

# ANTISOCIAL BEHAVIOUR POLICY

## 1 Purpose

- 1.1 The Red Kite Housing Group, including Red Kite Community Housing and Twenty11 Ltd, has a key role in creating safe and sustainable communities. This can only be achieved if we work in partnership with the police, local authorities, other agencies, and partners, and, most importantly, our tenants and communities. The well-being of our tenants and leaseholders is central to our approach.
- 1.2 This policy and associated process sets out our approach to tackling antisocial behaviour (ASB) through prevention, enforcement, and signposting support. Its purpose, by working with tenants, residents, and partners is to prevent and minimise the amount of ASB that our tenants suffer, which impacts adversely on them and our communities.
- 1.3 This policy also explains what we expect from our tenants in their interactions with Red Kite and Twenty11, and interconnects with our **Tenancy Policies**, group **Neighbourhood Management Policy**, group **Safeguarding Policy** and our **Domestic Abuse Policy**.
- 1.4 This policy also links to our **Complaints Policies** and group **Staff Protection Policy** in setting out our approach to dealing with vexatious and unreasonable tenants.
- 1.5 This policy will ensure that Red Kite and Twenty11 are accountable for our actions and performance when managing reports of antisocial behaviour.
- 1.6 The term 'tenants' refers to tenants or leaseholders within the Red Kite Group, including Red Kite Community Housing and Twenty11.

## 2 Definitions

- 2.1 Antisocial Behaviour (ASB) is defined by Section 2(1) of the Anti-social Behaviour, Crime and Policing Act 2014. It is defined as conduct that:
  - Has caused or is likely to cause, harassment, alarm or distress to any person.
  - Is capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises.
  - Is capable of causing housing-related nuisance or annoyance to any person

### 2.2 Domestic Abuse

Domestic Abuse is defined as behaviour of a person (A) towards another person (B) if:

- A and B are each aged 16 or over and are personally connected to each other, and
- The behaviour is abusive.

Further definitions of what is considered abusive and what defines personally connected can be found in the [Domestic Abuse Act 2021](#).

### 2.3 Hate Incidents and Hate Crime

A hate incident is any incident perceived by the victim, or any other person, to be motivated by prejudice towards them due to a protected characteristic within the

Equality Act 2010. This includes, but not limited to, race, religion, sexual orientation, disability or because they are transgender.

We promote and embrace an equal opportunity and diverse community. A hate crime is defined as any criminal offence which is perceived by the victim, or any other person, to be motivated by hostility or prejudice based on a person's race, religion, sexual orientation, transgender identity or disability.

Where an incident of domestic abuse or a hate crime is reported to Red Kite Community Housing or Twenty11, we will encourage the victim to report this to the Police and other relevant agencies so that they can investigate. We will make safeguarding referrals where appropriate. We will deal with such allegations in the context of breaches of tenancy and we will support victims by signposting to specialist service

## 2.4 **Noise Complaints**

A noise complaint is a grievance about excessive, disturbing, or unreasonable noise coming from a neighbouring property.

Noise complaints can affect resident's quality of life, causing physical and emotional stress, sleep disturbance, and a decrease in concentration levels.

Where a report is made to us of excessive noise that takes place on a frequent basis, complaints about Red Kite Community Housing or Twenty11 tenants will be investigated by an ASB Officer.

Antisocial behaviour can cover a wide range of activities that have a negative effect on the quality of community life and the lives of people within those communities. This includes harassment, nuisance and annoyance or disturbance to other residents, their visitors or other people in the area such as our staff and contractors. Depending on the severity of the report we will either respond within 1 or 5 working days.

2.5 On receiving a report of any of the following examples of ASB, we will make initial contact within 24hrs/one working day:

- physical violence / serious threats of violence
- hate crime
- drug dealing & supply
- drug use and misuse / communal area rough sleeping
- ongoing harassment, alarm, distress or intimidation
- Criminal Offence (ASBC&P Act 2014).

