

Anti-Social Behaviour Policy

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Brief Policy Summary:

This Policy sets out how we will respond to acts of Anti-Social Behaviour (ASB) that are perpetrated within our properties and in the local area. By local we mean the street, the neighbourhood or the estate. It sets out how we will seek to keep complainants/witnesses of ASB safe and secure whilst they reside within our properties and how through the use of our tenancy agreement we will take enforcement action against those responsible for perpetrating acts of ASB.

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1.0 Purpose & Scope

- 1.1 The Company has adopted a strategy for dealing with Anti-Social Behaviour (ASB) and this policy document sits within the wider strategic approach. It will define our approach to dealing with allegations of ASB which directly or indirectly affects our housing management function.
- 1.2 This Policy has been developed to ensure that ASB is dealt with consistently and robustly.
- 1.3 Lincolnshire Housing Partnership (LHP) will provide High Quality Customer Facing Services as detailed within the Corporate Priorities under Anti-Social Behaviour, which states:

“We will work with communities and partner organisations to combat anti-social behaviour and support victims and vulnerable households to feel safe in their homes”

1.4 LHP acknowledges that:

- ASB can have a devastating impact on individuals and whole communities; it affects community cohesion and left unchallenged leads to breakdown of communities;
- Every individual is entitled to peaceful enjoyment of their home and the surrounding areas; this is true regardless of the tenure of the property;
- As a major landlord in Lincolnshire and North East Lincolnshire, we must play a lead role in tackling all types of ASB.

- 1.5 LHP has a tenancy agreement with every tenant. This agreement prohibits tenants, members of tenants' household or visitors to tenants' homes from causing nuisance or annoyance to, or harassing any person living in, visiting or otherwise engaging in lawful activity in the vicinity of their homes.

LHP will not tolerate any ASB caused by tenants', members of tenants' households or visitors to tenants' and will always take prompt action which is proportionate and reasonable to the nature of the behaviour occurring.

- 1.6 Any allegations of ASB made by an Owner Occupier or a Private Landlord in the Borough of Boston will be referred to the relevant Local Authority department to carry out the initial investigation and provide LHP with any evidence of ASB committed by our tenant(s), household members(s) or visitor(s) to the property. Any allegations of ASB made by another Registered Provider will be initially investigated by them and will then provide LHP with any evidence of ASB committed by our tenant(s), household members(s) or visitor(s) to the property.
- 1.7 LHP reserves the right to decide on the level of enforcement action to be taken from the evidence provided by partner agencies. This will be in line with Lincolnshire's County ASB Procedures – Incremental Approach and North East Lincolnshire ASB Strategy - Safer and Stronger Communities
- 1.8 Lincolnshire County ASB Procedures – Incremental Approach and North East Lincolnshire ASB Strategy – Safer and Stronger Communities is mirrored within LHP's ASB Procedures. The incremental approach below is not a fixed menu that

must be followed verbatim but a list of tools for consideration at appropriate stages of behaviour.

- Verbal Abuse
- Formal Written Warning
- Final Written Warning
- Acceptable Behaviour Agreement/Contract
- Legal Action to deal with ASB

1.9 This Policy document should be read in conjunction with:

- a) Lincolnshire County Wide ASB Strategy
- b) North East Lincolnshire Council Safe & Stronger Communities ASB Strategy
- c) Procedure Guide for dealing with Anti-Social Behaviour
- d) Any other relevant and referenced LHP Policy.

2.0 Objectives

- 2.1 All stakeholders will have a clear understanding of our approach to dealing with ASB; this includes customers, staff members and partner agencies.
- 2.2 We will adopt a partnership approach to tackling ASB.
- 2.3 Complainants and witnesses of ASB will be encouraged to play a full part in resolving the issues. Whenever possible, the views of complainants and witnesses will be taken into account when staff decide to deal with particular allegations.
- 2.4 Any action taken against those who commit ASB will be firm and proportionate to the supporting evidence.
- 2.5 Prevention is better than enforcement. Accordingly staff will always attempt to prevent ASB occurring. They will act swiftly to deal with ASB as soon as it is reported with a view to preventing escalation. We will utilise the full range of tools and powers available to us (detailed within the ASB Procedure).
- 2.6 Complainants and witnesses will, where possible, be provided with an appropriate level of support to enable them to remain in their home.
- 2.7 The ASB Manager will closely monitor the quality of service provided by our staff, by regularly auditing cases in line with our service standards (Service Standards 7.0).
- 2.8 Service delivery – We will quickly deal with complaints about the service. We will always seek to deliver an effective and efficient service which is lean and offers value for money; in order to achieve this we will measure our performance against similar organisations and seek out examples of best practice both locally and nationally.

