



Anti-Social Behaviour Policy

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1. Purpose

1.1. believe housing is committed to maintaining thriving, safe communities, and we recognise that anti-social behaviour (ASB) can have a detrimental impact upon individuals and communities.

1.2. This policy sets out our commitment to meeting the Homes and Community Agency's (HCA) Neighbourhood and Community Standard, which states:

'Registered providers, having taken account of their presence and impact within the areas where they own properties, shall:

- Identify and publish the roles they are able to play within the areas where they have properties;
- Cooperate with local partnership arrangements and strategic housing functions of local authorities, where they are able to assist them in achieving their objectives.
- Registered providers shall publish a policy on how they work with relevant partners to prevent and tackle antisocial behaviour (ASB) in areas where they own properties.

1.3. In their work to prevent and address ASB, registered providers shall demonstrate:

- Their tenants are made aware of their responsibilities and rights in relation to ASB;
- Strong leadership, commitment and accountability on preventing and tackling ASB that reflects a shared understanding of responsibilities with other local agencies;
- A strong focus on preventative measures tailored towards the needs of tenants and their families;
- Prompt, appropriate and decisive action is taken to deal with ASB before it escalates, which focuses on resolving the problem having regard to the full range of legal powers available;
- All tenants and residents can easily report ASB, are kept informed about the status of their case where responsibility rests with us, and are appropriately signposted where it does not;
- Provision of support to victims and witnesses.'

2. Scope

2.1. This policy outlines our approach to the prevention, management and enforcement of ASB and hate crime.

2.2. For ASB in a housing context, a 'nuisance and annoyance' test applies i.e. where the conduct is capable of causing nuisance or annoyance to a person in relation to that

person's occupation of residential premises, or the conduct is capable of causing housing related nuisance or annoyance to any person.

- 2.3. 'Housing related' means that it directly, or indirectly, relates to our housing management function.
- 2.4. In the majority of cases, this policy will apply to ASB complaints in relation to our tenants, and anyone else either living in, or visiting, one of our properties. However, in serious cases, we may take action against someone who is not one of our tenants, if their behaviour is capable of causing housing related nuisance and annoyance.
- 2.5. For other cases involving persons living in private properties, we will refer the matter to Durham County Council for further investigation and appropriate action.
- 2.6. believe housing can take legal action on leaseholders who fail to comply with the terms of their lease.
- 2.7. Domestic Abuse is covered by a separate policy.

Antisocial Behaviour

- 2.8. The ASB, Crime and Policing Act 2014 defines ASB as:
 - a) Conduct that has caused, or is likely to cause, harassment, alarm or distress to any person,
 - b) Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or
 - c) Conduct capable of causing housing-related nuisance or annoyance to any person.
- 2.9. ASB can range from nuisance behaviour through to serious or criminal activity. ASB includes, but is not limited to:
 - Vehicle nuisance such as car repairs, or inconsiderate parking
 - Animal nuisance e.g. allowing dogs to stray
 - Noise nuisance e.g. loud music, shouting
 - Using or dealing drugs
 - Harassment
 - Verbal abuse
 - Violence or threats of violence
 - Damaging or threatening to damage property
 - Drunken or rowdy behaviour

- Criminal activity.

2.10. **Hate Crime**

2.11. Hate crime and harassment is also considered as ASB within the framework of this policy.

2.12. The Association of Chief Police Officers (ACPO) and the Crown Prosecution Service (CPS) have agreed a common definition of hate crime:

‘Any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice based on a person’s race or perceived race; religion or perceived religion; sexual orientation or perceived sexual orientation; disability or perceived disability; and any crime motivated by hostility or prejudice against a person who is transgender or perceived to be transgender’.

A hate incident is defined by ACPO and the CPS as:

‘any incident which the victim, or anyone else, thinks is based on someone’s prejudice towards them because of their race, religion, sexual orientation, disability or because they are transgender’.

