

# Anti-Social Behaviour, Domestic Abuse and Harassment Policy

Originator:	Policy and Strategy Team
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1	Introduction
1.1	One Vision Housing (OVH) strives to be the best at everything it does including being the best provider of landlord services. Central to this, is the role that OVH plays in contributing to the creation of safer communities within the geographical areas where it owns and manages properties.
1.2	OVH seeks to support its customers where they are impacted by problems caused by anti-social behaviour (ASB), domestic abuse or harassment.
1.3	OVH have taken the decision to combine the provisions it puts in place for dealing with ASB, domestic abuse and harassment within the same Policy framework, as although distinct and separate issues, they often require a similar response in acting rapidly and appropriately to address the needs of the victims and to bring about successful resolutions.
1.4	<p>In operating this Policy, OVH meets the requirements of the Regulatory Standards for Social Housing Providers, adopted by the Regulator for Social Housing (RSH) , to work in partnership with other agencies to ensure:</p> <ul style="list-style-type: none"> <li>• That tenants are made aware of their responsibilities and rights in relation to ASB</li> <li>• There is strong leadership, commitment and accountability on preventing and tackling ASB that reflects a shared understanding of responsibilities with other local agencies</li> <li>• A strong focus exists on preventative measures tailored towards the needs of tenants and their families</li> <li>• Prompt, appropriate and decisive action is taken to deal with ASB before it escalates, which focuses on resolving the problem having regard to the full range of tools and legal powers available</li> <li>• All tenants and residents can easily report ASB, are kept informed about the status of their case where responsibility rests with the organisation and are appropriately signposted where it does not</li> <li>• There is provision of support to victims and witnesses</li> </ul>

1.5	This Policy applies to OVH customers only. Included below are definitions used throughout the Policy of 'OVH Customers', 'ASB', 'Domestic Abuse' and 'Harassment'. This section also details the response OVH will provide to issues that can often be associated with ASB:
1.5.1	<b>ASB response services to OVH customers</b>
1.5.1.1	OVH will investigate reports of behaviours that fall within its definition of ASB, domestic abuse or harassment from OVH customers (see 1.5.2 - 1.5.6 below). The scope of this Policy includes occupants of properties that OVH lets at 'social' or 'affordable rent' and does not include those who are 'market rent' or 'shared ownership' tenants or lessees.
1.5.1.2	OVH will not normally provide ASB response services to owner-occupiers, private tenants, market rent or shared ownership customers. People who fit into these categories would usually be expected to seek their own independent legal advice.
1.5.1.3	Where it has the jurisdiction to do so OVH may, however, take action when the alleged perpetrator is an OVH tenant and it is in the best interests of the organisation.
1.5.2	<b>Anti-Social Behaviour (ASB)</b>
1.5.2.1	<p>OVH adopts the same definition of ASB set out in the Anti-Social Behaviour, Crime and Policing Act, 2014) as follows:</p> <ul style="list-style-type: none"> <li>• Conduct that has caused, or is likely to cause, harassment, alarm or distress to any person</li> <li>• Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or</li> <li>• Conduct capable of causing housing-related nuisance or annoyance to any person</li> </ul>
1.5.2.2	In addition to the above, OVH may treat behaviour from individuals where they fail to keep control over pets,(most notably dogs) as ASB and may take the appropriate tenancy or civil actions if this presents a threat or annoyance to OVH customers, staff or contractors. For more information, please refer to OVH Responsible Pet Ownership Policy.
1.5.2.3	<p><b>OVH response to issues associated with ASB</b></p> <ul style="list-style-type: none"> <li>• <b>Social media</b> OVH will not usually deal with complaints in relation to social media and will direct customers to the complaints process of the social media provider or if the matter is of a criminal nature then to the police</li> <li>• <b>Noise</b> Where customers report being affected by excessive noise, OVH will request that customers send in evidence of alleged noise. OVH has funded the 'Noise App' to assist customers to be able to do this via a smartphone. The recordings will be reviewed by an OVH Officer who will determine if there is need to take action. If it is deemed that the recorded noise does not warrant an action to be taken and the customer disagrees with OVH's findings, the customer will be advised to log a complaint with the Local Authority who have statutory duty for noise pollution and may carry out their own investigations</li> </ul>

