

Anti-Social Behaviour Policy

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1 Policy information

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2 Policy Statement

SLH adopt a proactive approach towards Anti-social Behaviour (ASB) in our communities and aim to take efficient and effective action to prevent, reduce and resolve issues of ASB, Hate Crime and Domestic Abuse. We believe that all our customers have a right to feel safe in their homes, without the stress, fear, and tensions that ASB and crime cause.

Building strong communities where people choose to live and stay and where they feel safe is a core theme of our organizational vision.

South Liverpool Homes (SLH) is committed to tackling anti-social behaviour (ASB) in a timely and effective manner. ASB covers a range of behaviour, which if left unchallenged can damage the quality of resident's lives and interfere with their right to enjoy their home and community. SLH has a designated Community Safety Team who are experienced and knowledgeable in ASB practice.

This policy highlights the measures we can use to tackle ASB and the positive early steps to prevent the escalation of the problems. When investigating complaints of ASB, colleagues will remain objective and will collect and gather evidence that supports transparent decision making on the case. We will use a harm centred approach putting victims and witnesses at the heart of our work and ensure they receive our full support before, during and after the investigation process. We believe that communication with victims and witnesses is essential, and they will be supported throughout the investigation process. We will work with our partners to safeguard our customers and contribute to effective problem solving.

We are committed to acting in a fair and balanced manner and this will involve supporting as well as challenging those involved in causing ASB to change their behaviour.

The policy details the range of options available to customers for making complaints but also the options available to us to deal effectively with ASB. SLH use all options available to us in order to respond to ASB and we are clear that breaches of tenancy and illegal activity in our homes and neighbourhoods is not tolerated.

SLH will publicise the action we take in regard to ASB where proportionate and reasonable to do so. We will anonymize case studies and highlight the work the team does to increase community confidence.

The policy will adhere to our regulatory requirements contained in the Neighbourhood and Community Standard. This policy was reviewed as the regulator for social housing is introducing new tenant satisfaction measures in line with the Social Housing White Paper. We will adopt the recommendations of the regulator and ensure they are embedded in our approach to measure tenant satisfaction in relation to ASB services.

3 Policy aims

The aims of this policy are to:

- Encourage customers to report any ASB issues they are experiencing to us.
- Contribute to the long-term sustainability and the reduction of ASB within our neighbourhoods to help deliver our vision of Great Homes, Strong Communities, and bright futures.
- Manage reports of ASB efficiently and effectively within promised timescales
- Direct victims, witnesses, and perpetrators to appropriate support agencies
- Take proportionate and appropriate action against perpetrators at each stage of the ASB investigation
- Protect victims and witnesses from immediate harm and help them feel comfortable and safe in their homes
- Work in partnership with other agencies to prevent and respond effectively to anti-social behaviour.

4 How we define Anti-Social Behaviour

SLH adopts the definition of ASB as defined in the Anti-Social Behaviour, Crime and Policing Act 2014:

- 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.

We are committed to ensuring all residents and customers enjoy their homes and neighbourhoods without fear for their safety.

ASB for the purposes of this policy, includes but is not limited to:

- Harassment of all types including incidents of Hate Crime (SLH deal with instances of Hate Crime through our Hate Crime policy)
- Criminal behaviour e.g., threat of violence, use of, carrying or storage of offensive weapons
- The use, cultivation, storing and sale of illegal drugs
- Domestic abuse (SLH deal with instances of domestic abuse through our Domestic Abuse policy)
- Verbal abuse (this could include foul or offensive language)
- Intimidation
- Noise including loud music, parties, and excessively loud shouting
- Aggressive animals

- Youth disturbance
- Engaging in criminal activity within the locality
- Riding motorbikes, quad bikes, mopeds on anywhere other than the public highway
- Damage to property (including graffiti and vandalism)

Reasonableness test

SLH will also use a reasonableness test when deciding whether the reported behaviour, should be investigated, by the Community Safety Team under the ASB policy.

We recognise that all our customers are individuals and have different lifestyles. There is some behaviour that may cause a nuisance to others or impact on their lifestyle such as noise transference from neighbouring homes, however the behaviour itself would not be considered unreasonable. When deciding on whether the behaviour is reasonable, we will consider a number of factors such as the type of the behaviour reported, the severity, frequency, duration, and the harm caused to the complainant or the community. Whilst our tenancy agreement does not specify times where noise is acceptable, we adapt a harm centred approach and therefore the time of the reported behaviour will be taken into account when looking at reasonableness. For example, a group of children playing outside shouting at 2pm in the afternoon would not be considered unreasonable, if it was 6am in the morning then it would cause more harm and would therefore be considered as unreasonable.