2.13. Not all hate incidents will amount to criminal offences, but those that do become hate crimes.

3. **Policy Statement and Aims**

3.1. **Statement**

3.2. believe housing is committed to using the tools and powers available to take swift and appropriate action against those who commit ASB or hate crime, whether it is caused by them, their visitors or their family/household members.

3.3. We will cooperate with local partnership arrangements, both operationally and strategically, in order to tackle ASB.

3.4. We recognise that prevention is better than enforcement; where possible, we will use early intervention to resolve issues before they escalate. We will also work with local schools to educate children on key topics, and raise awareness of particular issues.

3.5. In seeking to meet the Respect Charter commitments, we will closely monitor and measure the quality of the service we provide.

3.6. **Aims**

3.7. The aims of this policy are directly linked to the HCA Neighbourhood and Community Standard and our vision, values and strategic objectives. In particular, our aims are:

- To raise awareness of how to report ASB and what we or other agencies can do to prevent and address it
- To encourage customers to be considerate neighbours and to resolve issues between themselves. Where appropriate we will support them to reach a solution
- To put people first by listening to them and understanding the effect ASB has on victims and the risks to them and others
- To develop and maintain effective partnerships with other agencies to prevent and tackle ASB
- To take a problem solving approach to each case by using a wide range of tools and powers to resolve problems. Legal action may be necessary in the most serious cases.

4. **Legislation and Guidance**

4.1. The following is a list of documents and associated policies/publications:

- Housing Act 1996
- Housing Act 1988
- Landlord and Tenant Act 1985
- HCA National Standards
- Data Protection Act 1998
- Respect – ASB Charter for Housing
- Anti-Social Behaviour, Crime & Policing Act 2014
- Safe Durham Partnership Escalation Policy.

5. **Respect – ASB Charter for Housing**

5.1. Tackling ASB remains consistently at the top of the list of issues that communities care about, and the Respect Charter focuses on landlords ensuring that the services they provide are delivered effectively and efficiently, using the full range of tools and powers available to them, with an emphasis on delivering prevention work rather than enforcement action.

5.2. The Key Commitments of the Respect Charter are:

We will:

- Take swift, appropriate and proportionate action against those who commit ASB and nuisance, whether it is being caused by them, their visitors and/or family/household members
- Continuously assess the risk of harm to the victim, and their potential vulnerability
- Support victims and witnesses of ASB, providing high risk cases with a named, dedicated liaison officer
- Refer any vulnerable perpetrators to support agencies, in order to help sustain a tenancy at risk and to recognise that bad behaviour can be challenged and changed
- Recognise that prevention is better than enforcement. We will look to promote intervention by working with local schools, youth clubs and other groups
- Educate youths on key topics and raise awareness on key social issues associated with ASB, hate crime and domestic abuse
- Work with all partners in a multi-agency approach to tackling hot spot areas and individuals. We will do this by being represented on Community Safety Partnerships, Multi-Agency Problem Solving (MAPS) groups, referring victims and perpetrators to the Vulnerable Intervention Pathway (VIP) where appropriate (or via First Contact for under 18's), and attending local meetings with Police/residents groups where necessary
- Closely monitor and measure the quality of the service we provide.
- Learn from each case by seeking feedback from both the victim(s) and the perpetrator (where appropriate) in order to continually improve the service we provide
- Keep complainants up to date and informed of progress or lack of progress in a case
- Support diversionary activities for young people.

6. Reporting Incidents

6.1. We aim to create sustainable neighbourhoods where people feel safe and confident to come forward and report ASB. We will encourage the reporting of ASB in a number of different ways, including:

- In person
- Telephone
- Letter
- Email
- Text
- Via our website
- Via a third party e.g. local Councillor.

