Contents		Page
1.	Basic Principles of the Service	
1.1	Strategic Statement	3-4
1.2	Definitions of anti-social behaviour	4-5
1.3	Examples of anti-social behaviour	5-6
1.4	Anti-social behaviour categories	7
1.5	Cross tenure issues	7
1.6	Tenant expectations	7-8
2.	Working with Vulnerable People	
2.1	Victim and witness support	8
2.2	Vulnerability and Safeguarding	8-9
3.	Taking action	
3.1	Preventative action	9-10
3.2	Informal action	10
3.3	Formal action	10
4.	Partnership working	
4.1	Multi-agency work	11-12
4.2	Information sharing and confidentiality	12
5.	Service development	
5.1	Continual development	12
5.2	Service monitoring	12-13
6.	Summary of Anti-social Behaviour Procedure	
6.1	Reporting anti-social behaviour	13
6.2	Assessing anti-social behaviour	13
6.3	Investigating anti-social behaviour	14
6.4	Taking action	14
6.5	Monitoring the case	14-15
7.	Community trigger	15-16
8.	The Charter for Social Housing Residents	16-17
9.	Equality and diversity	17

Council priorities and how links to Policy

1.

Although ASB can be difficult to define because of its impact being perception led, the Council has set out in this policy, the definition and general principles that it will work to when addressing issues and complaints about ASB. The perception led nature of ASB has also required the Council to acknowledge the possibility of unreasonable or unsubstantiated complaints being made and that in those circumstances an investigation may be closed or an alternative approach taken.

1.2 Definitions of anti-social behaviour

There is no commonly agreed definition of anti-social behaviour therefore this section draws on the definition under s105 of the Anti-social Behaviour, Crime and Policing Act 2014 which defines ASB 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
>
> Conduct capable of causing housing-related nuisance or annoyance to any

This definition also sets the legal threshold that must be met in injunction applications and the discretionary grou48≥300560tio

Environmental:

- Graffiti;
- Dumping rubbish and littering;
- Dog fouling;
- Fly posting;
- Abandoned vehicles;
- Vandalism;
- Anti-social behaviour as a result of alcohol or drug misuse, including street drinking;
- Inconsiderate or inappropriate use of vehicles e.g. off-road motorbikes.
- Unacceptable property or garden condition

What is not Anti-Social Behaviour and will not be investigated under this policy may include but is not limited to the following:

Children playing in the street or communal areas;
Young people gathering socially unless they are being intimidating;
Being able to park outside your own home;
Parking related issues on a highway or shared access drive;
DIY and car repairs unless they are taking place late at night;
Civil disputes between neighbours, i.e. boundary disputes or parking disputes;
Reasonable day to day noise, i.e. babies crying, children within a household, appliance noise, doors closing.
One off parties and BBQs
Giving dirty looks or stares

1.4

Work and cooperate with South Tyneside Homes fully to resolve disputes and issues, for example by providing us with updates of incidents, attending

vulnerable, we will assess whether the risk of ASB can be effectively managed to enable the offer of effective support to enable the perpetrator to sustain their tenancy. In circumstances where ASB is serious or persistent, or support fails to bring about a change in behaviour South Tyneside Council reserves the right to use any appropriate enforcement measures contained in this policy.

Some examples of vulnerability can include, but is not limited to:

Drug and alcohol dependency;
Learning disabilities;
Physical disabilities;
Physical or mental illness;
Change in life circumstances; (e.g. relationship breakdown or bereavement)
Debt problems;
Illegal money lending;
Hoarding;
Domestic Abuse (please refer to our Domestic Abuse policy).

There is a responsibility and a
to take appropriate action where there is a suspicion or concern that a customer is vulnerable and where there is a suspicion, concern or allegation of abuse. Staff must raise their concerns about abuse immediately by making a safeguarding referral, cases that require this course of action will be additionally recorded as part of our safeguarding procedures. We will work with a range of partners, through the South Tyneside Safeguarding Children and Adults Partnership. Details of our partners are available here.

Where the support cannot be delivered solely by the Council, a multi-agency meeting will be organised to discuss the case with the relevant partnering agencies to ensure the right level of support is offered.

Where support is rejected by either the victim or the perpetrator of ASB the case will be reviewed to assess whether the case should be continued or an alternative action or solution is required.

3. Taking action

3.1 Preventative action

South Tyneside Council understands the alarm and distress that ASB can have on communities and as a consequence is committed to preventing it from occurring in the first place, where possible. We will implement the following measures with the aim of trying to reduce the potential for ASB to occur:

Have effective designs for new developments and make reasonable improvements to existing developments;

Conduct regular inspections of the properties in our ownership;

Promptly report and carry out repairs that compromise the security of a building;

Environmental Health (South Tyneside Council)

Researching best practice;

Reviewing the customer experience using satisfaction surveys and customer journey mapping;

Analysing and learning from complaints.

Monitoring reports will be presented at least once every quarter.

6.

Following the Social Housing White paper, further action was taken by the government to clarify the roles of agencies involved in tackling anti-social behaviour and signpost tenants to those agencies who can give them the most appropriate support and assistance when faced with anti- social behaviour. When it comes to anti-social behaviour, social tenants are not always clear on who they are supposed to report incidents to. The Home Office has published guidance for social housing tenants on their website: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1003578/Help_for_social_housing_ten