

Kirklees Council

Homes and Neighbourhoods

Anti-Social Behaviour Policy incorporating Hate Crime and Noise Nuisance

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Review Date:

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Policy Approval Details

Approved by:	
Approval Date:	
Minute Number:	
Ref:	

Policy Amendment and Version Schedule

Doc Ref	Version	Version Date	Reviewed by	Version Updates Summary

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1. Purpose and Objectives

- 1.1 The purpose of this policy is to describe the approach that Homes and Neighbourhoods will take to tackle anti-social behaviour (ASB) in its communities. The policy includes an approach to tackling hate crime and addressing both statutory and non-statutory noise nuisance.
- 1.2 The principles behind the policy link directly to the Kirklees Communities Partnership Plan 2022-2027.
- 1.3 The main objective of this policy is to ensure that all residents can live peacefully and safely in their home and community without the fear of ASB.
- 1.4 The Regulator for Social Housing has specific expectations on how landlords collaborate with local partners to prevent and tackle ASB. These expectations are found within the Neighbourhood and Community Standard.
- 1.5 Homes and Neighbourhoods will be responsible for making sure that all tenants regardless of tenure or property type, including their family members, lodgers and visitors, comply with the full terms of their tenancy agreement.
- 1.6 This policy describes how Homes and Neighbourhoods works with its principal community safety partners Safer Kirklees, Public Protection Services and West Yorkshire Police.

2. Scope and definitions

- 2.1 This policy relates to all tenants and household members living in properties owned and/or managed by Kirklees Council
- 2.2 This policy relates to all stakeholders, inclusive of residents, staff and contractors who report ASB, hate crime/incidents and noise nuisance.
- 2.3 The formal definition of ASB is:

Personal ASB (which is targeted towards individual or household e.g. noise / neighbour disputes) – more people at home combined with less in person mediation contributed towards an increase in noise complaints and neighbour disputes.

Nuisance ASB (impacting on the wider community e.g. rowdy behaviour / fireworks) – more people at home for longer period meant increased experience of these issues resulting in more reports of issues such as nuisance motorcycles

Environmental (impacting on the physical environment e.g. fly-tipping / graffiti)

- 2.4 Examples of Anti-Social Behaviour can include, but are not limited to:

- Noisy and/or abusive behaviour

- Vandalism
- Graffiti
- Intimidation
- Public drunkenness
- Fly tipping
- Drug dealing/use
- Hate crimes/incidents
- Damage to property/damage to communal areas

2.5 Some behaviour, even though it may cause nuisance to individuals, may not be regarded as ASB. Examples include but are not limited to:

- One off parties
- Infrequent or occasional noise nuisance
- Children's play
- Occasional dog barking
- Normal living noises such as washing machines and vacuum cleaners
- Minor vehicle repairs
- Gossip
- One off escalated neighbour disputes

3. Statutory, Legislative and Regulatory Requirements

3.1 This policy supports Kirklees Council in complying with the following requirements:

- Anti-Social Behaviour Act 2013
- Anti-Social Behaviour, Crime and Policing Act 2014
- Crime and Disorder Act 1998
- Environmental Protection Act 1990
- Social Housing Regulation Act 2023
- Regulator of Social Housing – Consumer Standard for Neighbourhood and Community

4. Governance and monitoring

4.1 Performance relating to ASB and Hate Crime is reported to Homes and Neighbourhoods Senior Management Team and to the Tenant Led Panel.

4.2 Homes and Neighbourhoods complete an annual return to the Regulator of Social Housing on Tenant Satisfaction Measures. Measures that relate specifically to ASB s include:

- NM01: Anti-social behaviour cases relative to the size of the landlord
- TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods
- TP12: Satisfaction with the landlord's approach to handling anti-social behaviour

5. Reporting ASB

5.1 Anyone is able to report ASB, hate crime and noise nuisance via:

- Phone - contact 01484 414886
- Email – housing@kirklees.gov.uk
- Online –www.kirklees.gov.uk
- Face to face to Homes and Neighbourhoods staff

6. Service Standards

6.1 Homes and Neighbourhoods will:

- Encourage victims/witnesses to report incidents and to work in collaboration with the Council and other agencies.
- Provide a named officer and agree the method and frequency of contact (e.g. weekly by email) throughout the duration of the case.
- In the majority of cases, visit victims in their home or somewhere they feel safe to fully understand how the issue is impacting them.
- Prioritise case work depending on level of risk and vulnerability of victim.
- Provide details of support available including access to the Victim and Witness Support Officer.
- Ensure that all cases are treated confidentially, however victims may be asked to make statements should legal action be taken.
- Respond promptly and ensure appropriate action is taken against perpetrators and cases are resolved at the earliest opportunity.
- Tackle ASB through effective partnerships coordination with agencies including West Yorkshire Police, Safer Kirklees and the Council's Public Protection Services.
- Support victims and witnesses in their homes where possible – this includes increasing safety and security measures where appropriate.

