

Housing Service
Anti-social Behaviour Policy and Procedure

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Contents

1	Policy Statement	3
2.	Scope of Policy	3
2.1	Aim	3
2.2	What is anti-social behaviour (ASB)?	4
	Neighbour Disputes	5
	Domestic Noise	5
2.3	Statutory Obligations	6
2.4	Management of anti-social behaviour	7
2.5	Service Standards	8
2.6	How anti-social behaviour is dealt with when vulnerable people or people with a disability are involved	9
2.7	Who legal action for anti-social behaviour can be taken against.....	9
2.8	Preventing anti-social behaviour	10
2.9	Solutions for dealing with anti-social behaviour and harassment.....	10
2.9	Community Trigger.....	12
2.10	Partnership Working.....	12
2.11	Supporting complainants and witnesses.....	12
2.12	Dealing with racial harassment and other forms of hate crime	13
2.13	Dealing with Domestic Abuse	14
2.14	Supporting perpetrators to rehabilitate.....	14
2.15	Working in line with data protection and sharing information.....	15
2.16	Monitoring of anti-social behaviour and performance management	15
2.17	Glossary (of terms and abbreviations used).....	16
3	Review of the Policy	16
4	Author and feedback	16
5	Appendix 1	16
5.1	References.....	16

1 Policy Statement

This policy describes how the Housing Service responds to anti-social behaviour (ASB) to ensure tenants have their right to safe and peaceful enjoyment of their home and community. This policy also outlines what the Housing Service constitutes as ASB and what falls outside of this definition. To accompany this policy, the Housing Service has produced an ASB fact sheet for Tenants, Officers and Councillors who may be looking to identify possible ASB.

The Policy has been developed within the national and local policy context relating to ASB. The policy, procedures and related activities support the commitments of the Respect ASB Charter for Housing:

1. We demonstrate leadership and strategic commitment.
2. We provide an accessible and accountable service.
3. We take swift action to protect communities.
4. We adopt a supportive approach to working with victims and witnesses.
5. We encourage individual and community responsibility
6. We have a clear focus on prevention and early intervention.
7. We ensure that a value for money approach is embedded in our service
8. We will work with partner agencies to tackle ASB

Waverley will publicise through the tenants' newsletter, Waverley's website, activities within local communities and the local media how it is dealing with ASB, being responsive to individuals and the community, taking action and being fair to all.

2. Scope of Policy

2.1 Aim

To support a tenant's lawful right to the peaceful and secure enjoyment of their homes and community by being responsive, taking action and being fair.

To achieve this aim our priorities are:-

- to take action to discourage and prevent ASB and harassment
- to respond to ASB complaints quickly and in an effective, efficient, sensitive and consistent manner
- to provide support to the victim(s) and taking action against those responsible
- to consider the vulnerability and/or disability of victims in line with the Equality Act 2010
- to work with the Police to deal with racial harassment and other forms of hate crime
- to do everything possible to stop Domestic Abuse and support the victim

- to work in partnership with other agencies both directly and through the Community Harm and Risk Management meeting (CHaRMM) and the Joint Action Group (JAG) to prevent ASB
- to deliver community development activities to prevent ASB
- to support community involvement to prevent ASB
- to work with other agencies to provide support for tenants and their families to prevent ASB where they refuse to engage and deliver the best outcome for families
- to take enforcement action where engagement has been unsuccessful to stop ASB
- To deal robustly with post eviction and other rehousing applications
- To consider any new legislation changes available
- To learn from case studies and adopt best practice

2.2 What is anti-social behaviour (ASB)?

ASB is defined in the Anti-social behaviour, Crime and Policing Act 2014 as:

- (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 person's occupation of residential premises, or
- (c) conduct capable of causing housing-related nuisance or annoyance to any person which directly or indirectly relates to our housing related functions;

We also consider the following to be ASB:-

- (d) Using or threatening to use residential premises for immoral or illegal purposes