2.6 On receiving a report of any of the following examples of ASB, we will make initial contact within five working days:

- damage to property
- neighbour dispute
- drug misuse (in communal areas)
- noise nuisance
- pet nuisance & dangerous animals
- prostitution & sexual activity

- vehicle nuisance (examples to bring it to life) cars.

### **3 Responsibilities**

3.1 The Head of Community is responsible for managing, monitoring, reviewing and implementing this policy. In addition, all of our staff have the responsibility for dealing with antisocial behaviour, whether it is identifying issues while they are out and about, referring concerns to the appropriate specialists or partners, or just being aware of our approach in this critical area.

3.2 Staff who have specific responsibilities - such as giving strategic leadership, recording ASB reports on the system, giving advice, taking action or promotion - include the following:

- Director of Customer Services
- Head of Community
- Homes Manager
- Estate Manager
- Sheltered Services Manager
- Senior Antisocial Behaviour Specialist
- Antisocial Behaviour Specialists
- Lead Community Specialists
- Community Specialists
- Sheltered Specialists
- Relationship Advisors
- Repairs Specialist
- Head of Communications and Brand

### **4 Legal Framework**

4.1 The Regulator of Social Housing (RSH) regulates all registered social housing providers against a set of national and local standards in key service areas including ASB. These standards are within the RSH Neighbourhood and Community Standard and are subject to amendment.

4.2 Twenty11 is unregulated but is committed to following the Regulator of Social Housing (RSH) standards as part of the Red Kite Group.

4.3 Registered providers are obliged to publish a policy on how they work with relevant partners to prevent and tackle ASB in areas where they own homes. In their work to prevent and address ASB, registered providers must demonstrate activity within the service. We do this by ensuring that:

- tenants are made aware of their responsibilities and rights in relation to ASB;
- strong leadership, commitment and accountability on preventing and tackling ASB that reflects a shared understanding of responsibilities with other local agencies;
- a strong focus exists on preventative measures tailored towards the needs of our tenants and their families;
- where current evidence is provided, prompt, appropriate and decisive action is taken to deal with ASB before it escalates, which focuses on resolving the

problem and having regard to the full range of tools and legal powers available;

- our 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;
- signposting to support is offered.

4.4 There is a range of legislation and guidance that covers ASB, including (and as amended):

- Social Housing Regulation Act 2023
- Human Rights Act 1988
- Landlord & Tenant Act 1985
- Safeguarding Vulnerable Adults Act 2006
- Safeguarding Vulnerable Groups Act 2006
- Mental Capacity Act 2005
- Criminal Justice Act 2003
- Protection from Harassment Act 1997
- Domestic Abuse Act 2021
- Housing Acts 1985, 1988, 1996
- Environmental Protection Act 1990
- Crime and Disorder Act 1998
- Dangerous Dogs Act 1989, 1991
- Anti-social Behaviour Act 2003
- Police and Justice Act 2004
- Equalities Act 2010
- Anti-Social Behaviour Crime and Policing Act 2014
- Data Protection Act 2018
- House of Commons Briefing Paper Number 0264, 23 August 2019' Tackling anti-social behaviour in social housing (England)'

## **5 Key Principles**

5.1 We recognise that ASB:

- has a negative impact on individuals and communities;
- is a high profile and reputational issue;
- can create resentment and bad feelings between neighbours;
- can have an emotional and financial cost to those involved;

5.2 Our approach is therefore:

- to tackle ASB through prevention, early intervention, signposting and enforcement;
- to provide a confidential tenant centred approach, ensuring that those affected are kept informed of developments where possible and are signposted to other agencies as appropriate;
- where possible, to take a proactive approach using shared intelligence to tackle issues before they escalate;

- to maintain and develop effective partnerships;
- where current evidence exists to provide a reasonable, appropriate and proportionate use of our powers to target evidenced problems;
- to pursue costs for actions we may take against the perpetrators;
- to tackle environmental ASB and invest in our neighbourhoods;
- to promote our service, and encourage community responsibility, self-help and involvement
- can have a significant direct cost and resource cost to Red Kite and other partners;
- to use tenant feedback to learn and improve our service.