Our response to reports

- 6.2. Regardless of which way an incident is reported, it will be dealt with promptly and within the specific timescales set out in this policy. We will take a reasonable and proportionate stance to reports, considering the individual circumstances of each case. The majority of ASB reports will not require legal action and will be resolved through early intervention from our staff.
- 6.3. We will ensure that complainants are kept up to date with the progress of their case, and any ongoing action or investigations. Officers will agree a specific action plan with each complainant, including timescales for how often they would like to be contacted. We will also carry out a risk assessment of each complainant, in order to assess whether there is any additional support that they need.
- 6.4. In cases of repeat or vulnerable victims we will work with them to ensure that there is a support network to help them manage the situation. It is also important to offer support to perpetrators of ASB to assist them to resolve problems on a longer-term basis; however, in some serious cases, we may proceed immediately with legal action without offering support.
- 6.5. We will deal with all reports of ASB in a sensitive manner. We appreciate that some customers will be concerned about revealing their details when reporting ASB issues; however, in most cases, we will need this in order to take effective action. We will treat all reports as confidential, unless we have permission to share information, if there is an immediate risk to the complainant and/or other residents, or if there are safeguarding concerns.
- 6.6. In some cases, where legal action is required, it may be necessary to reveal the identities of complainants (with prior agreement) as, without first hand evidence, it may not be possible to put forward a strong legal case.
- 6.7. We do sometimes receive anonymous complaints and will, where we can, investigate these complaints; however, as we will not be able to go back to anyone to request additional information, we may not be able to take effective action.

7. Partnership Working and Sharing Information

- 7.1. believe housing recognise that dealing with ASB is not the sole responsibility of one agency. Multi-agency working is an important tool in taking a holistic approach to tackling ASB in our communities. Where possible, we will work with other agencies to combine resources, and take a partnership approach to find a suitable resolution to ASB issues.

- 7.2. This partnership approach is vital in order to effectively deal with ASB, and in some cases we will be dependent upon the abilities of other agencies to assist with the resolution of ASB issues.
- 7.3. We will regularly review (with partner agencies where relevant) the areas where ASB is reported, in order to identify any trends or 'hot spots'; plans will then be agreed and will outline what measures will be put in place to tackle the problems.
- 7.4. Examples of our partner agencies include, but are not limited to:
 - Durham Constabulary
 - County Durham & Darlington Fire & Rescue Service
 - Durham County Council (including Neighbourhood Wardens, ASB Officers, Environmental Health, Children & Adult Services, Housing Solutions, Education)
 - NHS Mental Health services
 - Probation Service
 - Harbour and other domestic abuse support services
 - Substance misuse support services.

Confidentiality, data protection and information sharing

- 7.5. Data sharing with the Police, Local Authority and other partners is limited by the Data Protection Act 1988, and we will agree data sharing protocols with them.
- 7.6. Whilst we respect privacy and confidentiality and are mindful of our obligations under the Data Protection Act 1988, tackling ASB requires the ability to exchange information with statutory and non-statutory agencies.
- 7.7. In addition to sharing information to resolve ASB, we will also share appropriate information with statutory agencies where we have reason to believe that there are safeguarding concerns, or where someone may be at risk.

8. Type and Classification of ASB

- 8.1. The table below identifies the types of ASB that may be reported, and how we classify them.

<p>1 day priority – initial contact with complainant to be made within 1 working day</p>	<ul style="list-style-type: none"> • Hate crime • Domestic abuse • Threats of violence
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	<ul style="list-style-type: none"> • Intimidation/harassment • Verbal abuse • Criminal behaviour • Drugs/alcohol • Dangerous dogs • Noise • Serious youth disorder
5 day priority – initial contact with complainant to be made within 5 working days	<ul style="list-style-type: none"> • Vehicle nuisance • Minor youth disorder* • Animal nuisance • Litter/fly tipping • Garden nuisance • Misuse of communal areas • Vandalism

8.2. As the tables show, there are many different types of ASB. However, not everything that is reported to the us will be classed as ASB, and there are some minor complaints which we will not investigate; for example, noise which would be classed as every day, household noise, such as someone using a washing machine at a reasonable time of day.

9. Support for Victims and Witnesses

9.1. ASB can have a detrimental effect on people’s lives, and the we understand the importance of supporting victims or witnesses as investigations are being carried out.

