

1. Policy Statement

- 1.1 Castles & Coasts Housing Association (**CCHA**) is committed to working in partnership to effectively tackle and manage Anti-Social Behaviour (**ASB**) and harassment, across the communities we serve. This policy sets out our approach and commitment to doing this, in line with all relevant regulatory and legislative requirements.

2. Definitions

- 2.1 The ASB, Crime and Policing Act 2014 defines ASB as:

- 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 premises, or
- Conduct capable of causing housing-related nuisance or annoyance to any person

- 2.2 The Equality Act 2010 defines harassment as:

- Unwanted conduct, and the conduct has the purpose or effect of:
 - Violating the victim's dignity, or
 - Creating an intimidating, hostile, degrading, humiliating or offensive environment for the victim

3. Policy Aims

- 3.1 The overarching aim of this policy is to support CCHA's purpose of 'Providing affordable homes and sustainable communities with pride, passion, principles and partnership.'

- 3.2 CCHA recognise that ASB can have a damaging effect on communities. Unmanaged ASB can pose a risk to community sustainability, a risk to the wellbeing of those involved and a risk to the reputation of CCHA.

- 3.3 CCHA is committed to delivering a robust and effective response to ASB and harassment, in line with the following regulatory and legislative requirements:

- 3.3.1 The Regulatory Framework for Social Housing 2015, sets out, within its 'Neighbourhood and Community Standard', a number of required outcomes Registered Providers (**RPs**) should aim to achieve, in relation to ASB. This includes:

- RPs shall publish a policy on how they work with relevant partners to prevent and tackle ASB, in areas where they own properties
- In their work to prevent and address ASB, RPs shall demonstrate:
 - That residents are made aware of their responsibilities and rights in relation to ASB
 - Strong leadership, commitment and accountability on preventing and tackling ASB, that reflects a shared understanding of responsibilities with other local agencies
 - A strong focus exists on preventative measures, tailored towards the needs of residents and their families
 - Prompt, appropriate and decisive action is taken to deal with ASB before it escalates, which focuses on resolving the problem, having regard to the full range of tools and legal powers available
 - All residents can easily report ASB, are kept informed about the status of their case, where responsibility rests with the organisation, and are appropriately signposted where it does not
 - Provision of support to victims and witnesses

3.3.2 CCHA is also committed to meeting all associated legislative standards within the following legal framework:

- ASB, Crime and Policing Act 2014
- Equality Act 2010
- The Protection from Harassment Act (PHA) 1997
- Crime and Disorder Act 1998, as amended 2002
- Housing Act 1996 Section 218A (S218A)
- Human Rights Act 1998
- UK General Data Protection Regulations (UK GDPR) 2018 and Data Protection Act 2018
- Domestic Abuse Act 2021

3.4 In delivering all services to residents and prospective residents, CCHA is committed to ensuring equality, diversity and inclusion. In managing cases of ASB and harassment, CCHA will ensure that all involved parties are treated in a fair, equitable and consistent manner. We will consider any specific needs of those parties involved and will tailor our approach to account for any specific needs, as appropriate.

3.5 In managing reports of ASB and harassment, CCHA will aim to:

- Demonstrate a commitment to preventing and tackling ASB
- Provide an accessible and accountable service
- Take timely and proportionate action to resolve issues
- Adopt a supportive approach to working with victims and witnesses
- Deal with complaints in the strictest confidence and in accordance with our legal obligations
- Encourage individual and community responsibility
- Have a clear focus on prevention and early intervention, through partnership working with multiple agencies, including mediation services, where appropriate
- Commit to shaping our future services, using feedback from residents

3.6 CCHA will provide information to residents, with clear examples of where we may be able to take action, and examples where we will signpost to other agencies, for their advice and support.

3.7 Examples of ASB reports and complaints, where CCHA may be able to take action, and where CCHA may signpost to other agencies, are shown in the table below:

Where CCHA may be able to take action	Where CCHA may signpost to other agencies
Violence or threats of violence	Dog straying/fouling/noise (general)
Domestic abuse	Children playing
Hate crime	Drug use in the general area
Serious noise nuisance	Irregular/one off noise nuisance
Damage to a CCHA property	Damage to a property not owned by CCHA
Targeted nuisance	Verbal arguments
Drugs sold/supplied from a CCHA property	Parking issues or boundary dispute
	Pubs/clubs/commercial premises

4. Cross References

4.1 This policy and the associated procedures should be read in conjunction with the following CCHA policies and strategies:

- Allocations Policy
- CCHA's Conduct Becoming and Disciplinary Procedures
- CCTV Policy
- Complaints Policy
- Domestic Abuse Policy
- Empty Property Management Policy

- Equality, Diversity & Inclusion Strategy
- GDPR Policy
- Pet Policy
- Residents' Charter
- Safeguarding Adults & Children Policy
- Tenancy Policy