



Camden Living (Housing Association) Limited

Anti-Social Behaviour Policy

Version:	1.0
Author:	Altair
Policy Owner:	Board
Date adopted:	[April 2024]
Date of next review:	April 2026
Approved by:	Board

1. Introduction

- 1.1. The purpose of this policy is to set out how Camden Living (Housing Association) Limited ("**CLHA**"), is committed to providing safe and peaceful homes and communities for all customers. CLHA recognises that Anti-Social Behaviour ("**ASB**") can have a detrimental impact on the lives of its customers and the communities and neighbourhoods it serves.
- 1.2. ASB covers a wide range of behaviours, from low-level nuisance to serious harassment, which can damage quality of life and interfere with the ability of people to use and enjoy their home and/or community.
- 1.3. CLHA will not tolerate nuisance or ASB directed towards its customers, their visitors, or any others engaged in lawful activity in the locality of its homes, in particular colleagues, contractors and others acting CLHA's behalf.
- 1.4. This policy sets out how CLHA will address and mitigate ASB behaviour within our properties and communities. The policy clearly sets guidelines on how CLHA will deal with ASB.

2. Legal and Regulatory Requirements

- 2.1. The policy meets its legal and regulatory obligations outlined in the following:
 - Crime and Policing Act 2014
 - Equality Act 2010
 - Section 218A of the Housing Act 1996
 - Social Housing (Regulation) Act 2023
 - Regulator of Social Housing's Neighbourhood and Community Standard

3. Scope

- 3.1. The scope of an ASB Policy encompasses a comprehensive framework designed to address and mitigate behaviours that cause harassment, alarm, distress, or nuisance within the properties and neighbourhoods managed by the CLHA.
- 3.2. CLHA is committed to creating and maintaining communities where residents feel safe, respected, and valued. By adhering to this Policy and working collaboratively with residents and relevant agencies, we aim to address and prevent anti-social behaviour effectively.
- 3.3. This policy applies to all customers that live in CLHA's homes and all visitors to CLHA properties and estates.

4. Policy Aims

- 4.1. This policy will enable CLHA to:
 - To provide a safe and secure living environment for all customers.
 - To take ASB seriously, responding promptly and effectively to reports or complaints.
 - To work closely with relevant stakeholders, such as the managing agent and police to address ASB cases.
 - To ensure confidentiality and sensitivity when handling ASB cases.

5. Definitions

- 5.1. Anti-Social Behaviour is defined by Part 1 of the Antisocial Behaviour, Crime & Policing Act 2014, 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”.

- 5.2. Examples of anti-social behaviour include: (but are not limited to):
 - Harassment;
 - Intimidation;
 - Loud music and noise nuisance;
 - Violence, threats of violence or abusive behaviour;

- Damaging property;
- Criminal activity;
- Physical or verbal abuse of staff;
- Hate behaviour and crimes that targets members of identified groups because of their perceived differences (see below);
- Domestic abuse.

5.3. Harassment is a specific form of ASB that is targeted at a person or group of people for any reason. CLHA base the definition of harassment on the Equality Act 2010:

“Any unwanted behaviour affecting a person’s well-being or dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment”.

6. Approach to ASB at CLHA

6.1. We aim achieve a balance between prevention, enforcement and support. We will use a range of approaches to resolve ASB, including:

- Implement early intervention and prevention strategies to swiftly address issues, including exploring mediation where appropriate;
- Utilise a comprehensive array of non-legal and legal resources at our disposal to effectively tackle instances of ASB;
- Foster collaborative partnerships with relevant stakeholders when deemed beneficial to resolving ASB incidents.

6.2. This general aim is reflected in our three-stage approach to dealing with ASB:

- Prevention - We use various proactive measures to prevent instances of ASB, including conducting regular inspections and setting clear expectations for our customers upon their move-in.
- Collaborative Intervention – Upon receiving reports of ASB from our customers, our initial approach involves advising them to maintain a record of incidents and to contact the Police in emergencies. The intervention strategy deployed will be tailored to the specific type of ASB reported, and in some cases, collaborative efforts with the police or other partners may be necessary for effective resolution.
- Supporting legal action – In instances where ASB persists despite other interventions, and when deemed relevant and appropriate, we will pursue legal action. We will support witnesses through the process and work with our partners.

6.3. CLHA will need to exercise their professional judgement when assessing whether or not a report is actionable (and that it meets the definition of ASB). In appropriate cases where we cannot take action we will:

- offer customers mediation;
- signpost them to other agencies; or

- liaise with partner agencies, to see if they can assist.

7. Working with Partners

- 7.1. CLHA recognises the roles of other agencies and we are committed to working in partnership with them at strategic and operational levels aiming to tackle antisocial behaviour and support complainants and witnesses.
- 7.2. Where it is deemed appropriate, complaints or reports will be referred to partner agencies, such as the local authority and the police, to deal with. In these cases, we will support and work with them and our own actions will be guided by their findings and outcome.

8. Training and Promotion

- 8.1. We will publicise this policy to our staff, suppliers, consultants and managing agents through:
 - Our website, and
 - Briefings and training.

9. Policy Management and Review

- 9.1. The board is responsible for ensuring this policy is kept up to date, implemented, monitored and evaluated.
 - 9.2. Feedback from customers and stakeholders will be considered in the review process. CLHA will also proactively monitor ASB incidents and outcomes to identify trends and areas for improvement.
 - 9.3. This policy will be reviewed every two years or more frequently when there is a change in circumstances, in work practice or the introduction of new legislation.
-