



Title of policy:	Tackling Anti-Social Behaviour Policy and Procedure
Version:	1.1
Purpose:	To set out a clearly defined policy for dealing with ASB
Updated:	August 2022
Next review:	August 2024
By:	Diane Smith – Housing Service Manager

1.0 Introduction

- 1.1 We recognise that left unchallenged, Anti-Social Behaviour (ASB) can have a significant impact on the lives of our tenants and residents. We are committed to ensuring that tenants and residents are able to enjoy peace, quiet and security in and around their homes. We know that to tackle Anti-Social Behaviour effectively means developing and maintaining close partnerships with Local Authorities local residents the police and other statutory and voluntary agencies if we are to achieve successful outcomes.
- 1.2 By working in partnership, and by using collective resources, knowledge, skills and enforcement powers, we are determined to ensure tenants and residents are able to enjoy safety, security and quality of life both in their homes and in the wider neighbourhood.
- 1.3 We will not tolerate Anti-Social Behaviour and will take timely, effective and consistent action to tackle all forms of it at the earliest opportunity possible.
- 1.4 We acknowledge that many crimes, particularly Hate Crimes are under reported and we will work with our partners to promote the reporting of all incidents. This policy and procedure should be used in conjunction with the Groups Child and Vulnerable Adult Policy.

The five main aims of this policy are to:

- Make people aware what Anti-Social Behaviour is.



- Encourage people to report ASB and make it possible for them to use a range of reporting methods.
- Seek to respond to each report of ASB as quickly as possible and, in any case within our target times.
- Support victims of ASB throughout the case to the extent the seriousness of the case requires.
- Reduce and tackle ASB by working in partnership with other agencies.

The policy is one of a set of policies and guidelines around equality, diversity and human right issues. The other policies include:

- Equality and Diversity Policy
- Domestic Abuse Policy
- Child and Vulnerable Adults Policy

What is Anti-Social Behaviour?

- 2.1 Anti-Social Behaviour can cover a wide range of behaviour it is anything that causes or is likely to cause harassment, alarm or distress to any person.

It can take many forms including the following:

- Damaging property
- Verbal abuse and insults
- Intimidation, using or threatening violence
- Racial or other hate crime
- Nuisance from pets such as dogs barking
- Domestic violence
- Dumping rubbish/untidy gardens

3.0 Our Promises – Service Standards

- 3.1 We are committed to providing you with excellent services that are relevant and meet the needs of tenants and residents. We will work with our partners, tenants and communities to address Anti-Social Behaviour and ensure our residents are able to enjoy peace, quiet and security in their home.

- 3.2 We will respond in the following timescales using the most appropriate method:

3.2.1 Category 1 - Serious

Serious breaches of tenancy generally these cases are of a criminal nature including race or other hate crime, threats of violence, or domestic violence and drug related crimes - contact the complainant within one working day and arrange to interview you within two working days.

3.2.2 Category 2 - Minor

All other tenancy breaches i.e. noise nuisance, untidy gardens, parking issues children playing football or other games - contact the complainant within three working days and interview you within five working days.

We will record cases of a minor nature as an incident in the first instance and should the issue continue will escalate to a category 2 ASB case.

3.2.3 Maintaining Contact

We will keep in regular contact with the victim and will contact every seven days whilst the case remains open.

3.2.4 Closing Cases

If there has been no new reported incidents within 20 days the case will be closed - you will be notified in writing of our intention to close the case.

3.2.5 Ways you can report ASB

There are a number of ways in which you can do this including:

- In person at the office.
- By telephone 03000 11 00 11 (local rate number).
- Through our website www.northstarhg.co.uk or by emailing our dedicated ASB line asb@northstarhg.co.uk.
- Direct to your Housing Officer/Support Worker.

If there is a problem out of hours you can email us and we will get back to you as soon as possible. Alternatively if the problem is urgent you can contact the Police on 101.

