

ANTI-SOCIAL BEHAVIOUR & HATE PROCEDURE



MONITORING INFORMATION

POLICY/PROCEDURE/STRATEGY:	ANTI-SOCIAL BEHAVIOUR & HATE PROCEDURE
DATE APPROVED:	AUGUST 2023
EXPIRY DATE:	AUGUST 2026
OWNER:	HEAD OF COMMUNITIES & ESTATES
APPROVAL ROUTE:	EXECUTIVE MANAGEMENT TEAM

Anti-Social Behaviour & Hate Procedure

1.0 Introduction

Key objectives of this procedure are as follows:

- 1.1 The procedure document will give the appropriate guidance to staff when dealing with incidences of Anti-social behaviour (ASB), Hate Crime & Harassment and incidences of Domestic Abuse. It will provide options as to the available remedies, and the appropriate precautions taken for the safety and welfare of customers. Teign Housing will adopt a risk-based, harm-reduction, and problem solving-approach to ASB.
- 1.2 To ensure ASB is dealt with consistently, and fairly, any customer reporting ASB will receive the same level of service wherever they live.
- 1.3 All staff managing ASB cases will be encouraged to make quality and accurate records of all actions and developments within each case

2.0 Definition

Teign Housing adopt the following definition as per the Anti-social behaviour, Crime and Policy Act 2014:

- *‘Conduct that has caused, or is likely to cause, harassment, alarm, or distress to any person, or*
 - *‘Conduct capable of causing nuisance or annoyance to a person in relation to that person’s occupation of residential premises, or*
 - *‘Conduct capable of causing housing-related nuisance or annoyance to any person’.*
- 2.1 Judgement will be exercised in deciding what amounts to anti-social behaviour in individual situations. For example, customers will have opposing perceptions on what constitutes anti-social behaviour. Teign Housing will therefore take a reasoned and proportionate approach to investigating these complaints. In some instances, these complaints won’t be investigated as anti-social behaviour but instead progressed by adopting our Good Neighbour Policy/Estate Management Policy.
 - 2.2 Whilst not limited to, here are a few examples of activities not considered to be anti-social behaviour:
 - Doors banging

- Noise from children playing
- People staring
- Loud talking from adjoining properties and/or communal areas
- Noise from domestic appliances i.e. washing machines, vacuum cleaners
- One-off parties or festivals/events – such as bonfire night
- DIY at reasonable hours

2.3 Complaints of noise nuisance will not be investigated as anti-social behaviour complaints in the first instance. We will instead examine all factors which could lead to the root cause. This is one instance where our Estate Management Policy may be invoked.

2.4 Complaints will not be investigated as anti-social behaviour if the customer refuses or fails to provide any evidence relating to the complaint being reported.

3.0 Risk Management

3.1 Teign Housing will take a harm-centred approach to managing incidences of ASB. An impact assessment is completed at the point of opening a new ASB case and is reviewed every month with the complainant. An impact assessment will help determine the actions to be taken by Teign Housing and the complainant to reduce the risk of harm.

3.2 Cases of Domestic Abuse will be risk assessed using the national SafeLives Dash Risk Checklist and in accordance with our Domestic Abuse Policy.

3.3 The following 'A categories' of ASB will be responded to within 1 working day.

- Actual or Threatened violence against a person or property
- Domestic Abuse
- Hate Crime (including hate-related graffiti)
- Sexual Abuse

4.0 Case Management Principles:

4.1 We will always encourage people to discuss complaints with the person they allege is causing the nuisance in the first instance (where it is appropriate and safe to do so). Sometimes people may not be aware they are causing a nuisance, for example when it relates to noise nuisance or that associated with children playing.