- **Drugs**  
Any reports in relation to drugs will be passed to the police as 'intelligence' and customers will be encouraged to report anything they witness directly to the police or to Crimestoppers. Legal action may be taken against tenants who are convicted of drugs related offences. The decision will be made on a case by case basis by OVH dependent upon a number of factors which include (but are not limited to) the prospect for success, the impact on the local neighbourhood, the seriousness of the offence, the age of the offence and the reasonableness of taking legal action
- **Other Crime**  
OVH may take action against tenants for criminal behaviour but will do so in manner supplementary to police action, not in place of it. Therefore, OVH reserves the right to close the case if the customer refuses to engage with the police

### 1.5.3 **Domestic Abuse**

1.5.3.1 The Home Office defines domestic abuse as, 'any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This can encompass but is not limited to the following types of abuse:

- psychological
- physical
- sexual
- financial
- emotional
- 'Controlling behaviour is: a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour
- Coercive behaviour is: an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim
- The Government definition, which is not a legal definition, includes so called 'honour' based violence, female genital mutilation (FGM) and forced marriage, and is clear that victims are not confined to one gender or ethnic group

### 1.5.4 **Harassment**

1.5.4.1 Harassment is defined in the Equality Act 2010 as 'unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating and intimidating, hostile, degrading, humiliating or offensive environment for that individual'.

1.6 In providing services that aim to tackle problems caused by ASB, domestic abuse and harassment, OVH need to show compliance with a wide range of legislation. The principle Acts include:

- The Housing Act, 1988
- The Housing Acts ,1996 and 2004

- The Anti-Social Behaviour Act, 2003
- The Crime and Disorder Act, 1998
- Regulation of Investigatory Powers Act, 2000
- The Housing and Regeneration Act, 2008
- The Localism Act, 2011
- The Data Protection Act, 1998
- The Equality Act, 2010
- The Human Rights Act, 1998
- The Protection of Freedoms Act, 2012
- Anti-Social Behaviour, Crime and Policing Act, 2014

## 1.7 Access and Communication

1.7.1 OVH is committed to ensuring that our services are accessible to everyone. OVH will seek alternative methods of access and service delivery where barriers, perceived or real may exist, that may make it difficult for people to work for OVH or use its services.

## 1.8 Equality, Diversity and Human Rights

1.8.1 OVH is committed to ensuring that no person or group of persons will be treated less favourably than another person or group of persons and will carry out our duty with positive regard for the following core strands of equality; Age, Disability, Gender, Race, Gender Re-assignment, Sexual Orientation, Marriage and Civil Partnership, Pregnancy and Maternity, Religion and/or Belief.

1.8.2 OVH also recognises that some people experience disadvantage due to their socio economic circumstances, employment status, class, appearance, responsibility for dependants, unrelated criminal activities, being HIV positive or with AIDS, or any other matter which causes a person to be treated with injustice.

1.8.3 OVH will also ensure that all services and actions are delivered within the context of current Human Rights legislation. OVH will ensure as far as is possible that staff and others with whom OVH works, will adhere to the central principles of the Human Rights Act (1998).

1.9 This Policy should be read in conjunction with the following documents:

- The OVH Unacceptable Behaviour Policy
- The OVH Complaints, Appeals and Feedback Policy
- The OVH Grievance, Bullying and Harassment Policy
- The OVH Responsible Pet ownership Policy

## 2 Statement of Intent

2.1 In setting the strategic direction of the organisation through the approval of Service Delivery Plans, OVH's Board and Executive Management Team commit to supporting communities to create safer environments and communicating to all customers a culture of non-acceptance of anti-social behaviour, domestic abuse and harassment.