You should always dial 999 when there is an immediate danger or you witness a crime taking place.

4.0 Support for Victim and Witnesses

- 4.1 Some of the most persuasive evidence in ASB comes from local residents. Where enforcement action is taken they can often identify the perpetrators of ASB in court and describe the effects the ASB has had on their lives.
- 4.2 Resolving a case using local residents also strengthens the community, boosting the morale of victims and so helping to sustain long term improvements.

- 4.3 It is essential to any legal enforcement action that we are able to use the information available, including any evidence provided by witnesses.
- 4.4 Where witnesses are prepared to give evidence directly, this makes the case significantly stronger. However, witnesses need to be made aware that if they agree to provide evidence directly this will mean giving witness statements in which their details will be disclosed to the perpetrator. It will also mean potentially attending court hearings so that they can answer any questions in court.
- 4.5 Where a witness is not prepared to provide evidence directly, their statements can be presented with their consent by us on their behalf. However, this weakens the evidence, because there is no opportunity for the defendant to directly challenge the evidence.
- 4.6 Housing Officers can also give evidence on behalf of the tenant without revealing the identity of the tenant. This is known as 'hearsay' evidence. Again, this does not carry as much weight as it would if it were given directly by the tenant.
- 4.7 It is important that people living and working in our communities feel confident to report ASB. It is also important that complainants, victims and witnesses are reassured that confidentiality will be maintained at all times.
- 4.8 We recognise that victims and witnesses may have anxieties about reporting ASB and providing evidence; we will work with victims and witnesses and agree what support is required throughout the process. We will work with Victim Support and make referrals to them where necessary and appropriate.

5.0 Support for Perpetrator

- 5.1 We will balance the need to take action with the aim to support and rehabilitate perpetrators.
- 5.2 This is particularly relevant when considering issues of ASB that are the direct or indirect consequence of:
- Drug abuse
 - Alcohol abuse
 - Mental health problems
 - Disability
- 5.3 Where perpetrators may be vulnerable on one or more of the above grounds, referrals may be made to relevant support agencies.
- 5.4 Legal action may be taken against a perpetrator of ASB who does not engage with support agencies, or where their behaviour continues to affect the community even if they are engaging.

6.0 Resolving ASB – Remedies

6.1 We can use the following options (depending on the case) to tackle Anti-Social Behaviour:

- Home visits
- Warning letters
- Crime Prevention Injunction
- Community Protection Notice
- Possession proceedings

6.2 We will work with our partners to invoke some of the other legal remedies available to deal with dealing with Anti-Social Behaviour they include:

- Criminal Behaviour Orders
- Community Protection Orders (public spaces)
- Directions Order
- Community Protection Order (closure)

7.0 Mediation

7.1 Mediation can be a cost-effective means of dealing with disputes between neighbours, which, if left unresolved may escalate into more serious ASB problems.

7.2 Mediation is a process whereby a neutral third party seeks to help neighbours in dispute to reach common ground without having to resolve their differences via court proceedings.

7.3 We provide access to independent professional mediation services for tenants where both parties voluntarily choose it. Mediation is not normally appropriate in cases involving violence although we can sometimes make exceptions on a case-by-case basis.

8.0 Safeguarding Vulnerable Adults and Children

8.1 On occasions an investigation into a complaint of ASB raises concerns that a child or vulnerable adult may be harmed through abuse or neglect. We will use this policy alongside our Safeguarding Policy which gives guidance to staff on how to identify and respond to signs of abuse or neglect.

8.2 Anyone concerned about potential abuse or neglect of a child or vulnerable adult can contact our Customer Service Team on 0800 980 9050.

8.3 In cases where there are concerns about the immediate safety of a child or vulnerable adult the police should always be called, by dialing 999.

