

The YMCA logo is rendered in a bold, dark grey, blocky font. The letters are slightly shadowed, giving them a three-dimensional appearance. The background of the entire page is a complex, abstract geometric pattern of overlapping triangles and polygons in various colors including pink, yellow, green, blue, and red.

# **Anti-Social Behaviour Policy & Procedures**

**Effective from:  
28 June 2024**

## APPLICATION OF THIS DOCUMENT

This document outlines how we deal with Anti-social behaviour (ASB) and it covers all YMCA St. Paul's Group service users, including residents and their visitors. It sets out regulatory responsibilities, definitions, how we identify and manage ASB and the standards we will meet.

This Policy applies to all legal entities within the Group.

### 1. Policy Statement

1.1 Anti-social behaviour, harassment and hate related crime can have a negative impact on individuals and communities. YMCA St. Paul's Group (the Charity) takes any incident of ASB seriously and works with other organisations such as the police and other statutory organisations to address and tackle this behaviour.

1.2 The aim of this policy is to prevent incidents and reoccurrence of ASB in the areas where we operate and to ensure that we tackle ASB as efficiently and effectively as possible.

### 2. Definitions

2.1 **Anti-social behaviour** is defined in the Anti-Social Behaviour, Crime and 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 nuisance or annoyance to any person.

2.2 The above bullet points set out the legal definitions of ASB. In practice, judgement will be exercised in deciding what amounts to ASB in individual situations.

2.3 Different people may become distressed or alarmed by different types of behaviour and activity. We will not always get involved in everything that is reported to us as causing a nuisance or annoyance.

2.4 **Examples of anti-social behaviour are** (but are not limited to):

- ▶ Harassment or threat, including stalking, sharing of inappropriate images, bullying or malicious communications (in person or via other means of communication, such as online and via social media)
- ▶ Violence, physical or other, including domestic violence and abuse
- ▶ Racial Abuse or Hate Incident
- ▶ Damage, removal and/or disposal of any of the Charity's property including furniture, furnishings and white goods provided by the Charity for use in the premises or any communal areas
- ▶ Dangerous dogs/ animals/ failure to control animals/pets (including fouling) and cruelty towards animals
- ▶ Noise nuisance, in particular where it is persistent, deliberate or targeted
- ▶ Drunk and disorderly conduct
- ▶ Threatening or intimidating behaviour

- ▶ Smoking or drinking while underage or in places where not permitted
- ▶ Substance misuse/dealing, including public drug taking
- ▶ Graffiti
- ▶ Litter and rubbish dumping, including fly-tipping
- ▶ Nuisance driving/vehicles, including abandoned vehicles
- ▶ Common area misuse where it is persistent, deliberate or targeted, e.g. loitering in lifts and gardens
- ▶ Criminal behaviour, including criminal damage, vandalism, prostitution, sexual acts in public, soliciting or kerb crawling on the Charity's property or by the Charity's customers
- ▶ Intruders/ unwanted guests

2.5 **Harassment:** We have a zero-tolerance approach to harassment and manage all reports of harassment in line with this policy.

Harassment is when someone behaves in a way that makes another person feel distressed, humiliated or threatened. If someone is being harassed because of a protected characteristics under the Equality Act 2010, this can be reported as a hate incident or crime.

2.6 **Hate crime and hate related incidents:** We have a zero-tolerance policy to hate crime and hate related incidents, and we manage all reports in line with this policy.

A hate crime is any criminal offence that is perceived by the victim or any other person to be motivated by hostility or prejudice based on a personal characteristic. Incidents may manifest themselves in low-level forms of anti-social behaviour but the impact on the victim may be devastating.

Hate crimes are crimes committed against someone because of their: age, gender reassignment, being married or in a civil partnership, being pregnant or on maternity leave, disability, race (including colour, nationality, ethnic or national origin), religion or belief, sex and sexual orientation ([Discrimination: your rights: Types of discrimination \('protected characteristics'\) - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/discrimination-your-rights-types-of-discrimination-protected-characteristics)). They should be reported to the police and can be reported to us. Incidents can range from harassment, abusive language, criminal damage and damage to property, to threats and physical violence.

