

# Harbour Light

## Anti-Social Behaviour Policy

### Summary

This document is to give an explanation of anti-social behaviour and to tell you what Harbour Light will do if you use anti-social behaviour.

### Definition of anti-social behaviour

Harbour Light uses the definition of anti-social behaviour in the Crime and Disorder Act 1998, which is: -

“behaviour likely to cause harassment, alarm or distress to one or more individuals not from the same household” (Crime and Disorder Act, 1998).

### People Covered by this Policy

This policy covers all Harbour Light tenants. We may act to protect other tenants, neighbours who are not tenants of Harbour Light and staff within any of the Harbour Light buildings.

### Types of anti-social behaviour can include:

We will use the following categories for the different types of anti-social behaviour we deal with:

- 1) Noise
- 2) Verbal abuse / harassment / intimidation / threatening behaviour
- 3) Hate related incidents (harassment based on race, sexual orientation, gender, disability, religion or age).
- 4) Vandalism or damage to property
- 5) Pets and animal nuisance
- 6) Drugs / substance misuse / drug dealing
- 7) Alcohol related
- 8) Domestic abuse
- 9) Physical violence
- 10) Litter / rubbish / fly-tipping
- 11) Garden nuisance
- 12) Misuse of communal areas
- 13) Prostitution / sexual acts / kerb crawling
- 14) Criminal behaviour (other than listed above)

### Definition of harassment

Harbour Light defines harassment as behaviour that is abusive to individuals or groups and which is deliberate. It can take many forms and includes:

- Abusive or insulting behaviour
- Threats of violence
- Physical assault
- Vandalism to property
- Arson or attempted arson
- Threatening, abusive or insulting graffiti

### **Domestic violence and hate based harassment**

Harassment may be directed against an individual, family or group of people. To distinguish harassment from domestic violence; the harasser or perpetrator has or has had some form of relationship with the complainant as a partner or relative. Harassment is often motivated by prejudice against the characteristics of an individual or group.

We have safeguarding policies to protect our tenants from violence and harassment.

### **What to do if you think you are suffering anti-social behaviour**

**If you have been assaulted, threatened with violence, harassed or witnessed a crime, you should report it immediately to the police and then inform Harbour Light.**

You should make a record of the incident as soon as possible so you don't forget. It helps us if precise information is provided. Information to note includes:

- what type of ASB incident occurred (e.g. excessive noise from 'heavy metal' music)
- when it occurred ( e.g. time and date)
- where it occurred (e.g. noise was coming from the living room of the flat immediately above ours)
- who caused the incident (e.g. only the male tenant, Mr A, was in the flat at the time the music was being played)
- the names and contact details of other people who saw or heard the incident
- the details of contact with other agencies (e.g. police CAD number)
- how the incident affected you and your household (e.g. I could not sleep due to the noise or I get frightened every time I return home since they shouted at me).

Harbour Light can forward you diary sheets which will assist you in recording the details of

If the anti-social behaviour relates to excessive noise, you should report it to the local authority Environmental Health section at the time it is occurring. Some local authorities have teams that will visit you to witness the noise and take action.

### **Reporting ASB to Harbour Light**

Residents can report ASB:

- by telephone on 0151 909 5919
- by writing a letter to: -  
Harbour Light, 71 Linacre Road, Litherland, L21 8NP
- by sending an e-mail to: [emma@harbourlight.org.uk](mailto:emma@harbourlight.org.uk)

We will respond to you as soon as possible.

## Harbour Light response Procedure

|         |   |
|---------|---|
| Stage 1 | Initial assessment  |
| Stage 2 | Investigate the ASB<br>(such as interview complainant, witnesses, alleged perpetrators, obtain information from other agencies) |
| Stage 3 | Actions following completion of an investigation<br>(may include warning letters, legal action, referrals to support)           |
| Stage 4 | Monitor case for further incident   |
| Stage 5 | If further ASB incident occurs go back to Step 1  |
| Stage 6 | If no further incident occurs after monitoring, close the case  |

Where minor breaches of a tenancy have occurred it is usual practice for the tenant to be issued up to two warning letters asking them to stop such behaviour before being served with an eviction notice. However, if any incident is classed as severe an eviction notice may be served immediately.

