



Tackling Anti-Social Behaviour

Summary Statement

Home believes that all of our customers have the right to enjoy the peace and quiet of their home, free from anti-social behaviour which can have a devastating impact on people's lives. We are committed to dealing firmly and fairly with all forms of anti-social behaviour, making our communities safe places to live. The definition of 'anti-social behaviour' is set out in our tenancy and licence agreements and covers harassment, domestic abuse, drug and substance misuse. We will not tolerate bullying or hate crime that discriminates on the grounds of age, disability, gender identity, race, religion, belief or sexual orientation and will take swift action to address this type of behaviour and its impact. Home does not tolerate domestic abuse in any form. Our priority is to address the safety of victims of domestic abuse and work to prevent it.

The policy standards set out our response to anti-social behaviour incidents. We will:

- Ensure the service is accessible to all
- Acknowledge reports of anti-social behaviour incidents within one working day
- Prevent anti-social behaviour by working with customers, communities and other agencies; identify the underlying causes; prevent harassment and bullying in shared support services
- Promote self-esteem in victims of domestic abuse and work with other agencies to support the whole family
- Take firm action against customers perpetrating domestic abuse that may involve the police, injunctions and eviction
- Not tolerate harassment, threats or acts of violence towards customers, colleagues, contractors or any other person acting on Home's behalf
- Follow established procedures in Bail Accommodation and Support Services to properly manage properties where incidents have occurred
- Work closely with other agencies and access/support them to use the extensive legal powers that the police and local authorities possess
- Identify vulnerable victims and witnesses at risk to offer them support, manage risk and refer them to other agencies where appropriate
- Investigate low level anti-social behaviour incidents thoroughly and close incidents where there is no further action we can take
- Prevent drug, alcohol and substance misuse on our premises; ensure safe disposal of drugs and drug paraphernalia; develop local procedures for managing drug misuse in care and support services
- Assess our service for value for money and benchmark with other organisations
- Provide a robust learning and development programme for colleagues
- Record and learn from incidents to improve the service for customers

The full Tackling Anti-social Behaviour Policy can be obtained by contacting the Policy Team on 0345 141 4663 or by emailing policy@homegroup.org.uk. This policy is available in other formats on request.