If we feel that reported behaviour is reasonable, then we will not investigate the behaviour under this policy.

Examples of this behaviour could include the following:

- One off or ad hoc parties for a birthday or Christmas
- Day to day living noise such as children playing,
- Ad hoc DIY/ car repairs
- Talking in their homes or walking around their homes
- People staring or giving dirty looks at others
- Car parking disputes
- Minor disagreements between neighbours
- Animal noise/behaviour
- Disputes/arguments on social media
- Lifestyle clashes
- People being rude or using rude gestures
- Cooking odours
- Disputes involving CCTV/filming and recording unless it's part of ongoing harassment

SLH will work to manage tenants/residents' expectations with regard to behaviour that is not defined as ASB by this policy and will offer advice and guidance and where appropriate will expect them to take steps to resolve the situation themselves such as engaging with mediation or discussing the issue with their neighbour.

Low level nuisance of this kind such as banging doors, overgrown gardens, noise transference, and hoarding will not be managed under this policy and will be handled by our Neighbourhood Services Team. SLH recognise our role in promoting community cohesion and will try to put appropriate measures in place to try to prevent low level cases/ disagreements escalating.

4.1 Support for SLH colleagues

We will not tolerate abuse or menacing behaviour towards colleagues or contractors, whether physical or verbal. We will treat abusive or threatening behaviour towards SLH colleagues or our contractors as ASB under the definition of this policy. And appropriate tenancy action will be taken against anyone found causing this behaviour towards colleagues.

5 Our approach to ASB.

In order to reduce the impact of ASB in our neighbourhoods we use a variety of methods including prevention, partnership working, effective and thorough investigation including nonlegal interventions and enforcement action when appropriate.

5.1 Prevention

SLH recognise that through preventative measures, instances of ASB or the impact of it can be greatly reduced.

SLH use the following tools to prevent ASB:

- New tenants are informed of their responsibilities under their tenancy agreement in relation to ASB at their sign up. Our tenancy agreement clearly defines ASB and gives clear examples of behaviour that we will be a breach of that agreement.
- Effective management of starter tenancies through our Starter Tenancy Policy
- Previous Unacceptable Behaviour of prospective tenants is considered prior to allocation of our homes- this assists us to identify any risks to the incoming tenant, due to specific vulnerabilities and existing tenants. This assists us to find the right tenant for the right property.
- **SLH will take into account previous ASB of applicants and at empty homes properties through our allocation policy to reduce the likelihood of ASB occurring.**
- SLH will promote the work we do in relation to Community Safety via our website and social media channels. We aim by doing this to give the community confidence to report issues that they experience and to also remind tenants of the importance of complying with their tenancy

agreements.

- SLH take part in awareness campaigns to highlight particular issues such as 'How to be a good neighbour' and 'how to reduce noise transference from your home.'

5.2 Partnerships

We recognise that effective partnerships are vital when dealing with ASB SLH operate partnership working at both a strategic and operational level.

Working with partners helps create shared visions for safer communities which will lead to great outcomes for our neighbourhoods as well as for those suffering and causing ASB.

SLH is a member of:

- DISARM which is a strategic group of local agencies tasked to disrupt and prevent organised crime groups operating in South Liverpool. This group also links with the local schools, alternative provisions, youth prevention and probation services
- The Hate Crime Joint Agency Group
- The Multi Agency Risk Assessment Conference (MARAC) in relation to Domestic Abuse
- Local Intervention Teams in relation to supporting young people at risk of engaging in ASB
- We attend the ASB Strategic Group which is a city-wide group sharing good practice and working on joint initiatives.
- Estate inspections/ Days of action- SLH will regularly complete estate inspections to ensure any issues relating to ASB are picked up at an early stage. We will take part in targeted multi agency days of action to deal with any emerging issues.
- We work with our partners on campaigns to highlight specific themes such as ASB, Hate Crime and Noise Nuisance awareness weeks.

