

South Yorkshire Housing Association

Anti-Social Behaviour Policy

Policy

South Yorkshire Housing Association believes that all residents have a right to quiet enjoyment of their home and to feel safe and secure in the area where they live. We are committed to providing an excellent quality housing service which will effectively tackle crime, fear of crime and anti-social behaviour.

We will;

Take all complaints of ASB seriously.

Provide an accessible, effective service, which encourages residents to report incidents.

Investigate all incidents of ASB in a sensitive and consistent manner and within an agreed time frame.

Support victims and witnesses, ensuring confidentiality at all times.

Take appropriate action against perpetrators with the full knowledge, consent and involvement of the sufferer.

Provide support for perpetrators to enable them to change their behaviour.
Develop appropriate strategies to prevent ASB

Work in partnership with tenants, residents and other agencies to prevent and stop ASB

Protect vulnerable groups, tackling inequality and discrimination.

Clarify responsibilities to all new residents and ensure they are aware that SYHA will not tolerate ASB

Not tolerate abuse of staff members and take appropriate action accordingly

Provide adequate resources and ensure that staff are fully trained to carry out all aspects of the work.

Monitor our performance against agreed standards and user satisfaction

What is ASB

The definition of ASB as defined in the ASB Crime and Policing Act 2014 is;

'conduct that has caused or is likely to cause harassment, alarm or distress to any person.'

In housing related terms it is defined as;

'causing nuisance or annoyance to any person in relation to that person's occupation of residential premises.'

Racial Harassment and other Hate Incidents

SYHA will not tolerate racial harassment or any other harassment caused to someone because of their race, culture, religion, beliefs, age, disability, gender, sexuality or lifestyle. This is whether committed by one of its tenants, a member of the community, an employee or a contractor. The Association is committed to taking appropriate action in partnership with appropriate agencies, with the aim of protecting the victim, stopping the harassment, preventing further incidents and providing education.

We recognise that hate incidents can take many forms and SYHA defines a hate incident as;

'any incident that is perceived to be a hate crime by the victim or any other person'

This uses the definition of racial harassment recommended by the Macpherson Report (1999), following the Stephen Lawrence Enquiry.

Domestic Abuse

The Home Office defines Domestic Abuse as;

'Any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional), between adults who are or have been intimate partners, or family members, regardless of gender or sexuality'

SYHA will apply this policy to tackle domestic abuse and provide support to survivors. We will also work in partnership with other agencies in recognition of the impact domestic abuse has on individuals, families and communities.

Multi-Agency Working

SYHA recognises that tackling ASB cannot be carried out in isolation and will work with other statutory and voluntary agencies and the community in tackling ASB. The Association recognises that a multi agency approach is essential to addressing ASB and is fully committed to working with;

- The Police
- Liaison with statutory and non-statutory bodies – for example, Youth Offending Teams, Probation Service, Social Services, Education, Health Services, Drug and Alcohol support agencies, Family Intervention Services, Domestic Violence Support Services.
- Community Involvement – through recognised residents groups and through resident involvement

- Other Social Landlords- working in partnership with Local Authorities, ALMOs and other has in areas of mixed tenure.
- Any other relevant agencies

Reporting ASB

SYHA will provide a range of ways for complainants to report ASB. They are;

In person at Head Office, at a local surgery, out in the community or at one of SYHA's LiveWell projects.

By telephone on 0114 2900 200 or the appropriate LiveWell project.

Through SYHA's website at www.syha.co.uk

By e-mail at ASB@syha.co.uk

Via other partner agencies.

By letter.

Anti Social Behaviour Standards

What can you expect when you report an incident to us;

- We will offer you a range of ways to report Anti Social Behaviour, (ASB), including by phone, in person, in writing, by text, by e-mail or via our website.
- We will acknowledge your complaint in writing within 1 working day of receipt.
- We will tell you who the case officer is who will take the lead responsibility for your complaint and co-ordinate any multi-agency action that is required.
- The case officer will contact you within 5 working days unless your complaint is of violent behaviour or believed to be about race, sexual orientation, gender identity, disability, religion or faith. We will then contact you within 1 working day.
- You will be offered a face to face interview with your case officer.
- We will work in partnership with other agencies to tackle and prevent ASB.

- We will contact you at least every two weeks to keep you up to date with the steps we are taking to deal with your complaint.
- We will direct you towards specialist agencies who can give you additional support.
- We will advise people as to the consequences of alleged anti-social behaviour.
- We will consult with you to use a range of legal and non-legal remedies to resolve anti-social behaviour, taking an approach that is appropriate to the case.
- If you are willing to be a witness and give evidence at court, we will give you support before, during and after any legal proceedings.
- After we have investigated your complaint we will tell you about any action we have taken to deal with the issue, or tell you why we are not able to take action.
- We will contact you before closing down your complaint.
- We will ask for your feedback about how your complaint was handled after the case is closed.
- We will treat all personal information about you in confidence. Such information will only be passed on with your agreement or where necessary in accordance with strict legal requirements.

Prevention:

- We will clearly explain the Association's conditions of tenancy to prospective tenants or clients at the start of their tenancy.
- We will identify and support customers needing additional support by referring them to specialist agencies and support groups throughout their tenancy.
- We will regularly review our lettings policies to ensure issues of Anti-Social Behaviour are fully reflected.
- We will promote positive activities to build stronger communities.
- We will work with our customers to improve their environment.