



Antisocial Behaviour Procedure Summary

Statement of Intent

We firmly believe everyone has the right to live peacefully in their home without disturbance or nuisance from other persons. All tenants, their household members and visitors, must respect the privacy and quiet enjoyment needs of all others. This principle applies both to the area around people's homes and to the communities where they live.

Aims of this document

The purpose of this document is to summarise our procedure for the management of nuisance and antisocial behaviour (ASB) reports and to provide clear guidelines in relation to:

- the range of measures available for dealing with different types of behaviour;
- the timescales in which it is expected that action will be taken;
- the level of support which victims and witnesses may require; and
- the way in which different agencies may inform and assist the planning of action in respect of ASB cases.

Definition of ASB

The range of behaviours which fall within the term ASB are numerous. Some behaviour is of a serious criminal nature while other activities may not be criminal but can still have an adverse impact on the quality of life within a community.

ASB is likely to affect more than one individual, household or group. On occasion it may not be carried out with the intention of causing harm, but none the less has the effect of unreasonably interfering with other people's right to the use and enjoyment of their homes and community.

We define ASB in line with The Antisocial Behaviour, Crime and Policing Act 2014, as follows:

- 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; and
- conduct capable of causing housing-related nuisance or annoyance to any person.

Examples of ASB

Examples of ASB include, but are not limited to, the following:

- Actual or threatened violence against people or property.
- Domestic abuse.
- Foul language.
- Hate behaviour, which is intended to target a member or members of a specific identified group because of their perceived difference.
- Loud music.
- Use of insulting, threatening or aggressive words or behaviour.
- Uncontrolled pets and animals.
- Intimidating gatherings of people in public places.
- Using and selling drugs.
- Prostitution.
- Damage to property, including graffiti and vandalism.
- Nuisance from vehicles including parking and abandonment.
- Rubbish dumping and misuse of communal areas.

This list highlights a number of the most commonly experienced and reported types of behaviour which are deemed to be antisocial but is not exhaustive.

Receiving a call for service

We always encourage people to discuss problems with the person they allege is responsible before contacting us, where it's felt safe to do so. Sometimes people are unaware they are causing a nuisance, especially when the problem relates to noise and so a neighbour may just need advising that their behaviour is upsetting you.

You don't have to be our tenant to make a report and any individual who is witness to or affected by nuisance or ASB within our neighbourhoods is encouraged to report this.

As a registered provider of social housing, we are empowered to tackle ASB caused by any person whose behaviour impacts on the communities we serve. Therefore, we'll work closely with partner agencies to resolve issues in the most effective way.

We'll also take anonymous complaints. However, we'll not be able to advise of the progress or check certain facts with the person reporting the problem. Remaining anonymous may also limit the scope of any legal action we may wish to take.

How to report ASB

You can report ASB in the following ways:

- by contacting our Customer Experience Team on 0345 8 507 507;
- by visiting a Vico Homes Hub;
- by letter or written statement;
- by reporting online through our website, www.vicohomes.co.uk; or
- on behalf of the complainant as a third party, other agency or community representative.

When you report ASB

We'll undertake an assessment of your case and consider factors, such as any specific vulnerability of yourself or your family members, whether the report includes violence or threats of violence and whether the issue is motivated by hate behaviour.

We'll record your report and arrange to contact you within the following timescales:

- Three working days if the assessment has identified risk or vulnerability assessment; or
- One working day for all cases which involve behaviour motivated by Hate.
- One working day for all reports of domestic abuse.
- Seven working days for all other cases.

Dealing with your report

When you make a report of nuisance or ASB we'll:

- deal with your report as quickly as possible;
- aim to resolve the matter wherever possible by discussing this with you and the person you allege to be responsible.
- if appropriate, work with other agencies, such as the police, local authorities and / or local domestic abuse support services, to consider support;
- maintain regular contact with you until your case has been resolved or reached a conclusion; and
- consider the use of enforcement action where this is appropriate.

Referral to other agencies

In certain circumstances the investigating officer may consider it appropriate to refer individuals or families to other agencies, such as local authority Environmental Protection or Family Service Teams or the police where specialist support services are required.

Before this happens, we'll request your consent to do so.

Diary records

We may provide you with diary record sheets and ask you to record any incidents that relate to your report. The investigating officer will explain these further, making sure you know how to complete them and understand their purpose.

Action plans

Where appropriate the investigating officer will agree a plan with you about the actions we will take. This action plan may include the method and frequency of contact, referrals to other agencies and what we expect from you such as the recording of any further incidents.

You'll also be advised on how to report matters to us or other agencies such as the police depending on the circumstances of further incidents.

Additional evidence

We'll aim to gather evidence in a number of ways to support the case, this may include:

- interviewing victims, witnesses and perpetrators;
- witness statements;
- information from other agencies, such as the local authorities, the police or Victim Support;
- diary sheets;
- video recordings; and
- noise recording equipment.

Supporting victims and witnesses

We fully understand the impact that nuisance or ASB can have on those who are subject to it. Therefore, we'll look to make sure that victims and witnesses of ASB feel supported throughout their complaint by:

- working with partners including the police and local authorities, to make sure there is a coordinated approach;
- contacting them as agreed to update them on the progress of their complaint;
- carrying out work to improve the security of their home where necessary;
- considering using noise monitoring equipment to gather evidence where appropriate;
- using the resources and powers available to us to enforce against perpetrators and provide respite for victims, for example, acceptable behaviour contracts, injunctions or possession proceedings; and
- providing contact details of our Customer Experience Team, where reports of ASB can be made and specialist advice obtained, 24 hours a day, every day of the week.

Confidentiality

All information residents give us will be treated in strict confidence. We'll not advise the alleged offender that you've made the complaint unless you say we can. On occasions however the details of the complaint may mean that this information is obvious to them for example complaints about noise nuisance from an adjacent home.

Where legal action is being taken, we'll need to disclose information to the defendant or their solicitor. We'll only do this with your permission and will advise you of the process at all stages.

Non-legal remedies

Where possible we try to resolve problems without the need for legal action. The range of non-legal remedies we will consider include:

- verbal and written warnings;
- mediation services;
- acceptable behaviour contracts; and
- referrals to support services.

Legal remedies

In certain instances, and despite efforts to resolve problems by other means it will be necessary for us to consider legal proceedings against a tenant or other individual(s) responsible for ASB. The legal options available to us include:

- injunctions and undertakings;
- demotion orders; and
- possession proceedings.

Closing the case

If we resolve your problem or, after further investigation find that we can take no further action we'll:

- confirm with you that the case has been closed;
- give a full explanation of our reasons for closing the case; and
- provide you with advice about what to do next.

At a later date, we may ask you to comment on how satisfied you have been with the service we provided.

How to complain

If you're unhappy with any aspect of the way in which your nuisance complaint has been managed, you can use our complaints procedure. Further details can be obtained through our website www.vicohomes.co.uk, or by contacting our Customer Experience Team on

0345 8 507 507.

Contact information

Vico Homes Customer Experience Team	0345 8 507 507
Police Non-Emergency	101
Police Emergency	999
Find your local council	Find your local council - GOV.UK
Yorkshire Mediation	01132 424110
Victim Support	0300 303 197
Crimestoppers	0800 555 111