5.3 Case Management

Who can make an ASB complaint to SLH

SLH will take ASB cases from anyone regardless of their tenure as long as either the reporter or the alleged perpetrator are a tenant of SLH. Complaints made by SLH leaseholders or shared owners will not be investigated under this policy and will be managed under the Leaseholder Policy.

If a private tenant or owner occupier approaches us to make a complaint against a none tenant then we will signpost them to the appropriate agency such as Merseyside Police, other Housing providers or Liverpool City Council. Where appropriate we will share information and work together to resolve issues in our neighbourhoods. Where the reported behaviour affects the management of our

housing stock.

A range of reporting facilities are available to residents which includes telephone, on-line referral through SLH's website, social media channels, email, in writing, face to face or by visiting SLH's office. Regardless of the reporting method, our response times remain the same.

Anonymous reports of ASB will be taken and investigated however where possible the complainant will be encouraged to provide their details to SLH so we can follow up after initial investigations have taken place.

There are certain times when SLH will not be the most appropriate agency to lead on the ASB investigation such and criminal activity. In these cases, SLH will communicate with the complainant that we are not the most appropriate agency to investigate their report. In these cases, we will still offer support and work with the lead agencies.

Once a report is made the referral will be triaged by the Community Safety Team and if the issue is not deemed to be ASB as defined by this policy that a tenancy management case will be generated and the NMO will take the lead on the investigation. There is flexibility within the allocation of ASB cases to determine which team is most appropriate to conduct the investigation. The Deputy Neighbourhood Manager ensures cases are progressed appropriately using the most relevant tools available through regular officer case reviews.

5.4 ASB Investigation

SLH will deal with reports of anti-social behaviour quickly and effectively. Early intervention in a case not only provides assurance to those reporting ASB that SLH is committed to tackling the issue but can be vital in resolving the issue before it escalates.

A discussion with the customer at an early stage about what they would like to see happen during an investigation helps us to manage the customers' expectations.

We will gain the customers consent to approach the alleged perpetrator. If the customer wants to remain anonymous, we will try to ensure their identity is kept unknown. There will be times however when people are identified by the very nature of the type of ASB reported. The customer will be informed if we feel identification is a risk and that it is often more difficult to resolve issues of ASB and the investigation process may take longer if a customer wishes to remain anonymous.

Where incidents of ASB are perpetrated by non-SLH tenants we will encourage them to work with us and to be part of the investigation process. Although the

intervention may lack the same power as with tenants, we will use the same remedies and tools as we would with perpetrators who are tenants.

We recognise that multi-agency working is vital. We will work with partners to secure the most appropriate action to the individual and can often act to influence partners while supporting and encouraging them to take relevant action.

5.4.1 Investigation methods

In order to effectively investigate reports of ASB, in the majority of cases SLH will require the assistance and ongoing involvement of the complainant. An action plan with the complainant will be completed at the first initial interview. The complainant will be asked to return a consent form confirming they are happy for us to contact the alleged perpetrator and that they agree with the proposed action plan. SLH will manage the customer expectations from the start of the process and explain their role in the investigation.

In order to gather appropriate evidence officers will use a variety of methods as listed below:

- Checking previous history of complaints, perpetrators and properties looking for patterns or previous reported behaviour (Remaining objective at all times).
- Interviewing complainants and alleged perpetrators to obtain the facts
- Asking witnesses to complete incident diaries or report incidents via telephone
- Making enquires to ascertain whether any independent witnesses can collaborate the reports of ASB
- Asking witnesses to use the Noise App
- Sharing information with Partner agencies
- Using professional witnesses
- Gathering of available CCTV footage or footage recorded on customers mobile phones
- Surveillance

The lead officer will keep an open mind when reviewing evidence and will remain objective at all times. The validity of the evidence will always be reviewed, and the officer will determine how reliable 3rd party evidence is.

The lead officer will keep in regular contact with the complainants and regularly review the case with them. Action plans and supports plans will be regularly reviewed and updated with the full involvement of the complainant.

During the investigation, the lead officer will make a judgement based on the evidence available to them on the most appropriate tool to resolve the reported

issues. In usual circumstances legal action will only be taken when non legal options have been exhausted however there are exceptions to this such as illegal activity and when SLH believe an immediate threat exists where immediate legal action.

