

Anti Social Behaviour Policy

1.0 Policy Summary

This policy establishes how Stonewater will deal with cases of nuisance and anti social behaviour affecting residents being reasonable in approach and balanced in our action, complying with statutory and regulatory requirements.

2.0 Policy Objectives

Anti-social behaviour is a broad term used to describe the day-to-day incidents of crime, nuisance and disorder that make many people's lives a misery – from litter and vandalism, to public drunkenness or aggressive dogs, to noisy or abusive neighbours. Such a wide range of behaviours means that responsibility for dealing with anti-social behaviour is shared between residents and a number of agencies, particularly the police, councils and social landlords.

- 2.1** Effective case management will underpin all activity to deal with anti-social behaviour, starting from when a complaint is received until the matter is resolved. The welfare, safety and well-being of victims whose complaints form the basis of any action will be the main consideration at every stage of the process. This will ensure a fair and consistent service to the public, taking timely appropriate action to tackle anti-social behaviour.
- 2.2** Early and informal interventions will be considered first in most cases. They establish clear standards of behaviour and reinforce the message that anti-social behaviour will not be tolerated.

3.0 Policy Details

- 3.1** The Anti-social Behaviour, Crime and Policing Act 2014 is designed to give victims and communities a say in the way anti-social behaviour is dealt with.

- 3.2** A definition of anti social behaviour and the tools and powers designed to deliver the right response are detailed in the procedure and guidance notes that accompany this policy.
- 3.3** The new powers are designed to be flexible and will work best when complemented by more effective ways of working. Stonewater will work in partnership, with residents, the police, councils, other social landlords and others to deal with problems quickly.
- 3.4** Applications for housing with Stonewater may be suspended if the applicant has been found guilty of perpetrating anti social behaviour.

4.0 Key Outcomes

The service aims to ensure that Stonewater:

- creates safe communities that are pleasant places for our residents to live
- places victims first
- considers early and informal interventions first (where appropriate to do so)
- manages all cases effectively

5.0 Equality and Diversity

We will apply this policy consistently and fairly and will not discriminate against any person on grounds of their race, colour, ethnic or national origins, religion, sexual orientation, disability, gender, age or any other matter that may cause a person to be treated with injustice.