

Golden Lane Housing



Anti-Social Behaviour Policy

January 2024

Anti-Social Behaviour Policy

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1. Policy Purpose

This policy reflects the requirements of the Regulator of Social Housing's Consumer Standards specifically for the Neighbourhood and Community Standard and Tenancy Standard which come into force in April 2024 and sets out Golden Lane Housing's approach to tackling anti-social behaviour and hate incidents.

2. Policy Introduction and Aims

Golden Lane Housing's mission is to help people with a learning disability, and autistic people to find and enjoy a suitable, safe home with excellent housing management services provided. This policy seeks to support tenants in their understanding of their rights and responsibilities in relation to anti-social behaviour. This supplements the information contained in tenancy agreements and online.

2.1 The intended outcomes of this policy are to:

- Prevent and minimise instances of anti-social behaviour and to resolve them as early as possible through timely and appropriate intervention.
- Reflect a person centred approach, allowing for the provision of appropriate support and effective communication and the provision of regular updates.
- Treat people fairly and equally, ensuring that any action taken is proportionate and reasonable in the circumstances.
- Ensure we meet our legal and regulatory responsibilities in relation to anti-social behaviour.
- Outline how we will work with relevant organisations to deter and tackle anti-social behaviour in the neighbourhoods where we provide social housing
- Set out our approach to tackle and deter hate incidents in neighbourhoods where we provide social housing.
- Enable anti-social behaviour to be reported easily and keep tenants informed about the progress of their case.
- Provide prompt and appropriate action in response to anti-social behaviour, having regard to the full range of tools and legal powers available.
- Support tenants who are affected by anti-social behaviour, including by signposting them to agencies who can give them appropriate support and assistance.

3. Policy Statement

We recognise that anti-social behaviour can affect the quality of life for an individual, their family and neighbours who may not be Golden Lane Housing tenants.

All of our tenants are responsible for their behaviour as well as the behaviour of their visitors under the terms of their tenancy agreement.

Golden Lane may use a range of interventions including:

- Prevention
- Customer expectations management
- Early intervention
- Partnership working
- Enforcement
- Rehabilitation

Anti-social behaviour is defined in the Anti-Social Behaviour, Crime and Policing Act 2014 as conduct that has caused, or is likely to cause harassment, alarm or distress to any person. Is capable of causing nuisance or annoyance to a person in relation to that persons' occupation

of residential premises or is capable of causing housing related nuisance or annoyance to any person.

We consider the following to be examples of anti-social behaviour; these examples are not exhaustive:

- Violence against people and/or property
- Aggressive and/or threatening behaviour or language
- Any type of hate behaviour that targets members of identified groups because of their perceived differences
- Domestic violence or abuse
- Intimidation and/or harassment
- Alcohol and/or drug related anti-social behaviour
- Noise nuisance such as shouting, banging/slamming doors, loud music for long periods at anti-social times of the day or night.
- Misuse of communal areas
- Making false or malicious complaints about another person.

The following are some examples of incidents that are not generally considered to be anti-social behaviour:

- Noise from children or tenants playing.
- Family disputes.
- Sounds of normal day-to-day living including doors opening and closing or washing machines.
- One off incident such as BBQ's, birthday parties providing they don't cause an unacceptable level of disturbance.
- Parking disputes unless spaces are linked to a disability.
- Clashes of lifestyle providing these do not include or relate to, incidents of hate crime.

We can work to manage tenants' expectations with regards to behaviours that are not defined as anti-social behaviour and will offer advice and guidance where appropriate.

4. Our approach to tackling Anti-Social Behaviour

Prevention – we will implement preventative measures that help to minimise the risk of anti-social behaviour occurring. Measures include a thorough allocations policy, risk assessments, compatibility analysis in shared properties and working with tenants to ensure they receive the appropriate support for their needs.

Customer expectation and involvement – We will provide clear information to all tenants on their rights and responsibilities as a tenant. We will make it easy for tenants, their families or support providers to report anti-social behaviour and will provide information and advice on the options available to resolve issues. We will keep everyone informed throughout the investigation and will look to resolve any issues as quickly as possible.

Golden Lane Housing takes a person-centred approach to dealing with anti-social behaviour as we acknowledge that the added vulnerability and needs of our tenants may need to be considered when dealing with anti-social behaviour. Our Housing Officers are very experienced in liaising with external agencies such as Social Services and Safeguarding Teams and will always liaise with the relevant professionals where required.

Our tenants have been involved in developing this policy and the information available for tenants and we will continue to engage with them to receive feedback on any future changes.

Early intervention - We will respond quickly to all concerns raised and consider the use of informal interventions where appropriate, these may include encouraging tenants/support providers to speak directly to the person who is causing anti-social behaviour, offering mediation, providing advice, issuing verbal or written warnings, and using Acceptable Behaviour Contracts to agree future conduct.

Partnership –Golden Lane Housing work across England, Wales, and Northern Ireland. We will work with our tenant, their support network and other partner agencies who can help. The partner agencies include Adult Social Care, Health Trusts, and the Police Service. We will assess the vulnerability and support needs of our tenants and provide appropriate support directly or refer to external agencies where necessary.

