

Broadway Living RP

Anti-Social Behaviour Policy

Policy Scope

To set out Broadway Living RP's approach to preventing and tackling anti-social behaviour in areas where we own properties, in order to help maintain sustainable tenancies and neighbourhoods.

1. Policy Objectives

1.1 The policy aims to:

- Create sustainable, well maintained and welcoming communities
- Prevent and minimise the amount of ASB experienced by our residents and customers
- Ensure we take a victim-centred and robust approach to tackling ASB, including prevention and intervention
- Ensure all residents and customers are treated in a fair and equitable manner
- Ensure we will work in partnership with communities and local organisations to tackle anti-social behaviour and discrimination
- Ensure we meet regulatory and legal requirements

2. Background

2.1 Anti-social behaviour (ASB) can be defined as behaviour which causes or may cause nuisance or annoyance or harassment, alarm or distress to any person.

2.2 Low level disagreements between neighbours where there is no breach of tenancy, lease or licence will generally not be considered to be ASB cases. However, we may offer mediation and other support to help customers resolve these issues amongst themselves.

Some examples of anti-social behaviour include (but are not limited to):

- Violence and threats of violence
- Discrimination or harassment (based on race, gender, age, disability, sexuality, religious beliefs etc.)
- Drug related activity
- Intimidating others
- Damage to property
- Abusive behaviour towards Broadway Living staff or contractors
- Unreasonable noise (such as persistent loud music)
- Behaviour related to alcohol abuse
- Vandalism, graffiti or fly-tipping

2.3 Under the Regulator of Social Housing (ROSH) Neighbourhood and Community Standard registered providers are required to prevent and address ASB and shall demonstrate:

- *That tenants are made aware of their responsibilities and rights in relation to ASB*
- *Strong leadership, commitment and accountability on preventing and tackling ASB that reflects a shared understanding of responsibilities with other local agencies*
- *A strong focus exists on preventative measures tailored towards the needs of tenants and their families*
- *Prompt, appropriate and decisive action is taken to deal with ASB before it escalates, which focuses on resolving the problem having regard to the full range of tools and legal powers available*
- *All tenants and residents can easily report ASB, are kept informed about the status of their case where responsibility rests with the organisation and are appropriately signposted where it does not*
- *Provision of support to victims and witnesses*

3. Principles for the management of ASB

- 3.1 We will make it easy for someone to report ASB with staff taking full ownership and being accountable for the correct response. Cases will be assessed on a victim led basis and where required a full investigation of the situation will be completed prior to any action being taken.
- 3.2 Responses will be determined by the risk and severity of the behaviour reported and take into account issues like vulnerability and safeguarding. Priority will be given to high-risk cases, including, but not limited to hate crime, physical harm (or a threat to cause physical harm) and cases of domestic abuse.
- 3.3 We will offer clear advice in order to manage expectations and keep all relevant parties informed of the status of the case, which may include us confirming it's not an issue for us as landlords to resolve. Where possible we will sign post people to other agencies which can provide support.
- 3.4 We will only investigate noise nuisance where the noise is frequently excessive in volume and duration or occurs at unreasonable hours.
- 3.5 We expect a reasonable level of tolerance between neighbours and will seek to make a fair evaluation on whether complaints made are reasonable and require our intervention. We ask our customers to take initial responsibility for resolving minor disputes between themselves or with a mediation service.
- 3.6 We will take a timely and robust approach where there has been a serious criminal offence committed in, or in the locality of the property including if such offence

concerns use of and/or supply of drugs. We will use the full range of remedies at our disposal which may include court action, including possession proceedings and/or injunctions.

- 3.7 Where appropriate we will take action to prevent low-level nuisance escalating to ASB, including the consideration of practical measures which support victims and aid resolution of ASB cases based on the needs of the individual household(s).
- 3.8 We will work in partnership and consult with residents, the wider public, the Police, Environmental Health, Social Services, Youth Offending Teams, Community Safety Partnerships, support providers, community groups, registered providers, and other external agencies as necessary to tackle ASB and understand each agency's roles and responsibilities.
- 3.9 We will share information with third parties where we have an information sharing protocol in place, there are safeguarding concerns or we have a duty to do so for the purpose of crime prevention under the provisions of the Crime and Disorder Act 1998.
- 3.10 We will support victims, witnesses and perpetrators by signposting or referring to appropriate agencies. Where appropriate, we aim to work jointly with those agencies with the purpose of resolving ASB.

4. Further detail

- 4.1 This policy is supported by:
- Tenancy Agreements
 - Neighbourhood Policy
 - Equality and Diversity Policy

4. Review

- 4.1 This Policy will be reviewed as necessary and formally on a five yearly basis.

Check	Date completed	By whom
Risk map	22/3/21	John Baldwin
Regulatory compliance	21/4/21	Devonshires
Equalities Impact Assessment	22/3/21	John Baldwin

Date policy approved: May 2021

Date policy due to be reviewed: May 2026