- 4.2 You do not have to be a tenant of ours to make a complaint about anti-social behaviour, we will take complaints from any individual who is affected by nuisance or ASB within our communities. We will work with partner agencies to try and resolve complaints, and we will refer complaints about non-Teign Housing tenants to the appropriate external agency.
- 4.3 Whilst we do accept anonymous complaints, we will not be able to advise an anonymous complainant of progress or check key facts with the alleged perpetrator. Similarly, anonymous complaints will limit the remedies that we can seek to resolve complaints of anti-social behaviour.
- 4.4 We will respond to complaints of ASB using the following timescales:

Category	Type	Response Time
A	Actual or threatened violence against people or property Domestic abuse Sexual abuse Graffiti (if related to a hate crime) Hate crime	1 working day
B	Drug and alcohol related nuisance Pet and animal nuisance Shouting Swearing Harassment Verbal abuse Any other illegal activity in the locality of the home	3 working days
C	Graffiti Vehicle nuisance Noise nuisance	5 working days

Case Management Procedure:

Procedure requirement	Timescales	Who is responsible	Appendix
Reporting an ASB complaint			
Contact from customer by phone to report new ASB case initiates impact assessment. Focus on high-risk individuals. Details of call logged and sent to a case handler.	Immediately	Community Housing Officer, Independence and Wellbeing Advisor, Customer First Team.	A
Contact of new ASB complaint received via Webchat, Tenant Portal, e-mail passed to ASB case handler.	Immediately	Customer First Team	
Contact from customer to report existing ASB case. Details of call logged on the system and passed to case handler.	Immediately	Community Housing Officer, Independence and Wellbeing Advisor, Customer First Team.	
Calls received Out of Hours. Received by ASB Respect Line. File note taken and submitted to case handler before 09:00am next working day. Impact assessment to follow by case handler	Immediately	ASB Respect Line – Call handler, Community Housing Officer, Independence and Wellbeing Advisor	
Domestic Abuse cases do not require risk assessment and passed to Domestic Abuse champions/Leads. (Communities and Compliance Managers, Head of C&C, Independence and Wellbeing Manager, Tenancy Sustainment Manager)	Immediately	Community Housing Officer, Independence and Wellbeing Advisor, Communities and Compliance Manager, Independence and Wellbeing Manager, Customer First Team	B
Opening a new ASB case			
All new ASB cases are open using Civica Cx – ASB module.		Community Housing Officer, Independence and Wellbeing Advisor	C

All new ASB complaints will be acknowledged within SLA timescales and actioned using Civica Cx task within ASB module, any cases falling overdue are recorded with a reason		Community Housing Officer, Independence and Wellbeing Advisor	
Contact the complainant to interview and complete an Action Plan. Case handlers will be mindful of any vulnerability, support needs, and safeguarding issues. This should be highlighted as early as possible, and any support options should be explored with the complainant.	Within 5 working days	Community Housing Officer, Independence and Wellbeing Advisor	
In all cases agreement will be sought by the complainant before any action is taken. The complainant should understand that their identity may become known because of our investigation, even though we will not disclose this directly.		Community Housing Officer, Independence and Wellbeing Advisor	
Investigation			
All meetings and communications regarding the case will result in detailed notes on our CRM system and/or written/signed documents. Any evidence must be recorded on Cx system.	Immediately	Community Housing Officer, Independence and Wellbeing Advisor, Communities and Compliance Manager, Independence and Wellbeing Manager, Customer First Team	
If the complainant decides to contact the alleged perpetrator in the first instance to try and resolve the matter, a follow up call will be made to establish the outcome of this.	Within 7 days	Community Housing Officer, Independence and Wellbeing Advisor	
If the complainant agrees for us to contact the alleged perpetrator a meeting/call/interview/letter will be arranged. Counter allegations may be made.	As soon as possible	Community Housing Officer, Independence and Wellbeing Advisor	
If there is any possibility of a child or vulnerable adult being at risk as a result of a safeguarding concern, then Teign Housing's Safeguarding Procedure must be followed.	Immediately	Community Housing Officer, Independence and Wellbeing Advisor	

