



Statement

This summary and statement gives a clear outline of our approach to antisocial behaviour (ASB), and the way we plan to work together with our customers and other organisations to deal with antisocial behaviour.

You can get copies of this summary and statement from our website (www.springboardha.org.uk) and from our registered office at:

Springboard House
2A Cloughton Road
Plaistow
London
E13 9PN.

This document is available in large print, in Braille, on audio tape or in other languages if you ask us.

The full antisocial behaviour policy and procedures are also available if you ask us, and there is a small charge to cover the cost of copying and printing.

We have developed our policy under the guidance of the Housing Corporation, and after consulting our customers, our housing partners, other agencies and our staff.

Related acts of parliament

Anti-social Behaviour Act 2003
Children Act 1989 (section 27)
Crime and Disorder Act 1998
Criminal Justice and Public Order Act 1994
Dangerous Dogs Act 1989, 1991
Data Protection Act 1998
Disability Discrimination Act 1995 Part 3
Environmental Protection Act 1990
Freedom of Information Act 2000
Homelessness Act 2002
Housing Act 1985, 1988, 1996, 2004
Human Rights Act 1998
Malicious Communications Act 1988
Mental Health Act 1983
Noise Act 1996
Noise and Statutory Nuisance Act 1993
Protection From Harassment Act 1997
Race Relations Act 1976 and Amendment Act 2000
Refuse Disposal (Amenity) Act 1978
Schedule 2 Housing Act 1985
Section 144 Housing Act 1996
Section 222 Local Government Act 1972
Section 80 and 149 Environmental Protection Act 1990

	<p>Section 4 Prevention of Damage by Pests Act 1949 Section 4A Public Order Act 1986 Statutory Nuisance Act 1993 Telecommunications Act 1954 Town and Country Planning Act 1990</p>
<p>Our related policies</p>	<p>Adult protection policy Child protection policy and procedure Complaints and appeals policy and procedure Confidentiality policy Domestic violence policy Equalities and diversity policy Harassment policy Health and safety policy Lettings policy and procedure Managing illegal drug risk policy Partners and agents policy Preventing and managing violence and aggression policy Translation policy Public disclosure of information policy</p>
<p>Definition of antisocial behaviour</p>	<p>Antisocial behaviour is behaviour which annoys, harasses or causes a nuisance. Harassment is usually deliberate, whereas nuisance or annoying behaviour are often caused by thoughtless or uncaring behaviour. One or more of the list below can be seen as antisocial behaviour, although we all need to assess an act of antisocial behaviour carefully. For example, what may be seen as intimidating behaviour by one person may not have any effect on another person. So reports of antisocial behaviour may not always lead to a court order or possession proceedings (see below).</p>
<p>Examples of antisocial behaviour</p>	<ul style="list-style-type: none">• Aggressive begging• Alcohol or solvent abuse (or both)• Assault• Criminal behaviour• Domestic violence and child abuse (refer to the child protection policy and domestic violence policy) leading to reports of nuisance• Dumping rubbish in gardens or outdoor areas of properties - this attracts vermin (such as rats and pigeons) and creates health and safety issues• Graffiti and vandalism and other damage to property• Groups of people acting in an intimidating manner (for example, using abusive language, causing noise nuisance or damage, using alcohol or drugs in public areas)• Harassment (any deliberate action against an individual which causes or is capable of causing alarm, distress, fear, nuisance or annoyance)• Lack of hygiene in the home which could be a threat to the health and wellbeing of customers• Misusing shared areas (for example, doing car repairs)• Noise nuisance• Noise, nuisance, disruption from business-users, for example, a car-repair business, pub or nightclub• Nuisance from parked or abandoned vehicles• Pets fouling footpaths or common areas

- Pets which are not controlled or not supervised by their owners
- Prostitution – including kerb-crawlers
- Racial harassment
- Restricting access to public space (obstructive behaviour)
- Setting fire to rubbish
- Sexual harassment
- Using bikes, scooters and skateboards on footpaths and balconies
- Using motorbikes and mopeds anywhere other than a public road
- Using or selling drugs (or both)
- Verbal abuse, threats, hoax calls

Incidents of racial and sexual harassment

We are committed to:

- getting rid of illegal discrimination and harassment;
- promoting good relations between people from different racial groups and between people of different sexualities;
- increasing the number of people reporting racial and sexual harassment incidents;
- supporting people who make a complaint and their families; and
- taking action against people causing racial or sexual harassment.