2.2	OVH will communicate its expectations of behaviour from the outset of the landlord/tenant relationship and throughout the period of the tenancy. OVH will expect the tenant to abide by the terms and conditions of the tenancy agreement at all times including any financial obligations owed to OVH.
2.3	In dealing with cases of ASB, OVH's expectation from tenants will extend to them cooperating in investigation processes and where it is safe to do so, taking reasonable steps to resolve issues. This may include speaking directly with neighbours or those responsible for alleged ASB, recording incidents and by agreement, when absolutely necessary, attending court.
2.4	OVH is committed to investigating all reports that it deems to be ASB, harassment and domestic abuse that impact on the lives of its customers and will endeavour to work with them to formulate an appropriate response and will involve external agencies, where required.
2.5	In all cases OVH will take steps to keep those making reports informed / involved of all actions taken.
2.6	OVH will ensure its ASB and domestic abuse services are easily accessible and incidents can be reported in a number of ways, including in person to any OVH officer or others acting on OVH's behalf during the conduct of their duties, via telephone, on line or in writing. OVH will also deal with reports of ASB or domestic abuse that it receives from third parties, support agencies or advocate groups or that are raised by the Domestic Abuse Multi Agency Risk Assessment Conferences (MARAC).
2.7	In improving access to services, OVH will ensure that all of its office locations are designated 'Hate Crime Reporting Centres' where hate crimes can be reported in confidence to OVH officers who will record the details on the ReACT system (case management software for managing ASB cases) and refer to the Community Safety Team for appropriate action.
2.8	Dependent upon the area where the incident has occurred, OVH may involve specialist hate crime teams within the police, any local multi-agency teams and national organisations such as Stop Hate UK. Anonymity will be protected where requested.
2.9	OVH will tailor its ASB, domestic abuse and harassment services to meet individual customer needs, providing support to victims and witnesses and where OVH deem it necessary, taking emergency action where there is a risk of significant harm to the individual customer or member of their household. This may involve taking action directly, or signposting to another agency if this is more appropriate.
2.10	OVH will seek, wherever possible, to find comprehensive and lasting solutions to problems caused by ASB, domestic abuse or harassment through close partnership working with statutory or external service providers.
2.11	OVH will record and monitor all actions taken to deal with or prevent ASB, domestic abuse and harassment using the ReACT system. OVH will work with customer representatives, victims and partners to continually evaluate the effectiveness of measures taken and will use this information to develop service standards, ensure appropriate resources are always available and set challenging targets for constant improvement.

<p>2.12</p> <p>2.13</p> <p>2.14</p> <p>2.15</p>	<p>When evaluating ASB, domestic abuse and harassment services, OVH will work with resident representatives through the Service Review Groups and tenant scrutiny arrangements to also consider the strategic fit with its wider tenancy management, neighbourhood management and investment priority setting services and initiatives.</p> <p>OVH will monitor and publish the performance and satisfaction with ASB, domestic abuse and harassment services on a quarterly basis and will benchmark against other comparable organisations aiming to be within the top 25% across all measures including value for money.</p> <p>OVH will ensure all of its front line staff that have responsibility for dealing with ASB, domestic abuse and harassment are appropriately trained, are aware of the full range of legal measures that are available to them and will consistently use the most appropriate measures to address the concerns raised.</p> <p>OVH is committed to publicising the results of major ASB and harassment interventions to provide reassurance to customers that it takes swift and decisive actions on these issues and to deter others from engaging in these types of behaviours. Such decisions are made on a case by case basis to ensure compliance with relevant legislation and that publicity is reasonable and corresponds to the circumstances.</p>
<p><b>3</b></p>	<p><b>Policy</b></p>
<p>3.1</p> <p>3.1.1</p> <p>3.1.2</p> <p>3.2</p> <p>3.2.1</p> <p>3.2.2</p>	<p>Through consultation exercises, OVH customers have consistently identified the provisions available to deal with ASB, domestic abuse and harassment as being a priority for them. In response to this feedback, OVH have invested significantly in the staff resources, systems and number of interventions it employs to tackle these problems.</p> <p>OVH have demonstrated this commitment to providing effective services to dealing with ASB , domestic abuse and harassment by signing up for the Governments ‘Respect Standard for Housing Management’ and the sector owned replacement, ‘RESPECT – ASB Charter for Housing’ (administered by the Chartered Institute of Housing, Social Landlords Crime and Nuisance Group and HouseMark).</p> <p>OVH have attained independent validation of the ways in which it meets the ‘RESPECT Standard’ by achieving the HouseMark ASB accreditation. Set out below are the ways in which OVH meets this standard and the general approach to dealing with ASB, domestic abuse and harassment issues.</p> <p><b>Determining Priority Responses</b></p> <p>OVH operates a 24 hour system that is available 365 days a year for reporting ASB, domestic abuse and harassment issues. In order to make the best use of resources and to enable a rapid response where required in the most serious of cases, OVH operates a form of ‘triage’ for determining who within OVH is best placed to respond.</p> <p>Requests for assistance that are received directly from OVH customers or others acting on their behalf are assessed at the point of contact. Those that are classed as being ‘high level’ and at greatest risk are passed to the OVH’s Community Safety Team, including:</p>