3.0 Definitions

3.1 The part 1, Section 2 – Anti- Social Behaviour, Crime and Police Act 2014 provides an overarching definition of ASB:

- (1) In this part “anti-social behaviour” means:
 - a) conduct that has caused, or is likely to cause, harassment, alarm or distress to any person
 - b) conduct capable of causing nuisance or annoyance to a person in relation to that persons occupation of residential premises
 - c) conduct capable of causing housing related nuisance or annoyance to any person.
- (2) Subsection (1) (b) applies only where the injunction under section 1 is applied for by:–
 - a) a housing provider
 - b) a local authority
 - c) a chief officer of police
- (3) in subsection (1) (c) “housing related” means directly or indirectly relating to the housing management functions of:-
 - a) a housing provider
 - b) a local authority
- (4) For the purpose of subsection (3) the housing management function of a housing provider or a local authority include:
 - a) functions conferred by or under an enactment
 - b) the powers and duties of the housing providers or local authority as the holder of an estate or interest in housing accommodation.

3.2 The Housing Act 1996 defines ASB as “has been guilty of conduct causing or likely to cause a nuisance or annoyance to a person residing, visiting or otherwise engaging in a lawful activity in the locality”.

For the purpose of the Housing Act 1996, the Anti-Social Behaviour must directly or indirectly relate to the housing management function, or involve the use of (or the threat to use) housing accommodation owned or managed by a relevant landlord for an unlawful purpose.

3.3 We recognise that being called a “victim” of ASB can be demoralising for our customers. In this Policy and associated Procedures any person who may be considered a victim of ASB will be referred to as “complainant or witness”.

4.0 Types of Anti-Social Behaviour

4.1 The following are examples of behaviour considered to be anti-social behaviour. Reports will be logged under one or more of the following categories for monitoring purposes:

- Harassment/Threat Incident
- Other Violent Incidents
- Domestic Abuse/Violence Incident
- Hate related Incidents

- Vandalism Incidents
- Drug Incidents
- Alcohol related Incidents
- Noise Nuisance
- Pet and Animal Incidents
- Vehicles Incidents
 - Rubbish Incidents
- Garden nuisance
- Communal area/Loitering incidents
- Other Criminal Behaviour Incidents
- Prostitution/Sex Incidents

This list is not exhaustive and we recognise that there are other types of Anti-Social Behaviour which may be experienced.

4.2 We will be responsible for:

- a) Deciding if allegations fall within our definition of ASB
- b) How allegations should be categorised
- c) The most appropriate course of action to deal with allegations and reported incidents. (We will always take into consideration the wishes of the complainant or witness in mind; however such wishes and expectations should be realistically managed from the outset).

If we decide that there is no reasonable action that can be taken to deal with the issue reported then we will inform the complainant or witness of this decision and provide an explanation as to why this is the case.

4.3 If there is a dispute about the classification of ASB or the proposed action to be taken, the matter will be referred to the ASB Manager and their decision will be final.

4.4 Not every allegation reported to us will be accepted as ASB.

4.5 Some types of allegations will be classified as minor differences in lifestyle. Whilst we will try to engage with all parties in such situations, we will not instigate formal action against any person whose behaviour is considered to be everyday living activity or a minor difference in lifestyles.

4.6 Examples of such behaviour are:

- a) Mowing of lawns or other garden maintenance at a reasonable times e.g. between 7.30am and 10pm
- b) Carrying out DIY repairs at reasonable times e.g. between 7.30am and 10pm daily
- c) Noise generated by everyday living; for example walking across laminate flooring wearing shoes
- d) Noise from domestic appliances during reasonable times 7.30am and 10pm daily
- e) Cooking smells

- f) Children playing within the locality of their home or a designated playing area, as long as the “playing” does not include behaviour which could be considered nuisance behaviour. Children playing ball games is not normally considered to be ASB
- g) LHP will not investigate reports of Cannabis smells unless it is believed that this is linked to growing and /or dealing Cannabis.