The non-legal tools available to SLH to resolve ASB cases are listed below:

- Mediation
- Warning letters
- Good Neighbour agreements/ Acceptable Behaviour Contracts
- Restorative justice
- Referrals to internal support teams such as the Tenancy Sustainability Team and Health & Wellbeing Officer
- Referrals to external support agencies

5.4.2 Risk Assessments

SLH undertake a risk assessment with all complainants and alleged perpetrators of ASB during our initial interviews with both. This assists us to identify any vulnerabilities, disabilities, and support needs from an early stage. The outcome of this assessment helps colleagues ensure that the correct measures are put in place to support our most vulnerable customers, these measures are linked to the support package and officers action plan.

We will refer to both internal and external support agencies, as necessary. Examples of support agencies we often use are:

- Tenancy Sustainability Service
- Health & Wellbeing Officer
- GP/ Mental health services
- Drug & Alcohol services
- Merseyside Fire & Rescue Services.

5.4.3 Support

SLH offer a comprehensive approach to witness and victim support to ensure their safety and protection before, during and after a case.

The complainants' individual needs will be considered when deciding on evidence collection to ensure they are able to fully engage with the investigation process. SLH have a Protecting Vulnerable Witness Policy which provides further information for investigating officers.

For complainants and perpetrators whose first language is not English we will ensure that interpreters are used when possible and ensure all communication relating to the ASB investigation is translated to a language of their choosing.

Target Hardening

SLH will, when necessary, provide basic target hardening in customers' homes. This can consist of a number of different methods to make them feel safer in their own home, for example, security lights, padlocks, chains, window shock alarms, door handle alarms and PIR alarms.

Where there has been a threat of arson, we will refer customers automatically to Merseyside Fire and Rescue Service who will complete an Arson Risk assessment which may include a form of target hardening relevant to the type of risk being assessed.

5.4.4 Closing ASB cases

We will close cases in the following circumstances:

- The action or intervention has resulted in ASB being resolved or stopped
- There is no supporting evidence to take action or there is no possible action available
- The reporter does not support action to be taken
- There is evidence that the complainant is vexatious

All complainants and alleged perpetrators will be informed, either in person or over the telephone, of the case closure wherever possible and the reasons for the case closure clearly explained. This will be followed up in writing by the lead officer and all parties will be given the opportunity to provide feedback on their experience of the ASB investigation.

Cases can be re-opened within 12 weeks or a new case can be generated if the ASB is repeated after this period however in instances where the investigation has been exhausted and no new evidence is presented the lead officer can refuse to open or re-open an investigation in consultation with the Deputy Neighbourhood Manager. It is important that the customers' expectations are managed and that we do not have them reporting incidents when there is no real prospect of a resolution.

5.4.5 Enforcement- Legal Action

As a landlord, we have powers available to tackle ASB under the Anti-Social Behaviour Crime and Policing Act 2014 and the Housing Act 1988 as amended. We will use the full range of non-legal and legal interventions available to us to

stop nuisance and anti-social behaviour and to bring respite to members of our communities.

The legal tools available to SLH are:

- Civil Injunctions- with or without positive requirements
- Possession proceedings including Starter Tenancies and Absolute possession cases
- Demotions

Working with Partner agencies the following legal tools are also available:

- Closure Orders (With partner assistance)
- Community Protection Notices / Orders (With partner assistance)
- Public Spaces Protection Order

Prior to legal action being considered a proportionality assessment will be completed by the investigating officer detailing the proposed action, stating why it is needed and discussing any vulnerabilities or disabilities the alleged perpetrator may have. This will not be required in cases where the investigating officer is applying for a without notice Injunction due to an imminent risk of harm. All legal action will need to be authorised by the Neighbourhood Services & Community Safety Manager or the Deputy Neighbourhood Manager.

Without Notice Injunctions

In cases where the lead officer feels there is an immediate risk to a complainant or staff member then we may apply for a without notice Civil Injunction. In these cases, no investigation will be completed, and an immediate application will be made to the courts. These applications usually involve threats to property or person.

Drugs cases

Problematic drug use is often symptomatic of other social and economic problems, for example, high levels of unemployment, deprivation and crime. If it is not tackled effectively, it can be the cause of neighbourhood decline. SLH take a zero-tolerance approach to our homes being used for the storage, cultivation, production, or distribution of illegal drugs.