The housing service recognises ASB includes but is not limited to:

- harassment or intimidation of a person or group of people for any reason
- persistent noise nuisance (eg loud parties, shouting, noise from TVs, radios, stereos and burglar alarms)
- local environment quality issues (eg litter, dog fouling, graffiti, fly tipping and nuisance vehicles)
- aggressive or threatening language and behaviour
- actual violence against people and property including domestic abuse
- hate behaviour that targets members of identified groups because of their perceived differences (eg race and ethnicity, gender, age, religion, sexual orientation, mental health or disability) and
- using the council's housing accommodation to sell drugs, or for other unlawful purposes
- garden nuisance including keeping an untidy and unsightly garden and inconsiderate use of communal gardens
- other criminal behaviour

ASB may or may not constitute criminal activity. The key determinant in deciding whether a particular behaviour is anti-social or not is the impact of that behaviour on others and the frequency/severity of the incident.

Waverley's Tenants, Officers and Councillors believe that tenants and their neighbours should treat each other with dignity, respect and consideration; with tolerance for each other and different lifestyles and that, everyone has the right to their chosen lifestyle providing this does not spoil the quality of life of others. Waverley also acknowledges that tenants have the right to live in their home without interference, unless they are in breach of their tenancy agreement. Considering this, below is some information on Neighbour disputes and Domestic noise, which are not usually considered ASB.

Neighbour Disputes

A neighbour/neighbourhood dispute is a conflict between neighbours where there has been no breach of tenancy agreement. Examples of neighbour disputes that do not constitute ASB include but are not limited to;

- Personal dislike
- Cultural differences
- Normal behaviour related to working patterns (shift work)
- Cooking smells
- Inconsiderate parking
- Children playing
- One off incidents such as a party or an argument

Domestic Noise

Domestic Noise is the everyday living noise within a household from normal activities. Examples of domestic noise that do not constitute ASB include but are not limited to;

- Household appliances*
- Footfall
- Toilets flushing and running water
- Babies crying
- General talking
- Doors and cupboards
- DIY
- Sexual Noise
- Noise transference due to poor sound insulation
- Pets

*Instances of noise from household appliances are excluded where the noise is too loud or amplified as this would be considered ASB under Environmental Health. This could be measured either via a noise app or with noise measuring equipment provided by the Environmental Health team.

Waverley would encourage tenants to first try and discuss these issues without involvement from Waverley Borough Council (unless there are threats of violence or abusive language) as they can often be resolved this way. If tenants feel unable to do so or lack confidence in

approaching their neighbours, resources are available online on the Waverley website or from the Customer Services Centre.

Waverley recognises that in some instances, despite early intervention, cases of neighbour dispute and domestic noise may escalate into anti-social behaviour. In these cases, we will review the case and investigate where necessary as per the normal procedure for reports of anti-social behaviour.

2.3 Statutory Obligations

Waverley must adhere to a wide range of legislation when dealing with ASB and the main areas of legislation are summarised below:

- **The Housing Acts 1985 and 1996** laid the foundation for much of the current ASB legislation for social landlords. Stating tenants can be evicted for causing nuisance and annoyance and also for certain convictions. The 1996 Act strengthened the grounds for possession and provided additional powers.
- **The Housing Act 2004** further strengthened the powers to deal with anti-social behaviour. This includes the extension of introductory tenancies and the withholding of consent to allow for an exchange of tenancies and allowing landlords to suspend the Right to Buy where tenants have caused ASB.
- **The Equality Act 2010** gives disabled people certain rights of access to services and social housing. The issue of possession proceedings against a disabled tenant(s) and continuation to trial can be discriminatory, if not justified on one of the grounds specified in Section 24(3) DDA, unlawful. The Equality Act replaces all previous equality legislation, including the Race Relations Act and the Disability Discrimination Act.
- **The Human Rights Act 1998** ensures that action taken by social landlords is a reasonable and appropriate response to the ASB being committed.
- **The Crime and Disorder Act 1998** imposed a duty on Local Authorities and the Police to work together to reduce crime and disorder - locally delivered through the Safer Waverley Partnership Strategy
- **The Data Protection Act 2018** ensures that the data processed, held and shared by the Council in regards to ASB is done so by consent or where it is lawful to do so and line with the Council's Data Protection Policies
- **The Homelessness Reduction Act 2017** builds on the Homelessness Act 2002, placing a duty on Councils to prevent homelessness and to help sustain vulnerable persons in their tenancies. With regards to ASB, landlords must demonstrate that all other options have been pursued to resolve the issues, whether caused by the tenant or member of their household, before possession is sought.