This list is not exhaustive and we recognise that there are other types of Anti-Social Behaviour which may be experienced.

4.7 During the course of an ASB Case there may be an element of a Crime being committed which will be led by the Police, it would therefore be the responsibility of the Police to keep the complainant/witnesses updated but we may be able to provide details of the named contact to the complainant/witness.

5.0 Reporting Methods

5.1 We want our ASB Service to be easily accessible to everybody.

5.2 An allegation of ASB can be reported to us in the following ways:

- a) online at www.lincolnshirehp.com
- b) by email to info@lincolnshirehp.com
- c) by telephone to 0345 604 1472
- d) in person, to a member of staff at our offices at Chantry House, Boston or Westgate Park, Grimsby.
- e) in writing:
Chantry House
3 Lincoln Lane
Boston
PE21 8RU

Or

Charlton Street
Westgate Park
Grimsby
DN31 1SQ

5.3 ASB can be reported to LHP outside of normal office hours on 01205 351830 - this is a reporting service only. These reports will be dealt with in line with our service Standards (See 7.0 Service Standards). In an emergency where there is threat to life or a crime in progress then the Police should be contacted on either 999 (emergency) or 101 (non-emergency)

5.4 We will provide alternative methods of reporting, on request, for complainants and witnesses who have a disability which prevents them using the methods above.

5.5 For those whose first language is not English we will, where necessary, provide the services of an interpreter.

6.0 Roles and Responsibilities

6.1 Complainants and Witnesses

It is important that complainants and witnesses are aware of the importance of working with our staff to resolve issues of ASB.

They are expected to cooperate with us in our investigation and this includes, but is not limited to:

- a) Responding to communication
- b) Engaging with suggested methods of resolution
- c) Completing diary sheets
- d) Providing statements to support legal action
- e) Reporting matters to the Police and Local Authority
- f) Utilise other methods for capturing information
- g) Not making malicious allegations or service complaints

6.2 Tenants

There are a number of types of agreements in use by us in relation to the management of rental properties and these include:

- a) Assured Tenancy
- b) Assured Shorthold Tenancy
- c) Starter Tenancy
- d) Licence to Occupy
- e) Temporary Decant Licence
- f) Fixed Term Tenancy
- g) Private Sector Leasing
- h) Mayfields Extra Care Tenancy
- i) Rent to Buy tenancy

6.3 Irrespective of the type of agreement, there are a number of standard requirements relating to ASB placed upon tenants.

Tenants: are responsible for the behaviour of every person (including children and lodgers) and any animal, living in or visiting the property. This includes in the property, on surrounding land, in communal areas (such as stairs, lifts, landing, entrance halls, communal gardens, parking area) and in the locality;

- a) Are expected, where possible, to solve their own problems with their neighbours
- b) Must not use or threaten to use menacing, abusive or violent behaviour nor cause a nuisance, annoyance or disturbance towards anyone living in, visiting or engaging in a lawful activity in the locality of the property
- c) Must not commit or threaten any form of harassment on the ground of race, colour, religion, sex, disability or sexual orientation which may, or is likely to, interfere with the peace and comfort, or cause offence to anyone living in, visiting or engaging in a lawful activity in the locality of the property
- d) Must not use the premises or allow them to be used for immoral or illegal purposes

- e) Must not engage in any form of criminal activity.

6.4 Employees and contractors

We will be the first point of contact for all reports of ASB within the locality of our housing stock. Such reports, irrespective of the reporting method, will be directed to the ASB Team where an ASB Officer will be responsible for taking action in line with stated procedures. The ASB Manager will be responsible for overseeing the casework carried out by ASB officers. This will include performance monitoring and levels of customer satisfaction.

6.5 The Wider Community

The wider community has a responsibility to challenge ASB and, where appropriate, reporting it to the authorities so that it can be tackled. Members of the wider community have an obligation to live their lives in accordance with the law.