9.2. In addition to making any appropriate referrals to partner agencies for support (with the consent of the victim or witness), we will also aim to provide additional measures to ensure that they feel safe in their home, if required. This may include providing window/door alarms, personal alarms etc. or perhaps making a referral for additional locks or other security measures.

9.3. Where a victim or witness needs to attend court, the investigating officer will fully explain the procedures to them, including what will happen to their evidence and how it will be used.

9.4. The officer will also explain what to expect when they attend court, and can arrange a separate waiting area if necessary. If appropriate, the officer may be able to arrange a visit to the court prior to the hearing, so that the victim or witness can have a look around.

10. Support for Perpetrators

- 10.1. Where a report of ASB involves someone under the age of 18, we will work closely with their parents or guardians, and with other appropriate agencies such as Durham Constabulary, Children's Services, Youth Offending or the relevant school in order to challenge their behaviour and try to prevent any further issues in the future.
- 10.2. In some cases, Acceptable Behaviour Contracts (ABCs) will be offered to young people as a way of challenging their behaviour. These contracts are voluntary and can include prohibitions/restrictions on the young person's behaviour, as well as including positive requirements to help improve poor behaviour.
- 10.3. For adult perpetrators, believe housing seeks to support and sustain tenancies using early intervention methods rather than ending someone's tenancy. We will look to refer perpetrators to support agencies where we believe that this could help to sustain a tenancy at risk and could help to address the perpetrator's behaviour.
- 10.4. We will also consider the use of restorative approaches, where appropriate, to try and address ASB. However, in serious and persistent cases, where all offers of support have been offered and the perpetrator has not engaged, we will take enforcement action using the full range of tools and powers available.
- 10.5. In particularly serious cases, we may proceed with enforcement without offering support.

11. Surveillance

- 11.1. Should any complaints be made that the use of a premises is interfering with the reasonable enjoyment of another's property, or affecting their wellbeing, believe housing reserves the right to issue complainants with equipment to record intrusive and unreasonable noise with a view to providing this information to us, or using it themselves, to take appropriate steps, including issuing legal proceedings to deal with the issues arising.
- 11.2. Where noise monitoring equipment or the Noise App is likely to be used, the alleged perpetrator will be advised of this, both verbally and in writing.
- 11.3. We may also consider the use of CCTV cameras in order to lift the burden of gathering evidence from the complainant; however, this must be reasonable, proportionate and in accordance with the Regulation of Investigatory Powers Act (RIPA) where applicable.

12. Tools and Powers

- 12.1. believe housing have a number of options available when dealing with ASB cases, from early intervention through to legal action.
- 12.2. The large number of options available reflects the variety of problems which may be reported to us, from dog fouling to a serious assault.
- 12.3. It is important that our staff give realistic advice from the outset about what action we may be able to take, the level of evidence that will be required, and possible timescales.
- 12.4. There may also be some cases reported to us where we are unable to take action. In such cases, the reasons for this will be explained clearly to the complainants involved, and we will always try to signpost customers to other agencies where this may be relevant.
- 12.5. The following is an explanation of some of the tools and powers which will be used, where appropriate, to resolve ASB.

Written or Verbal Warnings

- 12.6. Early and informal interventions can establish clear standards of behaviour, and reinforce the message that anti-social behaviour will not be tolerated. In many cases, the perpetrator may not be aware of the impact that their behaviour is having on others, and the threat of more formal enforcement tools can be a sufficient incentive for an individual to change their behaviour.
- 12.7. Verbal warnings might be used where staff have reason to believe that ASB has occurred or is likely to occur, and that the individual's behaviour could be considered to be unreasonable. In issuing a verbal warning, officers will explain what type of behaviour is causing the issue, and what effect it is having on the victim or the community; they will also explain the consequences if the perpetrator does not comply with the warning.
- 12.8. Written warnings will also contain specific information about the unacceptable behaviour, and the effect it is having on the victim or the community. They will also include references to particular clauses from the Tenancy Agreement, which the behaviour may be in breach of.
- 12.9. Records will be kept of any written or verbal warnings, so that they can be used as evidence at a later stage, should legal action be required.

