

READING ALMSHOUSE CHARITY (RAC)

Anti-Social Behaviour Policy

Version 24 January 2023

Background

RAC has a responsibility to ensure that almshouse residents can enjoy their home in peace, free from fear or threat of intimidation, harassment or abuse.

Definition

Anti-social behaviour (ASB) is defined in Appendix A

Related Policies

This policy should be read in conjunction with the charity's policies for:

- Complaints;
- Safeguarding; and
- Data Protection

Policy Statement

RAC will not tolerate any ASB caused by residents, their visitors, family or any other persons.

RAC will base its response on these principles:

1. Expecting that residents (and their visitors) be good neighbours, who will act reasonably and considerately, and who respect the different values and lifestyles present in the community.
2. Being pro-active in preventing and dealing with anti-social behaviour.

Procedure

All complaints, which must be in writing and identify the complainant, will be treated seriously, risk assessed and investigated.

Complainants will be told at the start if the complaint is not something that RAC can help with, such as, one-off complaints, personal arguments or disputes, or clashes of lifestyle.

Confidentiality will be maintained, if possible, where appropriate or requested.

This policy has been approved for issue by the board of trustees

31 January 2023

APPENDIX A

Definition of anti-social behaviour (Section 2, 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.

Further useful Definitions with examples

Harassment

Any behaviour that intimidates, dominates or harms an individual or a family or group of individuals. The actions can be either physical or verbal. Harassment differs from nuisance and ASB in that it is targeted against particular individuals, households or group of people. For example:

- Abusive or insulting behaviour – written or verbal
- Violence and threats of violence
- Vandalism
- Repeated or unfounded complaints against another tenant, family or group
- Abusive telephone calls. – Uninvited visits to someone's home
- Placing rubbish, excrement or offensive materials near or in a victim's home.

Hate incident/crime

Any kind of behaviour that causes fear, alarm or distress where the victim or any other person feels that they have been targeted because of their racial heritage, religion or beliefs, disability, gender identity or sexual orientation. If a criminal offence has been committed a hate incident becomes a hate crime.

Nuisance

Is more likely (but not always) to affect more than one individual or household. Nuisance also covers behaviour that unreasonably interferes with other people's rights to the use and enjoyment of their home and community. For example:

- Noise nuisance including parties
- Intimidating behaviour from groups of people
- Car repairs and abandoned vehicles
- Drug and alcohol related incidents
- Rubbish dumping
- Using premises for commercial gain or outworking
- Graffiti, vandalism and damage to communal areas
- Nuisance caused by pets and other animals
- Hoarding