2.7 There may be incidents that are reported to the Charity that we would **not consider to be anti-social behaviour**. This includes, but is not limited to, the following everyday living noises:

- ▶ Banging doors/ doors closing
- ▶ Walking across a floor
- ▶ Noise from children playing
- ▶ Babies crying
- ▶ Loud talking from adjoining properties and/or communal areas
- ▶ Noise from domestic appliances i.e. washing machines, vacuum cleaners
- ▶ One off parties or festival/events – such as bonfire night
- ▶ DIY at reasonable hours

2.8 Although we understand that this can affect some residents, this sort of noise is part of everyday life, and we will not investigate it as a formal anti-social behaviour case.

2.9 We also understand that some everyday living noises can be a cause for concern, for example babies crying for long periods of time. Where this is the case in relation to one of our properties, the local housing manager can investigate this and will determine if there are safeguarding concerns that need to be addressed through the relevant authorities.

2.10 Other reasons for a report not to be logged as a formal case:

- ▶ Unidentified animals fouling or accessing external communal or private areas
- ▶ Fly Tipping that is unidentified as to who has dumped the items
- ▶ Car and intruder alarms
- ▶ Issues related to parking
- ▶ Cooking smells

2.11 These are some examples of behaviour we do not generally consider to be ASB, however, we accept that in some cases persistent behaviour which has a reasonable negative impact can require investigation, and this will be done in line with this policy.

2.12 **Reporting party:** is someone who reports an alleged incident of ASB

2.13 **Victim:** will typically have been hurt, damaged, or suffered as a result of the action of the alleged perpetrator

2.14 **Witness:** will have seen or heard an event happening which is alleged to be ASB

2.15 **Perpetrator:** the person accused or has been found to have committed ASB

### 3. Legal and Regulatory Framework

3.1 As a registered provider (social landlord), the Charity must comply with the Regulator of Social Housing Standards Framework which expects registered providers to work in partnership with other agencies to prevent and tackle anti-social behaviour in the neighbourhoods where they own homes.

3.2 The specific requirements of the Regulatory Framework are contained in Appendix 1. This policy is designed to comply with these responsibilities.

3.3 Further to the above, S.218 of the Housing Act 1996 also requires landlords to prepare and publish a policy and procedure on ASB.

3.4 Social housing providers have a number of powers at their disposal to deal with tenants who exhibit ASB. These powers are contained in the 1996 Housing Act; the 2003 Anti-Social Behaviour Act; and the 2004 Housing Act. New provisions are contained in the Anti-Social Behaviour, Crime and Policing Act 2014.

3.5 If anyone has reported antisocial behaviour to us and does not think we have responded in line with these procedures or is unhappy with how we have dealt with or are dealing with the situation, they have the right to raise a complaint in line with our complaints policy which can be found on our website. As a registered social landlord, the Charity must also comply with the Housing Ombudsman Complaints Handling Code and YMCA residents can contact the Housing Ombudsman should they be unsatisfied with the way we have handled their complaint.

## 4. Equality Impact Assessment (EIA)

4.1 Some protected characteristic groups could be impacted by this policy as follows:

**Age:** A potentially negative impact around the criminalisation of young people has been identified. Any legislation which involves criminal enforcement action being taken against a young person carries this risk. Those over the age of 10 may be subject to early interventions such as Acceptable Behaviour Contracts (ABC) or enforcement actions including Criminal Behaviour Orders (CBO) and ASB Injunctions. Each case will be dealt with individually and on its own merits, with regard to personal circumstances. Where possible decisions will be made in partnership to mitigate any risk, by a member of staff delegated with the appropriate authority.

Anyone aged 16 or over may be issued with a Community Protection Notice (CPN), where they are found to be acting in a persistent and unreasonable manner that is having a detrimental impact on the quality of life. CPNs are considered to be far reaching with the potential to have an adverse impact on some groups if used in the wrong circumstances. Clear and robust procedures will need to mitigate against this. Data will be analysed to check any trends emerging which are relevant to particular groups.

