

## Corporate policy



**NORWICH**  
City Council

<b>Title</b>	<b>Antisocial behaviour</b>
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<b>Approved by</b>	Cabinet
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### **CONTRIBUTES TO CORPORATE PRIORITIES**

The policy helps to meet the corporate priority: to make Norwich a safe and clean city'.

### **RELEVANT LEGISLATION INFORMING THIS POLICY**

Antisocial Behaviour Crime and Policing Act 2014  
Housing and Regeneration Act 2008  
Antisocial Behaviour Act 2003  
Crime and Disorder Act 1998  
Environmental Protection Act 1990  
Noise and Statutory Nuisance Act 1993  
Clean Neighbourhoods and Environment Act 2005  
Human Rights Act 1998  
Data Protection Act 1998 Equality Act 2010

### **AUTHORISATION**

The policy will be reviewed on an annual basis with the power to authorise revisions delegated to the executive head of strategy, people and neighbourhoods.

## **PURPOSE OF POLICY**

This policy covers the antisocial behaviour service provided by Norwich City Council to residents, businesses and visitors to the city.

The policy also meets the council's obligation under the Antisocial Behaviour Act 2003 which requires local authorities who let homes and other social landlords to prepare and publish policies and procedures for dealing with antisocial behaviour.

The policy sets out the service standards that customers can expect from Norwich City Council and also the responsibilities that customers have in relation to reporting antisocial behaviour (ASB). It demonstrates our approach and commitment to resolving ASB and delivering high quality services.

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### **1. INTRODUCTION**

Norwich City Council aims to deliver an efficient and high quality antisocial behaviour service to all its residents. We do not tolerate antisocial behaviour and are committed to intervening with whatever combination of enforcement sanctions, preventative measures and support is necessary.

Where appropriate, the council will deal with reports of ASB through prevention such as

mediation and warnings. But, where necessary, the council will take legal action and work closely with a number of other partner agencies, including the police, to use the full range of tools and powers available to reduce the impact of ASB. As a general rule, preventative measures will be tried first, but the council may take enforcement action immediately in serious or urgent cases, whether instead of or in parallel with preventative or support measures, depending on the circumstances of the perpetrator.

## **2. TYPES OF ANTISOCIAL BEHAVIOUR**

Antisocial behaviour is behaviour that causes, or is likely to cause, harassment alarm or distress to one or more people not of the same household as the person responsible or it is behaviour that unreasonably interferes with other people's rights to use and enjoy their home and community.

This may include:

- noise nuisance
- intimidation or harassment
- aggressive and threatening language or behaviour
- environmental issues(for example, litter, dog fouling, graffiti, fly tipping and nuisance vehicles)
- hate behaviour that targets members of identified groups because of their perceived differences( for example, ethnicity, gender, age, religion, sexual orientation or disability)
- using housing accommodation to sell drugs or other unlawful purposes.

This type of behaviour, which can be committed by an individual or a group, threatens the quality of life of those living and working in our communities.

## **3. REPORTING ANTISOCIAL BEHAVIOUR**

Norwich City Council provides a number of different ways to report antisocial behaviour

- By telephone on 0344 980 3333, 24 hours a day, 7 days a week.
- By emailing us at [asb@norwich.gov.uk](mailto:asb@norwich.gov.uk)
- In writing to Norwich City Council, St Peters Street, City Hall, Norwich, NR2 1NH
- In person at the customer contact centre in city hall from 8:45am to 5pm Monday, Tuesday, Thursday and Friday or from 1-5pm on Wednesdays.

## **4. SERVICE STANDARDS**

We produce service standards so every customer is clear about the level of service they can expect to receive from us.

We will:

- contact the complainant within five days working to acknowledge their complaint (If immediate action is required we will discuss this at the time of the call and if it

is more appropriate for this to be from our neighbourhood wardens or the police).

- provide regular updates with the steps we are taking to deal with the complaint. We will do this by letter, email or phone or by visiting
- explain what support we and other agencies can offer for example mediation and tenancy support.

We are also committed to upholding the minimum standards agreed by all partners of the county community safety partnership to address antisocial behaviour in Norwich. Partners commit to the following in relation to people reporting ASB:

1. Listen to me, take me seriously.
2. Take action to address the problem.
3. Try to prevent this happening again.
4. Tell me what you have done.

### **Flytipping**

We will start to investigate all reports of fly tipping within two working days where there is material evidence or witnesses to the event.

Where there is no evidence, we will remove fly tipping within two working days

### **Graffiti and flyposting**

We will remove offensive graffiti and fly posters within 24 hours of receiving a report and all other graffiti and fly posters within 14 working days.

### **Abandoned vehicles**

On the day the abandoned vehicle is reported the council will contact the police to check the details. By the end of the next working day a council worker will have inspected the vehicle.

## **5. RESPONSIBILITIES OF RESIDENTS, OUR TENANTS AND LEASEHOLDERS**

In order for us to be able to deal with antisocial behaviour thoroughly we require as much information from complainants as possible. When a complaint is received we always try to make contact with the complainant, therefore it is important for complainants to return our calls, respond to letters and be available for pre-arranged meetings.

We may also require the complainant to keep a log of the nuisance they are experiencing. This is so we can initially assess the extent of the problem. We will supply log sheets for this purpose.

We expect complaints to be accurate. If we investigate and find complaints have been made falsely or maliciously this could lead to action being taken against the complainant.

### **The responsibility of all residents**

People have the right to enjoy living in, working in or visiting Norwich without experiencing annoyance or nuisance from the antisocial behaviour of other people. The council will work with partners to use all the relevant powers available to tackle ASB.

Everybody should be considerate of others and take responsibility for the behaviour of themselves, members of their household and visitors to their home.

In a modern, vibrant and densely populated city people should also be tolerant of diversity and different lifestyles.

### **The responsibility of Norwich City Council tenants**

Norwich City Council tenants have a responsibility to comply with the conditions of their tenancy agreement. They are also responsible for the behaviour of members of their household and visitors to their property.

Section 5 of the tenancy agreement states:

5.1 You must not behave in the neighbourhood in a way that is (or is likely to be) a nuisance or annoyance to other people. It is not possible to list everything that is a nuisance or annoyance.