- **The Anti-social Behaviour Act 2003** increased the range of powers available to social landlords to deal with ASB. This includes the landlord to apply for injunctions (with the power of arrest), for secure tenancies to become demoted tenancies and to extend it's powers for child safety orders, parenting orders and reparation orders
- **Anti-social Behaviour, Crime and Policing Act 2014** reforms put the victim at the heart of the response providing options for Civil Injunctions, Community Protection Notices and Absolute Grounds for Possession
- **Protection from Harassment Act 1997** protects people from harassment of another person by actions such as physical, verbal or non-verbal conduct.
- **Environmental Protection Act 1990** gives local authorities powers to tackle noise nuisance and other environmental offences.

2.4 Management of anti-social behaviour

Waverley's approach makes it clear that ASB is not acceptable and firm action will be taken to deal with it. Tenants are expected to comply with their obligations under Section 5 of the Tenancy Agreement which is highlighted during the Tenancy sign up process. Through the provision of direct services and a multi agency approach, support will be provided to those who are willing to change their behaviour. Tenant and community involvement supports communities to prevent and deal with ASB.

The Housing Management Team based at Godalming has eight patch based Housing Officers who are the first point of contact for all tenant ASB matters, other than those reported to the Police in emergency circumstances.

However, in the cases that require in-depth case work or legal action because there has been more serious ASB and/or persistent ASB then the Housing Officers will take a multiagency approach. Working with other Council services and the following professional and specialist groups to address ASB;

- Community Harm and Risk Management meeting (CHaRMM)
- Nuisance Action Team (NAT)
- Community Safety Team
- Surrey County Council Social Care (Child or Adult)
- Joint Enforcement Team
- Catalyst (drug and alcohol misuse)
- CMHRS (mental health)
- MARAC – Domestic Violence Multi-Agency Risk Assessment Conference
- Waverley's Community Development team

The Housing Officers will liaise closely with the police and other partnership groups on a day to day basis with joint visits and play a key role through the Community Harm

and Risk Management Meeting (CHaRMM) to prevent ASB and harassment in the community. This may include carrying out joint visits and actions with Surrey Police.

The following cases are considered a priority for action by the Housing Officers and will receive attention ahead of other cases:-

- Safeguarding of children and vulnerable adults
- Serious risk to person or property
- Serious criminal activity in Waverley properties
- Domestic Abuse
- Racial Harassment
- Other hate crime/harassment
- Serious disruption to the community
- Breaches of Injunctions/Criminal Behaviour Orders (CBO)/Suspended Possession Orders/Demoted tenancies

All open cases are monitored and reviewed regularly and are case managed. In possession cases all evictions have to be approved by the Head of Housing (Operations) and Portfolio Holder before being implemented.

2.5 Service Standards

Waverley makes a commitment to investigate all complaints of ASB and will prioritise the case according to its severity.

When very serious complaints are made (for example harassment, actual violence or threats of violence (including Domestic Abuse), or any other serious criminal activity), officers will arrange an immediate response. An appointment will be made at a safe place within one working day.

For all other complaints, officers will arrange a mutually convenient time for an appointment.

Any information given will be treated in confidence and will not be discussed with any other tenant or neighbour information unless those involved have agreed to this. However, information may be shared with relevant partner agencies where it is felt necessary to take the case forward.