All parties will be kept informed of any progress in the case. There will be regular agreed contact, at least every 2 weeks, with the complainant. Where there is a high vulnerability factor, or increased risk of harm, then more frequent contact will be agreed with the complainant.		Community Housing Officer, Independence and Wellbeing Advisor	
The case handler will hold monthly case reviews with the complainant to discuss the investigation, actions to date, and update the impact assessment form		Community Housing Officer, Independence and Wellbeing Advisor	
Should the alleged perpetrator not engage, then a letter will be sent detailing the allegations and a warning against any such conduct, and the consequences of continued ASB.		Community Housing Officer, Independence and Wellbeing Advisor	
Partnership working			
Teign Housing are covered by information sharing protocols (ISPs) and legislation such as Section 115, Crime and Disorder Act 1998.		Community Housing Officer, Independence and Wellbeing Advisor, Communities and Compliance Manager, Independence and Wellbeing Manager	
Teign Housing are regulated by the Department of Levelling up Housing and Communities and required to work in collaboration with statutory services to resolve ASB.		Community Housing Officer, Independence and Wellbeing Advisor, Line-Managers	
Reporting safeguarding concerns is everyone's responsibility and should follow the safeguarding procedure document.		All staff	
Case handlers should keep internal departments and teams informed on the progress of ASB cases to ensure more joined-up working.		Community Housing Officer, Independence and Wellbeing Advisor	
Attendance at multi-agency meetings is required to agree positive requirements to support case management and possible legal action.		Community Housing Officer, Independence and Wellbeing Advisor,	

		Communities and Compliance Manager, Independence and Wellbeing Manager	
Supporting all parties			
Where risks or support needs have been identified in either party, it may be necessary to make referrals to partner agencies for support		Community Housing Officer, Independence and Wellbeing Advisor	
Where any complainant, or other involved party wishes to move following a significant incident, or because they are at risk of significant harm, a referral for a management move can be considered. Complainants will be advised that priority will not be automatically given, but each case will be considered on its own merits.		Community Housing Officer, Independence and Wellbeing Advisor	
Any referrals for support which are refused by the complainant, or other involved parties will be detailed in the case notes.		Community Housing Officer, Independence and Wellbeing Advisor	
If the complainant feels insecure at their home following an incident a security device may be considered, as well as target hardening, that makes the complainant's home more secure. Out-of-Hour calls will be arranged using the ASB Respect Line.		Community Housing Officer, Independence and Wellbeing Advisor	
It is imperative to keep the confidence of complainants and witnesses. Therefore: *Do what has been agreed* *Update on progress and actions* *Keep in contact according to what has been agreed* *If something cannot be done, then the complainant and witnesses must be told*		Community Housing Officer, Independence and Wellbeing Advisor	

Deciding on action			
If the investigating leads to no evidence that the complaint should be pursued, then the complainant must be notified. Explanation to include; investigations taken, assurance that the complaint was treated seriously, that the matter has been recorded on the system, and to agree that if no further incidences occur then the complaint is closed.		Community Housing Officer, Independence and Wellbeing Advisor	
If evidence is found to substantiate the complaint, then a decision will be made as to what action to take. A problem-solving approach will be adopted, to prevent more prescriptive legal action being taken.		Community Housing Officer, Independence and Wellbeing Advisor	
Prior to legal action being taken a proportionality assessment will be completed and signed off by the line manager for approval.		Community Housing Officer, Independence and Wellbeing Advisor, Communities and Compliance Manager, Independence and Wellbeing Manager	D
Should a without-notice injunction be considered, then a proportionality assessment will be completed on the days following the first hearing.		Community Housing Officer, Independence and Wellbeing Advisor	
Assessing proportionality is an ongoing process, and any significant changes in the case circumstances should trigger a re-evaluation of the proportionality assessment.		Community Housing Officer, Independence and Wellbeing Advisor	
Line managers are responsible for signing off/agreeing on any court paperwork before an injunction, or possession can be considered.		Communities and Compliance Managers, Independence and Wellbeing Manager	
Where costs are awarded against the perpetrator in the conclusion of any legal proceedings, the case handler must notify the defendant of this, and that these costs will be recoverable by Teign Housing.		Community Housing Officer, Independence and Wellbeing Advisor	
Notices/legal action			
All notices, and legal paperwork must be stored in Documotive		Community Housing Officer, Independence and Wellbeing Advisor	