Mediation/Restorative Approaches (RA)

- 12.10. Mediation or RA can be effective tools in solving issues by bringing all parties together.
- 12.11. Mediation can be helpful in neighbour disputes, family conflicts etc. and similar situations where it is difficult to identify the victim and the perpetrator; RA is useful where there is an admission of guilt and/or there is a clearly identified perpetrator.
- 12.12. For mediation or RA to be successful, all parties involved must be willing to come together to discuss their issues. To deliver long term solutions, parties should agree a solution or compromise that everyone is agreeable to.
- 12.13. An independent third party will facilitate the conversation, and also ensure that all parties adhere to a set of ground rules so that everyone gets a chance to speak, and to put their point of view across. They can also draw up a written agreement, if required, that all parties can sign to formalise what has been agreed.
- 12.14. Mediation/RA will only be offered where:
- Both parties agree to the process
 - There is no serious criminality involved
 - There is not an imbalance of power between the parties.

Acceptable Behaviour Contracts (ABCs)

- 12.15. ABC's are a written agreement between the perpetrator of the ASB, and the agency (or agencies) who are working with them. The aim of the agreement is to put boundaries or rules in place to prevent further ASB, and also to put forward some positive requirements for the perpetrator to work towards.
- 12.16. The terms of the ABC can be discussed with the perpetrator (and their parents or guardians, if the perpetrator is under 18) before it is signed.
- 12.17. ABCs are voluntary, and there is no formal sanction associated with refusing to sign; if an individual does not want to sign, they cannot be made to do so. However, refusal to sign an ABC, if followed by further incidents of ASB, could lead to further enforcement action.

Injunctions

- 12.18. An injunction is a court order which prohibits a particular activity, or requires someone to take a particular course of action.

- 12.19. Where appropriate to do so, we will seek injunctions against perpetrators of ASB, and particularly in cases involving harassment, threatening behaviour or violence.
- 12.20. In addition to prohibiting certain types of behaviour, the injunctions can also include positive requirements which the perpetrator must adhere to; for example, to engage with a particular agency or receive support for a particular issue.

Notice of Seeking Possession (NOSP)

- 12.21. This is a written warning, stating our intention to commence legal proceedings against a perpetrator's tenancy, and our reasons for doing so. A NOSP can be issued on the grounds of ASB alone, or can be issued for multiple reasons where appropriate e.g. ASB, rent arrears, untidy garden etc.

Demoted Tenancy

- 12.22. A Demotion Order has the effect of ending the existing tenancy and replacing it with a less secure, demoted tenancy. The tenant's Right to Buy is removed, along with their security of tenure, for at least 12 months.
- 12.23. At the end of the Order, if the landlord is satisfied with the tenant's conduct and has not started legal proceedings to end the tenancy, it will revert back to an Assured Tenancy.

Possession Orders/Absolute Ground for Possession

- 12.24. A Possession Order is a civil order which is granted in a County Court, where ASB is serious and persistent and where all appropriate methods of resolution have been tried, but have been unsuccessful.
- 12.25. Possession Orders may be outright, meaning that the tenant is given a fixed period of time (usually between 14 and 42 days) to vacate the premises; or suspended or postponed, meaning that the tenant is allowed to remain in the premises provided that they abide by certain conditions and do not continue to breach their tenancy.
- 12.26. The Housing Act 1988 provides mandatory and discretionary grounds for possession.
- 12.27. The Absolute Ground for Possession is intended for the most serious cases of ASB, and can be used for possession of Assured tenancies where ASB or criminality has already been proven in another court.

12.28. For an absolute ground to be considered the tenant, a member of the tenant's household, or a person visiting the premises must meet one of the following conditions:

- Convicted of a serious offence (specified in Schedule 2A to the Housing Act 1985)
- Found by a court to have breached a civil injunction
- Convicted of breaching a Criminal Behaviour Order
- Convicted of breaching a Noise Abatement Notice
- The tenant's property has been closed for more than 48 hours under a Closure Order for ASB.