	<ul style="list-style-type: none"> <li>• Any ASB cases where violence or threats of violence have been made and a danger to individuals remains</li> <li>• Where targeted damage to property has been involved</li> <li>• All domestic abuse cases and reports of hate crime or harassment</li> </ul>
3.2.3	All other cases are passed to the relevant Neighbourhood Services Officers (NSOs) who will support customers to find an effective resolution.
3.2.4	In all cases of ASB, domestic abuse and harassment, OVH will aim respond directly to those making reports within one working day and will offer a face-to-face appointment within 5 working days, if convenient.
3.2.5	At the initial meeting the NSO will offer to complete a risk assessment and agree a plan of action with the customer. This will set out what steps each party will take to address the issues raised.
3.3	<b>OVH Approach to Investigation</b>
3.3.1	OVH have provided specialist training for all staff that have responsibility for investigating and responding to reports of ASB, domestic abuse and harassment issues. The training has reinforced OVH's commitments to ensure: <ul style="list-style-type: none"> <li>• Staff are confident in dealing with ASB, domestic abuse and harassment, they are aware of the measures that can be used and they know when to make referrals internally or to external agencies</li> <li>• Each case is reviewed on its merits and services are tailored to meet the needs of the individual, including being aware of cultural requirements and providing responses in appropriate formats</li> <li>• The needs of victims are of primary concern, they are dealt with sensitively and that confidentiality is respected at all times, including making referrals to Victim Support services where required</li> <li>• Where contactable, those reporting incidents are kept up-to-date of actions being taken and have clear lines of communication with investigating officers and any partner agencies involved</li> <li>• Realistic timescales are provided for bringing about resolutions and customers expectations are managed</li> <li>• Advice is provided to customers on how they can protect themselves and do everything possible to avoid situations escalating</li> <li>• Where required 'case conferencing' approaches are employed involving internal teams and external agencies as necessary</li> <li>• Any interviews with perpetrators or those responsible for behaviour that gives rise to concerns, are conducted separately to any contact with victims</li> <li>• OVH staff know how to recognise adult and children safeguarding concerns and take appropriate action</li> </ul>
3.4	<b>OVH Approach to Evidence Gathering and Record Keeping</b>
3.4.1	OVH have established a track record for delivering successful outcomes in ASB, domestic abuse and harassment cases by ensuring all actions are backed by a sound evidence base.

3.4.2	<p>After carrying out an initial risk assessments to understand any risks, OVH provides customers with advice on the best ways to avoid any further incidents with perpetrators and to gather essential evidence to justify any necessary enforcement actions. This may include use of:</p> <ul style="list-style-type: none"> <li>• ASB Incident Diaries – where customers can record all details giving rise to concerns, including how behaviour or incidents affect the way it makes them feel</li> <li>• Witness Statements that can be used in court cases</li> <li>• Use of CCTV recording equipment</li> </ul>
3.4.3	<p>OVH may also make use of ‘Community Harm Statements’ to be submitted alongside applications to court for enforcement actions providing a summary of the case, background information, a profile of the wider community, the harm that the incidents or behaviours have caused and the impact this has had on local resources, where applicable.</p>
3.5	<p><b>Measures OVH use to tackle ASB, Domestic Abuse and Harassment</b></p>
3.5.1	<p>OVH will ensure all actions taken to address ASB, domestic abuse and harassment are reasonable and proportionate at all times. Where possible, OVH will use prevention, early intervention and diversionary measures to tackle issues before they escalate and if appropriate give opportunities for perpetrators to amend their behaviour.</p>
3.5.2	<p>Where cases are of a serious nature when they are reported to OVH, actions taken to bring about resolution may occur without notice of the alleged perpetrator such as ‘without-notice injunctions’. OVH has a discretion to apply for such an order where there is actual or threatened violence or where it is reasonably believed that there is a risk of harm to the victim.</p>
3.5.3	<p>Each case of ASB, domestic abuse and harassment will be assessed individually for the most appropriate response, however, through the use of case management systems those of a similar nature will elicit a consistent response.</p>
3.5.4	<p>After OVH have conducted thorough investigations of reports and established the facts of a case and ,where possible, a graded approach will be taken to enforcement action which may include:</p> <ul style="list-style-type: none"> <li>• <b>Investigation and Interview with Perpetrators</b> Relevant to cases of ASB and harassment – OVH investigating officers will establish the facts of the case and will aim to interview those alleged to be responsible for the cause of concern (if known)</li> <li>• <b>Issue of Yellow Warning Cards</b> If following the above, the investigating officer determines responsibility they may issue a yellow warning card (if the perpetrator is an OVH tenant). This will serve as a first level warning and will state that they could be in danger of losing their tenancy if the behaviour persists and will advise them as to their expected future conduct. A written note of the warning will be forwarded to the tenant and a copy kept on their tenancy record</li> <li>• <b>Issue of Red Warning Cards</b> If there is no improvement or new incidents are reported a red warning card may be issued. This will serve as a final warning before legal action is commenced. Red card warnings may also be issued if the behaviour is of serious nature. Examples of this may include actual or threatened violence or conduct, which OVH may reasonably deem to</li> </ul>

