



Tackling Anti-Social Behaviour Policy

Summary Statement

Living where there is anti-social behaviour can be a horrendous experience, causing widespread misery for individuals and communities. We want to create safe environments for our customers and want them to peacefully enjoy their homes. We understand the devastating impact that anti-social behaviour can have on people's lives. We are committed to preventing and addressing anti-social behaviour within our communities by providing robust systems to deal with anti-social behaviour and ensuring that our colleagues are well-trained to respond effectively.

This policy complies with relevant legislative and regulatory requirements and reflects best practices to deliver key elements of Home Group's customer promise.

This statement is a summary of our approach and includes several key standards and practices:

- **Accessible Services and Communication:** We ensure complaints about Anti-Social Behaviour (ASB) are taken seriously and provide multiple ways for customers to report issues and access information.
- **Data Protection and Anonymous Reports:** We value customers' privacy and accept anonymous reports while handling personal details securely.
- **Proactive Approach:** We aim to prevent ASB through design, collaboration with local authorities, and encouraging customers to resolve issues themselves when appropriate.
- **Swift Action:** We take reports of ASB seriously, using a Risk Assessment Matrix to prioritize cases, and develop action plans with customers.
- **Supportive Approach:** We offer ongoing support to victims, witnesses, and perpetrators, and work with partner agencies to help identify and address underlying issues such as mental health problems and domestic abuse. We make sure we are alert to and respond to domestic abuse / safeguarding issues in line with our Domestic Abuse and Safeguarding policies.
- **Regulated Care and Services for Older People:** We aim to understand and address unique challenges in care services and services for older people whilst engaging with the community to foster understanding and positive relationships.
- **Learning and Development:** We share best practices and providing relevant training for colleagues to handle ASB cases effectively.

- **Taking Action Against Harassment, Threats, or Acts of Violence:** We have a zero-tolerance policy towards harassment, threats, and acts of violence, and reporting hate-motivated incidents to authorities.
- **Drug and Substance Misuse:** We ensure customers understand the policy on drug and substance misuse and taking action against illegal activities.
- **Noise:** We take steps to address excessive noise and offer mediation to settle disputes where appropriate.
- **Value for Money:** We monitor and manage costs associated with ASB to ensure efficient and effective use of resources.

These are summary policy statements. You can request a copy of the full Tackling Anti-Social Policy from the Policy Team on 0845 155 1234 or by emailing policy@homegroup.org.uk.