is recognised that this is not always in the best interests of the party concerned. Abbeyfield Oxford will therefore retain the confidentiality of all complainants and victims in relation to any complaint unless authorised to do otherwise by the individual.</p>
8 Linked Policies	<p>The following resident documents are available to residents and staff in relation to this policy and procedure:</p> <ul style="list-style-type: none"> The Resident Handbook Anti-Social Behaviour – our policy explained Tenancy Management Data Protection Confidentiality
9 Legislation / Regulation	<p>Anti-social Behaviour, Crime and Policing Act 2014 Section 218A of the 1996 Housing Act Section 12 of the Anti-social Behaviour Act 2003</p>
9 Review	Every 3 years, subject to any regulatory or legislative updates.