

Antisocial Behaviour Policy

Policy: Antisocial Behaviour Policy

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Author(s): Community Safety Manager

1. Our policy statement

- 1.1. Sage Homes' guiding principle in tackling Antisocial Behaviour (ASB) is to balance your rights to the quiet enjoyment of your home with helping to support customers to sustain their tenancies.
- 1.2. We take a victim-centred approach to all ASB reports, making sure that we understand the seriousness of the report and considering the harm and impact on you and any other victim(s) of the alleged incidents to provide the right level of support as we agree a plan to investigate the situation.
- 1.3. In cases where a person causing ASB needs additional assistance we will take reasonable steps to help them access support. When considering action, their needs will be assessed against the impact of their behaviour on others.
- 1.4. We will apply a suitable priority to each investigation making sure you are kept appropriately informed throughout.
- 1.5. We will take a multi-agency approach including supporting the Police where appropriate, to make sure of the victim's immediate safety and to work to resolve ASB at a strategic and local levels.
 - 1.5.1. Sage Homes will work with local authorities in delivering the '[Community Trigger](#)' and consider any recommendations made by local authority community trigger panels.
 - 1.5.2. The '[Community Trigger](#)' gives victims and communities the right to request a review of their case and bring agencies together to take a joined up and problem-solving approach to find a solution.
- 1.6. The actions we take will be proportionate to the seriousness, impact and frequency of the behaviour, the level of risk that it poses, and the evidence available to support the case. Where ASB can be proven, we will use the tools and powers available to take appropriate tenancy action to stop further incidents.
- 1.7. In cases of noise nuisance, our approach will be fair and reasonable, particularly in those instances where the noise is non-statutory and not antisocial behaviour.
- 1.8. The policy has been developed in line with the [ASB Act 2003](#), [The ASB Crime and Policing Act 2014](#) and the [Regulator of Social Housing's Neighbourhood and Community Standard](#).

2. The scope of this policy

- 2.1. This policy applies to all homes managed directly by Sage or by or anyone acting on our behalf.
- 2.2. This policy applies to all of Sage's tenancy types, including general needs social housing tenancies, whether for new-build or re-let homes and shared ownership homes.
- 2.3. The term ASB, including actions such as hate incidents and harassment, describes actions by a person or group of people that unreasonably interfere with a person's use and enjoyment of their home, garden, or neighbourhood. It may also affect people connected with the property such as our colleagues or someone acting on our behalf.
- 2.4. This policy applies to reports of ASB, including reports of hate incidents and hate crimes however we do also have a dedicated Harassment and Hate Crime Policy

which details our specific approach to these types of incidents.

- 2.5. For our approach on Domestic Abuse please see our Domestic Abuse and Violence Against Women and Girls Policy.

3. Equality and diversity

- 3.1. Sage is committed to make sure all services are accessible to all our residents. Our staff will be trained to communicate appropriately with you, and they have the relevant information and access to translation services to make sure they fully understand you.
- 3.2. This policy will be applied in a way which makes sure we treat all customers with fairness and respect. We recognise our duty to advance equality of opportunity and prevent discrimination or victimisation on the grounds of age, sex, sexual orientation, disability, race, religion or belief, gender re-assignment, pregnancy and maternity, marriage and civil partnership and any other protected characteristic defined within the [Equality Act 2010](#).
- 3.3. On request we will provide translations of all our documents, policies and procedures in various languages and formats including braille and large print. Our website also has accessibility tools allowing you to personalise each web page to make it easier to read and to download content as audio files.

4. Delivery of the policy

- 4.1. This policy should be read alongside:
- Equality and Diversity Policy
 - Harassment and Hate Crimes Policy
 - Domestic Abuse and Violence and Women and Girls Policy
 - Unacceptable behaviour Policy
 - Safeguarding Children, Young Persons, and Adults Policy
 - Tenure Policy
 - Complaints Policy
 - Data Protection Policy.
- 4.2. The effective delivery of this policy including training, guidance and support required by staff for implementation of this policy will be provided by the Community Safety Team.

5. Review of the policy

- 5.1. We will review this policy at least once every two years to make sure it remains relevant and accurate unless:
- Legislation/regulation or industry changes require otherwise, ensuring that it continues to meet our aims and any good practice developments
 - We identify any problems or failures in this policy as a result of customer and stakeholder feedback, complaints or findings from any independent organisations.

Version	Checked by	Amendments	Approved at/by	Date of Approval	Published by	Date of Review
3.1	Head of Resident Services	Strategic review and update to corporate template				Jan 24