

Anti-Social Behaviour Policy

Customer Service

PUBLIC

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1. Purpose

Riverside aims to ensure that all residents enjoy the peace and quiet of their home free from nuisance, annoyance, disturbance, harassment 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, anti-social behaviour and crime in the neighbourhoods it manages.

2. Scope

This policy covers any customer or other person who reside or visit a property owned or managed by Riverside.

Definition

Riverside adopts the same definition of ASB as that set out in the Anti-Social Behaviour, Crime and Policing Act, 2014¹:

- Conduct that has caused, or is likely to cause, harassment, alarm or distress to any person;
- Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or
- Conduct capable of causing housing-related nuisance or annoyance to any person.

Legislation

Riverside will adhere to all relevant legislation and requirements as they apply, including but not limited to:

- a) Anti-social Behaviour, Crime and Policing Act 2014
- b) Equality Act 2010
- c) Housing Acts 1985, 1988 & 1996
- d) Anti-social Behaviour Act 2003
- e) Human Rights Act 1998
- f) Protection from Harassment Act 1997

We will also refer to any relevant statutory guidance and/or guidance issued by the Regulator. Riverside will comply with any new legislation in relation to anti-social behaviour that is introduced whilst this Policy is in effect.

¹ Part 1, Section 2 (1) Anti-Social Behaviour, Crime and Policing Act 2014.

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3. Principles

Procedure

Riverside have separate Anti-Social Behaviour procedures that set out the detail and methods of our approach, the support available to victims and how we tackle perpetrators of ASB living in, or visiting, our properties.

Partnership Working

We aim to develop and maintain close, local, working relationships with partner agencies such as the Police, Social Services, Local Authorities and other Registered Providers. We will participate in local information-sharing protocols to share and receive information to prevent or detect crime and anti-social behaviour.

Tackling ASB

When tackling anti-social behaviour, Riverside will strive to;

1. Have in place a robust tenancy or licence agreement clearly outlining our stance on anti-social behaviour.
2. Take all complaints of nuisance and anti-social behaviour seriously and respond promptly in an effective and sensitive manner aiming to resolve issues.
3. Take ownership where action is required to protect owner occupiers or those in other tenures from the actions of our tenants.
4. Work in partnership and effectively signpost where action is required against people in other tenures to protect our tenants.
5. 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.
6. Utilise a national standard risk assessment matrix, (recognised by other agencies) applied to any case of ASB irrespective of type or category – where there is an identifiable complainant.
7. Deal with complaints of anti-social behaviour in the strictest confidence and in accordance with its legal and regulatory obligations.
8. Keep complainants informed of developments as appropriate.
9. 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.
10. Consider and where appropriate offer support to vulnerable residents and families who are responsible for anti-social behaviour to try and help modify their behaviour.
11. Give due consideration to all requests for moving home from both victims and perpetrators of ASB.
12. Consider, where appropriate, the use of a range of available legal remedies.

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13. Use Starter tenancies for general needs tenants as part of comprehensive strategies for dealing with problems of anti-social behaviour, where agreed locally.
14. Suspend applicants from obtaining accommodation with Riverside if they or a member of their household have been responsible for acts of anti-social behaviour. (Refer to local lettings policies for exclusion guidance)
15. 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.
16. Record information received by Riverside about violent and abusive behaviour committed by Riverside tenants and residents in accordance with our Data Protection obligations.
17. Where appropriate, publicise the results of major ASB interventions to provide reassurance to customers that it takes swift and decisive action and to deter others from these types of behaviour. Such decisions will be on a case-by-case basis to ensure compliance with relevant legislation and that the publicity is reasonable.
18. Deal with incidents of Hate Crime and Harassment in accordance with a separate Hate Crime and Harassment policy.
19. Riverside do not tolerate and anti-social behaviour towards staff, contractors, and agents. We will look to take enforcement action towards perpetrators to protect our staff, contractors and agents where appropriate.

Safeguarding Responsibilities

We are committed to safeguarding all our customers and children and will take appropriate action when concerns are raised, suspected, or disclosed. When abuse is disclosed, we will be clear about confidentiality and our safeguarding obligations. This policy aligns with Riverside's Safeguarding policies for Adults including Children.

Domestic Abuse

Riverside take cases of domestic abuse seriously: we have a robust domestic abuse policy which outlines our commitment to address cases in our communities.

Data Protection and Information Sharing

Riverside are committed to ensuring customer confidentiality and are fully compliant with the General Data Protection Regulations 2018 (GDPR) around data processing. Riverside is experienced in processing sensitive personal data and has robust procedures in place for the gathering and recording of consent for processing this information and disclosure. Although Riverside will aim to gain consent prior to any information sharing, there may be instances where we have a statutory duty to share information without consent, e.g. where children are at risk. Riverside carries out data-protection impact assessments when processing any personal data and has a data protection lead officer for advice and guidance.

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Complaints

Victims and perpetrators of Anti-Social Behaviour can make a complaint to Riverside if they are not satisfied with the way in which their case was dealt with. This is as per our standard complaints policy.

4. Further Information & Support

Domestic Abuse Policy
 Modern Slavery Statement
 Equality, Diversity and Inclusion Policy
 Anti-Social Behaviour Procedure
 Safeguarding Children Policy
 Safeguarding Vulnerable Adults Policy
 Complaints Policy
 Data Protection and Privacy Policy
 Hate Crime and Harassment Policy and Procedure

5. Roles and Responsibilities

Staff Training and Support

Riverside will ensure that relevant staff are confident in their ability to identify and investigate incidents and reports of ASB by providing appropriate induction and system training, refresher training, updates on relevant legislation and access to relevant external/internal training from our legal partners and other agencies. We will also ensure that all relevant colleagues are aware of this policy, the associated procedure and set out expectations for staff within ASB case management.

6. Risk Thresholds

Strategic Risk references:

R1 – adverse customer experience, R3 (R3-2) – neighbourhood sustainability (M3-3) and R8 (R8-2) Safety First - R8-2 Safeguarding failure - either to identify the safeguarding concern, report it to the relevant authority or to protect against further harm.

7. Equality, Diversity and Inclusion

Riverside is committed to Equality, Diversity & Inclusion. We strive to be fair in our dealings with all people, communities and organisations, taking into account the diverse nature of their culture and background and actively promoting inclusion. This policy aligns with Riverside's [Equality, Diversity and Inclusion Policy](#) and has been subject to an Equality Impact Assessment.

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