9.0 Protecting Staff

- 9.1 In delivering service to the community, we expect that members of the public will treat our employees with courtesy and respect.
- 9.2 Exposure to violence and assault is not an acceptable part of an employee's everyday working life and we will take all reasonably practicable measure to prevent or reduce the risk of such exposure.
- 9.3 We have developed policies to protect staff in accordance with their duties under common law and statute.
- 9.4 As well as general health and safety policies we have developed other compatible policies, procedure and training, covering a variety of issues. These include:
- Lone Working
 - Accident, incidents and 'near misses'
- 9.5 All line managers are responsible for completing a risk assessment for the work activities undertaken by the staff they directly manage, and for ensuring that all the relevant control measures are implemented to reduce the risk to the lowest possible level.

10.0 Partnership Working

- 10.1 We recognise that effective and sustainable solutions to ASB cannot be achieved by any individual agency in isolation. As a landlord we have a key role in creating safe and sustainable communities and can only achieve this in partnership to deliver a comprehensive approach to local problems and priorities.
- 10.2 We participate in various multi-agency partnerships to resolve issues within communities where we have properties through an early intervention and collaborative approach.
- 10.3 Some of the partnership that we actively participate in include but are not limited to:
- Multi Agency Risk Assessment Conference (MARAC)
 - Joint Action Groups (JAG)
 - Problem Solving Groups (PSG)
 - ASB/Criminal Damage Strategic Groups
 - Multi Agency Action Groups
 - Hate Crime Forums
 - Criminal Damage Forums
 - Task and Finish Groups
 - RESPECT (tenant led group specifically for ASB)
 - MAPS
 - Think Family (County Durham)

11.0 Monitoring and Evaluation

- 11.1 We will record and monitor all reports of ASB by complaint category and area. We will also monitor the number of cases resolved by area and how they were resolved. This information will be used to enable us to build up profiles of area specific problems, volume of complaints, identify hotspots and target resources when such trends emerge. We will monitor the number of complaints, reviews and appeals and use the information to improve our ASB service.
- 11.2 We will contact all complainants when the case has been closed to ask how satisfied you were with the service you received. We will use this information to improve the way we deliver services and ensure we are targeting our resources in the right areas.

Procedure for Dealing with Anti-Social Behaviour

12.0 Tenants Obligations

- 12.1 Tenant's obligations are set out in accordance with the terms of their tenancy agreement. Should these terms not be complied with, the Association will investigate the behaviour of the tenant, the behaviour of anyone else living in or visiting the property and will issue warnings where appropriate. If the behaviour continues to be persistent or serious, the Association will take enforcement action if necessary.

- 12.2 The Assured Tenancy Agreement states the following:

1. The Tenant agrees:
 - (a) You are responsible for the behaviour of every person (including children and lodgers) living in or visiting the property. This also includes any animals you or they may have. You are responsible for their behaviour either in the property, or on surrounding land, in communal areas and in the locality around the property.

This means in particular that you must take all reasonable steps to prevent them doing any of the activities listed in the sections of this Agreement headed "Nuisance", "Violence towards staff", "Racial or other harassment", "Domestic Violence", and "Damage to property". When the word "you" is used in this Agreement it also includes the people you are responsible for.

- (b) You must not abuse, threaten or assault an officer or agent of the Association. We will not tolerate such behaviour towards staff and we will deal firmly and quickly with anyone who commits such behaviour.
 - (c) You must show consideration towards your neighbours and the public at large, by not causing excessive noise or behaving in a way that makes life unpleasant for others.

You must ensure that you are not involved in illegal or immoral acts. In particular the Association will not tolerate the property being used in connection with the possession, use, supply of, or dealing of illegal drugs or substances.

You must exercise control over your children and prevent them from causing a nuisance or harassing your neighbours and the public at large. You must not perpetrate physical or verbal assaults or threats on other residents, visitors, or officers of the Association.