4.2 **Disability:** Victims of disablist persecution are often wrongly identified as victims of general ASB. The implementation of the hate crime data system, and the subsequent cross-agency response it facilitates is having a positive impact for those vulnerable to disablist persecution.

People with learning disabilities and mental health problems can sometimes be perceived as perpetrators of ASB through displaying behaviours due to their impairment or as a reaction to prejudice motivated provocation. In fact, they are more likely to be victims and/or become victims. Furthermore, accessing support services for individuals who do not have an official mental health diagnosis is historically difficult. Taking enforcement action against a perpetrator that has underlying mental health issues that are not being addressed could have an unfairly negative impact.

4.3 **Race:** Victims of racially motivated hate crime are often wrongly identified as victims of general ASB.

4.4 **Gender:** Anti-social behaviour affects both men and women. All anti-social behaviour can be reported anonymously. All complainants and victims are offered referrals to support agencies, such as Victim and Witness Support.

## 5. General Approach

5.1 We will take prompt, appropriate and decisive action to deal with ASB before it escalates and will work with relevant partners (e.g. local authorities and police) to meet our responsibilities. The safety of our colleagues and our customers is always our main priority.

5.2 The Charity uses a range of methods for dealing with ASB which can include:

- ▶ offering mediation between the relevant parties
- ▶ asking the victim to complete diary sheets
- ▶ drawing up 'good neighbour agreements' between the parties concerned
- ▶ formulating an action plan with the relevant parties
- ▶ issuing a warning to the alleged perpetrator

- ▶ referral to other support agencies, such as drug & alcohol support

5.3 In cases where ASB is more serious the Charity may:

- ▶ involve other agencies such as the police or environmental health
- ▶ if they are a resident, we may evict them
- ▶ apply to court for an injunction
- ▶ ban perpetrators from using our services/ accessing our sites

5.4 The Charity will seek to have someone evicted for ASB if the behaviour is serious and persistent and all other interventions have failed.

5.5 To manage ASB incidents effectively we will:

- ▶ Identify managers, senior managers and a Group Director who has a specific responsibility for the management of ASB cases across the Charity. This is identified during the ASB reporting process on our management system 'Inform'. This responsibility will include managing the incident reporting process, recorded on Inform, to ensure investigations, actions and outcomes are followed up, as well as external reporting and referrals to key professionals, such as the police and local authorities.
- ▶ During monthly safeguarding monitoring meetings, all ASB cases are reviewed and if an ASB case requires to be placed and monitored on our safeguarding reporting process, via Inform, this will be moved across.
- ▶ Directors and Heads of Services will ensure that appropriate procedures are in place and adhered to, to monitor performance and deal with issues arising within their service areas and ensuring that appropriate training and support is provided to staff.
- ▶ Communicating our approach towards ASB to staff and our residents/customers (e.g. via our website) and ensuring that they can easily report ASB.

5.6 We will work to prevent ASB by a range of means, including:

- ▶ Seeking to ensure that housing applicants who have committed serious or persistent ASB elsewhere do not become residents of the Charity, in line with our referral criteria. This information is sought via our referral form, specifically asking if the applicant has had any convictions within the last year, has ever been convicted of arson or sexual offences. Our referral form also asks if the applicant is known as someone who is aggressive.
- ▶ Ensuring our occupancy agreements contain robust ASB clauses, informing residents of their responsibility to adhere to these clauses, and the consequences of not doing so, at sign-up and throughout their residency.
- ▶ Carrying out property inspections and patrols to identify and respond to ASB and maintaining and managing communal areas to minimise crime and ASB.

