

Anti-social behaviour policy

In this policy, 'Flagship Group/ ('we') includes Flagship Homes and the housing associations trading as Newtide Homes, Samphire Homes, and Victory Homes.

This policy outlines our approach to preventing and tackling anti-social behaviour in our homes and communities.

Department	Housing
Policy Owner	Housing Managing Directors
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Date for Review	November 2025
Approving Body	Customer Committee
Equality Impact Assessment Date	4 October 2022
Version Number	1.2

Purpose

The aim of this policy is to prevent and minimise instances of anti-social behaviour (ASB) and to resolve them as soon as possible through timely and appropriate intervention.

Scope and definitions

This Policy applies to anyone living in a Flagship Group home or anyone affected by the behaviour of someone living in or visiting one of our homes.

By ASB we mean conduct which may cause harassment, alarm or distress or conduct which may cause nuisance and annoyance to a person in relation to that person's occupation of residential premises.

Examples of ASB include:

- Violence or threats
- Hate crimes or incidents
- Drug misuse/storage or dealing
- Causing damage to property, graffiti or fly-tipping
- Unreasonable noise
- Group or gang disorder
- Behaviour which causes intimidation or harassment
- ASB relating to animals such as dangerous dogs.

Hate crime and incidents:

These can be defined as crimes or incidents motivated or perceived by the victim (or any other person) to be motivated by hostility towards a person's race, religion, sexual orientation, disability or transgender identity. Cases of hate crimes/incidents will be categorised as such and victims will be signposted to the Police and other organisations who can provide support.

We will support our tenants to live in sustainable communities. We ask our tenants to behave considerately but also to have reasonable tolerance towards their neighbours and to consider their environment and community such as living in a flat or an in an area with larger family homes where more noise could be expected. Our approach to noise transference is outlined within our tenancy management policy.

We will not intervene in matters we could reasonably expect tenants to resolve between themselves such as personal disputes, social media posts, one off disturbances or parties, differences in lifestyle or normal household activities such as children playing, DIY or cooking smells.

Tenants have the right to enjoy their homes without complaints being unreasonably made against them.

We will not tolerate Social Housing Stigma and opinions about someone's housing, social/economic status or their background and these will not be relevant when investigating or resolving ASB.

Abuse, threats or ASB towards our staff or contractors will be dealt with in-line with this Policy and our Unacceptable Behaviour Policy.

This Policy deals with reports about behaviour being experienced. Complaints about service will be dealt with in line with our Complaints Policy.

Further detail

Tenants will be made aware of their rights and responsibilities in relation to ASB within their tenancy agreement. Information can also be found on our websites and available upon request.

ASB can be reported in a variety of ways - online (including out of hours), by telephone or live chat to our Customer Services Teams or directly to any member of staff.

In an emergency or if a crime has been committed, tenants will be advised to also contact the relevant emergency service at first point of contact.

Reports of ASB will be directed to specialist teams and tenants will either be provided with advice and signposting or a case will be opened.

Cases will be assessed on a victim-led, risk basis. Action and communication plans will be agreed and provided to victims.

We will offer clear advice and information to manage expectations and keep all relevant parties informed of the status of the case. Parties will be treated fairly, and our teams will offer an empathic, unbiased, evidence-based service.

Provision of support for victims (and perpetrators) will be considered at the earliest opportunity. Suitable support/safeguarding referrals and signposting will be made.

We will treat information confidentially but will adhere to information sharing requirements with other agencies including under the Crime and Disorder Act 1998 and Safeguarding framework.

We will work in partnership with agencies such as the Police, Environmental Health and Social Services (and any others deemed necessary) when dealing with ASB, understanding each agency's roles and responsibilities. Where we are not the lead agency in a case, this will be clearly communicated to victims.

The resolution methods and action we take will be proportionate and reasonable in the circumstances of the case. We will use a range of methods and our aim will always be to resolve cases as early as possible to prevent escalation and ongoing effect to victims.

Where suitable, tenants will be offered and encouraged to take part in mediation to resolve matters.

We will utilise the legal tools and powers available to us particularly to tackle serious ASB. In all cases we will comply with our Public Sector Equality Act duties and where legal action is being considered, will ensure this is a proportionate means of achieving a legitimate aim.

Cases will be closed when the ASB has been resolved. Some cases will be closed if we consider the ASB reported does not require any action or intervention, sufficient evidence has not been available, or parties have not engaged with reporting/evidence requirements. Victims will be notified of closure of cases and the reasons why.

We will look at ways of preventing ASB from occurring in our communities using data to identify areas of concern and the suitability of prevention measures.

Measuring effectiveness

The effectiveness of this policy will be measured in the following ways:

- Numbers of ASB cases and related performance measures.
- Customer feedback and satisfaction.

EIA statement

An Equality Impact Assessment was undertaken for this policy on 4 October 2022. It identified a number of positive impacts and any negative impacts have been mitigated.

Review period

This policy will be reviewed at least every three years or sooner to reflect changes in legislation or operational approach.