
Anti-Social Behaviour Policy and Procedure

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What you should do if you experience anti-social behaviour?

In the first instance you should try to resolve the situation by talking to the person causing the problem as they may not be aware how their behaviour is affecting you. It is important to remain calm and friendly as being aggressive or losing your temper will not help.

Contact us if:

- you know the person to be aggressive or unreasonable (and do not attempt to engage them in conversation)
- the person is aggressive or unreasonable when you approach them.
- talking to the person makes no difference.

Contact the police if:

- you feel that you are in danger or the person threatens you with violence.
- the matter is serious.

Ways you can report ASB to us:

If you experience ASB, you can advise us in several ways:

- Tell a member of staff at your scheme eg the Building Manager or your Housing Officer
- Telephone our Head Office on 0121 426 1600
- Write to us at 109 Court Oak Road, Birmingham B17 9AA
- Email us at Carolyn.Arnold@hplc.org.uk

Complaints of ASB can be made anonymously, however this may restrict the amount of investigation and action we can undertake.

Any complaints made will be treated in the strictest confidence. Your identity will not be revealed unless you give your consent.

Our Procedure

Our aim is to deal with all cases promptly and effectively in order to resolve the case at the earliest opportunity. We will:

1. Log the incident.
2. Assess the type of ASB being complained of and apply one of the following categories:

Category	Priority	Type of ASB	Timescale
Urgent	A	Hate crime. Threats or use of violence, intimidation or harassment. Drugs and drug dealing.	Contact complainant within 24 hours
Persistent	B	Noisy neighbours Pet nuisance Using accommodation for unlawful purposes Inappropriate parking	Contact complainant within 2 days to arrange an interview
Moderate	C	Litter, rubbish, fly tipping Vandalism	Contact complainant within 5 working days to arrange an interview

3. Arrange for our Housing Officer to visit you to complete an initial report and agree a plan of action.
4. Conduct a risk assessment with you where appropriate.
5. Give you a copy of the agreed action plan and advice given.
6. Ensure vulnerable people and witnesses are fully supported.
7. Keep in contact with you and support you during every stage of the process.
8. Investigate the case fairly and gather information from other sources where applicable.
9. Take appropriate action where needed.
10. Close case in agreement with you and when all possible action has been taken.

Action we might take

We endeavour to resolve most disputes through actions outlined in step 1 below, moving on to steps 2 or 3 when necessary.

1. Communicating with the perpetrator by:

- a. speaking to / visiting them
- b. issuing a written warning
- c. engaging mediation services
- d. drawing up an Acceptable Behaviour Contract (ABC):

An Acceptable Behaviour Contract is a formal written agreement which is made between an individual and their landlord. It is flexible in content and format. By signing individuals are agreeing that they will not act in an antisocial manner in future. ABCs are personalised and individually written to meet individual circumstances/needs.

2. Working with other agencies such as:

- a. The police
- b. Your local council

3. Legal means (only when all other actions have failed) which include:

- a. An Injunction to Prevent Nuisance and Annoyance (IPNA):

IPNAs were introduced by section 1 of the Anti-social Behaviour, Crime and Policing Act 2014. Their aim is to stop engagement or threat of engagement in "conduct capable of causing nuisance or annoyance to any person". They are capable of being granted against anyone aged 10 or over, for an unlimited duration.

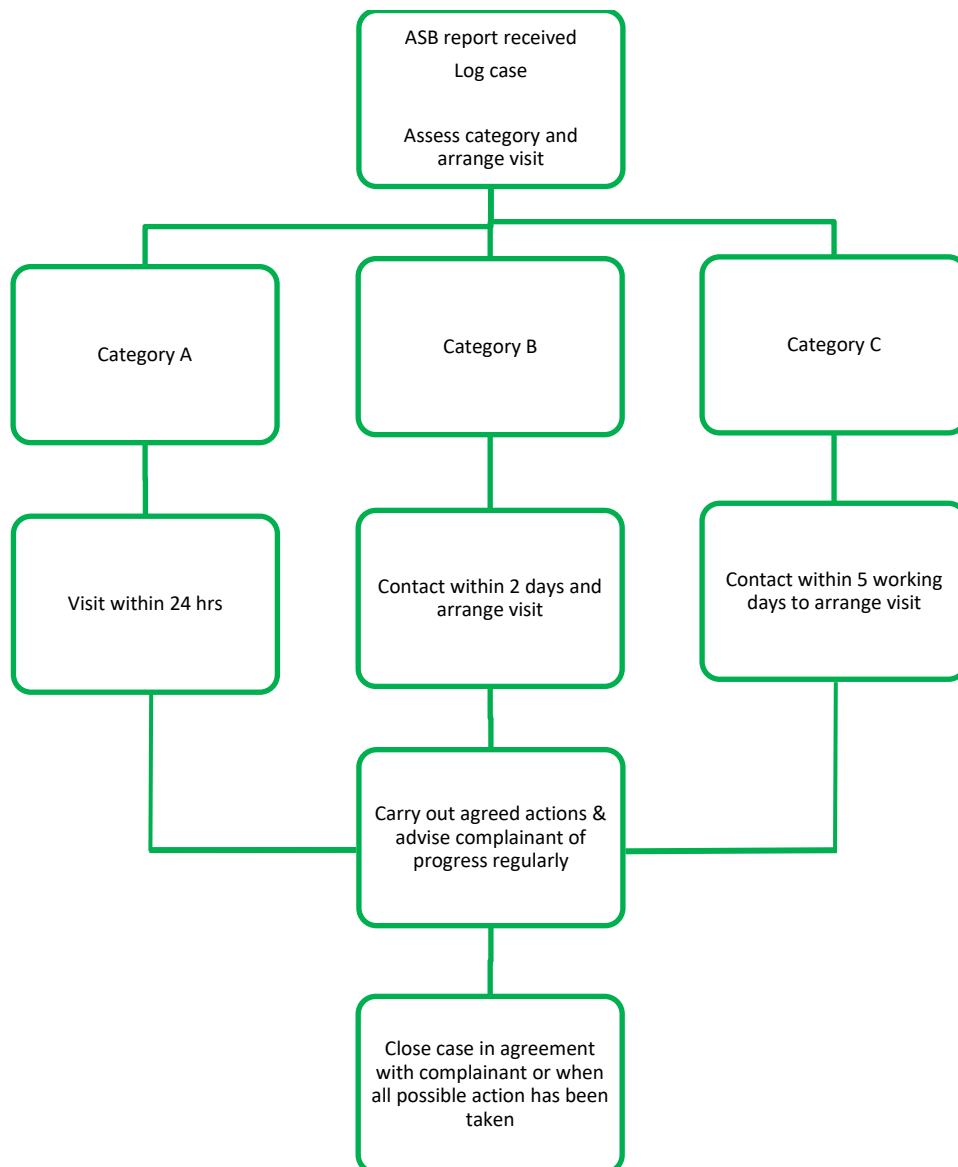
- b. A court undertaking:

This is a promise given to the court. If a person is accused of violence, threats, harassment etc., they can promise the court not to behave in this way in the future. The person who gives the undertaking does not have to admit that they have done any of the acts they are accused of. The undertaking is therefore given without admitting anything. Once an undertaking has been given it has the same effect as a court order.

- c. Eviction

The Trustees retain the power to set aside a resident's appointment in the case of serious misconduct.

Procedure Flowchart



Data Protection (GDPR)

All information obtained during an investigation will be treated with the strictest confidence and processed in accordance with Data Protection legislation. Data collected will only be used for the purposes of dealing with the anti social behaviour.