



Antisocial behaviour (Incorporating Neighbour Disputes & Hate Crime) Policy

1 Statement of intent

It is Raven's intention to be a leading organisation in the prevention and tackling of ASB.

2 Policy Statement

2.1 This policy sets out our approach to tackling ASB through prevention, enforcement and support. Our purpose is to minimise the amount of ASB and take effective action where it occurs. We support victims by keeping them informed and providing other support, in conjunction with other agencies where necessary. We will support perpetrators where they are willing to accept help to reduce their nuisance behaviour.

2.2 Raven will take action against ASB whether it is committed by residents, a member of the wider community, a member of staff or a contractor or agent of Raven.

2.3 We work with communities to develop preventative actions which achieve long-term reductions in ASB. Raven staff work with residents and partner agencies on a range of community projects whose aims include the reduction of ASB. Examples include litter picks, junior warden schemes, youth projects, etc. Raven will publish and publicise clearly what standards of behaviour are acceptable from residents.

2.4 Raven will investigate fully all reported instances of ASB where possible. We believe that in many instances, ASB can be stopped when challenged early enough. Wherever possible we will use non-legal intervention measures, including mediation. Residents will also need to take certain actions to assist in resolving ASB.

3. Definition of Anti-Social Behaviour

3.1 Anti-social behaviour is defined under the ASB Act 2003 as:

- **“conduct which is capable of causing nuisance or annoyance to any person and directly or indirectly relates to or affects the housing management functions of a relevant landlord”;** or
- **“conduct which consists of or involves using or threatening to use housing accommodation owned or managed by a relevant landlord for an unlawful purpose.”**

Examples could include:

- noise nuisance;
- intimidation and harassment;
- the fouling of public areas;
- abusive, offensive threatening language and behaviour; name calling
- actual violence against people and property;

- using homes to sell drugs, or for other unlawful purposes.

Definition of Hate Crime:

A hate crime is any criminal offence which is perceived, by the victim or any other person, to be motivated by hostility or prejudice based on a person's actual or presumed disability, race, religion or belief, sexual orientation or whether they are transgender.

- 3.2 Residents are encouraged to solve neighbour disputes themselves or to seek mediation to help. Raven is clear that these issues do not constitute anti-social behaviour (ASB) and we will not investigate them as such. If something changes to become ASB, a case can be escalated and investigated. Neighbour disputes include issues such as:

- Noise from children at play
- Family disputes
- Babies crying
- Sounds from normal living such as doors opening and closing
- Occasional events, such as parties and BBQ's providing they don't cause unreasonable nuisance
- Clashes of lifestyle including cultural differences such as food smells

4.0 The Law and Guidance

- 4.1 Raven will seek to use such remedies as are available under the following legislation:

- The ASB Crime & Policing Act 2014
- The Anti-Social Behaviour Act 2003
- The Housing Acts e.g. 1985 and 1996;
- The Crime and Disorder Act 1998;
- Protection from Harassment Act 1997;
- Police Reform Act 2002;
- Human Rights Act 1998;
- Data Protection Act 1998; and
- Police & Justice Act 2006;
- Equality Act 2006 and 2010
- The Race Relations Act 1976

Raven will comply with new legislation as it is passed by Parliament, together with guidance issued by regulatory authorities, and with published best practice.

- 4.2 Raven will also endeavour to secure assistance from Local Authorities to use their powers under:

- the Environmental Protection Act 1990;
- Section 222 Local Government Act 1972 (for public nuisance);
- the Town and County Planning Act 1990.
- Clean Neighbourhoods & Environment Act 2005
- The ASB Crime & Policing Act 2014

- Any other Statutory Provisions or powers which Local Authorities may use in dealing with anti-social behaviour.

5. Principles of Action

Raven will take positive action to resolve and reduce incidents of ASB by:

- Encouraging the reporting of incidents
- Adopting a victim centred approach, by discussing and agreeing an action plan with the complainant (wherever possible, where an individual victim is identified) that the complainant agrees to – this will also ensure that complainants and witnesses are updated and supported throughout the case
- Taking action against perpetrators as appropriate
- Working with other agencies to stop further harassment and build cohesive communities
- Publicising this policy to Raven residents
- Recording and reviewing incidents to identify 'hotspots', where specific initiatives can be targeted
- Seeking feedback from victims of ASB to ensure the policy and procedures continue to meet victims' needs

5.1 The use of mediation will be encouraged and evidence collected in a variety of ways, including through residents recording diaries of events, the use of sound monitoring equipment, CCTV and the use of professional witnesses. Raven will use the most appropriate action in each case, from the range of remedies available.

5.2 Customer Services, Tenancy Service Officers, Tenancy Enforcement Officers and the Neighbourhood Wardens will be the key points of contact for residents suffering from ASB. These staff will ensure that residents receive an appropriate and timely response to complaints. Raven staff will also liaise with other agencies including the Police and Local Authorities to help resolve ASB.

5.3 In accordance with its Policy on Allocations, Raven will consider the need for community cohesion when allocating applicants to void properties. Policies and procedures on repairs, improvements and development of new homes will also take into account the desire to minimise ASB caused by physical factors and to design out crime.

6 Implementation

6.1 Raven provides each tenant with a Tenancy Agreement which defines their rights and responsibilities. Homeowners are bound by the terms of their leases which contain similar provisions.

6.2 This policy will be applied to all property owned or managed by Raven and as such will form part of any management agreement where Raven manages property on behalf of another organisation.

6.3 As a major local landlord, Raven also works proactively with residents and other agencies to prevent ASB. This includes working with statutory agencies on safeguarding issues.

6.4 Raven monitors the costs of the ASB service in terms of resources; legal costs

etc and this information is used to improve the service.

7 Respecting Diversity

- 7.1 Raven will treat all residents with fairness and respect. We recognise that we have a duty to advance equality of opportunity and prevent discrimination on the grounds of age, sex, sexual orientation, disability, race, religion or belief, gender reassignment, pregnancy and maternity, marriage and civil partnership.
- 7.2 All residents will have access to this document either through the Raven website or on request.
- 7.3 This document and any related leaflet may be translated or interpreted, or provided in accessible formats such as large print or braille according to resident needs. Further information may be found on Raven’s website.
- 7.4 Diversity and inclusion training is mandatory for all staff.

8 Equality Analysis

An equality analysis has been carried out when this policy was first agreed, based on resident profiling information.

9 Publicity

Raven will publicise resolved cases in Raven Times and occasionally in the local Press. The purpose of this is to let the wider community know what Raven can do and to encourage people, who might not otherwise do so, to report ASB. Publicity may also deter people from becoming perpetrators of ASB. Details of people involved in cases publicised will be withheld unless their consent is expressly given.

10 Review

Raven will benchmark its approach and success in dealing with ASB incident’s with other registered providers of social housing in the region. The Head of Housing Management will regularly report details of ASB performance and issues to the Senior Management Team. This policy will be reviewed every three years

11 Related documents

- Domestic Abuse Policy
- ASB Procedure
- Noise Monitoring procedure
- CCTV Procedure

Scheme of delegation

Delegated to

Formulation and monitoring of policy and procedures

Director of Operations

Amendments to policy
 Implementation of policy

Senior Management
 Head of Housing Management

2. VERSION CONTROL

Date	Revision	Reason
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Raven Housing Trust
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September 2015

March 2018	Version 5	To reflect a challenge from auditors re Action Plan
September 2015	Version 4	Departmental Restructure
January 2013	Version 3	
October 2009	Version 2	
January 2005	Version 1	

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