Any tenant under a live notice, will require an alert on the system for the duration the notice is valid.		Community Housing Officer, Independence and Wellbeing Advisor, Communities and Compliance Manager, Independence and Wellbeing Manager	
Any witness statements must be proof-read by a line-manager before being submitted to court.		Community Housing Officer, Independence and Wellbeing Advisor, Communities and Compliance Manager, Independence and Wellbeing Manager	
Closing the case			
The complainant will be contacted to discuss closing their ASB complaint. The conversation will include a review of the investigation, actions taken, and any outcomes. The complainant will be advised that closing the case will not prevent them from contacting Teign Housing in the future to report incidents of ASB.		Community Housing Officer, Independence and Wellbeing Advisor	
A letter summarising the case, investigation and actions taken will be sent to the complainant including the reason for why the complaint has been closed.		Community Housing Officer, Independence and Wellbeing Advisor	
Satisfaction surveys will be completed by the line manager to monitor performance standards.		Communities and Compliance Manager, Independence and Wellbeing Manager	
If Complainant is using the Noise App. Close down case in the Noise App system.		Community Housing Officer, Independence and Wellbeing Advisor	
Key Performance Measures			
Line managers/Head of C&C will be responsible for ensuring key performance measures are met via the internal balanced scorecard.		Communities and Compliance Managers, Independence and Wellbeing Manager, Head of Communities and Compliance	E

5.0 Resolving ASB Complaints

We will work hard to resolve complaints of anti-social behaviour as quickly as possible. In all cases, formal enforcement action will always be the absolute last resort and where appropriate we will ask complainants to try and resolve complaints on an individual basis. There is a range of tools that we may consider using when attempting to resolve anti-social behaviour, the implementation of each resolution will be at the discretion of the case officer or overseeing manager.

An example of the remedies is set out below:

- **Starter Tenancy Management** – new tenants to social housing will be placed on a Starter Tenancy for a probationary for an initial period of 12 months (18 months if extended). If there is serious proven ASB during this time we may look to end the Starter Tenancy by serving a Section 21 Notice and seeking mandatory possession.
- **Informal resolution** – we will always try and speak to alleged perpetrators of anti-social behaviour when it is appropriate to do so. This may be by conducting a visit, speaking to the perpetrator on the phone or conducting an office or virtual interview.
- **Formal warning** – Upon considering the complaints made and considering the evidence available we may need to issue a more formal written warning, ordinarily this will be supported with a conversation to explain the letter.
- **Mediation** – where appropriate we will offer mediation as a resolution for parties to consider. It may be that as a landlord it is not appropriate for us to intervene formally, and we may ask parties to consider discussing their differences in a controlled environment.
- **Good Neighbour Agreement (GNA)** – We will use Good Neighbour Agreements when there are three or more households associated in low-level anti-social behaviour. There will be several conditions set out within the agreement to reduce the impact the behaviour is having on the immediate or wider community.
- **Restorative Practice** – This empowers residents to take control of their own conflict and find appropriate solutions. Teign Housing can help facilitate by providing neighbours the opportunity to talk openly in a calm environment and giving the affected party an opportunity to explain how they have been affected and what needs to be done to improve the situation.

- **Acceptable Behaviour Contract (ABC)** – An acceptable behaviour contract is voluntary contract between us and the alleged perpetrator (and sometimes an external agency e.g. the Police). The contract sets out our expectations in terms of behaviour and will address the nature of complaints that we are receiving.
- **Formal enforcement action** – if all other avenues are exhausted and the burden of proof is such, we may consider pursuing formal enforcement action. This may be by way of pursuing an injunction or seeking possession. To pursue formal enforcement action, it will be necessary for any complainants to support our claim. If we do not have the support of those complaining of ASB we will be severely limited in pursuing any formal enforcement action.
- **Mandatory Possession** – In some instances, incidents of anti-social behaviour may be sufficiently serious that mean we are entitled to mandatory possession using ground 7A of the Housing Act. In summary, ground 7A (mandatory possession) is reserved for the most serious incidents of housing related anti-social behaviour or criminality. If we use ground 7A the tenant will have a right of appeal and the process is support by separate guidance. An order for possession will still be required by the Court.

