

Antisocial Behaviour Procedure

Pinnacle Group



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1. Scope of Procedure

This Antisocial Behaviour (ASB) Procedure explains how Pinnacle Group prevents, responds to and manages ASB. This includes using support, early intervention and enforcement where appropriate.

This procedure is guidance for Pinnacle staff when dealing with reports of ASB. Reports may come from residents, people living with them, visitors, clients, staff, contractors, or anyone affected by the behaviour of a Pinnacle resident. A household member means anyone who lives in the property permanently, no matter how long they have lived there.

This procedure applies to all housing tenants living in properties owned or managed by Pinnacle. It also applies to licensees, leaseholders, shared owners, intermediate market rent tenants, private market rent tenants and commercial premises.

This procedure also applies when Pinnacle receives a report from a freeholder or someone who is not a service user about one of the residents or service users listed above. It does not apply to reports about people who have no connection with Pinnacle or with the clients Pinnacle manages properties for.

Staff should use this procedure alongside the ASB Policy, the relevant tenancy agreement and any other related policies, guidance or procedures.

Pinnacle aims to make sure its services work for all customers, including disabled customers and people with temporary or short-term conditions. Where needed, Pinnacle will make reasonable adjustments to help customers access its services. These adjustments may include practical changes to premises, where possible and with client approval, changes to policies or procedures, or providing information in a different way to meet individual needs.

Pinnacle understands its responsibilities under the Equality Act 2010. When deciding whether an adjustment is reasonable, staff should consider:

- whether the adjustment will help remove or reduce the disadvantage for the customer
- whether the adjustment is practical
- whether the adjustment would cause disruption
- the financial and other costs involved
- what resources are already available
- whether financial support or other help is available

If Pinnacle is told that a customer, or someone in their household, is disadvantaged because of a condition or situation, Pinnacle will consider reasonable adjustments to how services are provided. Each case will be looked at individually, taking account of the facts and Pinnacle's Vulnerability Policy and Aids and Adaptations Policy. Pinnacle will not make assumptions about what a customer needs.

Pinnacle will try to agree and make any reasonable adjustments within a timescale that works for everyone. In some cases, there may be a delay while specialist advice is obtained. If this happens, Pinnacle will keep the customer updated.

2. Key Procedural Objectives

This procedure sets out Pinnacle's main objectives for managing ASB cases.

All staff and managers must follow these objectives when dealing with ASB reports.

No.	ASB Procedure Key Objective
1	Make sure ASB reports are sent to Property Managers so they can be dealt with quickly.
2	For reports accepted as ASB, open an ASB case. Record the first actions agreed, the risk assessment result, how often the case will be reviewed, and then carry out any further investigation needed.
3	Keep customers updated at the agreed times while the ASB case is being investigated or resolved.
4	Close ASB cases by following the case closure process set out in section 20.
5	Keep an up-to-date local list of contacts for partner registered providers, stakeholders, the police, and other statutory and voluntary agencies. This helps staff signpost customers and provide an effective ASB service.

The table below explains who is responsible for what under this procedure:

Key Responsibilities

Responsible Officer	Responsibilities
Associate Director of Partnerships.	Provide strategic advice and guidance across Pinnacle on how to deal with ASB effectively. Lead the development of new ways to design and deliver ASB services. Be responsible for training on ASB and related issues.
Regional Managers	Manage Property Managers' workloads and make sure cases are handled quickly, efficiently and effectively, in line with relevant law and guidance. Support and supervise Property Managers who manage live ASB cases, from prevention and early action through to legal action and victim support where needed. Review cases regularly to check the quality of casework and make sure support or specialist services are used where appropriate. Check case records to make sure staff are following the procedure. Keep a central list of contacts for partner registered providers, stakeholders, the police and other agencies, based on information collected by Property Managers. Monitor performance to make sure staff achieve the required outcomes and follow Pinnacle's ASB Procedure. Review open and closed cases and respond to questions or complaints about the ASB service.
Property Managers	Receive and record all ASB reports. Give advice and guidance at the first point of contact and explain what can realistically happen.