These are examples of some of the most common kinds:

- loud music and other unreasonable noise
- noisy DIY for prolonged periods or late at night
- door slamming
- rowdy behaviour, including excessive visitors, shouting and swearing at people
- keeping animals in an irresponsible way (or at all in some flats) against part 7
- keeping your home in poor condition against paragraphs 8.7 – 8.12
- misusing the communal areas against paragraphs 9.2 – 9.3.

5.2 You must not harass, intimidate or abuse:

- anybody in the neighbourhood
- anybody at our offices
- anybody that you know to be connected with the neighbourhood or management of your tenancy (for example, your neighbours, their visitors or our staff), wherever they are. Harassment includes offensive behaviour directed at people because of their age, gender, disability, racial group, sexual orientation, religion or belief. It also includes indirect threats towards people and making malicious allegations against people.

5.3 You must not have in your home any unlawful drugs or equipment for the misuse of drugs.

5.4 You must not use your home for immoral or illegal purposes or commit indictable offences in the neighbourhood.

5.5 Remember you are responsible for other members of your household and visitors to your home (see paragraph 1.12). You must not, therefore, allow them to behave in an antisocial manner, this includes children.

### **The responsibility of Norwich City Council leaseholders**

Norwich City Council leaseholders must comply with the terms of their lease. These include a covenant not to cause nuisance or annoyance in the neighbourhood. If a leaseholder is in breach the council may take enforcement action.

## **6. OUR APPROACH TO RESOLVING ANTISOCIAL BEHAVIOUR**

Residents are able to telephone the council and speak to a council officer to report the full range of incidents of antisocial behaviour 24 hours a day, seven days a week. However we do not provide a 24 hour response service.

When we receive a report we will progressively:

- make an initial assessment by trained staff of the severity, impact and nature of each report
- arrange an appropriate response through referring to the relevant council service, or other agencies, or simply logging for information
- adopt a case management approach whereby the actions of the councils services are tracked
- where necessary, give victims a single point of contact.

All reports made are logged in the council's corporate management and workflow system. The information can then be analysed and shared with our partners to identify trends and hotspots, so that longer term actions can be taken. Collating intelligence in this way is an essential part of the councils overall approach to tackling and resolving antisocial behaviour and it is the basis, along with data from other partners for designing effective strategic interventions and responses.

## **7. TACKLING ANTISOCIAL BEHAVIOUR**

A high proportion of complaints received by the council are resolved by prevention and early intervention to stop antisocial behaviour escalating without the need for legal action.

Such measures include:

- mediation
- acceptable behaviour contracts
- warning letters
- referrals to support agencies
- structured interviewing of juveniles to establish ways forward in tackling their behaviour
- designing out crime
- multi-agency partnerships
- introductory council tenancies

However in some situations this will not be possible and immediate legal action may be taken to protect our tenants, leaseholders and residents.

Legal action includes:

- possession action (council tenants)
- demotion Orders (council tenants)
- injunctions
- closure orders

As well as the antisocial behaviour which impacts directly on individuals eg noise and

intimidation, other behaviour that leads to a decline in the environment can have a significant impact on people's capacity to enjoy a reasonable quality of life. These can include littering, flytipping, dog fouling, abandoned vehicles and street drinking.

When appropriate, the council will work closely with the police and other partners to protect our residents and communities and will use and support the use of all powers available including:

- criminal behaviour orders
- dispersal powers
- public spaces protection orders
- community protection notices
- abatement notices
- fixed penalty notices

Before taking enforcement action we will assess:

- the circumstances of the perpetrator , including any protected characteristics under the Equality Act 2010
- the conduct of the whole tenancy (where applicable)
- the risk assessed impact of the antisocial behaviour and/or criminality on the community.

If the situation is urgent, it may be necessary to take immediate enforcement action in parallel with a full assessment. For example, an injunction may be sought so that we can assert some control over the situation, whilst exploring all options.

## **8. SUPPORTING VICTIMS AND WITNESSES**

In 2010 the Home Office introduced a national framework for identifying the most vulnerable victims of antisocial behaviour. This now forms part of our processes and in each case we carry out a risk assessment at first point of contact. This helps us to prioritise service delivery to high risk victims, speed up action and focus on a joined up partnership response.

We understand that being a victim/witness in an antisocial behaviour case can be a frightening and daunting experience for many people.

In many cases without the help of complainants consistently reporting antisocial behaviour to us, action could not be taken. Therefore where we are the lead agency we will do everything we can to ensure that victims/witnesses are supported throughout the process.

We will agree with the victim/witness how we can support them through the process and this could include:

- regular contact at agreed times
- arranging warden patrols in your area
- use of injunctions in appropriate cases
- use of an emergency alarm (Linkline) in very serious cases
- fitting additional security measures to your property ie bolts, chains, spyhole.

If it is necessary for a witness to attend court, we will also ensure they have the following support:

- Prepare their witness statement based on what they have told us until they are satisfied with it
- Fully explain the court process and arrange a visit if necessary so they are prepared and know what to expect
- Reimburse any out of pocket expenses that are incurred during the day for example – loss of earnings, refreshments, car parking
- Arrange transport if required
- Where possible, an officer will stay with the witness throughout the day

We will also encourage the police and other relevant agencies to offer additional support and contact with victims and witnesses.

## **9. WORKING WITH PERPETRATORS**

We aim to tackle the causes of antisocial behaviour by challenging unacceptable behaviour. We recognise the importance of giving perpetrators the opportunity to make positive changes to their behaviour.

In most cases we will work with perpetrators to resolve the antisocial behaviour and take into account any underlying factors that may be causing the behaviour, for example:

- relationship breakdowns
- mental health
- physical and learning disabilities
- alcohol abuse
- drug abuse
- money issues and debt.

However this is not possible in all cases. Furthermore, we may need to take immediate legal action in some cases, for example where violence is involved, even if continuing to work with perpetrators. In extreme cases, the impact of a single act of ASB on the wider community may be so serious that it would be unacceptable for the perpetrator to remain or return there.

We will offer to make referrals to appropriate specialist support services such as Norwich Family Intervention Project and Stonham Homestay, providing there is a willingness to receive the support and engage with the support service.

We will also:

- make sure information is available in a resident's first language if requested
- seek to involve social services when action is being taken against a vulnerable resident
- consult with the police and youth offending team before proceeding with an acceptable behaviour contract or civil injunction against a person under 18.

Some of the powers available to us through the Antisocial behaviour , Crime and Policing Act 2014 now enable us to request that the court set positive requirements as



part of the orders they grant. This is to enable us to address the causes of some problems and to help with long term solutions.