be harassment or abuse. Harassment, abuse or aggression towards OVH staff or its representatives will, in most cases result in a red card warning as a minimum.

If the perpetrators are not OVH tenants written warnings may still be issued that OVH will pursue civil actions and contact may be made with their landlord (if they have one) and the Local Authority's Anti-Social Behaviour Team

- **Restorative Justice Practice**

Relevant to ASB and harassment - OVH may use Restorative Justice Practice, which gives victims a say in the punishment of their offenders whilst seeking to help an offender understand the wrong they have done and make amends. In such cases victims will take an active role in the process at the same time offenders are encouraged to take responsibility for their actions. OVH will use the Restorative Justice Practice in low-level risk incidents of anti-social behavior and each case will be assessed on its merits

- **Community Justice Panels**

OVH may refer the case to the Community Justice Panel (CJP) for the relevant area.

These operate on the principles of 'restorative justice' with an agreed outcome.

Participation in CJP's is voluntary however, in many cases, OVH will expect alternative resolutions to disputes to have been attempted before considering legal action

- **Mediation**

Relevant to cases of ASB and harassment – OVH investigating officers or suitable external partner organisations may act as an intermediary between two or more parties (one of which must be an OVH customer) that have an on-going disagreement to seek a joint resolution

- **Acceptable Behaviour Contracts**

Relevant to ASB and harassment cases – OVH will issue a formal written agreement, specific to circumstances, to OVH tenants or their household members (usually involving parents or guardians and their children) agreeing not to take part in certain behaviours (for example harassment, alarm, nuisance, and distress). Normally lasting for a period of 6 months, (but can be extended if necessary) the contract will outline the consequences for the individual and the household if it is broken

- **External Agency-Projects and Support-**

OVH may refer individuals with their consent to external agencies for further support, or specific projects which may be helpful in reducing incidents of anti-social behaviour

- OVH may apply for '**Parenting Contracts**' – which is a voluntary agreement between OVH or other agencies and the family, developing tailored support packages and agreements to amend behaviour with clear consequences for any breaches

- OVH may apply for '**Parenting Orders**' – upon breach of a 'Parenting Contract' which makes the requirements compulsory

- **Demotion Orders**

Relevant to ASB and harassment - OVH have the power to apply to court to demote 'Assured Tenancies' which are not for a fixed period to 'Starter tenancies' which are usually for a twelve month period only, effectively making the tenancy less secure and easier for OVH to seek outright possession if required

- **Injunctions**

Relevant to ASB, harassment and domestic abuse – OVH can apply for injunctions against the perpetrators of anti-social behaviour, domestic abuse and harassment to prevent nuisance and annoyance including where the perpetrator has allowed another person to engage in ASB. This includes those aged under 18s (anyone aged 10 years or over)

- Where OVH intend to apply for injunctions against under 18s, OVH will consult with the local Youth Offending Team and other relevant bodies before the application is made