Prepare action plans, carry out risk assessments, offer support and guidance, make safeguarding referrals in line with the local authority process, and contact or refer to partner agencies where needed.

Investigate ASB cases.

Interview everyone involved in the case, including the person who reported the ASB, victims, witnesses and the person accused of causing the ASB.

Build and maintain a local contact list for partner registered social landlords, stakeholders, the police and other agencies, and store this centrally.

Build strong working relationships with internal and external partners and make sure any agreed processes are followed.

Start non-legal or legal action to prevent and deal with ASB, with client approval where needed.

Complete a proportionality and Public Sector Equality Duty assessment before taking legal action and again at the enforcement stage of any legal proceedings.

Speak to the Legal Services Team or external solicitors where needed, including for court hearings and evictions.

3. Legal Framework

The main laws and guidance that apply to ASB are listed in section 3 of the ASB Policy. Staff should refer to that policy when they need more detail about the legal framework.

4. Receiving a Report of ASB

ASB can be reported in several ways:

- by phone
- in person, either during a home visit or at an office
- in writing, including by letter, email, online report or tenancy app
- through someone else, such as a friend, relative, advocate, support service, local authority community safety team, the police, an MP or a councillor

All ASB reports should be sent to the relevant Property Manager.

If an ASB case is opened, the Property Manager will:

- agree an initial action plan with the person making the report
- complete a Risk Assessment Matrix to decide what support may be needed
- carry out further investigation where needed

During the first contact, the Property Manager will reassure the person reporting the ASB that the information they provide will be treated confidentially, unless a safeguarding concern is identified.

IMPORTANT NOTE: Pinnacle will only accept an ASB report if it affects its housing management role. This means the person reporting the ASB, the victim, the witness, or the person accused of causing the ASB must

be a Pinnacle service user. If the report is about people who are not Pinnacle service users, staff should signpost the person to the appropriate partner agency.

The Property Manager will also encourage the person making the report to contact any other relevant agencies, such as the police, the local authority environmental health team for noise issues, or the community safety team.

If a child, young person or adult at risk is in danger, or may be experiencing harm or abuse, staff must make an external referral within one working day. This must be done in line with Pinnacle's Safeguarding Children and Adults Policy and Procedure.

Calls to Pinnacle's Out of Hours Service

If Pinnacle's out of hours service receives an ASB report by phone, the caller will be given appropriate advice and guidance. The report will then be sent to the Property Manager by the next working day.

If the caller reports serious ASB, the out of hours service will advise them to contact the appropriate emergency service, such as the police, fire service or ambulance service. The caller's safety is the priority, and the call should only continue if it is safe to do so. The report must be emailed to the Property Manager by the next working day and marked "Urgent".

Reports from a Pinnacle Officer

If a Pinnacle officer reports ASB as a victim or witness, they must report it through the appropriate line manager. The line manager must forward the report to, or liaise with, the Regional Manager within one working day.

Reports from a Contractor

If a contractor, or a member of their staff, reports ASB as a victim or witness, they must report it to the Property Management Team.

Reports from a Third Party

If someone reports ASB on behalf of another person, staff must not share information about the case or the person's circumstances without that person's consent, unless sharing is allowed under local information-sharing arrangements.

If the third party will not share the victim's details, or is worried about Pinnacle contacting the victim directly, staff should explain that this may limit what Pinnacle can investigate and what action can be agreed.

Anonymous Reports

If a report is made anonymously, staff should explain that anonymity may limit Pinnacle's ability to investigate the ASB, agree action, or keep the caller updated.

Serious Incident Reporting

Some ASB reports must be reported to the Executive Team immediately, with as much detail as possible. This includes incidents involving a fire at a property or attempted arson, the suspicious death of a resident, serious harm or threats of serious harm involving a resident and a Pinnacle employee or contractor in an office or communal area, or the death of a Pinnacle employee while at work.

5. ASB or not ASB?

For guidance on what does and does not count as ASB, refer to the ASB Policy.

6. Recording a report of ASB

All ASB reports must be recorded as an ASB case. Staff must choose the right category based on the information gathered at the first point of contact.