## **6 Policy Statement**

### **Our responsibilities**

- 6.1 We are committed to working to protect our tenants and their local communities from the harm that can be caused by ASB. To do this, we will ensure that relevant staff are trained and equipped to respond swiftly and effectively to reports of ASB and, where possible, to prevent these escalating into more serious incidents.
- 6.2 We will develop and maintain effective partnerships with local and national partners and agencies with whom we can collaborate in tackling ASB, including working with the police.
- 6.3 Leaseholders will be able to access our ASB services as well as our tenants, although the service they receive will vary according to the nature of tenure and the appropriate remedy.
- 6.4 We have a responsibility to ensure value for money when managing our ASB service. This underpins our approach, whether we are encouraging self-help for minor issues, considering security and safety in new developments, or selecting the most effective course of action based on available resources and likelihood of success.
- 6.5 We have a responsibility to our staff, agents and contractors who are entitled to work in an environment that is safe, secure and free from fear of violence, threats of violence or abuse. We therefore have a Staff Protection Procedure which includes identifying when a person/home may present a risk and the appropriate steps to take to help us manage potentially sensitive or dangerous issues.

Any reported concerns in relation to Staff Protection will be considered by our Senior ASB Specialist in line with our group **Staff Protection Policy**.

### **Our Tenants' Obligations**

- 6.6 We expect all our tenants and leaseholders, people living with them and/or visitors to their home not to cause a nuisance, disturbance or be involved in activities that can be categorised as ASB.

- 6.7 Our tenants are bound by their Tenancy Agreement and leaseholders by their lease. Breaches will be dealt with in line with the available legal remedies, such as taking possession proceedings on mandatory grounds including when tenancies began before these remedies/grounds were introduced. We will ensure that our powers are used appropriately to provide a proportionate response to the behaviour that is causing harm or nuisance, and that there is sufficient evidence to justify such actions.
- 6.8 We do not condone membership of a criminal gang. This could lead to aggressive behaviours and threats towards others, and can also be more serious and involve violence, threats to kill, use of firearms, drug dealing and extreme violence, which can impact individuals and communities.
- 6.9 In addition to the legal responsibilities set out in their tenancy agreement or lease, we expect our tenants to:
- approach the other party involved to explain to them how their actions are affecting you and ask them to change their behaviour. Sometimes, other people may not be aware that their behaviour is causing distress or nuisance and letting them know may resolve the issues. However, you should only do this where it is safe to do so. If you feel threatened, intimidated, or witness a crime, you should **always contact the Police first**. You can contact the police by calling 999 to report emergencies or by calling 101 for non-emergencies.
  - respect us and other peoples' right to their chosen lifestyle and everyday reasonable level of disturbance. Examples may include food and tobacco smells, children playing or babies crying at night, and parking disputes, which we do not consider to be ASB;
  - work with us to resolve disputes/issues by providing current evidence in the form of diary sheets, noise app recordings, providing witness statements, attending court etc.; without current evidence being provided this will limit our ability to take further action and may stop a case being progressed.
  - Report all criminal behaviour to the police
  - Be prepared to attend Court if necessary. Greater weight is given by the court to evidence if a tenant attends in person rather than an Officer giving hearsay evidence
- 6.10 We do take seriously and will instigate appropriately if false reports are made by our tenants to cause someone distress and/or waste staff time, including if false reports of ASB or falsification of the cause of property damage are made.
- 6.11 Tenants and leaseholders have a right to occupy their home without undue interference. This is referred to as 'quiet enjoyment' in a tenancy agreement. Where there is no or minimal evidence of actual ASB or complaints are about issues which are not defined as ASB in this policy, we will not contact the tenant or leaseholder against whom the allegations are made unless we feel appropriate, for example to offer conflict resolution like mediation.
- 6.12 When instances of unacceptable behaviour occur, we may choose to cease dealing with that tenant or put in place a limited contact arrangement. However, in the event

that a serious breach of tenancy has taken place, action may be taken in line with our group **Staff Protection Policy**. **This will be in conjunction with any legal action being taken in respect of the tenancy breach.**

