


# Tackling Anti-Social Behaviour





**Nehemiah is committed to tackling anti-social behaviour (ASB) as we recognise that it is damaging to the lives of our customers and the communities in which they live.**

### **What is Anti-Social Behaviour?**

Nehemiah views any conduct capable of causing a nuisance or annoyance to anyone as anti-social behaviour.

Examples include:

- Noise nuisance
- Intimidation and harassment
- Aggressive and threatening language and behaviour
- Hate related behaviour
- Domestic abuse
- Vandalism and damage to property
- Actual violence against people, property or land
- Nuisance caused by alcohol and solvent abuse
- Nuisance caused by pets
- Overgrown and untidy gardens
- Other criminal behaviour

This list is not exhaustive

Nehemiah expects its customers to comply with the terms and conditions of their tenancy agreement.

## Our approach to dealing with Anti-Social Behaviour

Nehemiah's approach to dealing with anti-social behaviour is based around the principles within the Anti social behaviour, Crime and Policing Act 2014:

- **Focusing on the needs of victims of anti-social behaviour.** We will work with other agencies to identify and support people at high risk of harm.
- **Empowering communities to get involved in tackling anti-social behaviour.** We will work with customers and partners to agree shared actions to develop safe communities.
- **Ensure professionals are able to protect the public quickly, through the use of legislation.** For example, this could include an action for possession of the perpetrators home as a last resort.
- **Focus on long term solutions.** We will work with partners to address the underlying issues that cause anti-social behaviour.



## Reporting Anti-Social Behaviour

Customers can report ASB to any member of staff by any means of communication that is appropriate to them. This includes verbal, written, email and in person.

Complaints can also be received from third party organisations acting on behalf of customers.

## What happens after I have made a complaint?

When you make a complaint about ASB you will always be offered an interview. If customers prefer this can be a telephone interview.

If your ASB complaint is identified as being of a serious nature, you will be visited within one working day of making your complaint.

### Serious complaints include:

- Criminal activity such as drug dealing, violence or threats of violence. We will always encourage customers to also report the matter to the police as well as Nehemiah where there is a criminal element
- Other serious ASB
- Hate related behaviour

If your complaint is identified as less serious you will be visited within five working days.

### Less serious complaints include:

- Vandalism/damage to property
- Non racist or inoffensive graffiti
- Nuisance from animals
- Dumping of rubbish/fly tipping
- Noise
- Verbal abuse

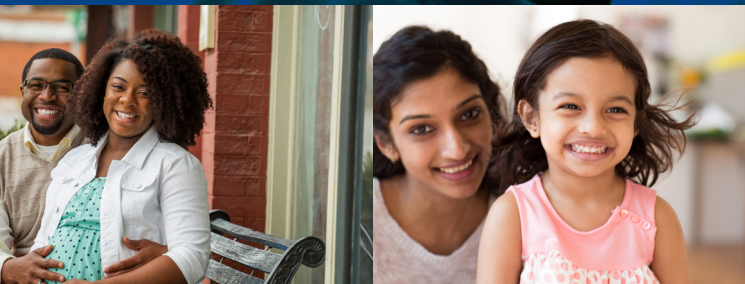
During your interview we will gather all the details of your complaint and agree an action plan, we will also tell you the timescales that the agreed actions will be completed in. If necessary, we will visit any witnesses to get more information and gain a broader view of your ASB complaint.

A member of staff will also interview the person that has behaved anti-socially. They will explain what the complaint is about and what the likely action will be if the ASB continues. Once we have interviewed the person responsible for the ASB, we will contact you to advise you of the outcome and give you an update of action to be taken, next steps and timescales.

## What support is available for me if I make an ASB complaint?

Nehemiah will support victims and witnesses of anti-social behaviour using a range of methods including:

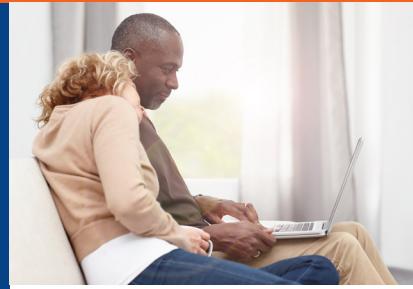
- **Regular contact** – we will provide you with regular updates on the progress of the case
- **Victim support** – we can provide contact details for this organisation that provides support and guidance for victims of crime
- **Referrals to other agencies** – such as the police, mediation services and local authorities
- **Additional security measures** – such as fitting window locks, security lights, provision of a panic alarm in cases where a victim/witness is felt to be at risk of reprisals



## Taking action to resolve ASB

Nehemiah will use a wide range of options to resolve cases:

- **Warning letters** in less serious cases
- **Mediation** – where appropriate this will be offered to the parties involved in order to enable both sides to move towards a solution to the complaint
- **Acceptable Behaviour Contracts (ABC)/ Parenting Contracts** – if appropriate we will invite the person committing the anti-social behaviour to sign a voluntary written agreement with Nehemiah and in some circumstances other agencies such as the police
- **Family intervention projects/programmes** – these projects, which are voluntary, can be used to sustain the tenancy of families at risk of eviction for anti-social behaviour
- **Injunction** – to prevent people repeating serious behaviour
- **Demotion of tenancy and possession orders** – if all other methods have been unsuccessful we will consider ending the tenancy
- **Nehemiah will work with other agencies in the local Community Safety Partnership (CSP)** – including local authorities, police, community and voluntary groups



## What if I am not satisfied with the outcome of my ASB complaint?

If you are dissatisfied with the outcome of your complaint or the way that your complaint has been dealt with, please discuss this with your housing officer or scheme manager. If this does not resolve your concerns, you can complete Nehemiah's complaints form.

This is available on our website at [nehemiah-ucha.co.uk](http://nehemiah-ucha.co.uk) or by contacting the main office on **0121 358 0966**.

# Service Standards: Anti-Social Behaviour

## Monitoring cases

In cases of serious ASB or where the customer is identified as vulnerable, we will review the action plan every 5 working days and where appropriate update the customer.

In cases of less serious ASB or where the customer has not been identified as vulnerable, we will review the action plan every 10 working days, when something changes or when another complaint is received and update the customer as necessary.

## Customer satisfaction

Once we have closed your case, you will be asked to complete a satisfaction survey. You will receive a form in the post or you may be contacted by telephone. This is your chance to tell us how you felt we dealt with your case. The results help us to improve our services in the future.

## Training and Support for Staff

We will ensure that employees dealing with anti-social behaviour have received the appropriate training and support to enable them to deal effectively and confidently with your complaints.



# Nehemiah UCHA

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