

Mace Housing Co-operative

Anti-Social Behaviour Policy & Procedure

What is ASB?

Anti-social behaviour (ASB) includes a variety of behaviour covering a whole complex of selfish and unacceptable activity that can blight the quality of community life.

Examples include:

- nuisance neighbours
- rowdy and nuisance behaviour
- yobbish behaviour and intimidating groups taking over public spaces
- vandalism, graffiti and fly-posting
- people dealing and buying drugs on the street
- people dumping rubbish and abandoning cars
- begging and anti-social drinking
- the misuse of fireworks

Anti-social behaviour does not just make life unpleasant. It holds back the regeneration of disadvantaged areas and creates an environment where more serious crime can take hold. On any measure of polling or survey, anti-social behaviour matters - it has a negative effect on far too many people's quality of life. Mace Housing Co-op. committed to tackling this problem.

Why does anti-social behaviour happen?

Many factors have been identified that, while they do not cause anti-social behaviour, do increase the risk of it happening. Four main areas have been identified (Source: Home Office, Research Development & Statistics, ASB - A collection of published evidence, 2004):

Family environment Risk factors include:

- poor parental discipline and supervision
- family conflict (between parents or between parents and children)
- family history of problem behaviour
- parental involvement/attitudes condoning problem behaviour

Schooling & educational attainment Risk factors include:

- aggressive behaviour (e.g. bullying)
- lack of commitment to school
- school disorganisation
- school exclusion and truancy patterns
- low achievement at school

Community life / accommodation/ employment Risk factors include:

- community disorganisation and neglect
- the availability of drugs and alcohol
- lack of neighbourhood attachment
- growing up in a deprived area within low income families, high rates of unemployment and a high turnover of population
- areas where there are high levels of vandalism

Personal and individual factors Risk factors include:

- alienation and lack of social commitment
- early involvement in problem behaviour
- attitudes that condone problem behaviour
- for young people, a high proportion of unsupervised time spent with peers and friends or peers involved in problem behaviour
- mental illness
- early involvement in the use of illegal drugs and crime

Procedure for Dealing with anti-social behaviour matters.

Mace Housing Compliant procedure outlines the process of dealing with complaints, it also gives guidance to frontline staff and Mace members on how the Co-op will deal with such complaints.

Staff:

- Complaints are booked and logged in immediately by staff. The name, address, date, nature of complaint, actions/advice, and review dates are also recorded.
- The urgency/seriousness of the complaint is also recorded as low; medium and high to determine appropriate response.
- A senior member of staff should be informed to ensure Mace service users security and personal safety is guarded.
- Actions to take include either contacting the Police, Community Support Officers, Victims Support, local authority Anti-Social Behaviour Officers etc.
- Mace is committed to offering range of supportive interventions by the government and local authorities to engage individuals in changing their own behaviour and help them tackle some of their problems by offering them support and referrals to other statutory agencies.

Mace Members:

Nuisance Neighbours have a big impact on the community around them. Just one or two families can ruin other people's lives because of their intimidation, harassment and criminal damage. Rowdiness, excessive noise and animal-related problems are all examples of anti-social behaviour caused by nuisance neighbours.

Stopping nuisance neighbours - There are a range of powers that Mace can access to be used to tackle nuisance neighbours:

- neighbours who make too much noise can be fined up to £5000 or have noisy equipment removed if warnings are ignored
- local authorities, the police and social landlords can now apply for anti-social behaviour orders (ASBOs) and injunctions to curb an individual's anti-social behaviour
- Mace can apply to the courts for a demoted tenancy or even evict tenants, in severe cases
- properties in which class A drugs are supplied and used can be closed by the police.

What you can do:

- Report to Mace either in writing or verbal about your concerns on anti-social behaviour in your neighbourhood.
- Speak to your local anti-social behaviour co-ordinator about what's happening in your area. They can provide support and advice, and help you tackle the problem (details: your local authority).

- Report anti-social behaviour if you or someone you know is a victim of antisocial behaviour.
- Tell someone about your concerns, Mace in liasing with your local anti-social behaviour co-ordinator or Crime and Disorder Reduction Partnership (CDRP) representative can provide support and advice, and help you tackle the problem.

All complaints are treated as confidential under the Data Protection Act so you don't have to worry about your identity being revealed.

This policy together with Mace Housing Co-operative's other policies and procedure will be revised constantly in meeting current legislation.

Reviewed: 15 September 2016.