6.0 Deciding not to investigate complaints as ASB

We accept that not all neighbours will get along. However, we are clear that not all disputes constitute anti-social behaviour, and it may not be appropriate for us to intervene. For example:

- Actions which amount to no more than customers going about their normal everyday activities, for example, children playing, and using household appliances (tumble dryers, washing machines etc).
- Complaints which are not a breach of the terms of tenancy, for example, unsubstantiated complaints of people staring, parking disputes (on non-Teign Housing land), taking photographs or videos from public areas, complaints related to a family breakdown (e.g., contact arrangements)
- Actions which amount to people not being pleasant to each other or simply not getting on but are not sufficiently serious to justify our involvement. The investigation of anti-social behaviour is based on evidence and not whether a particular individual is liked/disliked.

- Complaints about people being inconsiderate or thoughtless where there is no breach of tenancy, for example people parking inconsiderately, not taking part in community activities, not speaking with other neighbours.
- Complaints about other people having lifestyles that offend others, for example issues about differences in parenting, who people socialise with, how people dress, what they do in their own homes unless the behaviour is a breach of tenancy.
- Complaints about disputes between two or more parties that have their origins in social media. There are sufficient tools on social media to allow people to 'block' people they do not want to speak to. There is an expectation that individuals take responsibility for the contacts they receive on social media.
- When a case is a criminal matter being investigated by the Police it is likely that we will await the outcome of the Police investigation before responding/progressing complaints of anti-social behaviour.

7.0 Multi-Agency Working

Working with our key partners is often integral to resolving anti-social behaviour. Therefore, we will liaise with key partner agencies to respond to complaints of anti-social behaviour these agencies whilst not limited to include, the Police, Local Authority, Social Care, Domestic Abuse services, and the NHS. As part of our case management, we may look to make referrals to appropriate support services e.g. Social Services, ordinarily these referrals will be made with the individual's consent.

We will actively participate in Community Trigger Reviews convened by the Local Authority or Police and carry forward any recommendations made or actions arising as per the review meeting. Teign Housing recognises that the Community Trigger is an empowering tool to support victims of anti-social behaviour, crime and disorder as well as ensure transparency and accountability from involved agencies. Because of this, we will actively promote, signpost and support complainants to information relating to a Community Trigger at the earliest possible opportunity. In some instances, we will support complainants who struggle to read or write to complete a Community Trigger application on their behalf.

8.0 Equality

Our commitment to equality runs through the organisations' service delivery. When we receive and subsequently investigate complaints of anti-social behaviour, we will have regard to the provisions set out in the Equality Act (2010). We will consider any associated

vulnerabilities of both the complainant(s) and perpetrator(s) and make reasonable adjustments to our service offer where appropriate. We will liaise with appropriate third parties to try and assist in our efforts to resolve cases of anti-social behaviour.

9.0 Confidentiality

We will always do our best to respect the confidentiality of complainants when we progress complaints of anti-social behaviour. However, given that we are often discussing specific allegations it is entirely conceivable that alleged perpetrators may deduce who has complained about them. We manage our customers' personal information very carefully and will not ordinarily share your personal information with anybody else, unless you give your permission for us to do so. However, we will be obligated to share information with the Police if it is in relation to the prevention and/or detection of crime, or we may seek to make referrals to third parties if they are deemed to be in an individual's 'best interest' and any decision to share information will be clearly documented.

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Summary of progress					
As services we have tried the above actions and interventions and the high risk is still present. There is a risk that further harm may come to members of this household and therefore requesting these next steps as an exceptional circumstance					
Application to Devon Home Choice	Yes	No		TDC ASB and Safeguarding Officer	
Priority Banding on Devon Home Choice	Yes	No		Local Police Officer	
Access to emergency Accommodation	Yes	No		Housing Officer	