6.2 If the victim is not satisfied with the service received, information will be provided, including how to complain if they are dissatisfied with the service received and details of the ASB Case Review (see section 9)

7. Prevention, Tools and Powers

7.1 Homes and Neighbourhoods focus is to create sustainable tenancies prioritising early intervention strategies to tackle ASB, Hate and noise nuisance before escalating cases for legal action against perpetrators where appropriate and based on sound evidence.

7.2 The service works closely with individuals and families associated with anti-social behaviour, hate and noise nuisance. Early intervention tools include:

- Mediation between neighbours
- Housing Management Officers directly challenging behaviour
- Serving tenancy warnings and Acceptable Behaviour Contracts (often in conjunction with the Police)
- Multi agency working with Police, schools, social care and other services to identify and implement interventions to support both victims and perpetrators.
- Increase in uniformed patrols with Police and Community Environmental Support Officers (CESOs - Safer Kirklees)

- Designing out hotspots of ASB and crime. For example. installation of bike barriers to reduce nuisance motorbikes.
- 7.3 Where early interventions fail, cases will be escalated to Safer Kirklees and the Council's Noise and Pollution Team.
- 7.4 It is recognised that each case is different and warrants a tailored approach. Any formal action requires evidence, this is collected from the victims directly and through agencies e.g. Police and the Noise and Pollution Team.
- 7.5 In the majority of cases, the service will explore the use of available tools and powers prior to considering possession proceedings. Tools and powers include:
- Criminal Behaviour Orders - issued following a conviction
 - Abatement Notices - commonly used for noise nuisance
 - Civil Injunctions
 - Full/Partial Closure Orders - Where the ASB/criminal activity is focussed around a premises
 - Community Protection Warnings and Notices
 - Public Space Protection Orders
- 7.6 If the interventions described fail, it may be appropriate for Homes and Neighbourhoods apply to the County Courts for possession of a property.

8. Complaints and Compliments

- 8.1 The Customer Experience Team handle all compliments and complaints associated with Homes and Neighbourhoods in relation to services provided to Council residents and leaseholders. The team can be contacted using:
- Phone - contact 01484 414886
 - Online – [Compliments and Complaints webpage](#)
- 8.2 The [Housing Ombudsman code](#) sets out good practice that allows Kirklees Council to respond to complaints effectively and fairly.

9. The Anti-social behaviour case review (formerly community trigger)

- 9.1 The anti-social behaviour case review is designed to give victims of anti-social behaviour (ASB) the right to request a review of their case and bring agencies together to take a joined up, problem solving approach to find a solution.
- 9.2 The anti-social behaviour case review can be requested by a victim of anti-social behaviour or someone acting on their behalf, for example a family member, friend, carer, Councillor or other professional.
- 9.3 The review cannot be used to report general acts of crime, including hate crime. Further information can be found on the Kirklees Council Website.
- 9.4 Following the review the victim will receive a written response outlining the findings of the review panel and agreed actions to be delivered by agencies.

10. Measuring success

Measure	Target
Number of complaints against HN in relation to ASB cases upheld - combined Homes & Neighbourhoods and Safer Kirklees Measure.	55% complaints upheld. Based on HN stage 1 complaints upheld target.
Tenant Satisfaction Measures – Satisfaction with landlords approach to ASB handling.	60% satisfaction based on Housemark median. Current performance is 46% from 2023 survey.
Tenant satisfaction with case initiation.	60% satisfaction based. Customer journey mapping carried out in 2023 reports 53% satisfaction.
Tenant satisfaction with case management.	60% satisfaction based. Customer journey mapping carried out in 2023 reports 38% satisfaction.
Tenant satisfaction with case closure.	60% satisfaction based. Customer journey mapping carried out in 2023 reports 48% satisfaction.
Self-assessment against the Regulators Neighbourhood and Community standard.	Compliant against all elements of the standard.
No of cases escalated to Safer Kirklees in quarter.	No target – monitoring only.
No. of cases closed with no further action.	No target – monitoring only.
No. of cases closed with warning issued.	No target – monitoring only.
No. of cases closed following legal action.	No target – monitoring only.

***This study did not differentiate between cases escalated to Safer Kirklees from cases held by the Housing Management Officers.**

11. Related Policies and Procedures

11.1 This policy should be read and understood in conjunction with the following internal and external documents:

- Homes and Neighbourhoods tenancy agreement
- Homes and Neighbourhoods Service Standards
- Kirklees ASB Strategy
- Kirklees Communities Partnership Plan 2022-2027
- Kirklees Hate Crime Strategy 2022-2027

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