Examples of anti-social behaviour can be found in your tenancy agreement. When you are issued with a warning letter it will tell you which clause of your agreement you have breached.

Examples include: -

- Using drugs/allowing drugs to be used in your property.
- Mis-use of alcohol leading to intimidating or threatening behaviour in and around your property.
- Excessive noise coming from your property.

## What happens when you have reported an incident of anti-social behaviours?

|                                   |   |
|-----------------------------------|---|
| When you report a new incident    | We will make an initial assessment of every ASB report  |
| Protecting your personal safety   | If violence has taken place or there is a risk of violence being used we will take immediate action to minimise the risk (we will assess whether emergency legal action is appropriate)                               |
| Your point of contact             | We will advise you of the name of the member of staff who will deal with your ASB case and of the specific case number  |
| Involving other agencies          | We will liaise with members of your support staff   |
| Agreeing further action           | We will agree an Action Plan with you of what we will do to investigate the anti-social behaviour   |
|                                   |   |
|                                   |   |
| Keeping in contact with you       | We will ensure that we will contact you regularly to provide and receive updates on the situation   |
| Supporting you                    | We will consider whether any people (whether that is the person making the complaint, the person being complained about or other people involved) are finding it difficult to cope and suggest agencies that can help |
| Tackling ASB                      | Take legal enforcement action where there has been serious anti-social behaviour and legal advice supports this action  |
|                                   |   |
| Overcoming barriers to report ASB | We will use interpreters to assist with the investigation, where necessary  |
| Closing an ASB case               | We will inform you in writing when cases are to be closed and the reasons for closing   |

The action we take on a particular incident will depend on a number of factors, which include: -

- the seriousness of the incident (e.g. where there is intimidation or a threat of violence we may take immediate legal action on one incident; whereas on the first report of noise nuisance we may serve a warning letter).
- the number of previous incidents that have occurred
- the level of evidence we have on the reported ASB
- any legal advice received on the case
- whether the people involved have vulnerability.

## **Our Commitments to residents**

We will:-

- Investigate all reports of anti-social behaviour
- Respond rapidly
- Ensure residents adhere to their tenancy agreement obligation not to cause anti-social behaviour
- Take swift enforcement action where anti-social behaviour has occurred
- Deliver our service in a professional manner
- Work in partnership with other agencies to tackle anti-social behaviour
- Keep complainants regularly updated on the progress of their ASB complaints
- Take appropriate action to stop anti-social behaviour
- Develop strategies to prevent anti-social behaviour e.g. sensitive lettings/neighbour agreements/community activities

## **Your responsibilities as a resident**

We expect residents to:-

- Ensure that they, their family and visitors, act in a considerate and reasonable way to others living in their locality
- Undertake actions requested by an officer to progress an anti-social behaviour case (e.g. report incidents to other agencies such as the police or Environmental Health; keep records of ASB incidents on diary sheets; accept the help of a mediator where recommended).

## **Objectives of our policy:-**

Through the delivery of this policy, we aim to:-

- enable residents to live peacefully within their homes without unreasonable disturbance from others
- make it easy for residents to report anti-social behaviour
- respond promptly and with fairness, taking appropriate action to investigate and tackle anti-social behaviour (which may include diversion, education, enforcement, prevention, engagement and rehabilitation measures)
- ensure residents are clear on their tenancy obligations
- ensure residents are clear on how we deal with reports of anti-social behaviour
- ensure complainants are kept informed of progress with their complaint and that all parties involved receive adequate support
- deliver 'zero tolerance' of abuse on staff
- provide a service that is open to all and takes account of Diversity issues

## **Abusive behaviour towards staff**

We will not tolerate abusive behaviour, threats or violence towards our staff members or contractors. We will work with the police and other agencies to take action where this occurs. This action may involve exclusion from office premises and legal action.

## **Related Policies:**

Anti-Social Behaviour Act 2003.

Crime and Disorder Act 1998.