- (d) Not to commit or allow members of his/her house or visitors to commit any form of harassment on the grounds of race, colour, religion, sex, sexual orientation, disability or any other ground which may interfere with the peace and comfort of, of his/her household, visitors, neighbours, employees of the Association or people visiting on behalf of the Association.
- (e) You must not threaten violence, or be violent towards anyone living with you in the property. You must not harass or use mental, emotional, physical or sexual abuse so as to make anyone who lives with you leave the property.
- (f) Not to play or allow to be played any radio, television, music, or musical instrument so loudly that it causes a nuisance or annoyance to neighbours or can be heard outside the Premises between the hours of 11:00pm and 7:30am.
- (g) To keep under control any animals kept at the Premises. If the Tenancy relates to a flat or maisonette, the tenant must obtain the written consent of the Association before keeping any animals.

13.0 Reporting Incidents

13.1 It is vital that all tenancy breaches are recorded on the Streetwise IT system as this provides evidence of the activities we undertake and enables us to determine the cost of dealing with ASB. Under reporting can have an impact on the staffing levels and does not provide us with a true reflection of the costs of the service.

13.2 Incidents of ASB can be reported via the following:

- Email through our dedicated Anti-Social Behaviour and hate crime email address
- Telephone
- In Writing
- At one of our Offices
- Through their Housing/Support Officer
- Fax
- Through a third party such as advocate, social worker, etc.

- 13.3 When a report of ASB is received via the Customer Service Team they will email the details to the relevant Housing Officer. They have access to Streetwise on a read only basis and can therefore update a tenant when they telephone in but will not be able to amend the system.
- 13.4 We will investigate anonymous complaints if the complaint can be substantiated, such as overgrown gardens or evidence from a third party. If allegations cannot be substantiated such as drug dealing, we will refer this information to the most appropriate agency such as the police to investigate.
- 13.5 When an incident is reported, the staff member will ask where the complainant would like to be interviewed. If they would prefer to be interviewed by a member of the same sex, this can be arranged.
- 13.6 If English is not the first language of the complainant, the staff member will arrange the appropriate translation/interpreter services.
- 13.7 When taking a complaint, the staff member should try and acquire the following information:
- Name, address and contact details of the complainant.
 - Most appropriate method of contacting complainant i.e. telephone, email.
 - Brief description of the incident.
 - Date and time of incident.
 - Any information relating to the perpetrator such as name and address if known.
 - Has the incident been reported to a third party i.e. Police.
- 13.8 The information should be immediately passed to the Housing Officer and recorded on the Streetwise IT system.
- 13.9 The Housing Officer should contact the complainant (victim) in the most appropriate method within the following timescales:
- Category 1 – Serious - Crime/Criminal activity (i.e. drugs, domestic violence threats of violence, race/hate crime) – one working day
 - Category 2 – Minor - all other tenancy breach's (i.e. noise nuisance, untidy garden, parking issues, kids playing football or other games) - three working days
- 13.10 The Housing Officer will arrange to interview the complainant and discuss the procedure for responding to complaints of ASB as well as arranging a course of action within the following timescales:
- Category 1 – one working days
 - Category 2 – five working days

- 13.11 The issue of confidentiality should also be discussed at this stage and the complainant should be advised that the information disclosed will be kept confidential, unless the information puts a person at risk. Information will only be disclosed to a third party if permission is given by the complainant.
- 13.12 The Housing Officer will make contact with the victim every seven days whilst the case is open. All detail's will be taken from the victim and recorded on the Streetwise IT system this should remove the need to issue the complainant with diary sheets and an action plan. If however the complainant would prefer to complete diary sheets then they can be issued.
- 13.13 If the perpetrators are not tenants of the Association, the information should be passed onto the relevant agency such as their landlord if known or the Local Authority's ASB team.
- 13.14 The Housing Officer must agree a course of action with the complainant. If the allegation does not require further action or there is no evidence of ASB, this must be discussed with the complainant and the case should be closed down.
- 13.15 A Vulnerability Risk Assessment should be carried on the Streetwise IT system each time a complaint is made to establish the complainant's vulnerability. The Risk Assessment Matrix places a greater emphasis on how the complainant feels about the problem and gives Housing Officers an indication of the level of support to be offered to the victim by local services.
- 13.16 The Risk Assessment Matrix may also trigger a multi-agency approach if the complainant is deemed as particularly vulnerable or is a repeat victim of ASB.
- 13.17 The Housing Officer should discuss the various options with the complainant which will depend on the circumstances and severity of the case.