## 6. Risk Assessment

6.1 The following risks might arise from ASB not being managed appropriately:

Financial Implications	<p>Failure to deal with ASB in a timely manner, could result in a reluctance to use the Charity's services, resulting in loss of projected income.</p> <p>Where cases are deemed to have been due to the Charity's lack of input, this could result in financial penalties.</p>
Reputational Risk Implications	Failure to deal with ASB cases in a timely and professional manner could result in/could cause serious reputational damage and result in regulatory intervention.
Staffing Implications	<p>Failure to adequately train staff to handle ASB cases could result in an escalation and increased number of ASB cases.</p> <p>Staff could be adversely affected by ASB, making for a difficult working environment, causing an inability to recruit new staff.</p>
Risk of implications to all persons accessing a YMCA SPG service	Failure to adequately train staff to handle ASB cases could also result in a staff member, other residents/ customer or a member of the public being injured / risk of serious injury.

## 7. Case management of ASB reports

- 7.1 Incidents can be reported to any member of staff either verbally or in writing (by letter or email). All incidents will then be logged by the receiving member of staff using the CCIA reporting form on Inform - [click here](#)
- 7.2 We will assess reports based on the evidence available, the harm or potential harm to the reporting party, victims and witnesses, other residents/ customers and the local community (rather than just the behaviour itself), and the apparent motivation, e.g. to identify whether it is harassment and/or hate crime. There is overlap between acts classed as ASB and crimes, and the extent and impact of a particular behaviour may be all that is needed to distinguish them.
- 7.3 Where the reporting party, victims and witnesses fail to provide supporting evidence this will be a factor in the assessment. Nevertheless, we will log and decide upon the report based on the information received, even if it is unconfirmed or unsubstantiated.
- 7.4 The lead service manager or coordinator will assess the incidents reported for their service and respond within the following timescales:

Category	Covers	Response times
<b>Personal</b>	conduct that has caused, or is likely to cause, harassment, alarm or distress to a specific person or group	Response within 1 working day*
<b>Environmental</b>	conduct that has a damaging impact on the Charity's properties or communal areas	Response within 5 working days*
<b>Nuisance</b>	conduct capable of causing nuisance or annoyance to the local community	Response within 3 working days*

<b>Not deemed ASB</b>	As described in section 2.7	Incidents reported not deemed to be ASB will still be logged via the CCIA reporting form but the reporting party will be advised why it will not be investigated further as ASB. Potential solutions may still be offered where appropriate, within one working day.
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*\* working days from when the office reopens if reported online after working hours or at the weekend*

- 7.5 As the organisation deals with a large number of low level ASB reports, mostly reported by its own members of staff, responses may not always be in writing, and it will be decided by the lead manager/ coordinator whether a written response to the reporting party is appropriate.
- 7.6 The response times are therefore an indication how quickly the lead manager/ coordinator is expected to review the case file on Inform. Should the response be provided verbally, the manager/ coordinator will update the case file accordingly.
- 7.7 If the reporting party, victims and witnesses provide further evidence, including reference to earlier reports on the same concerns, there will be a further assessment of the evidence on all personal cases, but only where needed on environmental and nuisance cases.
- 7.8 We accept anonymous reports and assess them based on the evidence available, including previous reports.
- 7.9 We will open a separate case for counter-allegations, but they will be linked to the case from the original reporting parties to ensure that the investigations and assessments address the full circumstances.
- 7.10 The lead manager/ coordinator will:
  - a. Consider the support needs of the reporting party, victims and witnesses on an individual basis, including the needs of their family and others who might be affected.
  - b. Where necessary, arrange an interview at the place of choosing of the reporting party, victims and witnesses, and identify any particular circumstances or needs that should be factored into the handling of the case.
  - c. Follow Safeguarding Procedures if there are concerns regarding a vulnerable adult at risk or where children are involved. In cases such as this, the ASB report will be moved and added to the safeguarding alert list, via Inform, if it is considered a safeguarding case. The case will then be discussed in monthly and quarterly safeguarding panel meetings and will be managed in line with the safeguarding procedures follow up process.
  - d. Arrange support from other parties who can help, including local police and local authorities.
  - e. Agree an action plan with the reporting party, victims and witnesses, and keep them updated throughout the case. The action plan will be updated to reflect new information or new incidents related to the case. The action plan will show decisive actions (e.g. police disclosure, interview the other party) and a prompt timeline for delivery.



f. Managers will be trusted to use their skills, experience and judgement when assessing cases and agreeing on actions with the reporting party, victims and witnesses, but will also be supported (and monitored) by their line managers, directors, including ensuring that cases are progressed in a timely manner and in accordance with this document.

