

Anti-Social Behaviour Policy

Aligned with RSH Consumer Standards

This policy explains how V&F Homes Ltd prevents and responds to anti-social behaviour (ASB). V&F is a Registered Provider of social housing committed to delivering safe, high-quality homes and well-managed neighbourhoods. This policy reflects the Regulator of Social Housing (RSH) Consumer Standards, including the Safety and Quality Standard, Transparency, Influence and Accountability Standard, and Neighbourhood and Community Standard.

1. Purpose and Scope

- This policy applies to tenants, shared owners, leaseholders, and occupants of V&F homes.
- It also applies to visitors, contractors, and others whose behaviour affects V&F communities.

2. Definition of Anti-Social Behaviour

- Conduct causing or likely to cause harassment, alarm, or distress.
- Nuisance, excessive noise, threatening or intimidating behaviour.
- Domestic abuse, hate incidents, or harassment related to protected characteristics.
- Criminal or unsafe behaviour including violence, drug-related activity, or property damage.

3. Safety and Quality Standard

- We will take all reasonable steps to ensure that residents feel safe in their homes and neighbourhoods.
- We will assess risks to victims and take prompt and proportionate action.
- We will consider safeguarding, vulnerability, and support needs.
- We will work with relevant agencies to reduce harm and protect residents.

4. Neighbourhood and Community Standard

- We will work with residents and local partners to promote safe and sustainable communities.
- We will use early intervention and prevention to reduce anti-social behaviour.
- We will encourage mediation and restorative approaches where appropriate.
- We will take firm action where behaviour is persistent or serious.

5. Transparency, Influence and Accountability

- We will publish clear information about how to report ASB and what residents can expect.
- We will keep residents informed about the progress of their case.
- We will provide opportunities for feedback and improve services based on resident input.
- We will handle complaints in line with our complaints policy.

6. Reporting Anti-Social Behaviour

- Residents can report concerns via email, telephone, or the V&F website.

- In emergencies or where criminal activity is occurring, residents should contact the police.
- We encourage early reporting so that we can act quickly.

7. Case Management and Response

- We will acknowledge reports and assess risk and urgency.
- Serious or high-risk cases will be prioritised.
- We will agree an action plan with victims and keep them updated.
- We will review cases regularly.

8. Actions and Enforcement

- Possible actions include warnings, mediation, acceptable behaviour agreements, and partnership interventions.
- We may take legal action such as injunctions, possession proceedings, or other remedies where necessary.
- We will ensure our actions are fair, proportionate, and evidence-based.

9. Victim Support

- We will provide support and signpost to specialist agencies where needed.
- We will treat residents with respect, sensitivity, and confidentiality.
- We will recognise the impact of ASB on wellbeing and safety.

10. Partnership Working

- We work with local authorities, the police, safeguarding bodies, and support organisations.
- We recognise that effective responses often require multi-agency collaboration.

11. Equality, Diversity and Inclusion

- We are committed to equality and will not tolerate discrimination or harassment.
- We will make reasonable adjustments for residents where required.

12. Data Protection and Confidentiality

- We handle personal data in line with UK GDPR and data protection legislation.
- We may share information where necessary to prevent harm or crime.

13. Monitoring and Performance

- We monitor ASB cases, response times, and outcomes.
- We use this information to improve service delivery and accountability.

14. Complaints and Review

- Residents can make complaints if dissatisfied with our service.
- This policy will be reviewed regularly to reflect regulation, guidance, and best practice.

Approved by the Board of V&F Homes Ltd | Version 2.0 — Consumer Standards aligned