Our approach to antisocial behaviour

We will take action appropriate to the offence or antisocial behaviour. We intend to discourage antisocial behaviour and encourage victims to come forward as witnesses.

Our normal approach is to make sure troublesome families or individuals get support to help them to change their behaviour, and then to take action against those people who continue to cause a nuisance.

Preventing antisocial behaviour

We recognise that, to provide our customers with a high-quality housing service, we must tackle and solve the problems created by antisocial behaviour. Customers are entitled to live peacefully and quietly in their homes. We intend to take all necessary action to provide a safe environment for customers.

Our policy also applies to people who are not our customers, who may suffer from or be affected by incidents of antisocial behaviour caused by our customers. We may also take action to protect our customers from local residents. We will identify those reports of antisocial behaviour which we consider or have proved to be made out of spite.

We will:

- make sure all tenancy and licence agreements issued contain clauses banning all forms of antisocial behaviour;
- publicise our antisocial behaviour policy, procedures, statements and summaries to our customers and staff;
- train staff to deal with cases of antisocial behaviour effectively and professionally;

- reduce incidents of antisocial behaviour by promoting good relations between customers, our staff and the local community, including ethnic-minority groups and people with disabilities;
- create action plans to solve antisocial behaviour cases;
- take into account contributing factors such as unemployment, family breakdown and education levels;
- make sure housing staff tell people applying for housing about the consequences of antisocial behaviour before they get a tenancy, including the possibility of demoting their tenancy (see Demotion orders, page 5); and
- use starter tenancies in all areas, in line with local authority policies on introductory tenancies and the local authority agreement.

**Customers'
responsibilities**

We will give our customers a tenancy pack (which includes the Tenant's Charter) at the start of their tenancy, setting out their responsibilities and the most important clauses relating to antisocial behaviour. These are as follows.

- Customers must not cause nuisance or annoy anyone or let their visitors or someone else living at the property cause a nuisance or annoy anyone.
- Customers must not threaten or be violent towards a member of their household so that that person can no longer live at the property.
- Customers and their visitors must not damage the property or shared areas.
- Customers and their visitors must not park on green areas, estate roads, or carry out car repairs or abandon vehicles on the estate so they cause nuisance.

Customers, their visitors or people living at the property must not:

- discriminate against, intimidate or harass anyone else;
- do, or allow to be done, anything which may be a nuisance to or annoy or inconvenience their neighbours;
- advertise or carry out any business from the property without written permission from us; and
- use or threaten violence against our staff, representatives or contractors.

**How to complain
about incidents of
antisocial
behaviour**

Customers can make a complaint to any of our officers, who will fill in an antisocial behaviour report. All our officers will be able to take an initial complaint of antisocial behaviour and record this on our database. The customer will be given a case number. The report will be followed up and monitored by our Customer Relations and Communications Department. The original report will be kept by the housing manager, and a copy sent to the Customer Relations Manager for information.

The housing manager will meet with the customer to discuss and form an action plan. We will also send or give a 'Customer's Record of Antisocial Behaviour' form to the customer, which they should use to record all incidents of the antisocial behaviour. The customer should return this record (or a copy) to the relevant manager when it is full or they have finished it. More sheets will be provided if necessary.

The housing manager will be responsible for monitoring any incident reports and giving advice to the customer on what further action we may take and information on progress of the case.

**Action we can
take to solve
antisocial
behaviour**

Demotion orders

If a customer behaves antisocially, or allows a member of their household or a visitor to do so, we may apply to the court for a demotion order to end their tenancy and replace it with a demoted tenancy (or an assured shorthold tenancy for registered social landlords). This removes the customer's right to buy or acquire and security of tenure for at least one year. At the end of one year, if we are satisfied with the customer's behaviour, we may change the tenancy to an assured tenancy. We can get demotion order forms from the court service.

Starter tenancies

We will use these for starting new tenancies. The starter tenancy agreement lasts for a year, and if we are not satisfied with the customer's behaviour, we will not allow them to become an assured tenant.

