

Dealing with antisocial behaviour



We're committed to creating safe and supportive homes and communities for our customers. As part of this commitment, we take a proactive approach to preventing and dealing with all forms of antisocial behaviour.

What is antisocial behaviour?

Antisocial behaviour (ASB) is any act that has caused – or is likely to cause – harassment, alarm, or distress. Some common examples include:

- ▶ Noise – including loud parties, loud music, slamming doors, banging cupboards, revving car engines, DIY at unsociable hours and frequent visitors late at night.
- ▶ Shouting, swearing, and fighting.
- ▶ Intimidation through threats or actual violence.
- ▶ Abusive behaviour aimed at causing distress or fear to certain people, such as elderly people or people with disabilities.
- ▶ Dumping rubbish.
- ▶ Animal nuisance, including dog fouling and dogs barking.

Antisocial behaviour is not:

- ▶ Parking (including badly parked vehicles).
- ▶ Children playing.
- ▶ Neighbours doing DIY (at reasonable times of the day).
- ▶ Noise caused by everyday living.
- ▶ Religious or cultural practice.
- ▶ A one-off party.

How do I report antisocial behaviour?

If you're experiencing antisocial behaviour, you can report it to your Local Service Manager or another member of Sanctuary Supported Living staff. This can be done in person or in writing, including via email.

If the antisocial behaviour is serious, criminal or causing a risk to a person, call 999 and report it to the police in the first instance.

What happens next?

Once we receive your report, we'll contact you to gather details and assess the seriousness of the incident. Our local operations team will then reach out within five days to conduct a thorough assessment. The steps we take include:

- **Investigation:** We'll investigate the reported behaviour, gathering information from the affected residents, witnesses, and any other relevant sources. We may also involve external agencies, such as the police or local authority.
- **Support and Mediation:** In some cases, we may offer support or mediation services to help resolve conflicts between residents. This can be a constructive way to address the root causes of antisocial behaviour and promote a positive community atmosphere.
- **Enforcement:** If the antisocial behaviour continues or is very serious, we may take enforcement action. This could include issuing warnings, imposing sanctions, or, in extreme cases, pursuing eviction proceedings. We will always follow legal procedures and work closely with external agencies when taking enforcement action.

How can I escalate my antisocial behaviour case if Sanctuary Supported Living isn't resolving it?

If you've repeatedly told us about a problem with antisocial behaviour and the problem is continuing, you can apply for an antisocial behaviour case review. To request a case review, contact your local authority and make an application with them.

You can also make a complaint to Sanctuary Supported Living by:

- Reporting it to a member of staff.
- Completing the complaints form on our website www.sanctuary-supported-living.co.uk
- Calling us on **0800 131 3348**.

For any enquiries, please contact us via the following:

T: 0800 131 3348 **E: contactus@sanctuary.co.uk**

Text facility for those with hearing impairments: **07800 006781**