7.0 Service Standards

7.1 When we receive an allegation of ASB we will:

- a) Take the allegation seriously
- b) Respect confidentiality
- c) Be helpful, courteous, sensitive, responsive and knowledgeable
- d) Within 3 working days, we will contact the complainant and arrange a mutually convenient time and place to meet with them and discuss the issues raised (our initial response or first contact will usually take the form of a telephone assessment of the situation)
- e) Undertake a Risk Assessment Matrix (RAM) at the first contact with the complainant
- f) provide a written action plan/acknowledgement letter ;within 3 working days to include a named point of contact, along with details of how to maintain contact with us;
- g) Make initial contact with alleged perpetrator (subject to consent of the complainant) within 5 working days
- h) Regularly update the complainant of our progress in dealing with the complaint (as a minimum we will contact complainant at least every 14 days to provide an update) as agreed with the complainant
- i) Provide necessary advice and support to complainant and witnesses
- j) Where necessary take prompt, proportionate and effective action
- k) Consult with the complainant on closing cases but a closure letter will be sent in all instances.
- l) A closure letter will be sent within 48 hours of the decision being made to close a case.

8.0 Our Approach

- 8.1 We will, assist residents and local communities who are suffering from ASB by responding quickly and effectively. We recognise that a speedy response to allegations can prevent a situation from escalating.

- 8.2 We will, at all times effectively manage customer expectations. This ensures a no surprises approach to dealing with allegations.
- 8.3 We will not make promises that we cannot keep and we will always do what we say we will.
- 8.4 We do not move complainants, witnesses or perpetrators as a means of dealing with the issues. The only exception to this is when a complainant or witness is in immediate danger.

The decision to move a complainant or witness will only be made after consultation with the ASB Manager and partner agencies, and approval sought from the Head of Housing.

- 8.5 Any action we take will always be reasonable and proportionate to the behaviour which is taking place.
- 8.6 We will assume all allegations are genuine until there is evidence to the contrary.
- 8.7 We will deal robustly with false and malicious allegations; we will consider such actions as a form of harassment and therefore an act of ASB. They will be dealt with in accordance with the terms of this Policy and associated procedures.
- 8.8 We will always try to minimise the burden on complainants and witnesses to collect evidence. For example, we will only use tools such as diary sheets for the minimum time necessary.
- 8.9 We will create a climate where our customers feel comfortable in reporting ASB to us and are confident that we will act appropriately to deal with their concerns.

9.0 Partnership Working and Exchange of Information

- 9.1 Partnership working is essential to achieving success in dealing with ASB; it is an essential part of the Lincolnshire County Wide Anti-Social Behaviour Strategy and North East Lincolnshire Safer and Stronger Anti- Social Behaviour Strategy. We will work in partnership with a variety of organisations including, but not limited to:

- a) Lincolnshire County Council
- b) North East Lincolnshire Council
- c) Boston Borough Council
- d) Lincolnshire and Humberside Fire and Rescue Services
- e) Lincolnshire & Humberside Police
- f) NHS Medical/Mental Health Teams
- g) Humberside, Lincolnshire & North Yorkshire Community Rehabilitation Company (CRC) - Formerly Probation Services
- h) Social Area (Adult and Children)
- i) Third or Voluntary Sector Service Providers
- j) Trading Standards
- k) NAViGO (NHS Services)
- l) National Probation Services
- m) Crown Prosecution Service (CPS)

- 9.2 Under the terms of any Information Sharing Agreement which is in place, LHP will exchange information with agencies that we work in partnership with. These agencies will include, but not be limited to those listed at 9.1 of this policy.

Such sharing of information will usually be done with the consent of complainants and witnesses, but where necessary can be done without such consent.

The authority to do so is contained within S115 of the Crime and Disorder Act (1998), which provides a power for Public Bodies to exchange information when they would not normally be permitted to do so, for the purposes of public safety, prevention and detection of crime and disorder.

Section 115 of the Act gives “power”, but not an automatic right to disclose information:-

- a) To a relevant authority; or
- b) To a person acting on behalf of such an authority, shall have power to do so in any case where the disclosure is necessary or expedient for the purposes of any provision of this Act.

- 9.3 We will maintain a record of all information which is exchanged with our partners.
- 9.4 We will regularly attend partnership meetings to enable the smooth exchange of information between LHP and our key community safety partners.
- 9.5 The ASB Manager will be the nominated point of contact within LHP for the exchange of information. In their absence this role will be carried out by the Head of Housing. They will ensure the smooth dissemination of all relevant information to staff as appropriate.
- 9.6 Any officer requiring a formal exchange of information between us and one of our partner agencies will request the information using s.115 Information Exchange Request Form contained on the internal intranet.