### **Prevention and early intervention**

- 6.13 Red Kite & Twenty11 are committed to preventing ASB and we will use our range of preventative actions and will work with partners to achieve this, where current evidence has been provided. We recognise that early intervention is often the key to avoid escalation.
- 6.14 As explained in our **Tenancy Policies**, our ambition is that each tenancy is sustained. Advice will be offered by our staff, or relevant support will be signposted through our partners to all residents who either ask for support or where we identify a need.
- 6.15 Our Tenancy Agreements contain clauses which allow us to deal with ASB and/or unacceptable behaviour. We may use verbal or written warnings with the intention to stop ASB before it escalates. Any warning will be based on current evidence, explaining to the individual the details of the ASB and the likely consequences if the behaviour does not stop.
- 6.16 New tenants will be visited within 6 weeks and a further check will be made at 6 months to ensure they have settled into their new home and to monitor the conduct of their tenancy, which includes ASB.
- 6.17 We will actively encourage the use of mediation between parties to resolve issues and will work closely with Mediation Services to promote this approach. Mediation is very valuable in resolving neighbour disputes, and it can prevent a dispute from escalating into a more serious disturbance.
- 6.18 We will adopt a multi-agency approach when dealing with some cases and will work with partner agencies such as the Police, Probation, Social Services, Education and Youth Services. Red Kite will be represented on various multi-agency groups, to share information and plan joint action to respond to ASB problems at a local level. We will engage with multi agency ASB case reviews.
- 6.19 Where specific vulnerabilities are identified in a case (such as mental health problems), we will endeavour to seek advice from professionals including social workers. With all cases, we will comply with the requirements of the Equality Act 2010.
- 6.20 When appropriate we will issue Acceptable Behaviour Contracts (ABC's) and may also use Good Neighbour Agreements to promote safer communities and prevent ASB.
- 6.21 If necessary, proportionate and in accordance with regulations, we will give permission to partners use CCTV/surveillance in our communities in line with the relevant policy. We may also use professional witnesses to assist us.
- 6.22 Technology may be used to substantiate complaints, i.e. the Noise App.
- 6.23 There will be instances where the level of sound transference between homes can be the cause of complaint. We will work with other agencies as appropriate to undertake relevant assessments and consider practical, cost-effective solutions.

Our intention will always be to meet the guidance and requirements for sound transmission in place at the time a home was constructed.

- 6.24 We will work with tenants constructively to manage and try to resolve any problems raised without the need for physical works. Hard floor coverings, such as laminate or engineered flooring is also not permitted as acceptable flooring in flats to avoid sound transference.
- 6.25 If we feel an issue falls under the Environmental Protection Act 1990, we will refer the case to the local authority to investigate if a 'statutory nuisance', and if it is the local authority will act under the powers they hold.
- 6.26 We are committed to providing safe and sustainable communities. Within the **Neighbourhood Management Policy**, we explain that we will deal promptly with graffiti, fly-tipping, abandoned cars and litter to discourage further incidents, and we will carry out regular estate inspections that our tenants and partners are welcome to attend. Where it's evidenced that on-going ASB could be improved through an environmental enhancement, we will provide information to aid the relevant team to also consider funding environmental and physical improvements to help prevent ASB, such as additional lighting or fencing.
- 6.27 We are committed to ensuring we continue regular estate inspections in communities or areas of our communities that may be under re-development to manage any potential ASB and continue to provide a visible presence in those communities.
- 6.28 Our Allocations Policies make it clear that an offer of accommodation may be withdrawn or refused if the applicant has declared or been found to have perpetrated instances of previous ASB activity.