Acceptable behaviour contracts (ABCs)

This is a written agreement between us, the individual, and the local police not to carry on with identified behaviour which is seen as antisocial. ABCs would normally apply to young people, but can be applied to anyone. The ABC lasts for one year and is then reviewed.

Housing injunctions

These are court orders which are used as a preventative measure, for example, to order an individual not to behave in a certain way. They are usually used to prevent nuisance, annoyance or harassment. If a customer breaks a housing injunction, they can face a court fine or imprisonment.

We can use injunctions to protect staff, stop antisocial behaviour, stop someone entering a property or stop people from being in certain areas.

Antisocial behaviour orders (ASBOs)

ASBOs are used in a similar way to injunctions. We apply for one against someone who acts in an antisocial way which causes harassment, alarm or distress to one or more people of a household other than theirs.

Possession proceedings

We will evict a customer in cases of severe or continual antisocial behaviour.

Losing the lease

In cases of severe or continual antisocial behaviour, we will try to get the lease back for residential leasehold or shared-ownership properties.

Customer Services

**Working with
other agencies**

We are committed to working with families and local agencies such as the police, local authorities, education and health services, social services and probation services. These partnerships can be more effective in preventing and tackling antisocial behaviour. Specialist agencies get involved and we will not need to take legal action.

We also work with other housing partners such as managing agents and referral agencies. It is our job to make sure our partners' ASB policies do not conflict in any way with ours, and that our partners are clear about our policies and the way we work. We monitor agents' activities regularly, including information about complaints and action they have taken against antisocial behaviour.

Support

We will support all victims and witnesses of antisocial behaviour. We will discuss any possible legal action with everyone involved. If a victim or witness needs urgent legal protection because of threatened violence, we will take action. Witnesses will need to tell us if they would be prepared to go to court. However, this may not be necessary in all ASB cases. If cases become very involved or complicated, we may need to use a professional investigation agency. At a certain point in the proceedings, the person or people causing the antisocial behaviour will have the opportunity to give their version of events, unless they are seen to be, or known to be, dangerous to approach.

Housing managers will provide support to witnesses going to court by:

- making sure one of our officers stays with them through the court hearing; and
- explaining the court process and giving advice where necessary.

Other agencies that can provide support are:

- the police;
- Victim Support;
- the Race Equality Council;
- council services including education and social services; and
- other voluntary agencies including Citizens Advice, Women's Aid and the Law Society.

**Support for
people causing
antisocial
behaviour**

Sometimes people causing antisocial behaviour may need support if their behaviour is directly or indirectly caused by:

- drug abuse;
- alcohol abuse;
- mental-health problems; or
- a disability.

We are committed to making sure that people who suffer from any of the above are treated fairly when a complaint is made about them.

If they are young people, we will look into the possible causes of their behaviour and involve parents or guardians if appropriate. Acceptable behaviour contracts (ABCs) are a suitable and

effective way of dealing with young people. In these cases, we would normally work with social services and education authorities to collect information and develop a clear picture of the cause of the young person's behaviour.

**The police
Community Safety
Unit**

We will work with the police Community Safety Unit, which investigates ASB and harassment-related crimes – crimes which include domestic violence and racist and homophobic crimes. We will provide the police with information to help them arrest and prosecute people who commit these crimes.

**Using
professional
witnesses**

We may use professional witnesses in serious cases, but usually when:

- there have been several incidents affecting members of the community;
- there is not enough eyewitness evidence; and
- it is too dangerous to use our own staff.

Our staff may be professional witnesses, for example, housing or project staff, general assistants, caretakers and so on.

On-call system

We have an out-of-hours emergency call system (phone 0845 702 3420) where staff will make sure information is passed to the relevant manager on the next working day. This service will cover reports of antisocial behaviour where customers:

- have either suffered threats or actual physical assaults;
- have had their property damaged through antisocial behaviour; or
- are afraid of attacks.

**Repairs and
security**

If a customer's home has been damaged through harassment, we will carry out repairs as a matter of emergency. We will also consider carrying out any extra security work in serious cases – this may include fitting security locks to doors and windows.

We will always give priority to vulnerable customers, including elderly and disabled people.

