

# Summary of Anti-Social Behaviour Policy





## Summary of Anti-Social Behaviour Policy

Westcountry Housing believes that everyone has a right to live in a home and neighbourhood free from excessive noise, vandalism, nuisance, harassment and fear of crime.

The aim of the policy is therefore to prevent, tackle and eradicate anti-social behaviour.

Anti-social behaviour is conduct which:

- ◆ 'Is capable of causing nuisance or annoyance to any person directly or indirectly and which relates to or affects Westcountry Housing management functions' and/or
- ◆ 'Consists of or involves using or threatening to use housing accommodation owned or managed by Westcountry Housing for an unlawful purpose'.

In determining whether a particular behaviour constitutes anti-social behaviour the deciding factor will be the impact of the behaviour on others.

We have adopted the definition of a racist incident as recommended by the Stephen Lawrence inquiry report: a racist incident is any incident which is perceived to be racist by the victim or any other person. Allegations of discrimination and harassment will be handled promptly with sensitivity. Appropriate support will be given to the victim[s] and Westcountry will take positive action to address it, including legal action.

Illustrations of what the Westcountry Housing considers to be anti-social behaviour are given in the full policy which is available on request and specifically includes hate crimes including racial, homophobic harassment or discrimination.

## **Our commitment to tackle anti-social behaviour**

Westcountry Housing has adopted the following objectives in the management of anti-social behaviour:

- ◆ To allow residents and neighbours quiet enjoyment of their homes
- ◆ To implement clearly defined policies and procedures in order to foster respect for Westcountry Housing and for the conditions of the tenancy or lease
- ◆ To take preventative measures whenever possible and to minimise opportunities for the occurrence of nuisance
- ◆ To work with the residents and other diversity groups to develop Westcountry Housing policy
- ◆ To investigate promptly every complaint of anti-social behaviour that is received
- ◆ Not to tolerate any form of nuisance or harassment
- ◆ To keep anyone who reports an incident of anti-social behaviour up to date with progress
- ◆ To keep the Board and stakeholders informed of the levels of anti-social behaviour, the trends, and the resources deployed

Westcountry Housing will achieve these objectives through prevention, support, enforcement, and partnership working.

## **Prevention**

Westcountry Housing will seek to prevent anti-social behaviour occurring through:

- ◆ The provision of trained staff
- ◆ Robust tenancy and lease agreements
- ◆ Partnership working
- ◆ Community development
- ◆ Resident involvement

- ◆ The provision of caretaking services
- ◆ Voluntary codes of conduct for residents
- ◆ The provision of support
- ◆ Design and allocation of properties
- ◆ Information sharing
- ◆ Other related policies

## **Support**

Westcountry Housing will seek to provide support for both complainants and perpetrators through:

- ◆ The provision of support to complainants
- ◆ The provision of support to witnesses
- ◆ Rehabilitation of offenders
- ◆ Support to persons likely to offend due to vulnerability

## **Enforcement**

Westcountry Housing will seek to eradicate anti-social behaviour by enforcement through:

- ◆ Investigation
- ◆ The encouragement and empowerment of residents to respect and be included within their neighbourhood and community
- ◆ The encouragement and empowerment of residents to deal with problems themselves
- ◆ Advice and referral to other agencies where appropriate
- ◆ Mediation
- ◆ Legal action, including acceptable behaviour contracts, anti-social behaviour orders, demotion orders and eviction
- ◆ Multi-agency working
- ◆ Exchange of information

## Partnership working

In facilitating prevention, support and enforcement, Westcountry Housing will contribute fully to multi-agency working and will maximise its participation with the police and other statutory authorities in Crime and Disorder Reduction Partnerships across its area of operation. In particular the Westcountry Housing will

- ◆ share information with the police
- ◆ take a partnership approach to legal action
- ◆ engage with a range of agencies in providing support
- ◆ Westcountry is a founding member of Housing with Respect with Plymouth and District Racial Equality Council



## How to tell us about anti-social behaviour

You can report anti-social behaviour by contacting our neighbourhood teams. You do not have to be a Westcountry Housing resident to make a report, you might be a neighbour for example. The report can be made in any way, such as by telephone, email, completion of a report form or by visiting our offices.

When you first make a report a member of staff will be allocated to the case and they will usually begin by arranging to meet or telephone you. They will prepare a proposed action plan in consultation with you and keep you informed of action they are taking.

## Residents' responsibilities

All Westcountry Housing residents have responsibilities regarding how they, their family and visitors should behave. These are detailed in the tenancy agreement, lease or deeds and you should ensure they are complied with.

**If you or someone you know would like this ‘Summary of Anti-social Behaviour Policy’ leaflet on CD or audio tape, in large print, in Braille, or translated into another language, please contact our Communications Manager on 01803 200300 or email: [info@westcountryha.org.uk](mailto:info@westcountryha.org.uk).**

倘若您或您結識的人需要此“針對反社會行為政策概述”傳單以 CD 或錄音帶、大字體、盲文格式提供，或翻譯成另外一種語言，請聯絡我們的公關部經理：01803 200300 或發送電郵至：[info@westcountryha.org.uk](mailto:info@westcountryha.org.uk)

Se você ou alguém que você conhece desejar este folheto, intitulado “Resumo das Políticas de Comportamento Anti-social”, em CD ou cassete áudio, em formato ampliado, em Braille ou traduzido para outra língua, por favor contacte o nosso Gestor de Comunicações (Communications Manager) através do número 01803 200300 ou enviando um e-mail para [info@westcountryha.org.uk](mailto:info@westcountryha.org.uk)

Si vous, ou une personne de votre connaissance, désirez obtenir ce dépliant « Sommaire de la politique de lutte contre le comportement antisocial » sur CD ou cassette audio, en gros caractères, Braille ou dans une autre langue, veuillez contacter notre Directeur des communications au 01803 200300 ou par e-mail à [info@westcountryha.org.uk](mailto:info@westcountryha.org.uk)

Jeśli ty albo ktoś kogo znasz pragnąłby tą ulotkę ‘ Streszczenie o sposobie postępowania w przypadku zachowań anty-społecznych’ na płycie CD albo na taśmie audio, dużym drukiem, pismem Braille’a albo przetłumaczonym na inny język, proszę skontaktować się z naszym specjalistą/ -ką ds. komunikacji pod numerem telefonu albo drogą email [info@westcountryha.org.uk](mailto:info@westcountryha.org.uk)

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business to support people



business for neighbourhoods



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