### **Tenancy Sustainment Licence (TSL) Points (Twenty11 tenants only)**

- 6.29 In addition to the measures outlined in this policy, Twenty11 tenants may hold a Tenancy Sustainment Licence (TSL). The TSL includes a behaviour points system which forms part of the tenancy conditions.
- 6.30 **Warning letters and ASB breaches:** Where a tenant receives a formal warning letter for antisocial behaviour, negative points will be added to their TSL record.
- 6.31 **Monitoring and review:** Points are cumulative and will be taken into account when reviewing the conduct of the tenancy during the review process.
- 6.32 **Application across the Group:** The TSL framework applies to Twenty11 tenants only. However, this Group policy records the approach to ensure consistency and transparency across the Red Kite Group.

### **Supporting Tenants**

- 6.33 We will provide a variety of methods in order that our tenants can report incidents of ASB including telephone (for Red Kite tenants only), face to face, email, and via our website.
- 6.34 We will ensure our staff are fully trained in taking initial reports of ASB, making sure that we have clear policies and processes in place.

- 6.35 We will ensure that we consider vulnerability and safeguarding issues when investigating a case. Any safeguarding issues that are identified will be dealt with in accordance with our **Safeguarding Policy** and processes.
- 6.36 We will record and report all cases of ASB on a housing management system. We will ensure each report of ASB is managed effectively. Each report will be issued a case reference number.
- 6.37 We will initially contact all complainants of ASB within the timescales set out in 2.3, dependent on the nature of the concern raised by the tenant.

We will keep our tenants informed of developments in their case and will set an agreed contact plan. We will attempt to contact our tenants before we close a case to discuss the reasons for this, and we will carry out tenant satisfaction surveys for all closed cases where we have tenant contact details. We will not survey cases where the outcome is 'quick close', non-ASB related, cancelled, or where the complaint has been closed because we deem the case as being vexatious. We will learn from the feedback we receive.

- 6.38 If we receive complaints from non-tenants about our tenants, then as a responsible landlord we will assess and investigate where appropriate. We play an important role in the community, and we will have appropriate engagement with the non-tenant in the absence of a tenant and landlord relationship. We may also signpost non-tenants to appropriate organisations or supply information to help them. If we receive complaints about non-tenants from our own tenants (e.g., their neighbours), we will guide our tenants to the appropriate agent or Landlord where possible.
- 6.39 When investigating a report of ASB, we may also receive counter allegations, and both reports will be investigated equally and impartially.
- 6.40 If our tenants are prepared to be witnesses in court, we will consider how we will support them before, during and after any court action. The safety and wellbeing of any witness (tenant or otherwise) is important to us. In exceptional circumstances we may consider a temporary or permanent move to ensure their safety.
- 6.41 Where our tenant has had their home damaged through substantiated harassment, we will carry out repairs providing there are police reports to substantiate the cause of the damage.
- 6.42 We will consider carrying out appropriate additional security works where there is risk of harm to our tenant/s.

### **Re-housing**

- 6.43 In exceptional circumstances, we may consider moving a tenant/s through our **Priority Moves Policy**. This may be a temporary or permanent move and could be considered where the tenant/s are at serious risk of physical harm or mental health, or if the home is unsuitable. The application will need to be supported by evidence and support from other partners, normally the police or health professionals. As we do not have emergency housing, where necessary, the tenant will be advised to contact the police or the local authority for assistance. Where support for a Priority Move doesn't exist, we will provide advice, so the tenant/s can make their own arrangement to find alternative housing, such as the council waiting list or, in the

case of Red Kite tenants, referring them to mutual exchange opportunities such as Home Swapper.

## **Enforcement**

- 6.44 There will be cases where non-legal interventions have not been successful, in such circumstances, where sufficient and current evidence is available, enforcement action will be pursued. A range of tools are available to us to take action against perpetrators, including:
- injunctions
  - possession proceedings
  - court undertaking

We will ensure that breaches of court orders are investigated and actioned appropriately, in discussion with tenants, our partners and the courts as appropriate.

- 6.45 Possession will usually only be considered where other interventions have failed and as a last resort.
- 6.46 The Anti-social Behaviour, Crime and Policing Act 2014 provides various tools for mandatory possession of a property. The new mandatory ground is inserted as a new ground 7A into Schedule 2 of the Housing Act 1988 for assured. When this Ground is used, the tenant will have the right to appeal our decision and will be informed of how to make an appeal through our Procedure for Conducting a Review Panel Hearing for a Notice served on a Mandatory Ground.

