

## **Radian Group**

### **Summary of our policy and procedure for dealing with anti-social behaviour**

Anti-social behaviour (ASB) can affect the lives of residents and the communities they live in, often causing upset and misery, so we are determined to deal with it as quickly and effectively as we can.

We always welcome and take seriously any complaints about ASB and respond appropriately. We offer various convenient ways for anyone to report incidents of ASB and we will act quickly, investigating the complaint fairly and thoroughly, in line with our policy and procedure.

We will provide appropriate training and support for our staff to enable them to deal effectively with ASB. We will also regularly review our performance in tackling ASB, with our tenants, and will focus on continuous improvement.

For more about tackling ASB, see our information leaflet, 'Your guide to tackling anti-social behaviour', available on our website or at our offices.

### **What is anti-social behaviour?**

Anti-social behaviour (ASB) can range from minor nuisance, such as untidy gardens or barking dogs, to serious criminal acts, such as drug-dealing or domestic violence. (See also the definition at the end of this leaflet.)

The most common types of ASB include:

- noise nuisance
- threatening behaviour
- violence
- harassment
- rowdy behaviour
- litter
- dog-fouling
- graffiti
- untidy gardens
- fly-tipping
- abandoned cars.

To help us deal effectively with ASB, we have put different types of ASB into one of three categories. We respond differently to reports of ASB, depending on which of the three categories the ASB falls into, so that we take more serious action against more serious ASB and less formal action to deal with less serious ASB.

The three categories and examples of the types of ASB we include in each are in our leaflet, 'Your Guide to Tackling Anti-social Behaviour'.

## **How we deal with anti-social behaviour**

### **Respecting others**

We want respect for others to be a natural part of everything we all do. As part of working towards this, we want to meet the Government's Respect Standard for Housing Management. This means providing good-quality services to help us deal with and stop anti-social behaviour, as well as encouraging everyone to consider the needs of those around them, care about the community, and allow others to live their lives in peace.

Meeting these standards will involve six commitments from us:

- Providing leadership in tackling anti-social behaviour.
- Reassuring residents and enabling them to effectively report ASB and work with us.
- Preventing ASB and tackling it as quickly as possible.
- Providing services that are specifically designed to tackle ASB, and support for victims and witnesses.
- Protecting communities by taking swift legal action, where appropriate.
- Providing support to people who have caused ASB to change their behaviour.

We cannot achieve this alone, so we will work with residents and other individuals and agencies in the community to do so.

### **Working with other agencies and giving support**

We will work with other agencies to tackle and prevent ASB and to offer relevant advice to the complainant and the perpetrator (wrongdoer). We will also agree protocols (rules for working) for exchanging information with other agencies, such as the police and social services, to help prevent or detect crime.

We will effectively support victims and witnesses of ASB, working with other agencies. We will also give a high priority to the safety and well-being of witnesses.

We will train our staff to record reports of ASB and gather witness statements, using professional witnesses when necessary. We will also regularly update complainants on our progress in dealing with their complaint of ASB.

### **Taking action to deal with anti-social behaviour**

There are various things we can do to deal with ASB. For example we can ensure tenants and leaseholders know and understand the terms of their tenancy agreement, and the consequences of breaking these terms. If necessary we can also take legal action against those responsible for the ASB, including one or more of the following:

- Notice of Intention to Seek Possession
- Anti-social behaviour order (ASBO)
- Anti-social behaviour injunction (ASBI)
- Demotion Order, which reduces the tenant's rights
- Possession Order, which allows us to take back the property.

We will also try to give residents the opportunity to take part in activities that encourage them to work together to improve their neighbourhoods and that tend to discourage ASB.

### **Monitoring and reviewing our performance**

We will regularly review our performance in tackling complaints of ASB. We will also review our policy and procedure each year, in the light of new laws and best practice in other organisations. This will help us improve the way we respond to ASB and help make a positive difference to the quality of life of all residents in the community.

### **Definition of anti-social behaviour**

Our definition of ASB is based on the Housing Act 1996. We consider anti-social behaviour to be:

‘conduct which is capable of causing nuisance and annoyance to any person and directly or indirectly relates to or affects the housing management functions of a member of the Radian Group’

‘conduct which consists of or involves using or threatening to use housing accommodation owned or managed by a member of the Radian Group for an unlawful purpose’.