Enforcement – We will take prompt, appropriate and decisive action to deal with anti-social behaviour before it escalates. This action focuses on resolving the problem using a full range of tools and any legal powers that are available. This may include, tenancy enforcement action including possession proceeding and injunctions.

Rehabilitation – Golden Lane Housing also recognises that problematic behaviour may be the result of one or more diverse needs and in these cases; we will seek to support the perpetrator and seek the advice and the advice of specialist agencies to help address their needs and support a positive change in behaviours.

5. **Malicious / Unfounded Allegations**

Where there is evidence of a malicious allegation of continuous unfounded allegations, this may constitute as anti-social behaviour or harassment and as such, appropriate action will be taken against the person making the allegation(s).

6. **Hate Crime and Hate Incidents**

Golden Lane Housing adopts a zero-tolerance approach to hate incidents and hate crime.

Hate incidents and hate crime are anti-social behaviour that targets someone, and the act is perceived, whether it be by the victim or any other person to have been motivated because of hostility or prejudice towards a person's personal characteristics.

Personal characteristics may include:

- Disability
- Gender-Identity
- Race
- Religion or belief
- Sexual Orientation
- Vulnerability
- Age
- Gender
- Nationality or national origin

Hate behaviour (which includes both hate incidents and hate crime) can be in many different forms, they can be to an individual or to a property. They include verbal abuse, bogus complaints, damage to property, threats, and acts of violence.

We acknowledge that hate behaviour causes upset, stress and worry to individuals, families, and the community. We will work to ensure sustainability of communities by dealing with such behaviour quickly and effectively. We are committed to working with the relevant

professionals to prevent hate behaviour and we will provide all victims with an appropriate and sensitive response.

7. Reviewing and monitoring of Anti-Social Behaviour

Golden Lane Housing will seek regular feedback from tenants, families, support providers and any other partners that are involved, on how cases of anti-social behaviour were handled and identify areas for improvement. We will monitor the effectiveness and implementation of this policy to ensure that we continue to protect our tenants and tackle anti-social behaviour effectively.

Each month the following will be monitored:

- Number of new cases including hate incidents
- Cases closed
- Satisfaction in relation to anti-social behaviour
- Number of reported cases per 1000 units
- Reporting of cases per 1000 units quarterly to Board

8. Service Standards

Golden Lane Housing will publish a set of service standards so our tenants, support providers, families and the local community know what to expect of Golden Lane Housing in how it responds to anti-social behaviour.

Any concerns or reports of anti-social behaviour can be made by contacting Golden Lane Housing by telephone on 0300 0037007, email at enquiries@glh.org.uk, or directly with a Housing Officer. All reports of anti-social behaviour made to Golden Lane Housing will be recorded.

We will close cases in the following circumstances:

- The matter has been resolved by the parties themselves.
- Action has been taken and the anti-social behaviour has been resolved.
- There is no evidence to support action.
- Another agency is dealing with the issue and there is no action required by Golden Lane Housing.
- The person(s) reporting anti-social behaviour will not support legal action and/ or fails to provide evidence

We will inform those reporting anti-social behaviour and witnesses about the conclusions we have reached and the reasons why we are closing the case.

9. Safeguarding

Golden Lane Housing has a separate Safeguarding Policy and Procedure; this should be adhered to if any safeguarding concerns are raised when dealing with reports of anti-social behaviour. This also includes incidents of domestic abuse and hate crime.

10. Equality and Diversity

Golden Lane Housing values the equality and diversity of our tenants and we are committed to promoting equality of opportunity to ensure all tenants are treated fairly when investigating complaints of anti-social behaviour.

Golden Lane Housing will ensure that any incidents where anti-social behaviour escalates to the point of requiring legal action, a proportionality assessment will be carried out to ensure

the actions taken are proportionate to suit the needs of the person, the situation or the level of risk.

11. Data Protection

Under the Data Protection Act 2018, organisations must process personal information ‘lawfully, fairly and in a transparent manner.’ Golden Lane Housing are committed to respecting the privacy of our tenants and we will protect their personal data.

Tenants also have the right to know what Information Golden Lane hold about them. Golden Lane has a separate Data Protection Policy which should be adhered to when investigating complaints of anti-social behaviour.

12 Appeals

If a complainant about anti-social behaviour is unhappy following a decision made in relation to the anti-social behaviour Policy and Procedure they have the right to ask for a review of the decision. All appeals should be put in writing and will be reviewed by the Regional Housing Manager. The appeals process will be documented in the anti-social behaviour procedure.

An expression of dissatisfaction with the service provided by Golden Lane Housing in investigating a complaint of anti-social behaviour will be investigated under the Complaints Policy and through the Complaints Procedure.

13. Regulatory and Legislative Compliance

Golden Lane Housing’s Policy and Procedures for dealing with anti-social behaviour take into account the main legal and regulatory requirements including:

- The Housing Acts 1985, 1988, 1996 and 2004
- Environmental Protection Act 1990
- Noise Act 1996
- Crime and Disorder Act 1997, as amended 2002
- Human Rights Act 1998
- Data Protection Act 2018
- Regulation of Investigatory Powers Act 2000
- Anti-Social Behaviour Act 2003
- Criminal Justice Act 2004
- Equalities Act 2010
- Anti-Social Behaviour Crime and Policing Act 2014
- The Social Housing Regulation Act 2023

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