- OVH may apply for court injunctions where it believes the conduct is capable of causing nuisance or annoyance to a person in relation to that person’s occupation of residence or the conduct is capable of causing housing related nuisance or annoyance. OVH will exercise its powers when it believes that an injunction is necessary to prevent further incidents of ASB, harassment or domestic abuse
- OVH will make a decision whether or not to take legal action on case by case basis considering relevant factors
- In extreme cases of use or threat of violence or significant risk of harm, OVH have the right to apply for:
  - Interim injunctions – these are injunctions obtained without giving notice to the intended recipients (can contain only prohibitions, not requirements to participate in specified activities)
  - Injunctions that contain powers of arrest for breach (this is subject to the court determining that the conduct that is the reason for complaint and includes use of threat or violence or there is significant risk of harm to others)
  - Injunction that include clauses excluding an offender (over 18s) from a home or any premises or area (subject to the court thinking that the conduct includes use of threat or violence and there is a significant harm to others)
  - Injunctions that place a positive requirement on the defendant i.e. compulsory attendance at a course that intends to help the person change their behaviour
- Where there are reasonable grounds to believe prohibitions contained within an injunction have been breached, the court could order the following penalties:
  - Over 18s: civil contempt of court with unlimited fine or up to two years in prison
  - Under 18s: suspension order or ,as a very last resort, a civil detention order of up to three months for 14-17 years olds

3.5.5 **Possession Orders**

3.5.5.1 Relevant to ASB, harassment and domestic abuse cases – OVH may apply to the courts for possession of (OVH) properties where there has been serious and/or persistent incidents and usually when other attempts have failed to bring about an appropriate change in behaviour. When considering a claim for possession, OVH may take into account the conduct of the whole tenancy.

3.5.6 **Absolute Ground for possession**

3.5.6.1 If necessary, OVH will apply for possession of assured tenancies where anti-social behaviour or criminal offence has already been proven at court. Offence or breach is required to have occurred in the locality of the property or affected a person with a right to live in the locality or affected OVH or OVH’s staff or contractors

3.5.6.2 The court must grant possession provided the following conditions have been met:

- The tenant, member of the household, or a person visiting the property has been convicted of a serious offence
- The tenant, a member of tenant’s household, or a person visiting the property has been found by court to have breached a civil injunction
- The tenant, a member of tenant’s household, or a person visiting the property has been convicted for breaching a Criminal Behaviour Order (CBO)

- The tenant, a member of tenant's household, or a person visiting the property has been convicted for breaching a noise abatement order or notice
- The tenant's property has been closed for more than 48 hours under closure order for anti-social behaviour

### 3.6 **Right to Appeal**

3.6.1 Customers can request a review of OVH's decision to seek possession under the absolute ground for possession. The appeal should be made in writing within seven days of the notice to seek possession being served on the tenant.

3.6.2 OVH will acknowledge receipt of the appeal in writing within 3 working days and arrange for the decision to be reviewed by a panel comprised of a more senior officer than the one who made the original decision and an alternative officer. The panel may seek legal advice in relation to the case, but the legal advisor will not play an active role in the review hearing.

3.6.3 Customers may make representation by way of written submission or choose to attend panel hearings in person, where they may be accompanied by a person of their choice (including legal representation).

3.6.4 If customers choose to attend the panel hearing, they should submit copies to OVH of any evidence they intend to use at the hearing (written and photographic evidence) 48 hours in advance of the meeting. They should also advise the name and capacity of any person that will be attending the hearing with them.

3.6.5 OVH will communicate the outcome of the review to the tenant in writing before the end of the notice. For further details refer to the OVH Complaints, Appeals and Feedback Policy.

### 3.7 **Partnership Working and Information Sharing**

3.7.1 OVH is committed to working closely with partner agencies when providing a comprehensive response to ASB, domestic abuse or harassment issues. The advantages to be gained from this approach include:

- A better and quicker service for customers and victims, providing lasting solutions that get to the root cause of problems
- Pooled resources, preventing duplication of actions and providing value for money
- Takes into consideration the needs of wider communities beyond OVH tenants and properties

3.7.2 In line with this approach, OVH have established excellent working relations with a number of local agencies including but not exclusive of:

- The Police and other statutory service providers
- All Local Authority departments
- Other landlords
- Specialist care providers, advocacy and support groups
- Community groups