Complainants will be advised of what support/protection is available to them.

In all cases, an action plan will be agreed with complainants to decide the best way of resolving the problem. This would include what Waverley agrees to do and what the complainant is asked to do e.g. completion of evidence sheets. The action plan will also detail what agencies may be contacted.

All complainants will be kept informed of what is happening throughout the process of dealing with the complaint on a regular basis. An appropriate level of contact will be agreed with the complainant at the action plan stage.

When a case is closed, a letter will be written to the complainant and alleged perpetrator advising them of the reasons.

2.6 How anti-social behaviour is dealt with when vulnerable people or people with a disability are involved

In dealing with ASB which involves people with the following categories of vulnerability, Waverley must ensure that the people involved are properly assessed and assisted by the appropriate professional service.

- young people leaving care
- children at risk
- vulnerable adults
- people at high risk through unsanitary living conditions

Where the perpetrators of ASB are vulnerable or have a disability, officers will involve other agencies to assess the situation and to seek support for the tenant to deal with the problems.

If the vulnerable individual is assessed by the professional services to have the understanding to stop their ASB Waverley will use legal action which could lead to the individual losing their home. The Court will need to be convinced that Waverley has taken all steps to manage these situations before resorting to legal action.

Waverley may arrange a permanent move in conjunction with the HomeChoice team if such a move is fully supported by the professionals providing support to the vulnerable individual and Waverley is convinced that such a move will be successful in stopping the ASB. An acceptable behaviour contract (ABC) can be agreed as a condition of such a move.

Risk Assessment tools are used to quickly identify the most vulnerable victims to ensure they receive a higher level of support. Both Waverley and Surrey Police can make a referral to the Victim & Witness Care Unit. Waverley is committed to the safeguarding of children and vulnerable adults and will work with its partners to help the most vulnerable members of the community to be safe and stay safe.

Where the victim is a vulnerable adult the case will be referred, where necessary, through the Surrey Multi-Agency Safeguarding Hub (MASH) for support and investigation through other agencies. Concerns about the welfare of a child will be also be reported to Children's Services through the MASH.

2.7 Who legal action for anti-social behaviour can be taken against

Waverley can take legal action against anyone who:

- lives in or visits accommodation owned or managed by Waverley
- has a right (of whatever description) to reside in or occupy other housing accommodation in the neighbourhood

- has engaged in unlawful activity within the neighbourhood of accommodation owned or managed by Waverley
- made threats or caused harassment to Waverley employees
- causes a nuisance or annoyance where the home is owned or managed by Waverley
- affects its landlord function

2.8 Preventing anti-social behaviour

One of the most important areas of the Waverley's work is in trying to prevent ASB from occurring and also trying to prevent re-occurrence of similar incidents.

The tenancy conditions state clearly what behaviour is not acceptable. These are explained to all new tenants at the start of their tenancy in an interview with the Housing Officer. In addition to reporting through Customer Services Centre, there is a follow up four month tenancy visit, by the Housing Officer, which provides an additional opportunity to identify any problems that need to be addressed, or if the tenant needs referral to a support service.

Preventative measures include:

- Referrals to other agencies for assistance with drug and alcohol addictions
- Tailored Community Development activities and community meetings
- Tenant Support referrals to external agencies, where necessary, to help people maintain their tenancy
- Warning letters sent to the perpetrator
- Joint visits with local Police Officers
- Early referral to Mediation services

Waverley's allocation policy has the provision to operate lettings plans that can help tackle anti-social behaviour and support local communities.

The allocation policy also allows for applicants to be excluded from bidding if they have been served with a Notice of Seeking Possession or have a demoted tenancy as a result of ASB. If a person has been evicted for taking part in ASB then they can be excluded from Waverley's Housing Register subject to review.