Suspension of certain rights in connection with ASB

Mutual Exchanges

12.29. Assured tenants do not have the statutory right to exchange; however the Tenancy Agreement includes a provision for this and we follow the same regime as for Secure Tenants. Both tenants wishing to exchange require permission before the process can be completed, and the Housing Act 1985 lists the grounds on which permission may be refused.

12.30. In relation to ASB, landlords can refuse a mutual exchange if a relevant injunction or possession order, granted on the grounds of nuisance behaviour, is in force; or court action to obtain such an order, or a demotion order, is pending against the tenant or proposed assignee or a person who resides with them, or if the landlord has served a notice of seeking possession for ASB which is still in force.

The Preserved Right to Buy

12.31. The Housing Act 1985 enables the landlord to seek an order suspending the preserved right to buy for a specified period in respect of a tenancy on the grounds of antisocial behaviour. The court may only grant such an order if it is satisfied that the tenant or a person residing in or visiting the property has engaged or threatened to engage in antisocial behaviour (which includes using the premises for unlawful purposes), and that it is reasonable to make the order.

13. Tools and Powers Available to the Local Authority and Police

Community Protection Notice (CPN)

13.1. The Community Protection Notice is intended to deal with particular ongoing problems which negatively affect the community's quality of life, by targeting those responsible.

13.2. A CPN can be issued if the relevant agencies are satisfied that the conduct of the individual, business or organisation:

- Is having a detrimental impact on the quality of life of those in the locality;
- Is persistent or continuing in nature; and
- Is unreasonable.

13.3. The CPN will set out particular conditions which the subject must comply with; failure to comply can lead to a Fixed Penalty Notice (FPN) being issued.

Criminal Behaviour Order (CBO)

13.4. A CBO can deal with a wide range of ASB, and would follow on from an individual being convicted of a criminal offence e.g. threats or actual violence, or criminal damage.

13.5. A CBO is aimed at tackling the most serious and persistent offenders, where their behaviour has brought them before a criminal court.

Public Spaces Protection Order (PSPO)

13.6. The purpose of the PSPO is to stop individuals or groups committing ASB in a public space. The PSPO may be used to restrict behaviour which has to:

- Be having, or likely to have a detrimental effect on the quality of life of those in the locality;
- Be of a persistent or continuing nature; and
- Be unreasonable.

13.7. Durham County Council will be responsible for any new PSPOs following consultation with the Police, Police Crime and Victim's Commissioner, and other relevant bodies.

Closure Order

13.8. The purpose of a Closure Order is to allow the Police or Local Authority to quickly close premises which are being used, or are likely to be used, to commit nuisance or disorder.

13.9. A Closure Notice can be issued for 24 hours if the Local Authority or Police Inspector are satisfied that, on reasonable grounds:

- The use of a particular premises has resulted in, or is likely soon to result in, nuisance to members of the public;
- That there has been, or is likely soon to be, disorder near to those premises associated with the use of those premises, and that the Notice is necessary to prevent the nuisance or disorder from recurring or occurring.

Community Trigger

13.10. The Community Trigger gives victims the ability to demand action, starting with a review of their case, where the locally defined threshold is met.

13.11. In County Durham, the threshold is as follows:

When you have reported three separate incidents relating to the same problem in the past six months to the Council, Police or your landlord, the problem persists because of no or inadequate response from agencies and you feel ignored by agencies;

OR

You reported one incident or crime motivated by hate (due to race, religion, disability, sexual orientation or transgender identity, age, sex, marriage/civil partnership and pregnancy or maternity) in the last six months. The problem still persists because of no or inadequate response from agencies and you feel ignored by agencies;

OR

At least five people have made reports about the same problem in the past six months to the Council, Police or your landlord. The problem persists because of no or inadequate response from agencies and the victim feels ignored by agencies.