In cases where Merseyside Police have found evidence of such behaviour SLH will take enforcement action against the perpetrators. In these cases, possession proceedings will always be considered. We will speak to the tenant of the property to ascertain the facts and completed the risk assessment to identify any vulnerabilities the tenant may have. We will take into account the previous

behaviour of the tenant, their personal and family circumstances and any other relevant information before making a decision to proceed with legal action. Possession proceedings under the Absolute Possession and Starter Tenancy procedures will also be considered where appropriate.

Where it is not deemed appropriate for legal action to be taken as a minimum the perpetrator will be served 'A notice of seeking possession' as a strong warning that will remain active for 12 months. If during this time illegal activity at the address can be proven, then legal action will be taken.

In cases of this nature SLH sometimes need to wait for the outcome of the Police Investigation and criminal legal proceedings. These cases can be open for significant periods of time. It is important that we keep in touch with the alleged perpetrator during the investigation and appreciate that the threat of possession proceedings being an option for a long period of time will cause distress. Cases should not be left open for longer than necessary to reduce the distress caused to the perpetrator and their family.

In cases where there are allegations of Cannabis or other drugs being used for personal use the usual ASB investigation procedure will be followed.

6 Vexatious complainants

'During the investigation if the evidence suggests that complaints have deliberately made false allegations, we will consider taking appropriate action against the complainants. This is particularly so if their behaviour has caused distress to neighbours or others and has put an unnecessary burden on our resources.

Such behaviour might include but is not limited to:

- making allegations which we discover are untrue, in which case we will investigate whether they should be accepted and come to a decision whether to act on them or to inform the complainant that we do not accept their account.
- repeatedly making petty allegations against the alleged perpetrator, particularly where other individuals do not find their behaviour distressing or upsetting.
- repeatedly contacting us, whether by phone, email or in person, to make the same allegation to different employees, or to make similar allegations in slightly different ways.
- unreasonably refusing to accept our decision on the nature and extent of any enforcement action in a case.
- refusing to cooperate with the ASB investigation process.
- refusing to accept that certain issues are not within the scope of our ASB

policy; insisting on the alleged ASB being dealt with in ways which are incompatible with our ASB policy, procedure or with good practice.

- making unjustified complaints about staff who are trying to deal with the issues and seeking to have them replaced.
- repeatedly introducing trivial or irrelevant new information during our investigations
- submitting falsified documents.

In cases where we identify a complainant to be vexatious, we can refuse to investigate further incidents and continue whether tenancy action against them is appropriate against them. We may also limit the way in which the complainant contacts us. If we take action against a complainant under the vexatious complaints provision within this policy, then they will have a right to review. Further information can be found in the vexatious complaint's procedure.

7 The Community Trigger

The Anti-Social Behaviour Crime and Policing Act 2014 introduced the Community Trigger to ensure that relevant bodies adequately respond to reports of ASB. The Community Trigger will give victims and communities the right to request a review of their ASB case and will bring agencies together such as Merseyside Police and Liverpool City Council to take a joined-up approach to find a solution. SLH will promote the Community Trigger process on our website and complaints will be given information regarding their right to invoke a community trigger at the beginning of an ASB case. If the Threshold is met, a case review is undertaken by partner agencies. The Community Trigger can be used by all victims of anti-social behaviour

8 Colleague training

To implement this policy effectively, we aim equip to colleagues with the knowledge and training so that they deal confidently and efficiently with reports of anti-social behaviour. To do this, colleagues need to have a firm knowledge of ASB, the law and what can and cannot be done to resolve a report of ASB using the interventions available for Housing Providers.

9 Safeguarding

SLH are committed to ensuring it adopts a robust and systematic approach to safeguarding children and adults in order that the processes it adopts run as a thread through all aspects of service delivery.

Colleagues will work with a range of agencies to safeguard the welfare of children and adults with care and support needs with whom they come into contact.

Colleagues will carry out risk assessments on all complainants and alleged perpetrators in ASB cases; exceptions to this are where the complaint is

anonymous or where the referral comes from another agency (for example, the police). Where significant risks are identified, colleagues will make safeguarding referrals or referrals to other agencies as appropriate. All safeguarding concerns are entered on the Safeguarding register and training on safeguarding is provided to all customer facing teams.

For further information the Safeguarding Adults and Safeguarding Children Polices should be referred to.

10 Media and communication

Media reporting is encouraged to publicise preventative and enforcement action wherever possible. Reporting on such activities can reinforce the message that SLH and its partners are committed to dealing with anti-social behaviour. This will assist in helping to reduce the fear of crime and anti-social behaviour in our neighbourhoods.