The form will be completed with full details of the following:

- a) Full name of subject
- b) Address of subject
- c) Date of birth of subject
- d) Information requested i.e. Reason for the request

This will then be forwarded to the ASB Manager for action, in their absence this form should be forwarded to the Head of Housing.

- 9.7 Nothing in this procedure is intended to prevent the day to day operational exchange of relevant information with our partners

10.0 Supporting Vulnerability

10.1 We recognise the importance of supporting vulnerable members of our society. We also recognise that, by definition, those more vulnerable members of our society may be more susceptible to becoming subject to ASB.

10.2 A person may be considered vulnerable for reasons such as:-

- a) Age
- b) Alcohol or Drug Dependencies
- c) Disability, as defined by the Equalities Act (2010)
- d) Mental Health Issues

This list is not exhaustive and we recognise that a person may be classed as vulnerable for many reasons. Officers are expected to make an assessment of vulnerability on every case of ASB. This will be included as part of the Risk Assessment Matrix (RAM)

10.3 When a complainant, witness or perpetrator of ASB is identified as being vulnerable, a referral will be made to the relevant support service (with consent where necessary).

10.4 When an alleged perpetrator of ASB is identified as being vulnerable we will make every effort to assist them in engaging with support services. We will make it clear to them that failure to engage with such services along with continued events of ASB will result in formal action being taken against them.

10.5 We will not accept vulnerability as a reason for a perpetrator being allowed to continue to behave badly.

11.0 Safeguarding

11.1 We will actively participate in local multi agency arrangements for safeguarding children, young people and adults. These are defined within LHP Safeguarding Policies.

11.2 We recognise that employees dealing with ASB are likely to come into contact with children and adults for whom there are concerns and potentially safeguarding issues.

All LHP employees have a duty to act in relation to safeguarding concerns.

11.3 Awareness of, and sensitivity to, information sharing protocols and data protection is crucial, however, Safeguarding concerns override the need for confidentiality in respect of relevant statutory authorities as long as all activity is properly recorded.

11.4 All staff will, at all times, comply with the requirements of the following policies in relation to safeguarding:

- a) Adult Safeguarding Policy
- b) Child Protection Policy
- c) Safeguarding People Policy

12.0 Hate Incidents and Hate Crime

- 12.1 Hate motivation – Hate Crimes and Hate incidents are taken to mean any crime or incident where perpetrator hostility or prejudice against an identifiable group of people is a factor in determining who is victimised (ACPO, 2000:13).
- 12.2 Hate Crime or Hate Incidents - A Hate Crime or Incident is any crime or incident which is perceived by the complainant or any other person, to be motivated by hostility or prejudice based on a person's actual or perceived social group or groups.
- 12.3 The main types of hate related incidents can be classified as being:
- a) Disability
 - b) Race
 - c) Religion
 - d) Sexual Orientation
 - e) Gender Identification
- 12.4 Some people may experience hate crimes and incidents because of more than one identifying factor, for example, a combination of factors like their race and disability.
- 12.5 We will treat all hate related incidents very seriously. We will ensure that all appropriate staff receive specialist training in how to deal sensitively with such issues.
- 12.6 Where complainants or witnesses of hate crime are not comfortable reporting to Lincolnshire Police or Humberside Police our front line staff will report the matter on their behalf, as part of the management of the ASB case.

13.0 Performance Monitoring

- 13.1 We will closely monitor the quality of the service that we provide in relation to ASB. We will do this by:
- a) Setting challenging Key Performance Indicators for staff performance
 - b) Sending a customer satisfaction survey on all closed cases
 - c) Ensuring that the ASB Manger carries out audits and reviews on a sample of cases using the Standard of Case Audit form contained within the procedures
 - d) Ensuring that a Line Manager speaks to all dissatisfied customers to try and establish why there is dissatisfaction with the ASB Service.
- 13.2 We will regularly, as required, report statistical information about the management of ASB cases to Housemark. The Business Improvement and Compliance Team will ensure that all such statistical information is supplied to Housemark in accordance with their requests.
- 13.3 The Business Improvement and Compliance Team will ensure that the ASB Manager is updated with regards to any issues related to performance.