<p>3.7.3</p>	<p>OVH demonstrates its partnership approach to tackling ASB, domestic abuse and harassment through the lead role it plays in the following groups:</p> <ul style="list-style-type: none"> <li>● <b>Multi Agency Risk Assessment Conferences (MARAC's)</b></li> <li>● OVH attend the <b>Domestic Abuse and Sexual Violence (MARAC's)</b> in each area where it has referred cases or where a request has been made to attend. OVH also attend <b>Hate Crime (MARAC's)</b> where appropriate</li> <li>● OVH can also convene MARAC's if they become aware of cases requiring a joined-up response outside of the scheduled meeting dates</li> <li>● <b>Regular Meetings with Police</b></li> <li>● Identifying local crime hotspots, reviewing progress in active ASB, domestic abuse and harassment cases, planning for early intervention and diversionary activities and cross-referencing criminal damage cases reported on OVH properties to identify if additional support is required or if recharges for damages should be issued</li> <li>● <b>Vulnerable Victims Meetings</b></li> <li>● Using a shared 'Risk Assessment Matrix' – which provides clear criteria to assess the extent to which a vulnerable reporter / victim / witness is at risk of experiencing harm, OVH will work with multiple agencies to provide support packages to those most in need – which may include regular visits from OVH staff or target hardening measures</li> <li>● <b>Multi-Agency Responses</b></li> <li>● OVH will collaborate with local ASB strategic bodies (established in areas it owns and manages properties) to discuss responses to anti-social behaviour problems, share data and intelligence and set priorities for action based on agency concerns and those of their customers</li> <li>● Where required OVH will cooperate with the Community Triggers set up by relevant bodies operating in the areas where it owns or manages properties as stated in the Anti-Social Behaviour, Crime and Policing Act, 2014</li> <li>● <b>Attendance at Best Practice Groups</b></li> <li>● To share its best practice in ASB, domestic abuse and harassment and to learn from other providers OVH will regularly attend best practice forums</li> </ul>
<p>3.7.4</p>	<p>When working with partner organisations to provide joined-up services, OVH will need to share information it holds about those involved in ASB, domestic abuse and harassment cases. In all cases this will be in accordance with strict 'data sharing protocols' that have been developed with the main partner agencies.</p>
<p>3.7.5</p>	<p>The protocols ensure compliance with the Data Protection Act 1998 requirements in that personal information will not be disclosed to third party organisations unless it is in 'the best interests of individuals concerned'. OVH will also ensure the systems it has for data storage are robust and secure at all times.</p>
<p>3.8</p>	<p><b>Staff and Contractor Protection</b></p>
<p>3.8.1</p>	<p>Sections 3.1 to 3.6 set out the provisions OVH has in place to tackle ASB, domestic abuse and harassment that is caused by or directed to OVH tenants and customers. In operating the Policy, OVH also aims to ensure that its staff or others working on its behalf are not subject to ASB or harassment from OVH customers, their friends, relatives or others who may be visiting their OVH home and neighbourhood. For further details refer to the OVH Unacceptable Behaviour Policy.</p>

3.8.2	In line with its internal 'Grievance, Bullying and Harassment Policy', OVH takes a zero tolerance approach to this type of behaviour directed towards its staff and contractors and will consider taking tenancy or civil actions against any individuals or groups that are found to be responsible.
3.9	<b>Satisfaction and Complaints</b>
3.9.1	OVH constantly strives to improve the services it provides to tackle ASB, domestic abuse and harassment to meet the needs of customers, victims and witnesses. For every case that is investigated by OVH or where actions are taken, OVH will survey customers to assess their satisfaction with way the case was handled and the outcomes achieved. OVH will also take appropriate action where customers express dissatisfaction to improve the services provided.
3.9.2	OVH will use this feedback to review the services it provides, in conjunction with customer representatives, to ensure it is adequately resourced and to drive service improvements. OVH will also benchmark its services against other providers in the housing sector and will look to maintain performance in the top 25% at all times.
3.9.3	Where services do not meet expectations in any way, customers are encouraged to use OVH's complaints process to express their dissatisfaction and to seek resolutions to problems. OVH will acknowledge all complaints within 3 working days and will look to get a full response to complainants within 10 working days. OVH will also analyse complaints as a means of identifying areas for improvement.
3.9.4	Where the Community Trigger has been activated, OVH will work in partnership with the relevant agencies to find a solution including sharing information and assessing risk of harm to the victim of the anti-social behaviour, domestic abuse or harassment.
<b>4</b>	<b>Implementation</b>
4.1	All staff have a responsibility to be aware of the Anti-Social Behaviour, Domestic Abuse and Harassment Policy to be able to direct any customer enquiries that may arise.
4.2	Neighbourhood Services Officers for general needs and supported housing accommodation have responsibility for carrying out investigations to reports raised for low to medium level ASB (in accordance with the provisions outlined in 3.3. and 3.4 above).
4.3	The Community Safety Team have responsibility for investigating all high level cases and any reports of domestic abuse, harassment or hate crime. The Community Safety Team, in conjunction with the Legal Team will also be responsible for preparing legal documents for court action in high level cases and carrying out any strategic review of services.
<b>5</b>	<b>Performance</b>
5.1	<p>OVH's involved tenant representatives have requested quarterly updates via the newsletter and website on following performance indicators:</p> <ul style="list-style-type: none"> <li>• Average number of days to resolve an ASB case</li> </ul>