14.0 Investigating Complaints

- 14.1 The Housing Officer is responsible for investigating all complaints of ASB and for liaising with other agencies and partners into any investigation.
- 14.2 The Housing Officer should aim to resolve complaints as quickly and as fairly as possible.
- 14.3 Once a course of action has been agreed with the complainant, the Housing Officer should arrange to interview the alleged perpetrator. For minor cases of ASB, the Housing Officer should arrange to interview the perpetrator within seven working days from interviewing the complainant. For more serious cases of ASB, the Housing Officer should arrange to interview the alleged perpetrator within three working days from interviewing the complainant.
- 14.4 The Housing Officer should provide details of the complaint received and allow the alleged perpetrator to respond and give their account.

- 14.5 The Housing Officer should then make an assessment of the complaint to establish if the complaint is justified. If it has been ascertained that the complaint is justified, the Housing Officer should explain that they are in breach of their tenancy agreement and give further advice on how their behaviour/actions are unacceptable and what they need to do to remedy the situation.
- 14.6 It must be made clear and agreed with the alleged perpetrator what we expect from them to resolve the issues and the time they have to do that. Support should be offered as appropriate.
- 14.7 The Housing Officer should ensure that comprehensive notes of the interview are recorded on the Streetwise IT system.
- 14.8 All cases of ASB should be investigated on an individual basis and where possible, use intervention or non-legal remedies to resolve the situation.
- 14.9 The perpetrator should be advised that the situation will be monitored and if no further incidents are reported within a 20 day period, no further action will be taken and the case will be closed.
- 14.10 The complainant must be contacted on a weekly basis whilst the case is open and notes should be recorded on the Streetwise IT system.
- 14.11 If no further incidents are reported within a 20 day period, the Housing Officer should discuss closing the case with the complainant as well as recording an outcome of the investigation and closing the case on the Streetwise IT system. A letter confirming that the case has been closed should be sent to the complainant.
- 14.12 Should there be any new reports of ASB after the case has closed this should be opened as a new ASB case. Permission to open a closed case should be discussed with the Housing Service Manager who will agree if the case can be re-opened.
- 14.13 When the case has been closed satisfaction surveys will be carried out and the details recorded and monitored on the Streetwise IT system. This will be used to benchmark our performance and lead service improvements to the service we provide.

15.0 Cases of Harassment/Hate Crime/Domestic Violence

- 15.1 Cases of Harassment/Hate Crime/Domestic Violence should be dealt with similarly to other cases of Anti-Social Behaviour however the Housing Officer must recognise that the complainant may be extremely frightened and they should work in accordance with the victim's wishes.
- 15.2 Complainants may require support from other agencies and information should be made available to them regarding what alternative support they can access.

The following will be carried out if required:

- Arrange for any offensive graffiti to be removed within 24 hours of notification.
- Carry out any repairs as a result of the Anti-Social Behaviour.
- Inform any appropriate agency/partner such as Hate Crime Forums.
- Make referrals to MARAC for serious cases of Domestic Violence.

16.0 Tools for Tackling Anti-Social Behaviour

16.1 In October 2014 the Anti-Social Behaviour, Crime and Policing Bill comes into force. This has resulted in a change to the Tools and Powers for tackling ASB. They have streamlined the approach and reduced the legal remedies from 19 to 6 with an additional power being introduced 'Absolute Ground for Possession'. It is expected the new powers will focus on 'putting the victim first'.