	Scale				
	1-2	3-4	5-6	7-8	9-10
How Often Does this Happen	Daily	Most Days	Most Weeks	Most Months	Only Occasionally
Are the incidents linked	Yes	a few have been	one other linked incident	another unlinked incident	No
Are Incidents Getting Worse	Yes	Moderately	Some	No	Reducing
Do you know the offender	Yes	They are Known to each other	Known through family/Associates	No	No
Does the Perportrator has a history	Perp or Associates are currently harrasing the victim	Perp or Associates have harrassed the complainant in the past	Perp or their associates have harrassed the complainat in the past	Perp or their associates have not harrassed the victim but have have a history of harassment	No
Have other agencies been made aware	No	No	One other service	Yes	No
Is this behaviour targeted	Victim	Victim Family	The community	No	No
Do you feel that there is a trigger for targeting?	Your faith , nationality, ethnicity, sexuality, gender, disability (this score will always be urgent)				No
Is there anything that has increased the risk	Physical Assult	Verbal Abuse	Harasement	Affected a little	No
How effected do you feel by what has happened?	Extremely affected	Affected a lot	Moderately affected	Affected a little	Not at all
Has your or anyone else physical health been affected	Yes currenly in treatmnet	Yes Waiting for treatment	Feel like I need treatemnt	it might affect me	No
Has your or anyone else mental health been affected	Yes currenly in treatmnet	Yes Waiting for treatment	Feel like I need treatemnt	it might affect me	No
Do you have any other support workers involved	No	Refferal has been made	awaiting allocation	Yes	No
Do you have any friends or family to support you	No	Non-local family and friends	Local family and friends	Yes direct family	No
Apart from you do you think anyone easle has been effected	Family	Direct Neighbours	Wider Community	Local Town	No
Have we recived any other comaplnants	Muiltple from other sources	Muiltple same source	A few	One other compalint	No
Police history	Long History of reports	A History of reports	some reports	a few repots	No other Reports
LA history	Long History of reports	A History of reports	some reports	a few repots	No other Reports
Housing History	Long History of reports	A History of reports	some reports	a few repots	No other Reports

Appendix B – DASH template

Name of victim:

Date:

Restricted when complete

Safelives Dash risk Identification checklist for use by IDVAs and other non-police agencies⁴ for identification of risks when domestic abuse, 'honour'- based violence and/or stalking are disclosed

Please explain that the purpose of asking these questions is for the safety and protection of the individual concerned. Tick the box if the factor is present. Please use the comment box at the end of the form to expand on any answer. It is assumed that your main source of information is the victim. If this is <u>not the case</u> , please indicate in the right hand column	YES	NO	DON'T KNOW	State source of info if not the victim (eg police officer)
1. Has the current incident resulted in injury? Please state what and whether this is the first injury.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Are you very frightened? Comment:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. What are you afraid of? Is it further injury or violence? Please give an indication of what you think [name of abuser(s)] might do and to whom, including children. Comment:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4. Do you feel isolated from family/friends? ie, does [name of abuser(s)] try to stop you from seeing friends/family/doctor or others? Comment:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5. Are you feeling depressed or having suicidal thoughts?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6. Have you separated or tried to separate from [name of abuser(s)] within the past year?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7. Is there conflict over child contact?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8. Does [name of abuser(s)] constantly text, call, contact, follow, stalk or harass you? Please expand to identify what and whether you believe that this is done deliberately to intimidate you? Consider the context and behaviour of what is being done.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9. Are you pregnant or have you recently had a baby (within the last 18 months)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10. Is the abuse happening more often?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11. Is the abuse getting worse?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12. Does [name of abuser(s)] try to control everything you do and/or are they excessively jealous? For example: in terms of relationships; who you see; being 'policed' at home; telling you what to wear. Consider 'honour'-based violence (HBV) and specify behaviour.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
13. Has [name of abuser(s)] ever used weapons or objects to hurt you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
14. Has [name of abuser(s)] ever threatened to kill you or someone else and you believed them? If yes, tick who: You <input type="checkbox"/> Children <input type="checkbox"/> Other (please specify) <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Tick the box if the factor is present. Please use the comment box at the end of the form to expand on any answer.	YES	NO	DON'T KNOW	State source of info
15. Has [name of abuser(s)] ever attempted to strangle / choke / suffocate / drown you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
16. Does [name of abuser(s)] do or say things of a sexual nature that make you feel bad or that physically hurt you or someone else? If someone else, specify who.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
17. Is there any other person who has threatened you or who you are afraid of? If yes, please specify whom and why. Consider extended family if HBV.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
18. Do you know if [name of abuser(s)] has hurt anyone else? Consider HBV. Please specify whom, including the children, siblings or elderly relatives: Children <input type="checkbox"/> Another family member <input type="checkbox"/> Someone from a previous relationship <input type="checkbox"/> Other (please specify) <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
19. Has [name of abuser(s)] ever mistreated an animal or the family pet?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
20. Are there any financial issues? For example, are you dependent on [name of abuser(s)] for money/have they recently lost their job/other financial issues?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
22. Has [name of abuser(s)] ever threatened or attempted suicide?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
23. Has [name of abuser(s)] ever broken bail/an injunction and/or formal agreement for when they can see you and/or the children? You may wish to consider this in relation to an ex-partner of the perpetrator if relevant. Bail conditions <input type="checkbox"/> Non Molestation/Occupation Order <input type="checkbox"/> Child contact arrangements <input type="checkbox"/> Forced Marriage Protection Order <input type="checkbox"/> Other <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
24. Do you know if [name of abuser(s)] has ever been in trouble with the police or has a criminal history? If yes, please specify: Domestic abuse <input type="checkbox"/> Sexual violence <input type="checkbox"/> Other violence <input type="checkbox"/> Other <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Total 'yes' responses				