## **10. PARTNERSHIP WORKING**

The Crime and Disorder Act 1998, as amended by the Police Reform Act 2002, obliges the city council to work in partnership with other public agencies to reduce crime and disorder and improve community safety.

This is done through the County Community Safety Partnership (formerly Crime and Disorder Reduction Partnership) which is made up of seven statutory partners (responsible authorities) in conjunction with several other partners with a community safety concern.

The responsible authority partners are:

- All Norfolk district councils
- Norfolk County Council
- Norfolk Constabulary
- Norfolk Fire and Rescue Service
- Norfolk and Suffolk community rehabilitation company & the National Probation Service
- Norfolk's clinical commissioning groups

In addition to the responsible authorities, the Norfolk CSP also benefits from representation from the following partners:

- Norfolk drug and alcohol action team
- Victim support
- Norfolk youth offending team
- Registered social landlords.

The Norfolk CSP has developed a partnership plan, outlining the current priorities and the actions and partners required to address those priorities.

At operational level the Antisocial Behaviour and Tenancy Enforcement (ABATE) team forms part of the Norwich Operational Partnership Team (NOPT). This is a partnership team led by Norwich City Council and Norfolk Constabulary which benefits from operational input from other Norfolk Community safety partners.

The NOPT officers share information and resources to help address antisocial behaviour and crime in Norwich communities quickly and effectively, look at ways to help prevent it from recurring and help ensure the most vulnerable in Norwich are protected.

As a further part of our commitment to partnership working we host and participate in various forums set up to plan and allocate resources to resolve ASB. These include:

- Antisocial behaviour action group (ASBAG)
- Multiagency Rough Sleepers group (MARS)
- Multiagency Risk Assessment Conference (MARAC)

## 11. HATE CRIME AND INCIDENTS

A hate incident is any that is seen by the victim or another person as being motivated by prejudice or hatred towards a person because of their:

- cultural, ethnic, national or racial origin
- religion
- sexual orientation
- gender or gender identity
- age
- disability.

A hate crime is any hate incident that constitutes a criminal offence.

All reported hate related incidents will be recorded in the council's corporate management and workflow system and dealt with by the specialist ABATE team. Each victim/witness will have a designated case officer as their point of contact and to provide support to them and their families. Action will be taken against perpetrators when appropriate.

Council employees have a responsibility to report a hate related incident if they are witness to / identify a hate related incident when carrying out day to day duties or if a member of the public/agency reports an incident to them.

Dealing with and recording all incidents regardless of whether or not we can take any action allows us to continue to advocate and improve community cohesion, monitor community tensions and enables us to share appropriate data with partner agencies to build an overall picture of hate incidents across the city and county. The city council is a member of the Hate Free Norfolk Network and signatory of the supporting pledge. The pledge is a set of seven commitments:

- stand up for the right of everyone in Norfolk to live free from hate,
- address the issues that cause hate,
- challenge attitudes and behaviours that can lead to hate,
- ensure that victims and witnesses are taken seriously and treated with respect,
- make it easy to report hate and support people to do so,
- work with others to raise awareness of the impact of hate,
- State the actions that we will take to make this happen.

## 12. DOMESTIC / RELATIONSHIP ABUSE

Norwich City Council believes everyone has the right to feel and be safe at all times within an intimate relationship. Abuse or violence within a personal relationship is never justified and we actively commit to the 'Norfolk Says No' campaign.

Domestic / relationship abuse includes financial, emotional, psychological or sexual control and threatening behaviour, as well as physical violence and stalking. It is perpetrated by current or former intimate partners or family members, including young people and adults.

We work with partner agencies to support and help protect victims of domestic / relationship abuse and violence. We participate in the Multi agency risk assessment conference (MARAC) process. This is part of a countywide strategic response to

domestic / relationship abuse that aims to increase identification of victims at high risk of serious harm and then produces a multiagency risk management plan to reduce the risks to victims, their children and any other vulnerable person in the household.

When domestic / relationship abuse is reported to us we will offer advice and assistance and inform the victim of other agencies that may be able to help.

Where domestic / relationship abuse is perpetrated against a Norwich City Council tenant leading to them leaving their home, we may take action against the perpetrator to prevent them remaining in the property.

Section 6 of the tenancy agreement states:

6.1 You must not be violent to, harass, intimidate or abuse other members of your household so that they leave your home.

6.2. In the case of such violence etc. perpetrated by one joint tenant against the other, we may enforce this agreement to prevent the perpetrator remaining in sole occupation of the home.

### **13 CLOSING CASES**

We will notify the complainant / victim when we are closing their case and explain why. We will close a case when :

- the problem has been resolved
- after investigation, the complaint cannot be substantiated (cases can be reopened if new evidence becomes available)
- the nuisance is a result of a lifestyle clash and those involved will not participate in mediation
- we have tried everything that is reasonable and proportionate and there is no further appropriate action for us to take
- the complainant fails to provide information or make contact with us.

### **14. COMMUNITY TRIGGER**

The community trigger gives victims and communities 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. Victims (or another person acting on behalf of the victim) can use the community trigger to demand action if the problem persists and no action / inadequate action has been taken and/or they feel ignored by agencies.

Sections 96 and 97 of the Antisocial Behaviour Crime and Policing Act 2014 require the council as a relevant body to have a procedure in place.

The county community safety partnership agreed to adopt a county wide approach to the community trigger, this ensures that all community trigger applications are dealt with consistently. Norfolk's threshold for triggering an ASB case review is:

- an application has been received and you have reported at least three qualifying incidents of ASB within six months.

An incident qualifies if:

- the antisocial behaviour was reported within a month of the alleged behaviour taking place; and
- the application to use the community trigger is made within six months of the report of antisocial behaviour.

Incidents reported need not be the same type of behaviour, but must be related in some way.

If an ongoing antisocial behaviour problem is being actively dealt with by the council, police or other housing provider, the case is not appropriate for the community trigger.

## **15. PERFORMANCE MONITORING AND MANAGEMENT**

The performance management framework enables Norwich City Council to ensure that the service is being delivered effectively and to respond to those areas where performance needs to be improved. The information is shared with staff to ensure that everyone is focussed on delivering the best service to customers.

Monitoring information is made available to the following:

- involved tenants and leaseholders
- customer representatives at tenant focus groups
- members and councillors
- all tenants on an annual basis as part of the annual reporting arrangements
- staff through regular performance updates
- all regulatory bodies as and when required.