2.9 Solutions for dealing with anti-social behaviour and harassment

A broad range of solutions are available to deal with ASB. Examples are listed below (in no particular order):

- **Home visits** – can be a useful tool for raising awareness of a particular problem and helps officers to assess local circumstances. Where appropriate joint visits with a local police officer are often effective in preventing the escalation of a problem.
- **Mediation Service** – tenants and neighbours with disputes are encouraged to use Mediation Surrey service at an early stage to help the people involved to reach an agreement that satisfies everyone.
- **Tenant Support** – tenants can be referred directly to specialist alcohol and drug support services.

- **Acceptable Behaviour Contracts / Agreements (ABC's/ ABA's for over 18's)** - a written agreement with a young person and his or her parent/guardian, or adults with a history of ASB, Waverley and the local police not to carry out certain identifiable acts which could be construed as ASB.
- **Warning letters** – can be issued highlighting breaches of tenancy and request the individual causing ASB cease their behaviour otherwise legal action will be considered
- **Banning letters** – where individuals have been identified as causing ASB in or around the Council's housing stock, letters can be sent where the individuals have no reason to be there / do not live there
- **CCTV and noise gathering equipment** – Waverley has CCTV and noise monitoring equipment which can be used to gather evidence.
- **Tenancy demotion** – a secure tenant can be demoted through Court action. The demotion reduces the rights and security of the tenure for a period of up to 12 months.
- **Possession proceedings** – where there are serious breaches of tenancies Waverley can apply to the Court for possession of a property. This could lead to the person or family being evicted from their home. This type of action requires detailed evidence and complainants will be asked to keep detailed evidence sheets of incidents.
- **Evictions** – is the last resort and the Courts are unlikely to give Waverley possession unless the other actions outlined above have been followed first. All evictions are approved by the Head of Housing (Operations) and Portfolio Holder.
- **Good Neighbour Agreements** – where there is a need to address local concerns around ASB and disorder Waverley and the police may consider using Good Neighbour Agreements.
- **Undertakings** - this is an agreement through the Courts to be responsible for something. i.e. not to harass or frequent a certain address
- **Safeguarding children and vulnerable adults** – through close partnership working
- **Civil injunction** - to replace ASB Injunctions to ensure tenants keep to the tenancy conditions (to stop or prevent individuals engaging in ASB). An injunction can either make a person do something or forbid them to do something eg ASB involving noise, dogs, bullying, drugs or graffiti. Breaching the injunction may result in an unlimited fine or up to two years imprisonment and/or eviction.
- **Community Protection Notice (CPN)**- to be used to tackle overgrown hazardous gardens, rubbish and graffiti where all other assistance has failed. Failure to comply with a notice is a criminal offence and can lead to a fine up to £2,500 (for an individual)
- **Absolute grounds for possession** - To be used for tenants who have been found guilty in another court of ASB. Proposed to be used in extremely serious cases where all legal requirements have been met.
- **Closure orders** – allow the Police or Council to quickly close premises

If intervention actions have failed to resolve the situation we will take appropriate legal action as the next step.

2.9 Community Trigger and Escalation

If a tenant has been a victim of anti-social behaviour and does not feel their complaints have been addressed by the agency they have reported them to, they can apply for a 'Community Trigger' providing they meet certain criteria. 'Community Trigger' is the request to start a review process that brings together a multi-agency group, known in this case as the Safer Waverley Partnership, to examine what action has been taken and whether additional action should be taken. A tenant could apply for this if they have reported three or more separate but related incidents in the space of six months and the problem has continued. A Community Trigger can be applied for by individuals as well as business and communities and anyone acting on behalf of an individual, such as; an MP, councillor or professional person.

A Community Trigger cannot be applied if;

- The organisation that it has been reported to is working on the case and has provided a timeframe for actions.
- The complainant is unhappy with the response from previous reports.

If a tenant is unhappy with the way that an anti-social behaviour report has been handled, they are able to follow Waverley's Housing Complaints process and can be advised of this by any of member of the Housing Service.