5.2	<ul style="list-style-type: none"> <li>• Number of new ASB cases per 1,000 properties</li> <li>• % satisfied with the outcome of their ASB case</li> <li>• Breakdown of cases reported by category of ASB</li> </ul> <p>In addition to the above, OVH provide quarterly updates internally on the following performance indicators:</p> <ul style="list-style-type: none"> <li>• Satisfaction with resolution of ASB neighbourhood cases</li> <li>• % of ASB cases responded to within 24 hours</li> </ul>		
5.3	OVH will benchmark its performance against local and national housing providers and aim to be in the top 25% against all indicators.		
<b>6</b>	<b>Consultation</b>		
6.1	All OVH staff have been consulted in the development of this Policy. Tenants' representatives were consulted in the Policy development via the Tenants Policy Review Group on 25/09/2019.		
6.2	OVH have also consulted the specialist networks of the Local Equalities Partnership in the development of this Policy.		
<b>7</b>	<b>Review</b>		
7.1	The Policy will be reviewed every 2 years from the date of Executive Management Team approval (or as near as possible) or more frequently if required by changes in legislation, regulation or as a result of system audits.		
<b>8</b>	<b>Equality Impact Assessment</b>		
8.1	<table border="1"> <tr> <td data-bbox="229 1335 791 1532">Was a full Equality Impact Assessment (EIA) required?</td> <td data-bbox="791 1335 1495 1532">Yes</td> </tr> </table>	Was a full Equality Impact Assessment (EIA) required?	Yes
Was a full Equality Impact Assessment (EIA) required?	Yes		
8.2	When was EIA conducted and by who? An Equality Impact Assessment conducted by the Community Safety Manager and the Policy and Strategy Officer on 27-09-12 is still valid for this Policy.		
8.3	Results of EIA The measures OVH currently has in place to ensure all reports of ASB, domestic abuse and harassment are dealt with promptly, proportionately and consistently are sufficient to mitigate any risks of a differential or adverse service to any groups with protected characteristics. The EIA contains a recommendation for OVH to continue to work with partner agencies and statutory agencies to identify any real or perceived barriers that might prevent 'reporting' of issues by certain groups.		

9		Scheme of Delegation	
9.1	Responsible committee for approving and monitoring implementation of the Policy and any amendments to it	EMT	
9.2	Responsible officer for formulating Policy and reporting to committee on its effective implementation	Operations Director- Housing Services	
9.3	Responsible officer for formulating, reviewing and monitoring implementation of procedures	Operations Director- Housing Services	
10		Amendment Log	
Date of revision:	Reason for revision:	Consultation record:	Record of amendments:
7 <sup>th</sup> June 2017	Changes in line with operational practices	See Section 6	<ul style="list-style-type: none"> <li>• Inclusion of revised definitions in introduction</li> <li>• Expanded definition of domestic abuse</li> <li>• Revised reporting arrangements for hate crime</li> <li>• Updated job titles</li> </ul>
8 October 2019	Changes in line with operational practices	See Section 6	<ul style="list-style-type: none"> <li>• Change at 3.5.4 – Inclusion of examples of behaviours that is regarded of serious nature that may warrant a ‘ Red Warning Card’</li> <li>• Change at 1.5.2.3 –Inclusion of revised OVH provisions that are in place to deal with customers’ reports in regard to ‘noise’</li> </ul>