## **16. HOW TO COMPLIMENT, COMMENT OR COMPLAIN**

Norwich City Council is committed to ensuring that all services are tailored to meet the needs of everyone, taking into account of age, gender, ethnicity, lifestyle or disability. All complaints will be recorded and investigated according to our corporate procedure.

Further information on compliments, comments and complaints procedures can be found using the details below.

Norwich City Council  
Tel: 0344 980 3333  
Website: [www.norwich.gov.uk](http://www.norwich.gov.uk)  
Email: [Listening@norwich.gov.uk](mailto:Listening@norwich.gov.uk)

Norwich City Council is continually looking to improve the services it offers its customers and as such actively encourages comments on the service provided.

## **17. PUBLICITY AND COMMUNICATION**

The council uses its own resources and co-operates with the local media, where

appropriate, to publicise actions and activities to combat antisocial behaviour. We will consider carefully whether proposed publicity is likely to reduce or increase the fear of crime and will aim to provide information that allows individuals and communities to feel safer.

One of the ways the council keeps residents and tenants and leaseholders informed is through *Citizen* and *TLC* magazines.

*Citizen* is published quarterly and delivered to all homes and business in Norwich. *TLC* magazine, which stands for tenants' and leaseholders' community magazine, is sent to council tenants and leaseholders homes three times a year. Where appropriate both can include information on antisocial behaviour and can also be accessed online via the council's website.

From time to time we will publicise positive actions within the housing sector, via professional magazines and publications. We will also publicise statistical information showing numbers of cases, actions, resolutions and court results to our tenants, resident groups and multi-agency partners.

Council staff will attend residents meetings when invited, to discuss ASB issues and council policy.

## **18. CONFIDENTIALITY AND DATA PROTECTION**

All information provided to us will be treated in confidence in accordance with the Data Protection Act. We will not pass on the identity of the victim/witness to the perpetrator unless we receive consent to do so although depending on the situation it may be possible for them to work out who has complained.

If the identity of the victim/witness needs to be revealed to pursue the complaint, this will be discussed fully with them along with the support we are able to provide. If consent is not given we may not be able to take any further action.

If court action is taken and evidence is needed from the victim/witness their statement may be read by the perpetrator and their solicitor.

The police authority, local authorities, police, fire service and primary care trust are allowed to exchange information for the purposed of reducing crime and disorder. Section 115 of the Crime and Disorder Act 1998 establishes the power to disclose information, when such disclosure is necessary or expedient for the purpose of reducing crime and disorder.

If we receive information that suggests there are issues around protecting children and vulnerable adults, safeguarding policies and procedures will be followed.

At all times officers will adhere to data protection policies and procedures.

## **19. STAFF TRAINING**

In order to resolve antisocial behaviour effectively the council ensures all staff are appropriately trained and have a clear understanding of our policy.

## **20. PROTECTION OF STAFF**

The council does not tolerate any verbal or physical abuse or threats to our staff or contractors. We will support any staff member who is subjected to ASB while carrying out their duties and take the appropriate action available to us including the use of injunctions.

## **21. EQUALITY AND DIVERSITY**

Equality: everyone has a fair chance to achieve the same or similar outcomes.

Diversity: celebrating the fact that our differences make us who we are.

As an organisation, we have a statutory duty to promote equality of opportunity, eliminate discrimination and harassment, and strive towards a cohesive society. Norwich City Council is committed to equality of opportunity and celebrates the diversity of all its residents, visitors and employees.

This policy supports the council's equality strategy. Officers will at all times comply with the council's equality policy.

## **22. REVIEW**

The antisocial behaviour policy manager will be responsible for making sure that this policy is reviewed annually to ensure that changes in government legislation and best practice are included. The policy may need to be updated before the review is actually due to accommodate changes in legislation. Power to authorise revisions is delegated to the executive head of strategy, people and neighbourhoods.

## **23. EQUALITY IMPACT ASSESSMENT**

# Equality impact assessment template

Name of head of service or executive head authorising:	Russell O'Keefe
role:	Executive head of service strategy, people and neighbourhoods
Brief synopsis of assessment	This assessment looks at the council's antisocial behaviour and how certain groups may be affected by the policy.
Lead review manager name:	Sarah Clark
Role:	Antisocial behaviour policy manager
Date:	July 2015

## 1. Title of proposed policy, function or project:

Antisocial Behaviour Policy 2015

The Antisocial Behaviour Act 2003 requires local authorities who let homes and other social landlords to prepare and publish policies and procedures for dealing with antisocial behaviour.

The policy sets out the service standards that customers can expect from Norwich City Council and also the responsibilities that customers have in relation to reporting antisocial behaviour (ASB). It demonstrates our approach and commitment to resolving ASB and delivering high quality services.

The policy has been revised to coincide with the introduction of new powers to tackle ASB under the ASB, Crime and Policing Act 2014

## 2. What are the aims and objectives?

To provide a corporate policy for dealing with antisocial behaviour which supports the council's priority of ensuring Norwich is safe and clean for all citizens and visitors to enjoy by working effectively with the police to reduce anti-social behaviour, crime and the fear of crime.

## 3. Who are the key stakeholders?

- all Norwich residents
- those working in and visiting the city,
- relevant staff
- police and all partners of County Community Safety Partnership
- elected representatives.

#### 4. What evidence has been used for this assessment?

Consultation –Tenant Involvement Panel

Customer Satisfaction Survey analysis

Analysis of Q3 ASB in housing properties ( no marked changes in findings from Q1 or Q2 of the same period)

#### 5. Have any concerns been raised about the proposed policy?

(Copy and paste this symbol ✓ to tick the relevant fields below)

	Yes	No	Not known
Age		✓	
Disability		✓	
Gender		✓	
Racial group		✓	
Religion or belief		✓	
Sexual orientation		✓	
Socio-economic status	✓		

#### 5a. What have people from these equalities groups told you about their concerns?

People on low incomes have expressed that they find it costly reporting antisocial behaviour via phone once they have listened to options and waited for an answer. The council recognises this and introduced an 0344 number so that local rates apply and mobile contract allowances can be used. There are also other methods of reporting including in person, via email and by post.