Category A covers ASB that directly affects a person or household and is likely to lead to further damage, abuse or violence. Examples include:

- physical violence or assault
- threats of abuse or violence
- hate crime, in line with Pinnacle's Hate Crime Policy
- arson or attempted arson
- gun or knife crime
- criminal behaviour or activity
- sexual offences

Category A investigations should start within one working day.

Category B covers ASB that directly affects a person or household. Examples include:

- drug use or drug dealing
- drunk or rowdy behaviour
- group disorder
- verbal abuse, harassment, intimidation or threatening behaviour
- loitering or misuse of communal areas or public spaces
- repeated, prolonged, high-level noise nuisance
- vehicle-related nuisance, including joyriding, drag racing, loud music or excessive noise
- pet or animal nuisance
- vandalism or damage to property

Category B investigations should start within five working days.

If more than one type of ASB is reported, staff must record the case under the most serious and appropriate category.

7. Interviewing Victims and Witnesses

The Property Manager who receives the report will carry out the initial interview. They should gather as much information as possible and record all relevant details on the ASB reporting system.

The case officer will consider whether anyone else should be involved in the initial contact, such as an advocate, support worker, friend, or family member. They will also identify any additional support needs related to vulnerabilities, disabilities, or other protected characteristics. Children and young people should not be used as interpreters in ASB cases.

Where appropriate, the person reporting the ASB may be encouraged to speak directly with the person responsible to try to resolve the issue informally. Mediation may also be offered, subject to client approval where required. This approach will not be recommended if there is a known history of violence, threats, or intimidation.

During the interview, the Property Manager will agree an action plan with the person reporting the ASB. This may include:

- Agreeing how and how often incidents should be reported, for example by email or through incident diary sheets every two to four weeks.
- Arranging inspections of any damage and organising emergency repairs where needed. The resident will be given the relevant reference numbers to track progress.
- Referring or signposting the resident to appropriate internal teams or external agencies.
- Contacting the alleged perpetrator.
- Issuing a block letter where appropriate.

The Property Manager will also discuss what the reporting person hopes to achieve and what outcome they are seeking. Where necessary, they will explain what actions are possible, the likely outcomes, and the expected timescales so that expectations are realistic.

Before the interview ends, the Property Manager will agree the preferred method and frequency of contact with the reporting person and set a date for the first case review.

8. Support for Victims and Witnesses

At the first interview, the Property Manager will complete a Risk Assessment Matrix (RAM) form. This helps identify whether the person reporting the ASB, or any witness, is vulnerable or at risk of further harm.

The RAM helps staff decide what support or protection may be needed. It is a guide only. The final decision about support should be based on the full circumstances of the case, not just the score.

Risk and vulnerability can change during a case. Property Managers must review risk whenever there is a new incident and at each case review.

Where relevant, the Property Manager will consider the following support options for the person reporting the ASB and any witnesses:

- Refer the person to external support agencies.
- Refer the case to a multi-agency panel where appropriate.
- Arrange a familiarisation visit to court and consider reasonable expenses for attending court.
- Consider whether extra security is needed at the property, in consultation with the client. This may include a referral to the Sanctuary Project where appropriate.

- Arrange a multi-agency case conference, such as a Multi-Agency Risk Assessment Conference (MARAC), where needed.
- Keep in regular contact with the person reporting the ASB, using their preferred contact method, and carry out case reviews.
- Give the person a named contact and direct contact details for another officer if the case officer will be on annual leave for more than one week.
- Ask the police to place a special scheme or alert on the address where there is a high-risk situation.

If the person reporting the ASB only wants the incident recorded and does not want Pinnacle to investigate or take action, the case will still be logged. Pinnacle will send written acknowledgement of the request and then close the case.

If staff have made at least two unsuccessful attempts to contact the victim, they will send a written request asking the victim to make contact within five working days. The letter will explain that the case may be closed if no response is received.

9. Interviewing the Alleged Perpetrator

If the person accused of causing the ASB lives in a property owned or managed by Pinnacle, the Property Manager will usually interview the tenant or leaseholder of that property. This applies even if the behaviour was caused by someone else living in the home or visiting it. The tenant or leaseholder should be reminded that they are responsible for the behaviour of people in their household and their visitors.

