

Anti-Social Behaviour

Definition

Anti-social behaviour (Section 2, *Anti-social Behaviour, Crime and Policing Act 2014*) is defined as:

conduct that has caused, or is likely to cause, harassment, alarm or distress to any person;

conduct capable of causing nuisance or annoyance to a person concerning that person's occupation of residential premises;

conduct capable of causing housing-related nuisance or annoyance to any person.

Further definitions follow in the Appendix

Introduction

The residents of Millington's are required, as per their Letter of Appointment, to occupy the property quietly and with thought for other residents and/or neighbours. Visitors should be made aware of this condition of occupancy.

The Trustees of Millington's take anti-social behaviour extremely seriously. They will not tolerate anti-social behaviour that affects the quality of life of residents, employees or the management of the Charity.

Millington's will respond to anti-social behaviour quickly and effectively and will try where possible to resolve such situations at the earliest opportunity. Millington's will aim to deal with anti-social behaviour in a consistent, sensitive and objective manner.

Residents are encouraged to report any behaviour considered by them to be anti-social by any person. See "Procedure" for further details.

Alternatively, the staff at Millington's - trustees or employees - may become aware of anti-social behaviour. They are encouraged to report it to the Clerk. See "Procedure" for further details.

Procedure

Wherever possible Millington's will try to resolve disputes informally and help the people involved to resolve their differences.

Residents may report anti-social behaviour to any member of the Millington's staff (trustee or employee). Upon notice of anti-social behaviour, the member of staff will note the conversation and/or circumstances in which the notice was received, and report it to the Clerk, who will keep a record of all ensuing steps.

Upon receiving a report of anti-social behaviour, the Clerk in consultation with the designated trustee will decide whether it is appropriate to:

- Resolve the matter within the charity

- Refer the matter for external mediation
- Seek a civil injunction or a Community Protection Notice (CPN).

Internal Resolution

Millington's will try and resolve any disputes or difficulties informally, and help those involved to resolve their differences. In conducting discussions with residents, Millington's will remain aware of any appropriate medical, psychiatric or social background.

Should informal means fail, consult "Further action" below.

External Mediation

Should mediation be appropriate, the trustees may wish to refer the matter to an independent, external mediation service. This will enable an impartial person to view the matter from an unbiased perspective to help find a resolution to the problem.

Further action if necessary

If the matter cannot be resolved either by internal discussion or external mediation, Millington's will not hesitate to act on behalf of a resident affected by anti-social behaviour. If this is caused by another resident in contravention of the Letter of Appointment, the charity will follow its internal procedures. As a guide, refer to the "Complaints Procedure." After a due process of verbal and written warnings, the resident's appointment at the almshouse may be set aside.

In the case of anti-social behaviour by visitors or neighbours, the trustees may seek a civil injunction or a Community Protection Notice (CPN).

Further outcomes as necessary

If Trustees conclude that anti-social behaviour of sufficient severity has been committed by a resident they may:

consider setting aside the appointment in accordance with the resident's Letter of Appointment.

refer the matter to other agencies to resolve the problem, e.g. criminal proceedings by the police.

Appendix

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 groups 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.

This policy has been approved for issue by the board of trustees of Millington's Hospital.

Signature:.....Daphne Capps.....

Name:.....DAPHNE CAPP.....

Date:.....24th August 2023.....