TAUNTON HERITAGE TRUST
Anti-Social Behaviour Policy and Procedure

Background

Under Section 12 of the Anti-Social Behaviour Act 2003 Trustees of an almshouse charity registered with Homes England must publish a statement of policy and procedures for dealing with anti-social behaviour. It is good practice for Trustees of all almshouse charities to comply with the principles of this legislation.

Definition
Section 2, Anti-Social behaviour, Crime and Policing Act 2014 defines anti-social behaviour as:

a) conduct that has caused, or is likely to cause harassment, alarm or distress to any person. See Appendix for definitions.

b) conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or

c) conduct capable of causing housing-related nuisance or annoyance to any person.

Policy

The Taunton Heritage Trust takes anti-social behaviour extremely seriously and has a zero-tolerance policy. This means any behaviour that is capable of causing nuisance or annoyance and which directly or indirectly relates to or affects Trustees, Staff, Residents, visitors and external neighbours. The Trust will not tolerate anti-social behaviour that affects the quality of life of a Resident, member of Staff, Trustee, or the management of the Trust for the benefit of all its Residents.

Residents are encouraged to resolve any personal disputes with other Residents, but report to the Chief Officer any behaviour considered by them to be anti-social by any person. Staff are also encouraged to report to the Chief Officer any behaviour that they deem to be anti-social.

The Trust will respond to reports of anti-social behaviour quickly and effectively and will try, where possible, to resolve such situations at the earliest opportunity. The Trust will aim to deal with anti-social behaviour in a consistent, sensitive, and objective manner.

The Chief Officer will investigate such reports, in confidence, if appropriate. Should the parties be unable to agree, the Chief Officer may recommend an independent, external mediation service, to be at the Residents' expense. This would enable an impartial person to view the matter from an unbiased perspective in order to help find a resolution to the problem. If the matter cannot be resolved by mediation and the behaviour is in contravention of the Letter of Appointment, the Trust will follow its internal procedures. After a due process of written warnings and consultation with the Trust's lawyers the Resident's appointment to the almshouse may be set aside.

In the case of anti-social behaviour by visitors or neighbours, the Trustees may seek a civil injunction or a Community Protection Notice (CPN) on behalf of one or all the Residents in consultation with the Trust's lawyers.

Wherever possible the Trust will try to resolve disputes informally and help the people to resolve their differences.

Procedures
Residents should report any behaviour considered by them to be anti-social, to the Chief Officer in writing, marked personal to the addressee. The Chief Officer will attempt to resolve the matter. If, however the matter escalates, the Chief Officer will report to the Chairperson in the first instance and then to Trustees at a subsequent or special meeting.

The Trustees will then decide to:

- Resolve the matter within the Trust, if possible, which may involve a meeting with Residents, Trustees and the Chief Officer
- Refer the matter for external mediation
- Seek a civil injunction or a Community Protection Notice (CPN) or whatever the Trust's lawyers advise.

If Trustees conclude anti-social behaviour has been committed by a Resident they will consider setting aside the appointment, in accordance with the Resident's Letter of Appointment and as advised by the Trust's lawyers, following a due process of verbal and written warnings.

If relevant matters of anti-social behaviour may be referred to other agencies to resolve the problem, e.g. criminal proceedings by the police, at any stage of the procedure.

Records
All records maintained in conjunction with Anti-Social Behaviour must comply with the Trust's Data Protection Policy & Procedure.

POLICY APPROVED DATE_____2026_____

NEXT REVIEW DATE_____2029____ _____

This policy is reviewed every three years.

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Appendix to Anti-social Behaviour Policy

Definitions

Harassment

Any behaviour that intimidates, dominates or harms an individual or a family or group of individuals. The actions can be either physical or verbal. Harassment differs from nuisance and ASB in that it is targeted against particular individuals, households or group of people. For example:

- Abusive or insulting behaviour – written or verbal
- Violence and threats of violence
- Vandalism
- Repeated or unfounded complaints against another tenant, family or group
- Abusive telephone calls. – Uninvited visits to someone's home
- Placing rubbish, excrement or offensive materials near or in a victim's home

Hate incident/crime

Any kind of behaviour that causes fear, alarm or distress where the victim or any other person feels that they have been targeted because of their racial heritage, religion or beliefs, disability, gender identity or sexual orientation. If a criminal offence has been committed a hate incident becomes a hate crime.

Nuisance

Is more likely (but not always) to affect more than one individual or household. Nuisance also covers behaviour that unreasonably interferes with other people's rights to the use and enjoyment of their home and community. For example:

- Noise nuisance including parties
- Intimidating behaviour from groups of people
- Car repairs and abandoned vehicles
- Drug and alcohol related incidents
- Rubbish dumping
- Using premises for commercial gain or outworking
- Graffiti, vandalism and damage to communal areas
- Nuisance caused by pets and other animals.