The mandatory ground can be used in response to:

- A serious criminal offence, as defined in schedule 2 of the Housing Act 1988.
- A breach of a provision in an injunction.
- A conviction for breach of a criminal behaviour.
- A property being subject to a premises closure order.
- A breach of an abatement notice served under the order we may use ground 7a to commence possession proceedings

Tenants will have the right to appeal our decision and will be informed of how to make an appeal. This is done through our Procedure for Conducting a Review Panel Hearing for a Notice served on a Mandatory Grounds, which involves communicating directly with the tenant to inform them of our decision.

## **The ASB Case Review**

- 6.47 We are committed to work in partnership with partners and agencies where tenants request the ASB Case Review (formally known as the “Community Trigger”) or the Community Remedy.
- 6.48 Victims of persistent ASB, who do not think they have had a satisfactory response to their reports of ASB, have the right to ask for a multi-agency review of their case. However, certain thresholds must be met for cases to qualify for ASB Case Reviews.
- 6.49 During an ASB case review, agencies will consider the action taken so far and will come together to try to find a solution. They may include all public sector

organisations, e.g., local authorities, the Police, NHS, and other registered providers of social housing.

6.50 The review body, usually the local authority must keep applicants informed of the progress of the case, including:

- the decision on whether the threshold is met for the review to go proceed
- the result of the review
- any recommendations made as a result of the review.

6.51 What is the threshold for an ASB Case Review?

6.52 You can apply for an ASB case review, but the local authority will decide whether the review will take place.

They will consider:

- the number of incidents you have reported and the frequency of reports to agencies, such as the local authority, the Police, other public authorities or the us as the housing provider
- the effectiveness of their responses
- the potential harm of ASB to you and/or the victim.

6.53 A national threshold means a review is likely to go ahead if you have made three qualifying reports within 30 days of incidents, in a six-month period.

6.54 The ASB case review is not a complaints procedure. If you have a complaints about our handling of your ASB report, or if the response you have received from another service provider, you should follow their complaints procedure. If you are unhappy with the way we or your landlord has dealt with your complaint you can refer your complaint to the Housing Ombudsman Service.

6.55 Tenants of any Registered Housing Provider can contact the Housing Ombudsman for any advice, support and guidance that you may require, in relation to the housing service you have received. The Housing Ombudsman Service is set up by law to look at complaints about the housing organisations that are registered with them. Their service is free, independent, and impartial. They can be emailed at [info@housing-ombudman.org.uk](mailto:info@housing-ombudman.org.uk) or you can complete an online form.

### **Appeals and right to make representations**

6.56 When writing to you with a decision to terminate a tenancy on mandatory housing grounds for ASB we will advise you of the reason for our decision and of your right to make representation.

6.57 You can advise us in writing within 10 working days if there are personal circumstances or other matters which you would like us to consider before issuing proceedings. When completing this please consider the following points in your contact:

- You believe that we haven't considered a key piece of evidence already provided

- You believe that reasonable adjustments have not been considered in relation to any disability or medical condition
- There is additional evidence that you consider to be important in making a decision and you want to send it to us

6.58 To provide details on the personal circumstances or other matters you wish us to consider you should contact us in writing within 10 working days to make representations.

6.59 We accept an appeal in any of the following ways:

- Emailing [contact@redkitehousing.org.uk](mailto:contact@redkitehousing.org.uk) with the title – Request to Appeal Decision. Twenty11 tenants can email [contact@twenty11.co.uk](mailto:contact@twenty11.co.uk), or
- Red Kite tenants can call 01494 476100
- In person at our offices at the address below
- By post to Red Kite Community Housing, Kingsmead Business Park, Frederick Place, London Road, High Wycombe HP11 1JU – please title your letter Request to Appeal Decision.

