

DEPARTMENT:	HOUSING
DATE APPROVED BY BOARD:	TBC
DATE OF NEXT REVIEW:	September 2027
CONSULTATION POST OT & LT REVIEW	N/A
SQUARED IMPACT ASSESSMENT COMPLETED	N/A

1. Purpose and context

1.1 The purpose of this policy is to provide a framework for staff to work positively with customers and key agencies to establish and maintain safe, clean and productive communities, and to prevent and tackle Anti-Social Behaviour (ASB). This policy sets out Squared's commitment to supporting customers' quality of life and their peaceful enjoyment of their homes.

1.2 We encourage customers to be tolerant of the differences that exist between individuals in our communities. We expect customers not to commit, or allow their family, household members, visitors or pets to commit, acts of ASB towards any person reasonably entitled to be in the vicinity of any Squared property, including Squared staff and contractors.

2. Scope of this policy

2.1 This policy applies to all Squared team members and customers living in Squared accommodation. It also applies to ASB affecting Squared customers in Squared accommodation, communal areas, shared spaces, estates and the wider neighbourhoods in which our customers live.

3. Roles and responsibilities

3.1 It is the responsibility of all Squared team members to report any concerns of ASB to the relevant Housing teams.

3.2 It is the responsibility of the Housing teams to notify Property Services of any relevant concerns which could impact in-house work and external contractors.

3.3 Housing teams will work collaboratively with local authority ASB teams, police ASB teams and other relevant partner agencies to minimise the impact of ASB on customers, communities, staff and contractors.

4. Definitions and legislation referenced in this policy

4.1 ASB is defined in section 1 of the Crime and Disorder Act 1998 and extended by the Anti-social Behaviour, Crime and Policing Act 2014 as behaviour that includes:

- Conduct that has caused, or is likely to cause harassment, alarm or distress to any person.
- Conduct that is capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises.
- Conduct that is capable of causing housing-related nuisance or annoyance to any person.

4.2 Anti-social Behaviour, Crime and Policing Act 2014

4.3 Anti-social Behaviour Act 2003

4.4 Crime and Disorder Act 1998

4.5 Housing Act 1996

4.6 Housing Act 1988

4.7 Mental Capacity Act 2005

4.8 Care Act 2014

4.9 Equality Act 2010

4.10 Human Rights Act 1998

5. Recommendations for independent contractors (optional)

5.1 Should there be any concerns relating to ASB, contractors must notify Property Services and/or the relevant Housing Team to ensure that appropriate and proportionate safety measures are in place.

6. Main body: how we will meet our obligations

6.1 To meet the obligations of the Regulator of Social Housing's Consumer Standards for registered providers of social housing.

6.2 Have regard for key legislation related to ASB.

6.3 Provide realistic advice and guidance to customers and outline the responsibilities which lie with Squared and the customer.

6.4 Ensure front line staff are trained and equipped to provide a person-centred approach to dealing with ASB.

6.5 Provide new customers with awareness of their tenancy obligations.

6.6 Ensure the safety of our customers is paramount, referring to our Domestic Abuse, Safeguarding and Pets Policies.

6.7 Treat hate-related ASB, harassment and discrimination seriously and manage such cases in line with Squared's relevant safeguarding, hate crime and harassment procedures.

6.8 Treat all parties fairly and equally, ensuring that any action is evidence-led, reasonable and proportionate, and takes account of the circumstances of all parties, including vulnerabilities,

safeguarding concerns, equality considerations and the impact on complainants and the wider community.

- 6.9 Clearly explain our approach to customers from the outset of an ASB issue, including working together to agree an action plan, setting realistic expectations and agreeing the frequency of contact.
- 6.10 With the exception of extremely serious incidents, Squared will aim to prevent behaviour from recurring and avoid legal intervention where it is safe and appropriate to do so. Where this approach is unsuccessful, Squared will consider formal action, which may include legal action.
- 6.11 Encourage customers to resolve disputes themselves in the first instance where it is safe and appropriate to do so, and promote the use of mediation as an early intervention method before issues become entrenched.
- 6.12 Provide complainants, witnesses and perpetrators of ASB with appropriate support from Squared staff and partner agencies, including local authority services, police ASB teams, support providers, health services and other specialist agencies where relevant. This support will aim to maintain safety, reduce harm, address underlying causes and, where possible, help customers sustain their tenancies.
- 6.13 Share information with statutory agencies and relevant partner organisations where it is lawful, necessary and proportionate to do so, and in accordance with Squared's Information Sharing Protocols, UK GDPR and the Data Protection Act 2018.
- 6.14 For incidents led by a partner organisation, Squared will support and work with that organisation and undertake any specific actions agreed as appropriate.
- 6.15 Where ASB is taking place in properties not owned or managed by Squared but is affecting Squared customers, Squared will work with the relevant landlord, local authority, police and other partner agencies to try to resolve the issues and achieve the best possible outcome for our customers.
- 6.16 Where appropriate and agreed by the relevant parties, Squared may support the use of Good Neighbour Agreements, including agreements facilitated by the police or other partner agencies, as an early intervention tool to set clear expectations, reduce conflict and help prevent ASB from escalating.
- 6.17 Maintain accurate records for recording, monitoring and evidencing ASB case management activity, including decisions, risk assessments, agreed actions and outcomes.
- 6.18 Where ASB causes serious harm or continuing nuisance and cannot be resolved through early intervention, support, mediation or partnership action, Squared may consider proportionate enforcement options. This may include working with the local authority, police and other statutory partners to seek partial or full closure orders where appropriate and lawful.
- 6.19 Eviction will be considered only as a last resort and only where it is reasonable, proportionate and supported by evidence. Before pursuing possession action, Squared will have considered and, where appropriate, attempted all available alternatives, including

support, advice to help customers sustain their tenancies, partner agency intervention, warnings, acceptable behaviour agreements and other legal or non-legal remedies.

7. Compliance and Monitoring

7.1 Monitoring of ASB cases

Handling of ASB cases will be monitored regularly through operational performance indicators to ensure:

- All reports of ASB are responded to in line with Squared's policy and procedures.
- Action and support plans are completed within two weeks of the initial report.
- Contact with complainants is made at least fortnightly, unless otherwise agreed with the complainant.
- Where appropriate, an outcome is agreed with the complainant before the case is closed.

7.2 Policy review

This policy will be reviewed every two years, unless there are major changes in legislation, regulation, guidance or any unanticipated occurrence that requires an earlier review.

8. Other Relevant Policies

This policy should be read in conjunction with the following policies:

- Hate crime and harassment
- Adult safeguarding
- Child safeguarding
- Eviction and termination
- HWS Referral
- HWS Substance misuse
- Resettlement