#### 6. Do different groups have different needs in relation to this policy?

(Copy and paste this symbol ✓ to tick the relevant fields below)

	Yes	No	Not known
Age	✓		
Disability	✓		
Gender		✓	
Racial group	✓		
Religion or belief			✓
Sexual orientation			✓
Socio-economic status		✓	

#### 6a. Please explain what the potential outcomes are for these equalities groups:

**Age:** There is no upper or lower age limit to being a victim or perpetrator of antisocial behaviour. Adults are just as likely, or more likely, to behave antisocially. Young people are often the target of antisocial behaviour, with young men aged 16 – 24 most at risk of being the victims of violent crime.



Older people may feel particularly vulnerable, intimidated and fearful of reprisals, especially regarding groups of young people on the streets.

Access to service is considered i.e. taking into account the interview location and confidentiality needs of both complainants and alleged perpetrators. Home visits are available. All complainants and alleged perpetrators are offered referrals to appropriate support agencies as needed. All interviews with young people are carried out with the parent/carer or appropriate adult.

A risk assessment is carried out for the complainant at the first point of contact to identify vulnerability, such as extreme age. Cases are prioritised in accordance with the risk assessment.

**Disability:** Mental, social and behavioural health issues could create a barrier for accessing the service. Mental health is a complex area. Some complainants and alleged perpetrators of antisocial behaviour may have a reduced level of mental wellbeing generally and as a result of issues of antisocial behaviour that they are suffering/perpetrating. Antisocial behaviour can have a very negative impact on a person's quality of life and physical and emotional health.

Access to service is considered i.e. taking into account the interview location and confidentiality needs of both complainants and alleged perpetrators. Home visits are available. Where a significant and relevant disability has been identified, and if possible, all complainants and alleged perpetrators are offered referrals to appropriate support agencies as needed. Mental health workers/support workers are invited to attend interviews if needed. Multi agency case conferences are held as needed.

Information about the service and reporting procedures can be made available, on request in different formats e.g. Braille, large print, audio tape etc. Sign language interpreters can also be made available on request. Customers with hearing difficulties can contact us through the Next Generation Text (NGT) Service. This provides a relay assistant who acts as an intermediary to convert speech to text, and vice versa, for the two people in conversation. The NGT app will also allow users to access the telephone system on many other devices with an internet connection, such as smartphones, tablets and laptops.

A risk assessment is carried out for the complainant at the first point of contact to identify vulnerability, such as disability or poor mental/physical health. Cases are prioritised in accordance with the risk assessment.

**Gender:** Antisocial behaviour affects both men and women. The activities outlined in this policy cover both genders in terms of complainants and alleged perpetrators, therefore access to and delivery of service is not affected by gender. All antisocial behaviour can be reported anonymously. All complainants and alleged perpetrators are offered referrals to appropriate support agencies as needed.

**Racial group:** Hate incidents are prioritised and dealt with according to corporate policy. Data analysis is in place to monitor the ethnicity of service users. This will help target resources more appropriately in the future or help to identify any failures in the service.

Information about the service and reporting procedures can be made available, on request, in languages other than English. Interpreters can also be made available on request.

There is a risk that Black and Minority Ethnic communities may feel isolated and may be unsure or unaware of the procedure for reporting antisocial behaviour.

**Religion or belief:** There is no data available at present to gauge the impact of the existing policy on this group.

However, access to service is considered i.e. taking into account the interview location, date and day of the week of the interview, gender of the interviewing officer and confidentiality needs of both complainants and alleged perpetrators. Home visits are available.

**Sexual orientation:** There is no data available at present to gauge the impact of the existing policy on this

group.

However, access to service is also considered i.e. taking into account the interview location and confidentiality needs of both complainants and alleged perpetrators. Home visits are available.

**Socio-economic status:** Antisocial behaviour affects both rich and poor, those working and those not working. The activities outlined in this policy cover all socio-economic status in terms of complainants and alleged perpetrators, therefore access to and delivery of service is not affected by socio-economic status. All antisocial behaviour can be reported anonymously. All complainants and alleged perpetrators are offered referrals to appropriate support agencies as needed.

7. Is there a chance to: a. promote equality of opportunity, and b. promote good relations in the community? (Copy and paste this symbol ✓ to tick the relevant fields below)

	Yes	No	Not known
Age	✓		
Disability	✓		
Gender	✓		
Racial group	✓		
Religion or belief	✓		
Sexual orientation	✓		
Socio-economic status	✓		

7a. Please explain whether the potential is for a positive or neutral outcome:

**Age:** reduced fear of and impact of ASB

**Disability:** reduced fear of and impact of ASB. Consideration will be given to supporting those with a relevant and known impairment, where reasonably possible, so as to enhance their opportunity of sustaining tenancies and fully participating in the community.

**Gender:** reduced fear of and impact of ASB

**Racial group:** reduced fear of and impact of ASB

**Religion or belief:** reduced fear of and impact of ASB

**Sexual orientation:** reduced fear of and impact of ASB

**Socio-economic status:** reduced fear of and impact of ASB.

8. Is there evidence to suggest that the policy may have a disproportionate adverse impact on an equalities group? (Copy and paste this symbol ✓ to tick the relevant fields below)

	Yes	No	Not known
Age		✓	
Disability		✓	
Gender		✓	
Racial group		✓	
Religion or belief			✓
Sexual orientation			✓
Socio-economic status		✓	