6.60 The appeal will be heard by a review panel which you will be invited to attend. This will be heard by a member of staff who was not involved in the original decision. Our response to your appeal will be sent within 5 working days. In exceptional cases it may take us a little longer to consider the appeal. If this is the case, we will let you know and agree a date when you will have a decision.

6.61 As part of dealing with the appeal, we may contact you to ask questions and ensure we have all the right information.

6.62 Once the appeal decision has been made there will be no further appeal.

6.63 We will work with partner agencies such as the Police or Local Authority by sharing evidence or intelligence which supports enforcement action they may choose to take. This action may include, for example, a Closure Order, a Community Protection Warning or Community Protection Notice under the Anti-Social Behaviour Act 2014 which help to improve our communities.

### **Confidentiality and data protection**

6.64 We comply with the Data Protection Act 2018 (DPA 2018), and the General Data Protection Regulation (GDPR) as it applies in the UK.

6.65 Although we recognise it can be frustrating for tenants not to know details of the actions we take as a result of their complaint, we will comply with GDPR and explain this to our tenants.

6.66 The Red Kite Group Privacy and Data Protection Policy explains clearly when we will share information. Before information is shared, we will seek permission from our tenant. In some instances, it may be difficult to address a complaint of ASB without the alleged perpetrator recognising who the complainant is.

6.67 As a registered provider, we have a duty to share information with relevant agencies as set out by the Crime and Disorder Act 1998. This will be done in accordance with Data Protection legislation and any information sharing protocols we have in place.

6.68 Whilst Twenty11 are not registered providers, data will be handled in the same spirit as Red Kite with regards to sharing information with relevant agencies.

### **Promoting our ASB services**

6.69 Publicity, such as promoting news of successful outcomes, is important in terms of reassuring our tenants and the wider community that we are taking effective action to tackle antisocial behaviour. This will not only help to reduce the fear of crime but also act as a deterrent.

6.70 If we publicise any specific actions we have taken, this will be in accordance with our Media & Publicity Policy and Privacy and Data Protection Policy. We will be mindful of any tenant safety considerations.

## **7 References**

7.1 The Regulator of Social Housing's [Neighbourhood and Community Standard](#)

7.2 Report a Hate Crime: [HM Government services website](#)

7.3 Government Guidance on Anti-social Behaviour Principles: [Anti-Social Behaviour Principles](#)

7.4 Our internal policies and procedures, see section 8 for more details.

## **8 Related Policies & Procedures**

- Safeguarding Policy
- Domestic Abuse Policy
- Tenancy Policies
- Allocations Policy
- Complaints Policies
- Priority Moves Policy
- ASB Procedure
- Staff Protection Policy
- Neighbourhood Management Policy
- Privacy and Data Protection Policy
- Red Kite Conducting a Review Panel Hearing on Mandatory Grounds Procedure
- Twenty11 Managing Appeals Procedure

Document Controls			
<b>Version</b>	3	<b>Effective date</b>	March 2026
<b>Subject matter expert drafter</b>	Head of Community	<b>Policy owner</b>	Head of Community
<b>Related pod</b>	<ul style="list-style-type: none"> <li>• Community</li> <li>• Relationship</li> </ul>	<b>Related policy</b>	<ul style="list-style-type: none"> <li>• Neighbourhood Management Policy</li> <li>• Tenancy Policy</li> <li>• Safeguarding Policy</li> <li>• Domestic Abuse Policy</li> </ul>
<b>Review period</b>	3 years	<b>Next review due by</b>	March 2029
			<b>YES</b>
<b>Red Kite Group policy, including Twenty11</b>			<input checked="" type="checkbox"/>
<b>Equality Impact Assessment completed</b>			<input checked="" type="checkbox"/>
Delegated approvals			
<b>Approved by ELT</b>	Sarah North, Director of Customer Services	<b>Approved Date</b>	23 <sup>rd</sup> January 2026
<b>Approved by RRT</b>	Yes	<b>Approved Date</b>	26 <sup>th</sup> January 2026
<b>Approved by OPATS</b>	Yes	<b>Approved Date</b>	4 <sup>th</sup> March 2026