If the person accused of causing the ASB is a sub-tenant of a leaseholder, the Property Manager must check with the Shared Ownership Team whether the leaseholder has permission to sub-let the property. If permission is confirmed, the Property Manager should interview the leaseholder. If the leaseholder is not available, for example because they live abroad, and the property is managed by an agent, the agent should be contacted and invited to the interview. If the leaseholder or their representative cannot be contacted, the Property Manager should interview the sub-tenant.

Where a leasehold property has been sub-let, the leaseholder remains responsible for their tenant's behaviour. The Property Manager should take reasonable steps to work with the leaseholder so they can deal with their tenant. If this is not possible, or if the ASB is serious or persistent, the Property Manager should consider taking appropriate action directly against the sub-tenant, in consultation with the client where needed.

If the person accused of causing the ASB is a tenant of another landlord or is part of that tenant's household or a visitor, the Property Manager should try to contact the other landlord before the interview.

If the person accused of causing the ASB does not fall into one of the groups above, or their status is unknown, the Property Manager should try to confirm their status during the interview.

Before the interview, the Property Manager must consider any risks linked to the person being interviewed. This is to make sure any safety measures are in place before the interview takes place.

If the case involves high-risk criminal behaviour, including reported gun or knife crime, the officer must seek advice from the police or another specialist agency before interviewing the person accused of causing the ASB.

During the Interview

During the interview, the Property Manager will keep a clear record of the discussion. The Property Manager should explain that the purpose of the interview is to:

- explain the allegations and any evidence available
- listen to the person's account and record what they say
- discuss ways to resolve the issue, including support or practical changes
- check whether they can control or change the behaviour
- identify any other issues that need to be considered or assessed
- identify any safeguarding concerns
- explain the case review date, where this is appropriate

The Property Manager will explain the action plan. The plan may need to be reviewed after the interview, depending on the person's response, the evidence available and how serious the ASB is.

If the person makes counter-allegations, the Property Manager will open a new case and manage it in line with this procedure.

At the end of the interview, the Property Manager will check the key points recorded and confirm the outcome in writing within five working days.

Support for Alleged Perpetrators

The Property Manager will consider whether the person accused of causing the ASB needs support. Where appropriate, support should be put in place to help them change their behaviour and stop the ASB.

If enforcement action is needed, Pinnacle will aim to use it alongside support. If the person is vulnerable, relevant agencies should be involved so their needs can be considered and an action plan agreed.

Support may include, but is not limited to, the options below. The support offered will depend on the person's circumstances and the type of ASB reported:

- Referral to support agencies, such as drug and alcohol support groups.
- Referral to social services.
- Referral to mental health team services.
- Referral to support worker.
- Engagement in outside activities, sports groups, the arts, skills and training opportunities.
- Implementing preventative measures.

Alleged Perpetrator Unknown

If the person accused of causing the ASB is unknown, the Property Manager will work with the person reporting the ASB, any witnesses and relevant local agencies, including the local authority and police where appropriate, to try to identify them.

The Property Manager may use one or more of the following ways to identify the person:

- speak to other people nearby who may have been affected or may have witnessed the behaviour

- ask for a description of the person
- share information at multi-agency meetings, where appropriate
- review CCTV footage in the area, where this is available

Evidence Gathering

The Property Manager will take reasonable steps to gather evidence as quickly as possible. This could include:

- witness statements
- information from other agencies
- incident diary sheets
- CCTV, where appropriate, including covert or overt CCTV in line with Pinnacle's CCTV and Video Doorbell Guidance
- expert witnesses
- hearsay evidence
- noise monitors

When taking a witness statement, staff should explain that the witness may be expected to attend court and give evidence in person.

Before considering court action, the case officer should review the quality of the evidence and seek legal advice if needed.

10. Partnership Working

Where local partnership arrangements are already in place for working with other agencies, staff must follow them.

