



POLICY

Anti-Social Behaviour (Council Housing Tenants)

Policy review record

The ASB Policy was approved by XX on and Issued on the XX.

This Policy is dated XX *Month* 20XX

1.0 Introduction

This Policy sets out the approach of Ipswich Borough Council in tackling antisocial behaviour (ASB) that impacts on its tenants and leaseholders and/or is perpetrated by them.

The development of the Policy reflects the existing statutory obligation under Section 12 of the [Anti-social Behaviour Act 2003](#), which requires a landlord to prepare a policy and procedure in relation to anti-social behaviour and to publish the same.

The Council recognises that preventing and tackling ASB effectively will have a positive impact within our communities and neighbourhoods and where appropriate, we will work in partnership to prevent and resolve ASB and support tenants effectively by; sharing information, identifying hotspot locations; providing professional advice and support to our tenants; taking appropriate enforcement action and delivering initiatives to reduce ASB effectively.

2.0 Policy statement

The Council is committed to tackling incidents of ASB and will take reports of ASB seriously, taking action where appropriate to ensure a prompt and permanent solution to ASB. This will include enforcing tenancy conditions to resolve breaches caused by any tenant or visitors to Council property and using the powers set out in the [Anti-social Behaviour, Crime and Policing Act 2014](#).

The Council is committed to supporting those who have been affected by ASB and monitoring and evaluating the effectiveness of our services in addressing ASB, reporting our performance widely and making changes where necessary in relation to best practice and tenant feedback.

This Policy supports the Council's objective in building Safe Communities.

3.0 Scope

This Statement sets out our policy and procedures on ASB in relation to our role as landlord of Council homes. It applies to Council tenants and leaseholders that cause ASB or allow their household members, or visitors, to do so within the property which signifies a breach of the Tenancy or Lease agreement.

Tenant and lessee responsibilities are set out in the [Tenancy Agreement](#), [Tenants Handbook](#) and Leaseholder Handbook.

This is a high-level policy statement and should be read in conjunction with the associated ASB Procedure document and ASB Working Guidance.

4.0 Definition of ASB

ASB is specified under the [Anti-social Behaviour, Crime and Policing Act 2014](#) as:

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

For the purposes of this document, this definition has been extended to include behaviour by residents, groups of residents, members of their household or their visitors, which would generally be considered to cause annoyance, nuisance or disturbance to other people in the area.

Examples of ASB can include but are not limited to:

- Aggressive and/or threatening behaviour or language
- Intimidation and/or harassment
- Making false or malicious complaints about another tenant
- Violence against people and/or property
- Domestic violence/abuse
- Hate behaviour targeted to members of identified groups because of their perceived differences
- Vandalism
- Misuse of communal areas
- Excessive noise nuisance such as shouting, loud music, constant banging/slamming of doors, etc.
- Irresponsible pet ownership such as persistent dog barking, fouling, etc.
- Failure to maintain and/or inappropriate use of gardens
- Alcohol and drug related ASB
- Using a Council property for illegal or unlawful purposes e.g. the use of, production, storage and/or selling of illegal substances, storage of stolen goods, prostitution
- Gang membership or affiliation

5.0 Our approach to tackling ASB

The Council will use a range of informal methods to resolve ASB including referrals to support services, mediation, acceptable behaviour agreements, verbal and written warnings.

By using appropriate and timely intervention, the Council will aim to resolve issues at the earliest opportunity. However, where enforcement action is considered necessary, legal sanctions to address the behaviour will apply where other methods are deemed to be inappropriate or have failed.

The Council will endeavour to resolve complaints around ASB promptly which will require enough evidence gathering to ensure a successful outcome. ASB cases are often complex and time is needed to collate sufficient evidence to support resolution actions. The Council will liaise with the complainant to ensure that they are kept updated on the progress of their case.

6.0 Reporting anti-social behaviour

The Council encourages and supports tenants, staff, contractors and visitors where appropriate, to report problems of ASB and to work with us to resolve problems.

Anyone reporting ASB will play a key role in its successful management. Complainants are expected to co-operate with reasonable requests to assist the Council to progress appropriate response to reports of ASB. This may include agreeing to self-resolution actions, keeping records of incidents or taking part in mediation. The Council may not be able to take further action to resolve the ASB without reasonable cooperation from complainants.

All reports of ASB will be treated as an open case until it is agreed with the complainant and the Council, that the case can be closed.

7.0 Method

A number of tools and powers are available to the Council when dealing with complaints about antisocial behaviour. Each case will be considered on the evidence available and the most appropriate action will be taken.

8.0 Children, young people and vulnerable adults

Where an Officer has concern of a persons' welfare, whether or not the subject has a direct connection to the case they are investigating, it will remain their duty to ensure these concerns are properly logged and passed to the appropriate safeguarding agency.

9.0 Partnership Working

Where appropriate, the Council will work with partnership agencies such as the Police, Probation Service, Fire Service, Health Services and Youth Offending Service. This may include sharing information, attending meetings and case conferences to discuss specific cases and, where appropriate, referring a tenant/s to another agency.

10.0 Information Sharing and Confidentiality

This policy contributes to the Council's requirement under section 115 of the [Crime and Disorder Act 1998](#) that places a legal duty to work in partnership and share information, when required, in order to tackle ASB priorities.

Information received will be treated in the strictest of confidence although in certain circumstances there may be a legal obligation to share relevant information, such as safeguarding concerns, with other statutory agencies.

The Council will ensure that the information shared is necessary and for the safety and well-being of the person and others who may be affected by their actions.

ASB cases are recorded on a secure case management system and all case files are stored securely. Data is held in accordance to the Data Protection Act 2018 and Records Management Policy. Information will be retained in line with the Council's retention period.

11.0 Equality and Diversity

The Council is committed to tackling the barriers and discrimination that many people face and recognise that certain people and groups may be disproportionately affected by crime and ASB because of their race, gender, gender reassignment, disability, sexual orientation, religion or belief or age.

This policy will be implemented in accordance with the Councils Equality and Diversity policy.

12.0 Review

This policy will be reviewed regularly and normally no later than three years after approval or as required due to legislative changes.