



Anti-Social Behaviour Policy (Temporary Accommodation (TA))

1. Scope & Purpose:

This policy supports Broadland District Council's aims in addressing Anti-Social Behaviour (ASB) within its temporary accommodation provision in alignment with the Housing Act 1996. It defines ASB, outlines our responsibilities and sets standards for dealing with these ASB issues.

- 1.1 ASB can take many forms and involves behaviours causing distress, ranging from noise nuisance, criminal damage, verbal and physical abuse, vandalism, and other types of criminality.
- 1.2 We recognise that ASB may affect vulnerable individuals and safeguarding referrals may be made in these incidences.
- 1.3 The policy applies to residents living in TA and if necessary, we may take legal action under the terms of the licence agreements issued. However, we are committed to taking effective action wherever possible and where we consider they can provide effective remedy.
- 1.4 Where ASB is the result of criminal activity we will expect residents to report criminal behaviour to the police and we will expect the police and other statutory agencies to take action where they have sufficient evidence to do so.
- 1.5 We recognise the importance of working collaboratively with the police to support and encourage their role in enforcing the law. We will also use the evidence they provide together with evidence we may obtain to take enforcement action where appropriate.
- 1.6 We recognise the detrimental effect that ASB can have on the lives of our residents and communities, but it is important that complainants and victims of ASB are clear about both the circumstances in which we can intervene and the actions available to us. We will not raise expectations that we can take action where we cannot do so or where primary responsibility and powers lie elsewhere.
- 1.7 We believe that everyone has the right to their chosen lifestyle providing this does not breach the terms and conditions of any tenancy agreement or lease and/or affect the quality of life of others. This necessitates a degree of tolerance of, and respect for the requirements and needs of other people, and we will promote this to tenants when responding to their concerns.

2. Policy Objectives:

This policy aims to ensure that:

- Broadland District Council TA residents are able to enjoy occupation of their accommodation regardless of ethnicity, religion, sexuality, age, gender or disability.
- Our staff and residents understand that we take ASB seriously and are committed to tackling it with our residents.
- Residents understand that the most effective resolution is often for neighbours to resolve disputes locally themselves.
- We take positive action, working closely with partner organisations, to encourage them to take the lead in tackling crime and serious ASB in or around our property, and to ensure a collaborative approach is taken in tackling other forms of ASB.
- We use evidence obtained from a range of sources, including statutory agencies to take enforcement action where appropriate.
- Victims and witnesses of ASB receive a tailored response and appropriate support and advice.
- We support initiatives to prevent ASB occurring.
- All residents and customers are treated in a fair, equitable and consistent manner and we consider the needs and vulnerabilities of our customers when we respond, investigate, or take enforcement action during the management of ASB complaints.

3. Resolution

We are committed to try and reach a fair and lasting solution to ASB problems as quickly as possible. We will usually give a written warning to ensure that there is a formal record, which may be used as evidence should further enforcement action be taken.

Written warnings will set out the details of the ASB and why this behaviour is not acceptable, including the impact on any victims or the local community. We may issue a written Acceptable Behaviour Contract (ABC) where the perpetrator acknowledges their behaviour and its effect on others, agreeing not to act antisocially in the future. This is to try to fully tackle the problem behaviours before they escalate. The ABC should be discussed with the perpetrator before being issued to encourage compliance.

4. Notice To Quit

Where a resident has broken the terms of their licence to occupy the Council can, in appropriate cases, take action to evict them. The Notice to Quit will be issued in writing and may have immediate effect, depending upon the severity of the breach of the licence agreement terms. In most cases, however, we will seek to give adequate notice of the intention to evict (normally 7 days).

5. Monitoring our Service

The Council is committed to delivering a good quality antisocial behaviour service. Our aim is to continually improve the way we work and to acknowledge, and try to learn from, the occasions when the service fails to meet expectations.

6. Complaints

We aim to provide a good quality service and so we always want to know when we have fallen short of the standards expected of us. We follow the Housing Ombudsman's Code of Guidance regarding complaints. Details of the Council's complaint procedure can be found on our website [Make a complaint : Complaints \(southnorfolkandbroadland.gov.uk\)](https://www.southnorfolkandbroadland.gov.uk/make-a-complaint)

7. Review

This policy will be reviewed if there are significant changes required in the light of best practice and any changes to legislation and Government guidance.