Enforcement action taken by SLH will only be publicised in general terms and without reference to individual customer. It may be appropriate, if a Civil Injunction has been gained to consider publicising the terms of the Injunction proportionately within the community. This will help the community to monitor any breaches of the injunction. Careful consideration will be given to the effects of publicising such action on an individual, the witnesses and the community. The most appropriate elements of the media to be used will be considered. This will depend on the circumstances of a particular activity or case.

11 Data Protection, Information Exchange, and Confidentiality

SLH treats all information received in confidence, consistent with our legal responsibilities as a Data Controller to comply with the General Data Protection Regulation (GDPR) and ensure compliance with SLH's Data Protection Policy. However, in certain circumstances the sharing of information is integral to dealing with anti-social behaviour. There is also a statutory obligation to share information, even without an individual's consent; for example, to safeguarding an individual at risk of harm or neglect or in the prevention and detection of crime. When colleagues are sharing information with other agencies, they need to be aware of importance of confidentiality and data protection and wherever possible obtain consent from the data subject prior to information being shared.

Section 115 of the Crime and Disorder Act 1998 makes it lawful for organisation's engaged in multi-agency working to exchange information as part of a strategy to reduce crime and disorder.

SLH has in place information sharing arrangements with agencies such as Merseyside Police Liverpool Careline and Avela Home Service and other contractors and sub-contractors who make repairs and improvements to our

homes. We will use these arrangements to gain evidence during an investigation and to safeguard our colleagues, customers, and contractors.

SLH is registered with the Data Commissioners Office and share information in compliance with the Data Protection Act 1998.

All colleagues working for us abides by and signs the terms of the SLH Code of Conduct.

12 Monitoring and performance

We will measure success when dealing with anti-social behaviour and use customer feedback through ASB surveys and complaints to keep improving the service we provide.

Our service standard in relation to ASB are to.

- Acknowledge all reports of anti-social behaviour within 1 working day with a first interview to discuss the case arranged within five working days.
- Respond to all reports of a serious incident within 1 working day, these are determined as domestic abuse, hate crime and threats to harm life or actual physical attacks.
- Keep customers updated about what is happening with their ASB case
- Interview the person alleged with causing the problems within 7 working days.
- We will publish the actions we take to stop ASB to help send a message to the community to increase confidence and reduce ASB in our neighbourhoods.
- Give all customers the opportunity at the end of their case to tell us how they felt about the service they received.

SLH will measure ASB performance against the following operational measures:

- % Of customers satisfied with the outcome of their complaint
- % Of customers satisfied with the handling of their complaint
- % Of cases acknowledged within 1 working day
- % Of cases resolved successfully

13 Policy Review Considerations

13.1 Equality Analysis

An equality analysis was completed to identify and respond to any adverse impacts the policy may have on particular groups. Outcomes have been included within this document and within the procedural guide for colleagues.

13.2 Policy Assessment

A full policy assessment was completed in reviewing this policy. This review included a value for money assessment as well as an update of the risk map for risks associated with ASB.

13.3 Customer Influence

SLH is passionate about ensuring tenants are involved in shaping and influencing the services we provide, consultation for this policy has been undertaken with tenants, through:

- SLH Scrutiny Panel
- ASB performance feedback
- Colleagues involved in the implementation of the policy

13.4 Statutory and Legislative Framework

We will use relevant and available legislation to take action in instances of anti-social behaviour the basis of the action will depend on the nature of each case. The policy takes into account relevant legislation.

- Housing Act 1996
- Crime and Disorder Act 1998, as amended 2022
- Equalities Act 2010
- Anti-social behavior Act 2003
- Data protection Act 2018
- The Anti-Social Behaviour, Crime and Policing Act 2014
- Statutory Guidance for ASB professions (ASB crime and Policing ACT 2014)
- Home Office ASB Principals

13.5 Associated Policies

- Allocations Policy
- Safeguarding Adults Policy
- Safeguarding Children Policy
- Information Security Policy
- Data Protection Policy
- Lone Working Policy
- Health, Safety and Wellbeing Policy
- Domestic Abuse Policy
- Hate Crime Policy
- Repair and Maintenance Policy
- Chargeable Repairs Policy
- Customer Feedback Policy
- Tenancy Management Policy