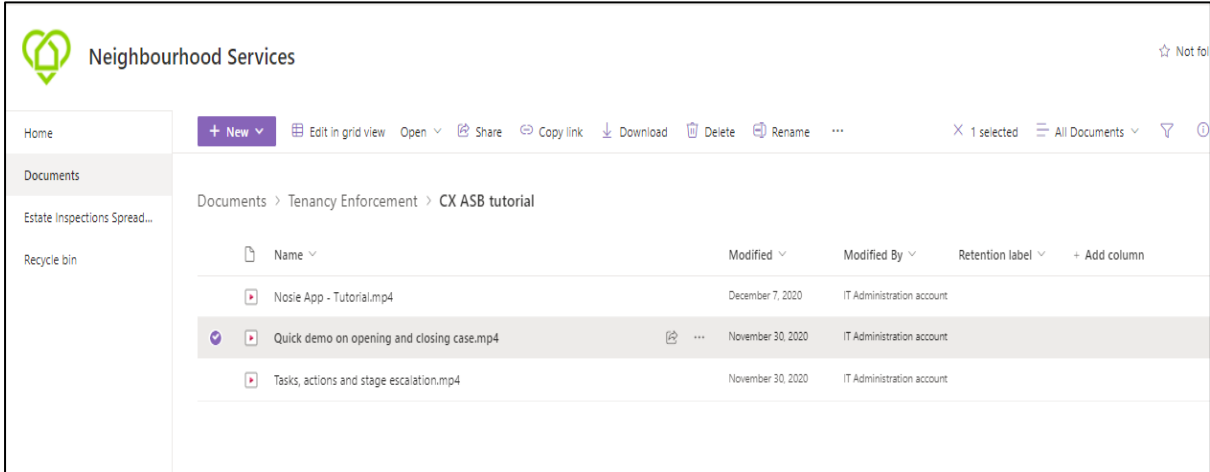
For consideration by professional

<p>Is there any other relevant information (from victim or professional) which may increase risk levels? Consider victim's situation in relation to disability, substance misuse, mental health issues, cultural / language barriers, 'honour'- based systems, geographic isolation and minimisation. Are they willing to engage with your service? Describe.</p>	
<p>Consider abuser's occupation / interests. Could this give them unique access to weapons? Describe.</p>	
<p>What are the victim's greatest priorities to address their safety?</p>	

<p>Do you believe that there are reasonable grounds for referring this case to MARAC?</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>
<p>If yes, have you made a referral?</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>
<p>Signed</p>	<p>Date</p>
<p>Do you believe that there are risks facing the children in the family?</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>
<p>If yes, please confirm if you have made a referral to safeguard the children?</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>
<p>Signed</p>	<p>Date referral made</p>
<p>Name</p>	<p>Date</p>

Appendix C – Cx ASB Module Guide

Screensharing ASB Module located in Neighbourhood Services Drive > Tenancy Enforcement > CX ASB Tutorial



Appendix D – Proportionality Assessment



Proportionality Assessment

Date completed:

Name of Respondent	
Address of Respondent	
Type of action being considered: <u>E.g.</u> Injunction, demotion, possession etc.	

