Wrap Around Supporting People

Anti-Social Behaviour Policy

 **OBJECTIVES**

• Demonstrate the organisations commitment to tackle unacceptable behaviour and its causes to improve the quality of life for tenants.

• Build on our strong partnership working that aims to reduce anti-social behaviour.

• Work with applicants, residents, relevant agencies and the wider community, to ensure that residents enjoy peace in their homes and neighbourhood and do not live in fear.

• Work in a way that focuses on sustaining tenancies, by ensuring that we have a balance between prevention, enforcement and re-integration in our approach.

The organisation has a policy of zero tolerance towards abuse of staff, contractors, resident representatives and voluntary workers engaged in delivering services.

When dealing with reports of ASB, the organisation will observe the principles of our Confidentiality Policy and Equality, Diversity & Customer Care Policy.

**WHAT IS ANTI-SOCIAL BEHAVIOUR?**

Anti-social behaviour is defined in section 1 of the Crime & Disorder Act 1998 and extended by the Anti-Social Behaviour, Crime & Policing Act 2014, and is held as being:

• Conduct that has caused, or is likely to cause harassment, alarm or distress to any person.

• Conduct capable of causing nuisance or annoyance to a person in relation to that person’s occupation of residential purposes.

• Conduct capable of causing housing-related nuisance or annoyance to any person.

We expect our residents not to commit, or allow their family, or visitors to commit acts of ASB towards any person reasonably entitled to be in the vicinity of our property, including Wrap Around staff and contractors.

**WHAT IS NOT CONSIDERED ANTI-SOCIAL BEHAVIOUR?**

We would not consider the following as ASB:

• Behaviour predominantly attributable to a diagnosed learning disability

• cooking smells

• going up and down stairs

• Clashes of lifestyle, including cultural differences

• Minor personal differences such as dirty looks or fall outs between tenants

• putting rubbish out on the wrong day

This list is not exhaustive but we also recognise that some of the examples above could potentially fall under the policy definition of ASB. Where there is doubt, the organisation may investigate, but this will be at our discretion.

Once a case has been assessed, it will be prioritised accordingly and appropriate action taken in a reasonable and proportionate manner.

What is considered ASB?

• Drug Use/Dealing

• Noise – including shouting, music, drunken behaviour,

• Misuse of communal areas

• Intimidating behaviour

• Vandalism

• Pets/animals

• Ongoing dispute

• Perceived risk.