16.2 The new act includes two new measures which are designed to give victims and communities a say in the way Anti-Social Behaviour is dealt with:

The **Community Trigger**- gives victims the ability to demand action, starting with a review of their case, where the locally defined threshold is met. The following would need to be met:

- three separate complaints in the last six months
- five separate people have raised the complaint
- Raised the complaint within one month of the incident
- One incident relating to race/hate

The **Community Remedy** - gives the victim a say in the out-of-court punishment of perpetrators for low level crime and Anti-Social Behaviour.

16.3 These measures are primarily managed by the Local Authority and the Police, some RP's have been co-opted onto the group. At this stage we are not co-opted members but may be in the future should there be a specific issue relating to the communities in which we work. Should you have any concerns in relation to ASB on your patch contact the Local Authority or the Police.

17.0 The new tools and powers are as follows:

Old Power	New Power	Action or improvement Required
Anti-Social Behaviour Order on conviction	Criminal Behaviour Order	<ul style="list-style-type: none"> • Civil order in the criminal court. • Adults and minors. • Police and LA's can apply. • A breach is a criminal offence
ASBO in application Anti-Social Behaviour Injunction (ASBI1) DBO on application Individual Support Order Intervention Order	Crime Prevention Injunction	<ul style="list-style-type: none"> • Civil order in the County Court. • Adults and minors (in the Youth Court). • RP's can apply. • Similar test to ASBI1 – balance of probability • Behaviour likely to cause harassment, alarm or distress or capable of causing a nuisance or annoyance.
Litter Clearing Notice Street Litter Control Notice Defacement Removal Notice	Community Protection Notice	<ul style="list-style-type: none"> • Applies to individuals, businesses and organisations. • RP's, LA's and Police can apply. • Test is reasonable belief. Behaviour has to have a detrimental effect on the quality of life of those in the locality, unreasonable or persistent.
Designated Public Place Order Gating Order Dog Control Order	Public Spaces Protection Order	<ul style="list-style-type: none"> • Detriment to the local community. • LA's and Police can apply. • Can apply for up to three years. • Order must be published.
Dispersal Power Direction to Leave (s27 of the Violent Crime Reduction Act 2006)	Directions Power	<ul style="list-style-type: none"> • Dispersal for up to 48 hours. • Test is reasonable belief. • Police in Uniform, PCSO's can apply. • Minors returned home. Power to confiscate.
Premises Closure Order Crack House Closure Order	Closure Power	<ul style="list-style-type: none"> • Police and LA Power. • Test is reasonable belief. • Effective for up to 48 hours.

Old Power	New Power	Action or improvement Required
Noisy Premise Closure Order		<ul style="list-style-type: none"> • Extension via Magistrates Court.
Discretionary Grounds For Possession	Absolute Grounds For Possession	<ul style="list-style-type: none"> • For secure and assured tenancies. • Social Landlords (Local Authority and housing associations). • Private rented sector landlords. • Convicted of a serious offence (specified in Schedule 2A to the Housing Act 1985). • Found by the court to have breached a civil injunction. • Convicted for breaching a criminal behaviour order. • Convicted of breaching a noise abatement notice. • The tenants property had been closed for more than 48 hours under a closure for Anti-Social Behaviour. • The tenant would have to right to appeal before possession proceedings commence. The appeal will be heard by the Housing Service Manager and needs to me made in writing by the tenant within 14 days of them being notified of our intention to go for possession.

18.0 Most Effective Powers

- 18.1 Dealing with ASB is rarely simple. The new powers are designed to be flexible and will work best when complimented by more effective ways of working and in particular working in partnership, sharing information and using early and informal interventions. As well as the more formal remedies outlined above there are also some very effective informal action that can be considered when looking to resolve cases of ASB.