13.12. Anyone can use the Community Trigger if their concern is about ASB or a hate incident/hate crime and meets the criteria.

13.13. In addition, the local agencies may take into account the persistence, harm or potential harm caused by the ASB or the adequacy of response from agencies.

13.14. Community Trigger may not be appropriate in every circumstance. For example, if you have reported ASB and received a service, but the problems and the investigation are ongoing, you should contact the agency you are working with to tell them what is happening.

- 13.15. If you have reported ASB and received a service, but are unhappy with that service or the action taken, you should submit a complaint under that agency's complaints procedures.

Community Remedy

- 13.16. The Community Remedy gives victims a say in the out-of-court punishment of perpetrators for low level crime and ASB. The type of actions that may be considered could include:

- Mediation
- A written or verbal apology
- The perpetrator signing an ABC
- Paying an appropriate amount for damage to be repaired or stolen property to be replaced
- Reparation to the community (for example by doing unpaid work for a short period).

14. Closing Cases

- 14.1. We will close cases when they have been resolved, and when the complainant is happy for us to do so.
- 14.2. However, there may be circumstances when we close a case, even when the complainant does not want us to do so – these may be cases where we feel that we have done everything which is reasonable and proportionate to resolve the complaint.
- 14.3. In general, if there has been no contact made or any further complaints received within a 28 day period, we will look to close the case.
- 14.4. However, we will not assume that a case has been resolved, or a situation has improved, because we have not heard from the complainant; we will make every effort to contact them by a variety of methods prior to closure.
- 14.5. On closing each case we will record our reasons for closure and will ask the complainant to complete a customer satisfaction survey about their experiences of using the service.

15. Performance Monitoring and Review

Monitoring

- 15.1. Performance will be measured on a quarterly basis.

- 15.2. Annual Key Performance Indicators and local performance targets will be set in relation to the delivery of the service, and these will be reported to Boards and Senior Management Teams as appropriate.

Review

- 15.3. This policy will be reviewed every two years, or due to:
- Changes in relevant legislation
 - Any issues raised about the policy by an independent organisation (such as an inspection) which then in the opinion of the group would require a review of this policy.

16. Training and Awareness

- 16.1. Due to the range of skills required to effectively manage complaints of ASB, and identify any vulnerabilities or support needs, all appropriate training will be provided to every member of staff who will be involved in tackling and preventing ASB.
- 16.2. In addition, all staff will be given regular safeguarding training, and will be updated on any changes to policy, procedure or legislation around ASB.
- 16.3. In order for our communities to feel safe and secure, we may look to publicise any success that we have when tackling ASB.
- 16.4. If the action taken is of a serious nature e.g. legal action such as injunctions or possession orders, we may look to publicise these. The information we publicise will be about the perpetrator only, and could include their name, age, locality, and any prohibitions which the court has imposed.
- 16.5. Where prohibitions have been imposed, the information would also include details of who to contact if these prohibitions are breached.
- 16.6. Where a perpetrator is under 18 years of age, a decision regarding publicity would be made in accordance with Safe Durham Partnership protocols.

17. Links to other policies

- 17.1. This policy should be read in conjunction with the following associated policies:
- Complaints Policy
 - Tenancy Management Policy

- Tenancy Policy
- believe housing's Tenancy Agreements
- Domestic Abuse Policy
- Safeguarding Adults and Children Policy.

18. Complaints

18.1. If a customer is unhappy about a decision in relation to this policy, they should first follow believe housing's complaints process. If they are still not satisfied, they may then take the complaint to the Housing Ombudsman.

18.2. Useful contacts

Believe Housing Ltd – www.believehousing.co.uk or email saferneighbourhoods@believehousing.co.uk

Durham Constabulary - telephone 101 (non-emergency) or 999 (emergencies only)

To use the Community trigger, either contact Durham Constabulary on 101 or email community.trigger@durham.pnn.police.uk

Durham County Council – telephone 03000 260000 or email help@durham.gov.uk