



Transforming **lives**
Revitalising **neighbourhoods**



POLICY:	19. Tackling Anti-Social Behaviour Policy
Date Approved:	12/2015
Approved By:	Housing Services Directors
Applicable to:	All general needs and sheltered tenants of the Registered Social Provider of Social Housing
Lead Director/Policy Owner:	Dean Butterworth
In Consultation with:	Brabners ASB Forum Riverside Tenants Federation Executive Committee Senior Operations Managers Group
Review Date:	December 2018



Anti-Social Behaviour Policy

December 2015

1.	<p>Purpose</p> <p>Riverside aims to ensure that all residents enjoy the peace and quiet of their home free from serious disturbance and intimidation. Riverside recognises that anti-social behaviour can have a devastating impact on people's lives and within the scope of its work is fully committed to dealing firmly and fairly with acts of nuisance, serious anti-social behaviour and crime in the neighbourhoods it manages.</p>
2.	<p>Policy Statement</p> <p>When tackling anti-social behaviour Riverside will strive to;</p> <ul style="list-style-type: none"> • Have in place a robust tenancy agreement clearly outlining our stance on anti-social behaviour • Take all complaints of nuisance and anti-social behaviour seriously, and respond promptly in an effective and sensitive manner aiming to resolve issues. In some instances this may include action to protect owner occupiers or those in other tenures from the actions of our tenants and conversely action against people in other tenures to protect our tenants. • Acknowledge that each case of anti-social behaviour is different and take a harm centred approach to dealing with the issue, tailoring the support offered to victims and witnesses appropriately. • Utilise a national standard risk assessment matrix, (therefore recognised by other agencies) applied to any case of ASB irrespective of type or category – where there is an identifiable complainant. • Deal with complaints of anti-social behaviour in the strictest confidence and in accordance with its legal obligations. • Keep complainants informed of developments as appropriate. • Develop and maintain close, local, working relationships with partner agencies such as the Police, social services, local authorities and other registered providers. This may include protocols to share and receive information to prevent or detect crime.

- Consider and where appropriate use intervention measures such as mediation services, referral to agencies such as floating support providers and inter agency partnerships to deliver recreational or diversionary projects, such as school holiday activities.
- Consider and where appropriate offer support to vulnerable residents and families who are responsible for anti-social behaviour to modify their behaviour.
- Where appropriate to consider for use a range of available legal remedies.
- Use Starter tenancies for general needs tenants as part of comprehensive strategies for dealing with problems of anti-social behaviour, where agreed locally.
- Suspend applicants from obtaining accommodation with Riverside if they or a member of their household have been responsible for acts of anti-social behaviour in the 2 years prior to application.
- Adopt a preventative approach to minimise the potential for disputes by letting properties in a way that is sensitive to the interests of the local community and ensuring tenants are fully aware of the conditions of their tenancy relating to anti-social behaviour.
- Record information received by Riverside about violent and abusive behaviour committed by Riverside tenants and residents in accordance with our Data Protection obligations.
- Where appropriate, publicise successful enforcement and prevention actions and initiatives.
- Continue its commitment to the Respect Charter, reinforcing our commitments that we take anti-social behaviour seriously.
- Deal with incidents of Hate Crime in accordance with a separate Hate Crime policy.

The Housing Services Committee must agree any changes to this policy statement.