19.0 Working Together and Sharing Information

- 19.1 The new powers will allow the police, councils, social landlords and others to deal with problems quickly. Working together will be key to resolving issues more effectively.
- 19.2 The Community Trigger outlined in the policy includes a specific duty on some bodies to share information when the trigger is activated, however, we should not wait until a victim feels they are being ignored before coming together to prepare a response.
- 19.3 Housing Officers can work with a range of Multi-Agency Partnerships to address cases of Anti-Social Behaviour, harassment, hate crimes or domestic violence. Some of these partnerships include, Multi-Agency Risk Assessment Conference (MARAC), Hate Crime Forums, Multi-Agency Public Protection Conferences (MAPPA) as well as a variety of problem solving groups. In cases where the victim is known to be a victim of repeated incidents of Anti-Social Behaviour, a referral should be made to the local authorities Repeat Victim Case Group to ensure a multi-agency collaborative approach is taken.

20.0 Verbal Warnings

- 20.1 Early and informal interventions should be considered in the first instance. Before deciding on the use of a verbal warning you should still consider the evidence. That you have reason to believe the ASB has occurred or is likely to occur. You should make it clear to the individual what behaviour is causing the issue and what affect this is having on the victim or community and the consequences of non-compliance are explained clearly.

21.0 Written Warning

- 21.1 As with a verbal warning you need to be explicit about the behaviour that has occurred and why it is not acceptable, including the impact on any victim or the local community.

- 21.2 A record of the written warning needs to be retained on the file so that it may be used as evidence in court proceeding if required.

22.0 Mediation

- 22.1 In many cases of ASB this can be an effective tool, solving the issues by bringing all parties to the table. These are often most effective in neighbour disputes, family conflicts, lifestyle differences such as noise nuisance complaints and similar situations where it can be difficult to identify the victim and perpetrator.

23.0 Acceptable Behaviour Contracts (ABC's)

- 23.1 This is a written agreement between the perpetrator, Local Authority and Police not to carry out specified acts that can be deemed as anti-social. Details of support would also be included in the Agreement. Where court proceedings are found to be necessary the ABC can be used as evidence in court.

24.0 Parenting Contracts

- 24.1 These are written agreements between parents and the Local Authority, Police and housing office to restrict children's behaviour and offer the relevant support. These are similar to ABC but are signed by the parent or guardian. They could also be considered where the child in question is under 10 and so other interventions are not appropriate for the perpetrators themselves.

25.0 Support and Counselling

- 25.1 Substance misuse or alcohol dependency can drive Anti-Social Behaviour and low level crime, and support can have a positive impact. Catching someone before they fall into a criminal way of life by supporting them to escape their addiction can save thousands of pounds in enforcement action.
- 25.2 It would be appropriate to discuss the issues with local experts to see what support is appropriate and available.

26.0 Anti-Social Behaviour in Supported Housing

- 26.1 In general reported cases of ASB in Supported Housing services will be dealt with following the same procedures as outlined in this document. Due to the complex nature of the services and the needs of some service users however, it may be necessary for the investigating officer to consider further issues and adapt our approach accordingly. Some examples are as follows:
- In some cases the Supported Housing Officer may be required to make a judgement as to whether the complaint relates to Anti-Social Behaviour or whether there are other causes and issues relating to the behaviour. For example, in Learning Disabilities services in some cases the behaviour may be more

appropriately dealt with as a Safeguarding issue or an issue regarding the care of the individual. This does not mean that we would not take management action in such cases but capacity issues need to be considered before deciding the best course of action.

- The Supported Housing Officer or Support Worker must also take into account the current support or care plan in place and any actions taken should be linked into the plan. This relates to support for a victim or complainant living in supported housing and also for a perpetrator who needs support to understand the consequences of Anti-Social Behaviour and to address their behaviour.
- Support to tenants is often provided in partnership with other agencies and partners and these need to be kept involved and informed throughout the process.
- Supported Housing Officers receive regular training in dealing with tenants who have support needs and all information needs to be presented and relayed in a way that is appropriate to the needs of the client.

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