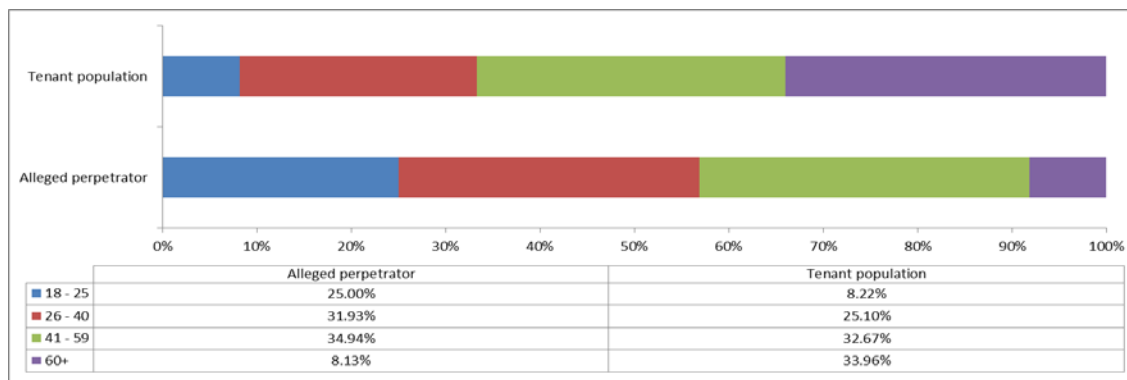
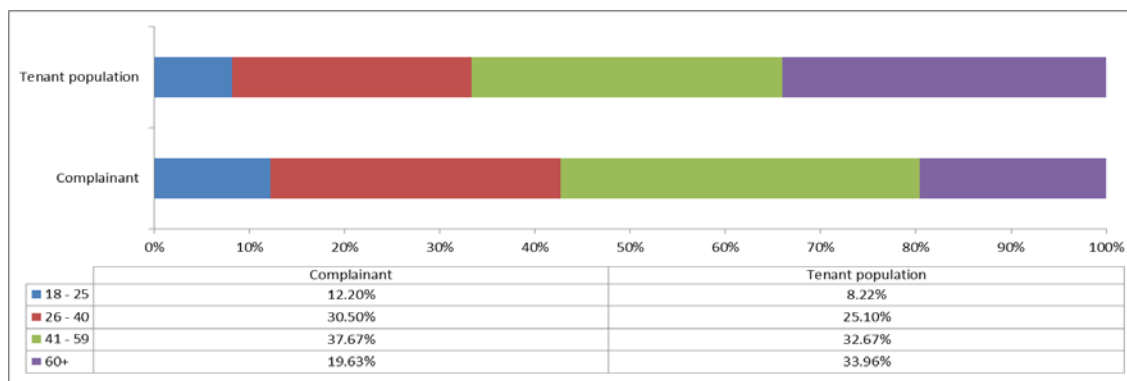
8a. Please explain what this potential impact is and how you intend to mitigate against it in a proportionate and relevant way:

Data collected in Q3 2014/2015 for reports of ASB in housing properties has been analysed for four equalities groups. We have taken the proportions of both complainants and alleged perpetrators who are council tenants and compared them to the proportion of the general tenant population to see if there are any marked differences in using the service by equality group.

The data held and analysed is only for tenants of Norwich City Council. Therefore a tolerance must be factored when extrapolating these findings to the whole population of Norwich. A tolerance must be factored where the equality data is unknown.

N.B It must be remembered that all data relates to service access of the existing ASB policy. Quarterly monitoring and analysis will continue after implementation of the new policy.

### Age:

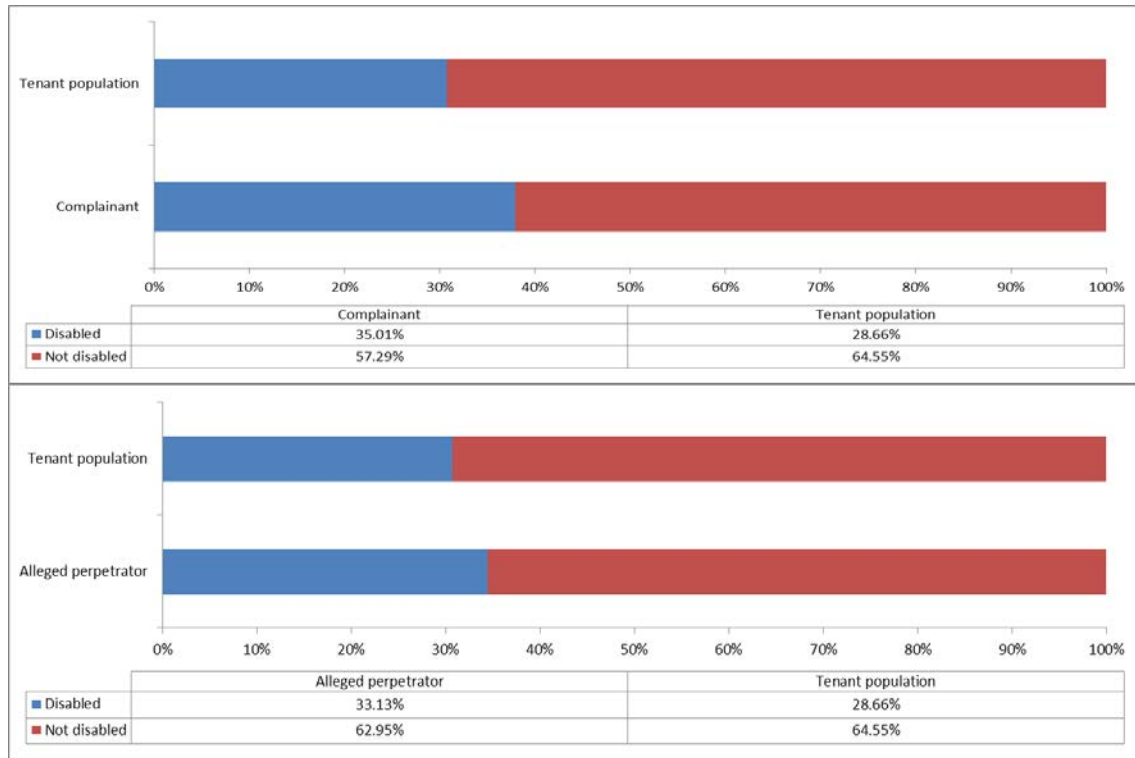


Older tenants are less likely to report ASB or be reported as the alleged perpetrator. Awareness needs to be raised of ASB what it is, causes etc. with the older population.

Younger tenants are more likely to be reported as perpetrating ASB. They may not have had the life experience / independence to appreciate the implications of their behaviour on their tenancy. The council

offers support at a very early stage. Younger tenants moving on from hostel accommodation are offered pre tenancy awareness sessions.