7.11 We will review the information about cases, including vulnerabilities and circumstances relating to all parties, and adjust our approach to managing the case as necessary.

## 8. Resolution of ASB cases

8.1 We will use whatever powers and remedies are available and appropriate, including those that can be used in respect of non-residents who are causing ASB. We will also work with police and local authorities to take preventative and enforcement action.

8.2 This will include:

- ▶ Communicating that the Charity takes ASB extremely seriously, and the potential consequences for any resident/customer identified as perpetrating ASB (e.g. eviction/banned from service).
- ▶ Prompt, appropriate and decisive action to prevent the problem escalating, for example the use of warning letters, mediation and acceptable behaviour contracts.
- ▶ Use of the full range of tools and legal powers available. Enforcement action will be based on the nature of the ASB and the responsibilities of the perpetrator, e.g. in the occupancy agreement, membership terms, etc. The Charity will ensure that actions are proportionate and achieve a legitimate aim (e.g. to prevent a resident/customer perpetrating further ASB).

8.3 We will close ASB cases in the following circumstances:

- ▶ Where we conclude that ASB has not taken place or has ceased.
- ▶ Where we have delivered the actions that are appropriate, and we believe there is no further action necessary.
- ▶ Where we have passed the case to a third party which is better placed to deal with the problem, and there is no further action for the Charity.
- ▶ Where the reporting party, victims and witnesses fail to engage with the Charity or our assessment and/or investigations leads us to conclude that no further action is needed.

8.4 Before a case is closed, the reporting party, victims and witnesses will be contacted to inform them of the decision to close the case and the reasons why. Due to the nature of the types of ASB that the Charity tends to deal with, this notification may happen verbally. The lead manager/ coordinator will decide whether a written notification would be more appropriate and update the case file accordingly.

## 9. Supporting those involved in ASB cases

9.1 We will treat those who claim to have been affected by ASB sympathetically and sensitively. This includes staff who may be victims and/ or witnesses of serious ASB.

9.2 When receiving and logging a report on Inform, we will seek to identify if there are any vulnerabilities or circumstances relating to the reporting parties, victims and witnesses, as well as the perpetrator who is accused of committing ASB and adjust our approach as necessary.

- 9.3 In respect of behaviours not classed as ASB, we will explain why it will not be investigated as ASB and provide advice on the actions the individual might take to resolve the issue, including the possibility of speaking to the individual who is the cause of the problem being reported.
- 9.4 We will provide advice and support. This could include making referrals to other agencies that can provide assistance and, where appropriate, empowering the reporting party, victims and witnesses to take positive action, e.g. support to gather evidence, and identifying any appropriate security measures to ensure that residents are safe in their property, or taking other necessary measures.
- 9.5 Where one of the parties (be it victim, perpetrator or witness) is a resident, a conscious decision must be made by the lead manager/ coordinator whether the resident's risk assessment requires a review. It is difficult to be prescriptive around which incidents would trigger such a review as each person is different and each incident can have a different impact on a person, but it is likely that incidents of violence, physical or other, including domestic violence and abuse or hate incidents would trigger a risk assessment review.

### **10. Working with Perpetrators**

- 10.1 The Charity is aware of the positive effect that support might have on perpetrators of ASB. This is particularly relevant when anti-social behaviour is linked to drugs, alcohol abuse, mental health, disability and young perpetrators. In such cases a sensitive and supportive approach will be used which may involve inter-agency involvement as well as accessing specialist support services.
- 10.2 It is possible for individuals to display ASB due to health conditions. Where an individual has, or is suspected of having such a condition, advice will be sought from experts in the area on available support. This does not mean that action will not be taken but the wider circumstances and support being made available should be fully considered. Decisions will be taken on a case-by-case basis.