2.10 Partnership Working

Waverley recognises that it can't deal with ASB effectively on its own. The multi agency Community Harm and Risk Management Meeting has been set up locally through the Surrey Community Safety Partnership to enable partnership working where an individual or location creates a significant risk to public safety or public disorder, or a nominee is considered vulnerable and referral to CHaRMM or JAG can reduce the risk. Waverley is a signed up partner to this group.

This group meets every six weeks and includes the following agencies:

- Housing (both the Council and local Housing Associations)
- Surrey Police
- National Probation Service
- Kent, Surrey and Sussex Community Rehabilitation Company
- Surrey Fire and Rescue
- Surrey County Council
- Guildford and Waverley Clinical Commissioning Group
- North East Hampshire and Farnham Clinical Commissioning Group

2.11 Supporting complainants and witnesses

Waverley recognises the importance of supporting people affected by ASB. In many cases without the help of people continuing to report ASB action could not be taken. Therefore a commitment has been made to support those who make complaints, by ensuring that all complainants are dealt with promptly and that complainants are kept informed of what action can or cannot be taken

In more serious cases, risk assessments will be carried out. Waverley can:

- make arrangements for emergency alarms/phone
- fit extra security measures to properties
- arrange temporary or permanent moves and in very rare circumstances arrange a move out of the area

2.12 Dealing with racial harassment and other forms of hate crime

Waverley considers that ASB motivated by hate (e.g. an attitude that is based on a person's age, disability, gender, race, religion, sex or sexual orientation) is totally unacceptable.

For racist incidents, the following definition is used: *'Any incident, which is perceived to be racist by the victim or any other person'*. Committing an act of racial harassment or other form of hate crime is a breach of tenancy and Waverley will take action against those that perpetrate such acts and always involve the police in dealing with such cases.

Racial harassment and hate crime will not be tolerated and all cases will be dealt with very seriously. Where there is a threat to a person or property an officer will contact the complainant and an interview will be arranged within one working day to establish details about the incident.

Waverley will always consider the safety of the victims and witnesses and where necessary:

- arrange a temporary or permanent move through Victim Support
- fit extra security measures in the home
- liaise with other agencies to give extra support and advice
- arrange for any racist or offensive graffiti to be removed within 24 hours
- arrange for a translator to be present during interviews,
- arrange a safe and convenient location for an interview to take place
- take into account any child protection issues

Where cases are dealt with at Court, Waverley can:

- arrange for someone to accompany the victim and witnesses
- arrange transportation

In ASB cases of a racist nature Waverley's Racist Incident Procedure will be followed for every incident reported to the housing service.

Most importantly, any action taken will always be discussed with the complainant and will only be carried out with their agreement.

Waverley will use ASB injunctions to protect tenants from the perpetrators of racial and other forms of harassment and hate crime.

2.13 Dealing with Domestic Abuse

Domestic Abuse occurs across society regardless of age, gender, race income or ethnic origin. Waverley considers that a domestic abuse incident is any that is perceived as such by the victim or any other person. This may be from a partner, other family relative or visitor to a property.

The Home Office definition of domestic violence and abuse states “Any incident or pattern of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This can encompass the following types of abuse:

- psychological
- physical
- sexual
- financial
- emotional

Controlling behaviour is a range of acts designed to make a person subordinate and / or dependant by isolating them from sources of support, exploiting their resources and capabilities for personal gain, depriving them of the means needed for independent, resistance and exsccape and regulating their everyday behaviour.

Coercive behaviour is an act or pattern of acts of assaults of assault, threats, humiliation and intimidation or other abuse as well as social isolation and is often a combination of them all.

Our policy takes a non judgemental victim-centred approach at all times. All cases are dealt with in strictest confidence.

The Housing Management team will work closely, where appropriate, with the Specialist Housing Options Officer. Any such cases of Domestic Abuse will initially be dealt with through Waverley’s Housing Options team.