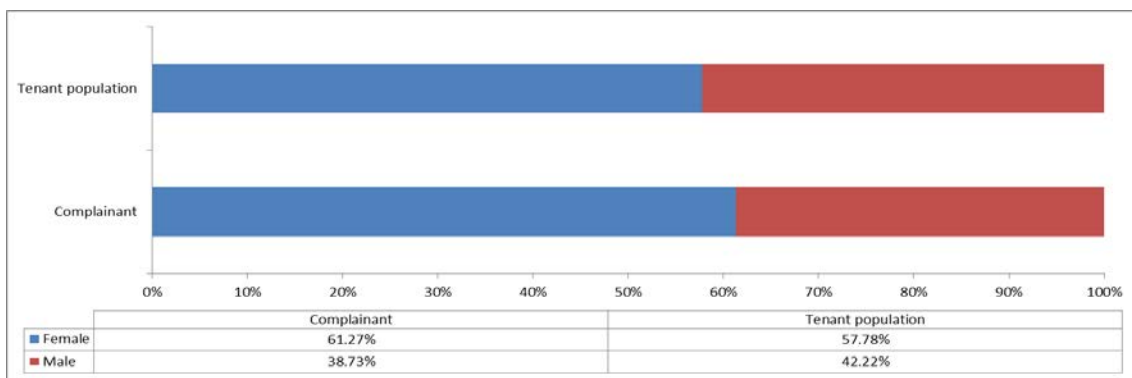
**Disability:**

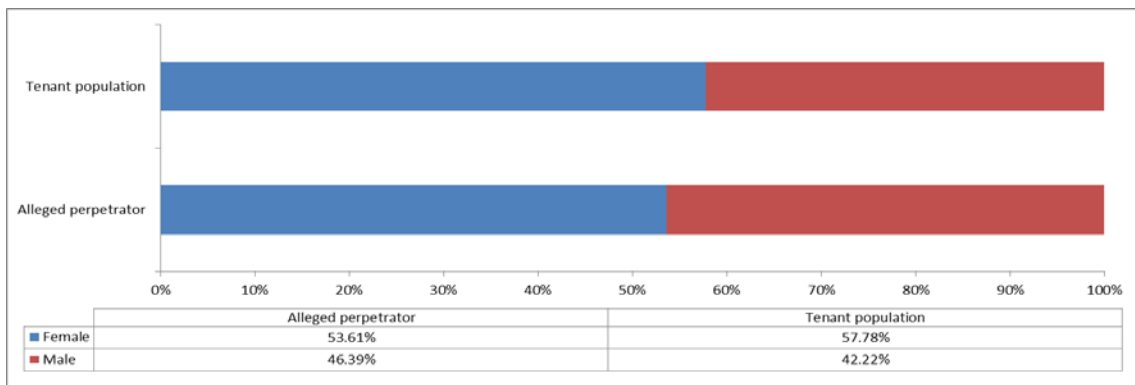


It is noted that tenants who express a disability seem to be statistically more likely to both complain of and allegedly perpetrate ASB. However, the differences are small. A pre-legal action protocol has been developed to ensure compliance with the Equality Act. The effect of legal enforcement is looked at in relation to the whole household – not just the perpetrator taking into account the circumstances of the perpetrator, including any protected characteristics under the Equality Act 2010; the conduct of the whole tenancy (where applicable); and the risk assessed impact of the antisocial behaviour and/or criminality on the community.

All literature and correspondence is available in large print, Braille or audio tape. Use of sign language interpreter for face to face contact. Customers with hearing difficulties can contact us through the Next Generation Text (NGT) Service. This provides a relay assistant who acts as an intermediary to convert speech to text, and vice versa, for the two people in conversation. The NGT app will also allow users to access the telephone system on many other devices with an internet connection, such as smartphones, tablets and laptops.

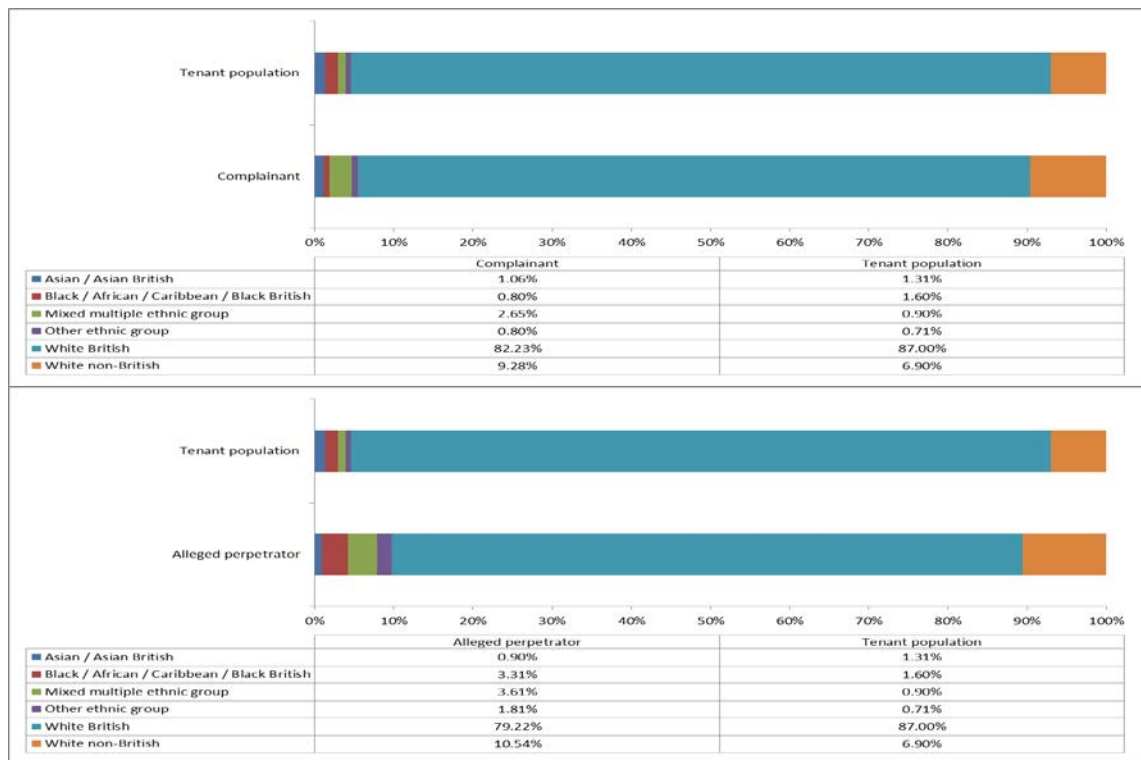
**Gender:**





Statistically female tenants seem more likely to report ASB and less likely to be reported as the alleged perpetrator. The differences are small.

### Racial group:



White British tenants seem less likely to both make a report of ASB and be reported as an alleged perpetrator. However, the numbers of other tenants and residents in other racial groups are very small in comparison to the White British population and too small to make any conclusions.