List the informal and formal action that has been taken in this matter so far <u>E.g.</u> ABC? Mediation? Visits?	
Does the Respondent have any vulnerability? <u>E.g.</u> Learning difficulty? Victim of domestic abuse?	

<p>Is it believed that the Respondent/ is disabled within the meaning of the Equality Act 2010?</p> <p><u>e.g.</u> registered disabled?</p> <p><u>e.g.</u> Mental health history (previously been sectioned or known to mental health team?)</p> <p>If yes, please give details including whether it is believed that the anti-social or criminal behaviour is linked to this disability.</p>	
<p>Has the Respondent been offered or referred for any support?</p> <p>If yes, to who?</p> <p>When was last contact made and how?</p>	
<p>What impact is the behaviour having on victims/wider community/partner resources?</p>	



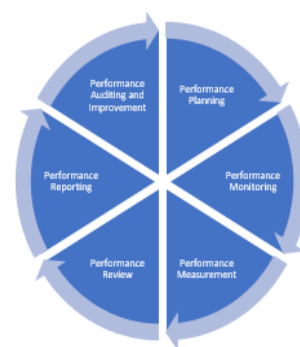
<p>Has re-housing been considered and by who?</p>	
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<p>Summarise why the proposed action is considered to be necessary and proportionate</p>	
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<p>I can confirm that I have reviewed this case and the facts above and believe that the action suggested is necessary and a proportionate means to achieve a legitimate aim.</p>	
<p>Proportionality Assessment Completed by:</p>	
<p>Job Title:</p>	
<p>Date:</p>	
<p>Managers sign off:</p>	

Appendix E – Management Performance Framework

- **Performance Planning:**
 - Excellent Services: ensuring all activities relating to ASB align with Regulatory Standards and strategic objectives.
- **Performance Monitoring:**
 - Monthly performance monitoring. Case review audits are completed during pathways to success meetings with case handlers. Satisfaction surveys for all ASB cases closed. Ensuring SLA timescales for ASB are met or providing an explanation for those overdue. Average ASB case open timescales. Data sourcing from SSRS.
- **Performance Measuring:**
 - Quarterly reports to EMT on ASB performance by the Head of Communities and Compliance. Performance measured against SE and SW Housing Providers <10,000 properties New ASB cases monthly. Sector trends.
- **Performance Review/Auditing:**
 - Ensuring Policy and Procedures are fit for purpose, adequate procedures are in place to ensure continuous improvement, data integrity and managing SLAs with third-party contractors.
- **Performance Reporting:**
 - Scrutiny Group/Audit Committee. Balanced Scorecard monthly. Quarterly EMT Reports. Annual TSM reporting.



Transactional questions following the closure of an ASB complaint (Recommended by Housemark) under Customer Satisfaction of ASB Scorecard:	
Thinking about your recent anti-social behaviour complaint, how satisfied or dissatisfied were you with the following:	The way your anti-social behaviour complaint was handled by Teign Housing
Thinking about your recent anti-social behaviour complaint, how satisfied or dissatisfied were you with the following:	The outcome of your anti-social behaviour complaint
Thinking about your recent anti-social behaviour complaint, how satisfied or dissatisfied were you with the following:	Teign Housing was easy to deal with

Key Performance Indicators (KPIs):

	Risk Code	Performance 2022-23	Trend	Actual 2023-24 YTD
Customer Satisfaction				
With Management of ASB		100%		-
Monthly Indicators				
Number of households not accessed in 2 years by the Housing Team (GN)	D1	898		805
Number of open ASB cases	D1	33		30
Number of New ASB cases in the month	D1	66		0
Number of closed ASB cases in the month	D1	72		1
ASB complaints responded to in line with procedure	D1	100%		-
Noise App				
Number of Noise App cases raised in the month	D1			0
Average number of days cases are open each month	D1			0
Number of cases closed in the month	D1			0