Rehousing

One of the main aims of our policy is to provide enough support so that customers can continue to live in their homes in safety and not be afraid of further harassment and intimidation.

In some cases the situation may be life-threatening or so severe or continuous that the customer and their household need to be rehoused either temporarily or permanently away from the area. We will consider this if the customer is not able to stay temporarily with relatives or friends. The local Chief Inspector of Police must support any offer of rehousing. If we offer other permanent accommodation, this would be the same kind of housing as the customer had. In extreme cases we will try to move the customer out of the borough. All offers of housing will depend on empty properties being available. It is unlikely in most cases that there will be an empty property available, so we will try to find other accommodation through the local authorities and other registered social landlords.

SB Housing

**Summary and statement of
antisocial behaviour policy and
procedures**

**Section 2
A7**

Customer Services

Staff training

We are committed to training our staff, and making sure that all staff dealing with cases of antisocial behaviour are aware of our policy and procedures. We will give our staff extra training if necessary.

Protecting our staff

Our staff are sometimes threatened or abused. We will use powers such as housing injunctions and possession proceedings to deal with anyone responsible for this type of antisocial behaviour.

Confidentiality and sharing information

We will treat any information given to us as confidential. We will not pass it to the person causing the antisocial behaviour without the written permission of the person who gives the information.

We will only use information to investigate antisocial behaviour. However, we may need to pass on information to our officers who need to know this information (for example, permanent housing staff and officers who are responsible for processing and recording the information). If there are any disputes from customers or staff about who should receive the information, this should be referred to line managers to sort out. Officers must not discuss confidential information about cases of antisocial behaviour with or around people who have no need to know this information.

In certain circumstances, we may reveal information if we consider it to be in the public interest as shown in our public information disclosure policy. We will only reveal information in line with this policy.

If people give information anonymously (without giving their names), we will investigate this information as far as possible, but it is not particularly helpful as we cannot tell them the outcome of our investigations or check any facts or replies from the person accused of causing the antisocial behaviour.

Data protection

We will keep to the Data Protection Act 1998, and follow its eight main principles to make sure information is correctly handled.

Information must be:

- dealt with fairly and legally;
- used for limited purposes in line with the act;
- appropriate and relevant;
- accurate;
- kept on record only for as long as necessary;
- used in line with your rights;
- kept secure; and
- only transferred to countries with data protection laws.

Monitoring and reporting

We will keep records of all cases and reports of alleged antisocial behaviour. We will publish statistical reports (anonymous data) and these will be available for general inspection. We will produce reports every six months for the Board of Management and for the Customer Association. Our senior executive team will receive information through key performance indicators (which are reports showing how we have performed against targets). These are provided every month.

Our reporting systems will identify:

- how effective the action we take against antisocial behaviour is;
- our main priorities and issues;
- where and what type of antisocial behaviour is most common; and
- the difference between different types of antisocial behaviour.

Key performance indicators will include:

- the number of ASB incidents reported;
- our response times;
- the number of demoted tenancies;
- the number of ASB orders;
- the number of ABCs;
- the number of cases solved without us taking any action;
- possession proceedings taken because of antisocial behaviour; and
- evictions because of antisocial behaviour.

The Genesis Quality & Research Team will carry out customer surveys every 3 months on all cases of antisocial behaviour. The idea is to get comments and feedback from our customers on how they feel their cases were handled. Reports of the Genesis survey findings will be sent to our Senior Executive Team, our Board of Management and the Equalities & Diversity Committee.

**Review of
antisocial
behaviour policy
and procedures**

From 1 April 2005 we will review our policy and procedures every three months for a period of one year, and once a year after that. We will consult stakeholders including staff, our customer association and our housing partners if we need to make any changes.

Contact numbers

Main switchboard – to speak to housing managers: 020 8475 0033

Helpdesk service and out-of-hours emergencies: 08457 023420
(This is a lo-call number and costs the same as a local phone call, even if the call is from out of the area).

Helpdesk service and out-of-hours emergencies: 020 8548 2500

You can report antisocial behaviour by phoning the above numbers.

Or you can:

- e-mail us at customerrelations@springboardha.org.uk;
- call in person at one of our offices or schemes; or
- write to us at our registered office at:
Springboard House
2A Cloughton Road
Plaistow
London E13 9PN.