All literature and written correspondence can be made available in any language. Use of translators for telephone or face to face contact.

Satisfaction surveys are carried out at case completion. Data is collected separately for those cases where legal enforcement has not been necessary and for those cases passed for legal action and HATE incidents.

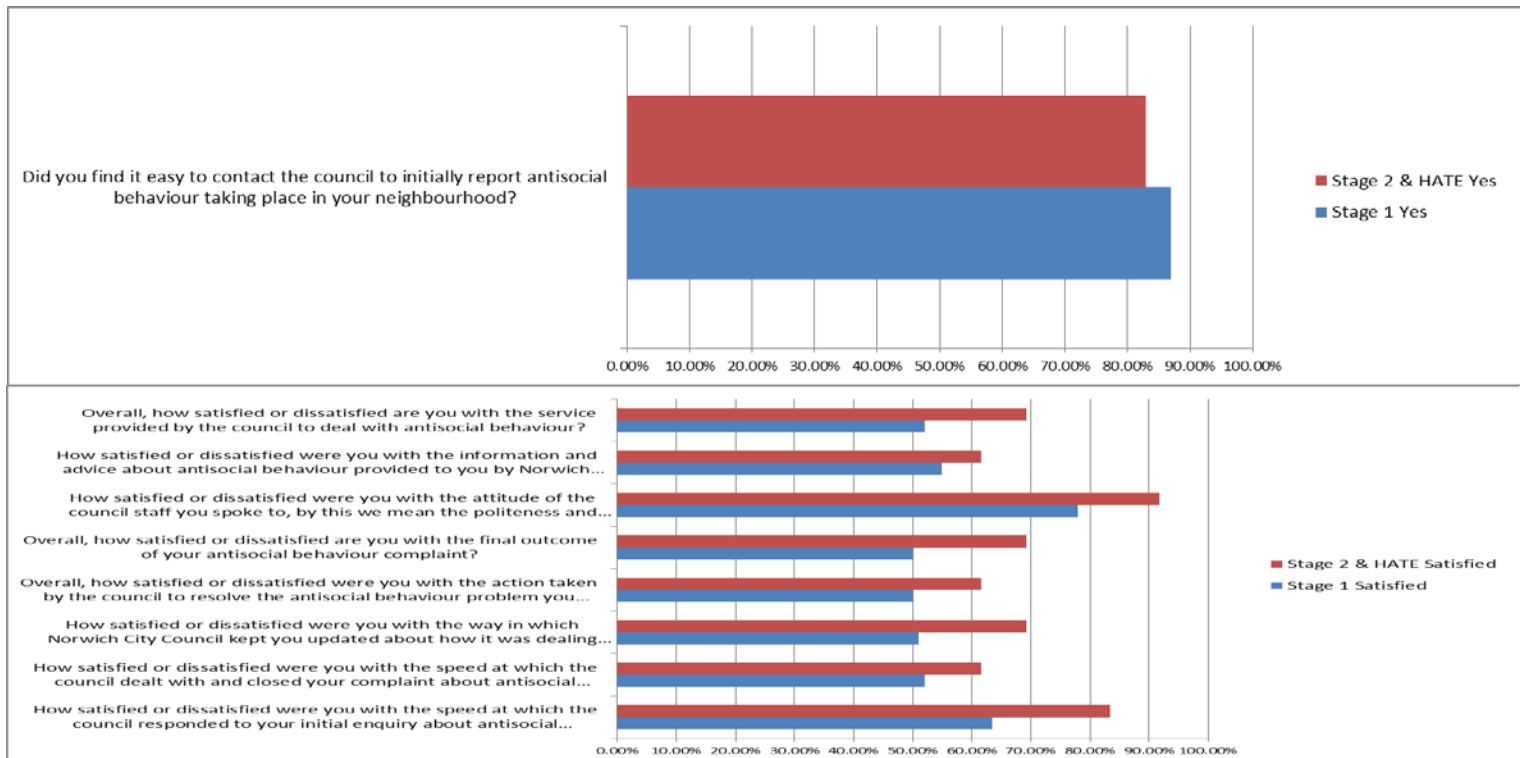
The police and Crown Prosecution Service have agreed a common definition of hate incidents.

They say something is a hate incident if the victim or anyone else think it was motivated by hostility or

prejudice based on one of the following things:

- disability
- race
- religion
- transgender identity
- sexual orientation.

Though the numbers of HATE incidents and cases referred for legal enforcement are very small comparison has been made between the two sets of data.



Satisfaction for complainants/victims is higher for legal enforcement cases HATE incidents. As the numbers are very small no sound conclusions can be made but these findings indicate that outcomes from the service are no worse, indeed might be better, for victims of hate incidents.

9. Please outline key recommendations and actions committed to in the future:

Action	Completion date	Expected outcome
Specialist training for the sheltered housing team		Knowledge and support available and at hand giving older residents the confidence to report ASB if needed
Presentation to the Sheltered housing involvement panel		Raise awareness of what ASB is and how to report if needed – no need to suffer in silence

Presentation at older persons' forum such as Age UK		Raise awareness of what ASB is and how to report if needed – no need to suffer in silence
Completion of the Equality and Community Impact Assessment prior to taking enforcement action	Ongoing	Consideration of the circumstances of the perpetrator, including any protected characteristics under the Equality Act 2010; the conduct of the whole tenancy (where applicable); and the risk assessed impact of the antisocial behaviour and/or criminality on the community.
Review methods of recording incidents of ASB for victims other than written log sheets		Aids removing barriers to accessing/using the service for those with a literacy difficulty
Continue to monitor ASB in terms of diversity	Ongoing	Trends and any possible inequalities will be identified and action plans produced to remove barriers to service access/delivery
Continue with satisfaction surveys collecting diversity data so this can be analysed	Ongoing	Any difference of outcomes by diversity group will be identified and action plans produced designed to give desired outcomes
Review and seek to improve links with the BAME community		Remove any feelings of isolation and raise awareness of how to report antisocial behaviour. Seek ways to promote good relations in the community.
Review and seek to improve links with representative groups such as Disability Norfolk		Remove any feelings of isolation and raise awareness of how to report antisocial behaviour. Seek ways to promote good relations in the community.

10. On the basis of this assessment, should this policy go on to the further impact assessment stage?

Yes                      No                      ✓

11b. Please explain:

Please note that the further impact assessment is only necessary if a potentially disproportionate negative impact has been identified.