### **11. Partnership working**

- 11.1 Partner agencies are sometimes better placed to act on a report of ASB, e.g. assaults are best reported to the police.
- 11.2 Where appropriate, we work with partner agencies to tackle ASB to deliver a coordinated action plan for the reporting party, victims and witnesses, and sometimes the perpetrator. Appendix 3 sets out which partners we work with.
- 11.3 Where appropriate we follow protocols for the sharing of sensitive information to prevent ASB, to effectively manage reports and cases, and to ensure ASB does not reoccur.
- 11.4 A multi-agency approach will be taken to high-risk cases.

### **12. The Community Trigger**

- 12.1 The Anti-social Behaviour, Crime and Policing Act 2014 introduced specific measures designed to give victims and communities a say in the way that complaints of anti-social behaviour are dealt with.
- 12.2 This includes the Community Trigger (also known as the anti-social behaviour (ASB) case review), which gives victims of persistent anti-social behaviour reported to any of the main

responsible agencies (such as the council, police, housing provider) the right to request a multi-agency case review of their case where a local threshold is met.

- 12.3 Agencies, including local authorities, the police, local health teams and registered providers of social housing have a duty to undertake a case review when someone requests one and their case meets a locally defined threshold.
- 12.4 To activate the Community Trigger, the victim needs to contact their local council.
- 12.5 They can use the Community Trigger if they have reported 3 separate incidents within the past 6 months to the police, the council or the Charity, and believe that no or insufficient action has been taken.

### **13. Confidentiality**

- 13.1 We treat all reports confidentially, and offer anonymity for reporting parties, victims and witnesses.
- 13.2 Where we feel the case can be best progressed by sharing information with other agencies, we will discuss this with the reporting party, victims and witnesses to agree how to proceed.
- 13.3 In some cases, we will have to break confidentiality to comply with the law. For example, if we have reason to believe someone is at risk of significant harm, we may need to involve the police, or if we suspect a child or young person is at risk of harm, we must inform children's services. We will comply with a court's direction to disclose information.
- 13.4 If we must break confidentiality, we will tell the reporting party, victims and witnesses to whom we are disclosing the information, and why.

### **14. Reviewing Performance and Reporting**

- 14.1 The Charity will monitor the following indicators:
  - ▶ Number of cases reported during the quarter under each category
  - ▶ Number of cases referred to court
  - ▶ Number of evictions for ASB
- 14.2 The Charity will use data and feedback to review and improve the way it manages ASB.
- 14.3 Review of performance will be undertaken quarterly by the Director of Operations and findings reported to the Safeguarding Panel and Executive Team.
- 14.4 Any proposed changes to service delivery as result of these reviews will be reported to the Performance Committee.

### Regulatory Framework

#### Regulator of Social Housing

#### Neighbourhood and Community Standard (April 2024)

##### Required outcomes

##### **1.3 Anti-Social Behaviour and Hate Incidents**

1.3.1 Registered providers must work in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle anti-social behaviour (ASB) and hate incidents in the neighbourhoods where they provide social housing.

##### Specific expectations

##### **2.2 Anti-Social Behaviour and Hate Incidents**

2.2.1 Registered providers must have a policy on how they work with relevant organisations to deter and tackle anti-ASB in the neighbourhoods where they provide social housing.

2.2.2 Registered providers must clearly set out their approach for how they deter and tackle hate incidents in neighbourhoods where they provide social housing.

2.2.3 Registered providers must enable ASB and hate incidents to be reported easily and keep tenants informed about the progress of their case.

2.2.4 Registered providers must provide prompt and appropriate action in response to ASB and hate incidents, having regard to the full range of tools and legal powers available to them.

2.2.5 Registered providers must support tenants who are affected by ASB and hate incidents, including by signposting them to agencies who can give them appropriate support and assistance.

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#### Regulator of Social Housing

The Regulator of Social Housing (RSH) Tenant Satisfaction Measures (TSMs) include measures around the management of anti-social behaviour.

#### The Transparency, Influence and Accountability Standard (including TSMs)

The Transparency, Influence and Accountability Standard requires all registered providers to generate and report tenant satisfaction measures as specified by the regulator.