2.14 Supporting perpetrators to rehabilitate

The Housing Officer will assess the perpetrator/s and identify how they could be supported to change their behaviour. The Housing Officer will signpost the perpetrator to support for tenants and their families who are prepared to work with Waverley to change their behaviour to maintain their tenancy.

The Housing Service will work with the Police and Probation Service to rehabilitate and resettle those who have an offending history and will closely monitor their behaviour if they become council tenants.

Where every effort has been made to rehabilitate perpetrators has failed and the ASB continues, Waverley will proceed to Court for the eviction of tenants.

2.15 Working in line with data protection and sharing information

Waverley is signed up to the Surrey Multi-Agency Information Sharing Protocol (MAISP). This is used as the basis for the legitimate gathering, processing and sharing of information in accordance with the Data Protection Act 2018. Information sharing between agencies is critical in dealing effectively with ASB as in many cases each agency has a significant role to play whether this is in support or enforcement. It is also essential to consider any child protection and safeguarding issues.

All information given to Waverley will be treated in confidence and will not be discussed with any other tenant or neighbour unless those involved have agreed to this, or where lawful to do so. However some information may be shared with other agencies that are part of the ISP and through all multi agency meetings, if this is for the purpose of reducing crime and disorder.

Cases that go to Court may be covered by the local media and wherever possible Waverley will give a media response. By publicising successful action against the perpetrators of ASB the Council can help encourage more effective enforcement as well as reassuring the community that action is being taken to protect it. Any publicity must be necessary and proportionate to the aims it seems to achieve- and must consider data protection legislation and pay attention where young persons are involved. All cases will be dealt with on a case by case basis in liaison with the Council's communications team and legal services. In many cases the Court will allow for the naming of perpetrators and the press may report of its own volition at Court.. Waverley will strive to produce positive coverage of nuisance cases to demonstrate to the community the effective action can be taken against those that commit ASB.

2.16 Monitoring of anti-social behaviour and performance management

The use of effective monitoring is important not only to monitor staff performance but also to assess whether ASB is being dealt with effectively. Waverley has adopted the national standard for Housing ASB incident reporting. Housing ASB data is collected by categories of ASB rather than just number of ASB cases reported. The number of cases is still recorded, but data analysis revolves around ASB categories reported in postcode areas.

Preventative measures and interventions are recorded when a case is closed or resolved, along with enforcement actions taken.

When ASB cases are closed the victim and witnesses are issued with a feedback survey form. The results are assessed and recurring issues are identified enabling improvements in the process to be made.

Regular articles in the tenants' newsletter and website pages are used to inform tenants of ASB and harassment issues.

The Housing ASB Performance Indicators will be reported on a six monthly basis to the Housing Overview and Scrutiny Committee.

2.17 Glossary (of terms and abbreviations used)

ASB	Anti-social behaviour
CHaRMM	Community Harm and Risk Management Meeting
JAG	Join Action Group
NAT	Nuisance Action Team
NoSP	Notice of Seeking Possession
MAISP	Multi-Agency Information Sharing Protocol

3 Review of the Policy

This document is subject to review on a biennial basis or earlier if required because of changes in good practice, legislation, regulation or significant ASB problems that the Policy does not address.

4 Author and feedback

The Council welcomes comments and feedback on its policies and procedures. Please contact the name of the policy author and their service/team name if you have any comments.

5 Appendix 1

5.1 References

[The Anti-social Behaviour Act 2003](#)
[Anti-social behaviour, Crime and Policing Act 2014](#)
[Data Protection Act 2018](#)
[Equality Act 2010](#)
[Environmental Protection Act 1990](#)
[Homelessness Act 2002](#)
[Housing Act 1985](#)
[Housing Act 1996](#)
[Housing Act 2004](#)
[Human Rights Act 1998](#)
[Protection from Harassment Act 1997](#)

[Respect ASB Charter for Housing](#)
[Safer Waverley Partnership](#)
[Waverley Community Trigger](#)
[Surrey Multi-Agency Information Sharing Protocol](#)

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