

ANTI-SOCIAL BEHAVIOUR:

SUMMARY OF POLICY AND PROCEDURE:

This summary is produced in compliance with the Anti-Social Behaviour Act 2003 and is available free of charge.

Summary of Statement of Policy

“Flagship Housing Group and its Member Associations are committed to providing a safe and secure environment for all residents in order that they can live peacefully in their communities. The Group aims to achieve this by working in partnership with communities, individuals, and other agencies to reduce anti-social behaviour. The Group is committed to working within the Government’s RESPECT Agenda.”

The Group uses the following definition of anti-social behaviour as an assessment:
“Anti-social behaviour is behaving in an unreasonable manner which causes harassment, alarm or distress to one or more persons not of the same household”.

The Group will seek to prevent incidents of anti-social behaviour occurring wherever possible, and will seek to prevent the re-occurrence of anti-social behaviour after initial reports to them. Measures may include tenancy support, arranging for longer-term support, working in partnership with other relevant agencies, mediation, Anti-Social Behaviour Orders (ASBOs), Acceptable Behaviour Contracts, Demotion of Tenancy, Possession Action and Injunctions.

The Group recognises that to provide a quality service, it must work in partnership to tackle and prevent the causes of anti-social behaviour. To this end:

- The Association will work in partnership with other agencies including the Police, Local Authorities, other Registered Social Landlords and other relevant organisations. We will participate in appropriate forums, particularly local Safer Neighbourhood structures, and make use of Information Exchange Protocols to share information to resolve issues of anti-social behaviour together.
- We will investigate claims of anti-social behaviour and, where appropriate, give advice, support, offer mediation, involve other agencies who may be more able to help, or take enforcement action dependant upon circumstances.
- The type of action/enforcement taken by the Association against perpetrators might include, where appropriate, Injunction and committal proceedings, demotion of tenancy, possession and eviction proceedings.
- The Association will provide regular training for staff to ensure best practice for dealing effectively and sensitively with anti-social behaviour.
- The Association will actively support the victim and witnesses and view this as crucial to tackling and preventing anti-social behaviour.

Summary of Procedures

If you are suffering from anti social behaviour, please contact the Association for advice / assistance.

The Association will agree a course of action with you once their investigations are concluded including advice and any action they may be taking.