The 'Tenant Satisfaction Measures: Technical Requirements' document, sets out the TSMs as defined by the regulator and requirements of the regulator in relation to these TSMs that all registered providers must meet.

This document sits alongside 'Tenant Satisfaction Measures: Tenant Survey Requirements', which sets out further requirements as to how providers are required to conduct tenant perception surveys to generate a subset of TSMs ('tenant perception measures').

The TSMs are a core set of performance measures against which all providers must publish their performance. Providers are not restricted from collecting or publishing additional performance measures or information alongside the TSMs. In addition to its specific expectations, the Transparency, Influence and Accountability Standard includes the required outcome that providers must collect and provide information to support effective scrutiny by tenants of their landlord's performance – providers need to determine what information they need to report to meet this outcome beyond the TSMs specified in this document.

The central aims of the TSMs are to provide tenants with greater transparency about their landlord's performance and inform the regulator about how a landlord is complying with consumer standards. To achieve these aims it is critical that TSMs are calculated and reported by providers on a consistent basis.

More information about the Tenant Satisfaction Measures can be found [here](#).

**The TSMs connected to Anti-Social Behaviour are:**

**Code Issue**

**TSMs collected from tenant perception surveys**

<b>TP05</b>	Satisfaction that the home is safe
<b>TP06</b>	Satisfaction that the landlord listens to tenant views and acts upon them
<b>TP07</b>	Satisfaction that the landlord keeps tenants informed about things that matter to them
<b>TP08</b>	Agreement that the landlord treats tenants fairly and with respect
<b>TP09</b>	Satisfaction with the landlord's approach to handling complaints
<b>TP10</b>	Satisfaction that the landlord keeps communal areas clean and well maintained
<b>TP12</b>	Satisfaction with the landlord's approach to handling anti-social behaviour

**TSMs generated from management information**

<b>CH01</b>	Complaints relative to the size of the landlord
<b>CH02</b>	Complaints responded to within Complaint Handling Code timescales
<b>NM01</b>	Anti-social behaviour cases relative to the size of the landlord

### ASB Reporting Categories and Reporting Channels:

The table below details ASB categories that can be selected on the Inform ASB / CCIA reporting form. The subcategories show the reporting channels of each ASB category and to which manager(s) the case should be escalated / reported to.

Category of abuse	Local manager	Regional manager	Head of Service	Director	CEO
Criminal Damage	X	X			
Vandalism	X	X			
Making threats	X	X			
Violence / being violent	X	X	X		
Graffiti	X				
Drug dealing	X	X	X		
Dangerous Dogs or animals	X	X			
Harassment / racial harassment	X	X	X		
Public disturbances (such as fighting)	X	X	X		
Drunk and disorderly	X	X			
Noise nuisance	X				
Prostitution	X	X	X		
Fly tipping	X				
Intimidating others	X	X	X		
Intruders / unwanted or guests	X				
Incidents to be escalated / notified to the trustee board and or regulator(s), are dependent on the severity and impact of the individual incident*	X	X	X	X	X

\* escalation will be via CEO or Company Secretary

### Partnership responsibilities

We will be proactive in developing partnership working arrangements with other agencies.

The types of organisations that we will work with include:

- National – Central Government, Regulator of Social Housing and Homes England, YMCA England & Wales
- Regional – Greater London Authority, County/ London Borough Councils, Metropolitan Police Authority, County Police forces and other regional structures.
- Council – Local Authorities, District/ Unitary Authorities.
- Neighbourhood – Safer Neighbourhood teams, other Housing Associations, resident's associations/ committees, community groups, voluntary agencies.

We will develop partnership working by participating in, and co-operating with:

- ▶ Crime and Disorder Reduction Partnerships (CDRPs)
- ▶ Community Safety Partnerships
- ▶ Multi-Agency Risk Assessment Conferences (MARAC's)
- ▶ Safer Neighbourhood meetings
- ▶ Resident Associations' meetings
- ▶ ASB Panels/ Forums
- ▶ Housing Association forums.
- ▶ Regeneration partnership meetings
- ▶ ASB Benchmarking clubs
- ▶ Cyber-crime reporting agencies