14.0 Case Closure

- 14.1 We will normally only close a case once the ASB has been resolved and the complainant is happy for us to do so.
- 14.2 In all cases, the ASB officer will contact the complainant prior to closing a case.
- 14.3 Where the ASB officer wants to close a case and the complainant has not agreed to this, a case audit will be completed by the ASB Manager. It will then be decided whether it can be closed or if further action is required.
- 14.4 A customer satisfaction survey will be sent to the complainant when every case is closed. Where there is negative feedback this will be reviewed and acted upon by the ASB Manager.
- 14.5 In all cases the complainant will be sent a case closure letter. This will detail the reasons for closure.
- 14.6 In certain circumstances it may be necessary to close an ASB Case without the consent of the complainant. This may happen when:
- a) we are satisfied that we have done everything possible to resolve the case and that it is reasonable to do so
 - b) the complainant has failed to respond to requests for contact
 - c) the complainant refuses to cooperate with our efforts to resolve the behaviour
 - d) it becomes apparent that the allegations(s) are false or malicious
 - e) after investigation, Officers can find no evidence of ASB or where no enforcement action can reasonably be taken.
- 14.7 The ASB Manager will complete random audits of open ASB cases; this information will identify any cases which are not progressing or where no resolution has been identified. The ASB Manager will provide feedback to the ASB Team.
- 14.8 Where a case is not progressing or where no resolution has been identified, the ASB Manager will undertake a review with the ASB Officer to ensure that all possible appropriate action is being considered.

15.0 Protection of staff and contractors

- 15.1 We will not, under any circumstances, tolerate abusive, threatening or violent behaviour towards our staff or contractors.
- 15.2 We will always take swift and robust action to protect our staff.
- 15.3 All acts of aggression towards staff members will be reported to a line manager, who will then decide if it is appropriate to involve Lincolnshire or Humberside Police. We will assist staff and contractors to report matters to Lincolnshire or Humberside Police where this is felt necessary.
- 15.4 All incidents of ASB involving a member of staff as the complainant and which took place during the course of their employment will be treated very seriously.

- 15.5 The ASB manager, in conjunction with the employee or contractor's line manager will ensure that a prompt and robust response takes place.
- 15.6 Where there is a direct threat of harm or violence towards the complainant it will (where appropriate) be the company's policy to instruct legal action in the County Court to obtain a civil injunction providing protection for the complainant and other employees or contractors. This will usually be done on an "ex parte" (without notice basis). The ASB Manager will take the lead role in such action but may delegate tasks where appropriate.

16.0 Supporting Complainants and Witnesses

- 16.1 We recognise that being a witness in proceedings for ASB can be a stressful and worrying experience. We will provide appropriate support to all witnesses. ASB officers will act as a single point of contact being responsible for providing support to complainants and witnesses of ASB.
- 16.2 There are steps that we can take to help secure a property to improve security for complainants and witnesses; this can include arranging for fitting:
- a) additional window locks
 - b) movement sensitive lighting
 - c) letter box covers
 - d) smoke alarms
 - e) installation of CCTV camera
 - f) environmental work around the property
 - g) 24 hour panic alarm
- 16.3 We will do all we reasonably can to protect and support vulnerable and intimidated complainants and witnesses in ASB cases, including briefing and preparing them for court.
- 16.4 Where a witness is expected to attend court and give evidence the ASB officer will:
- a) provide a full explanation of what to expect
 - b) offer a pre-court visit if the witness desires it
 - c) provide transport to and from the court
 - d) if a witness has any particular difficulties or support needs we will explore options to provide suitable special support
 - e) arrange a private waiting/consultation area at court, away from the perpetrator(s)
 - f) arrange for a member of LHP staff to accompany the witness at all times whilst at court
 - g) arrange for compensation for any loss of earnings incurred as a result of attending court
 - h) provide refreshments and lunch throughout the duration of their attendance at court
- 16.5 After attending court, we will explain to the complainant or witness the result of the Court hearing and what might happen next.
- 16.6 After being involved in a case that is resolved using court proceedings; the complainants and witnesses can expect to continue to receive support from the

ASB officer for a period of time after the proceedings. This will vary in length, depending on the individual circumstances of the case.

- 16.7 Where a member of staff or a contractor is the complainant or witness, they are required to attend court if necessary and act as a representative of the Company. We cannot reasonably expect tenants and leaseholders to attend court if our staff members are not prepared to do so. The Company will provide necessary support to staff members and contractors who are required to attend court, as detailed in points 16.1 - 16.7.

17.0 Compliments, Suggestions and Complaints

- 17.1 We welcome all feedback from our customers and partners.

- 17.2 Constructive feedback, both positive and negative, can be sent directly to the ASB Manager or:

- a) online at www.lincolnshirehp.com
- b) by email to info@lincolnshirehp.com
- c) by telephone to 0345 604 1472
- d) In person to a member of staff at our offices at Chantry House, Boston or Westgate Park, Grimsby
- e) In writing:
Chantry House
3 Lincoln Lane
Boston
PE21 8RU

Or

Charlton Street
Westgate Park
Grimsby
DN31 1SQ

- 17.3 Any feedback which is considered to be a complaint will be dealt with in accordance with our Complaints Policy.

18.0 Staff Training

- 18.1 Dealing effectively with ASB requires knowledgeable and well trained staff; it is LHP's policy to encourage staff to undertake training which relates to their work in order to improve the individual's job performance and organisational service delivery.
- 18.2 We are committed to providing staff with the necessary training to be able to effectively deal with ASB related issues. This training will be regularly refreshed and updated to ensure that our staff members are kept up to date with best practice and changes in policy and legislation.
- 18.3 Training needs will be discussed with the ASB officers during 1:1 meetings, appraisals, annual training needs and team meetings.

19.0 Publicity

19.1 LHP will consider publicity in all cases of ASB where the action we have taken has had a positive impact. In accordance with Home Office Guidance, publicity should never be used or intended to punish an individual.

19.2 The benefits of publicity include:

- a) *Enforcement* – local people have the information they need to identify and report breaches
- b) *Public reassurance about safety* – complainants and witnesses know that action has been taken to protect them and to protect their human rights in relation to safety and/or quiet enjoyment of their property. Making local people aware of an Order that is made for their own protection can make a real difference to the way in which they live their lives, especially when they have suffered from Anti- Social Behaviour themselves or lived in fear of it
- c) *Public confidence in local services* – local people are reassured that if they report Anti-Social Behaviour, action will be taken by local authorities, the police or other agencies
- d) *Deterrent to the subject of the Order* – the perpetrator is aware that breaches are more likely to be reported because details of the order are in the public domain.
- e) *Deterrent to other perpetrators* – publicity spreads the message that civil injunctions are being used and is a warning to others who are causing a nuisance in the community

19.3 Publicity is not only limited to successful legal actions; it may be appropriate to publicise areas of work which do not include legal action.

19.4 When legal action has been taken and a Court Order has been granted, it is expected that publicity will always take place, unless there is a legal reason for not publicising successful action.

19.5 The majority of Court Orders are issued in Open Court, which means there is no restriction upon reporting. However, there are circumstances where a court can impose reporting restrictions, for example when a child is involved, a court can impose a restriction on reporting under section 39 of the Children and Young's Persons Act 1933. Where such restrictions are imposed they must be strictly adhered to.

19.6 Publicity relating to a Court Order must always be proportionate to the ASB that has taken place.

20.0 Surveillance

20.1 As part of our stated response to dealing with ASB, LHP reserves the right to carry out both covert and overt surveillance on areas owned and/or managed by us.

20.2 Any surveillance will be proportionate and justified in relation to the type of ASB being investigated.

20.3 Surveillance may be carried out using any of the methods detailed in the ASB procedure guide.

20.4 Any surveillance will be carried out whilst taking into consideration the rights of our tenants; in particular we will consider Article 8, Human Rights Act 1998 and the Data Protection Act 2018.

21.0 Relevant Legislation

21.1 This policy document takes into account the following legislation:

- a) Anti-Social Behaviour, Crime and Policing Act 2014
- b) Anti-Social Behaviour Act 2003
- c) Crime and Disorder Act 1998
- d) Data Protection Act 1998 & 2018
- e) Equalities Act 2010
- f) Regulation of Investigatory Powers Act 2000
- g) Human Rights Act 1998

22.0 Review

22.1 Every 24 months to ensure compliance with national best practice and legislation.

22.2 We will benchmark against comparable local and national organisations to ensure that we are leaders in the field.

23.0 Acknowledgements

23.1 This policy has been written after considering the following sites and/or documents:

- a) Home Office website
- b) Lincolnshire and Humberside Police website
- c) Boston Borough Council Website and policy documents
- d) Lincolnshire County Council - Safer Lincolnshire Partnership
- e) North East Lincolnshire Council Website and policy documents
- f) Existing LHP policies and procedures