Working with other agencies can help resolve ASB more effectively. Partner agencies may be able to provide support, share relevant information, use specialist knowledge, or take action using powers that Pinnacle does not have.

The Property Manager should contact partner agencies about the person reporting the ASB, the victim, any witnesses, or the alleged perpetrator where:

- other agencies are already involved
- they may have information that could help with legal action or other case options
- they have legal powers or tools that Pinnacle cannot use
- they can offer support or advice that may prevent or reduce further ASB
- information sharing is needed to help prevent or detect crime or disorder, or to protect public safety, and there is no less intrusive way to do this
- the person reporting the ASB has been assessed as high risk using the Risk Assessment Matrix form.

All partnership work must be recorded on the ASB case file.

If another agency is involved in managing the case, the Property Manager must agree who is responsible for each part of the case and record this clearly.

If there is no local protocol, or if the protocol does not cover the situation, the Property Manager must agree the responsibilities with the agencies involved and record what has been agreed.

11. Community Trigger

The Antisocial Behaviour, Crime and Policing Act 2014 gives people who report ASB the right to ask for their case to be reviewed by local agencies. This is called the *Community Trigger*, and it is also known as an ASB Case Review.

A Community Trigger, or ASB Case Review, must take place if:

- the person who reported the ASB, or another person acting on their behalf, asks for a review; and
- the relevant agencies decide that the local threshold for a review has been met.

Each local authority sets its own Community Trigger threshold. A common threshold is where someone has reported ASB three or more times within six months and feels that no action has been taken. Each local authority will explain how to request a Community Trigger and who to contact.

The Community Trigger allows victims and communities to ask agencies to review the case together. The aim is to look at what has happened, agree a joined-up response and identify what further action may help resolve the ASB.

The Community Trigger is not a complaints process and does not replace Pinnacle's complaints procedure. It is a way for professional agencies to review how an ASB case has been handled.

If anyone involved in an ASB case asks about making a Community Trigger referral, the Property Manager must signpost them to the relevant local authority's Community Trigger information.

12. Action to Deal with ASB

When deciding what action to take to deal with ASB, the Property Manager must consider what is reasonable, proportionate and appropriate. They must also consider what other agencies can do and whether those agencies have relevant powers or resources.

If a tenant, household member or visitor has been convicted of a serious criminal offence, as defined in Schedule 2A of the Housing Act 1985, Pinnacle will consider using the absolute, or mandatory, grounds for possession. Client approval must be sought where appropriate before action is taken.

Non-Legal Action

In most cases, the Property Manager will consider non-legal action first. This may include one or more of the following:

- warning letters
- Acceptable Behaviour Agreements or Contracts
- mediation
- support services or family intervention

- referral to a multi-agency risk assessment conference, such as MARAC, where appropriate
- parenting agreements or contracts
- diversionary activities and community engagement
- Good Neighbour Agreements
- environment and security assessments, including designing out crime or ASB

Legal Action

If non-legal action does not resolve the problem, or if anyone involved is at risk of violence or threats of violence, the Property Manager will consider legal action.

Before taking legal action, the Property Manager must get agreement from their line manager using the Legal Action Authorisation Form. They must also get client approval before progressing the action or referring the case to Legal Services. Legal referrals must include all relevant documents and evidence.

The Property Manager may consider one or more of the following legal options:

- an injunction under Part 1 of the Antisocial Behaviour, Crime and Policing Act 2014, with or without notice
- an undertaking given to the court
- serving a Notice of Seeking Possession using Grounds 12 and 14 for ASB, or Ground 7A where there has been a relevant serious conviction under Schedule 2A of the Housing Act 1985
- possession or eviction proceedings
- other legal enforcement action, including joined-up work with Income or Tenancy teams where appropriate

If another agency has access to a legal remedy that Pinnacle cannot use, the Property Manager will work with that agency to seek the most appropriate outcome. This may include:

- a Community Protection Warning or Community Protection Notice
- a Criminal Behaviour Order
- a full or partial Closure Order

13. Support for Emergency Re-housing

Where possible, Pinnacle will aim to help residents stay safely in their own home. However, if there is evidence that a tenant or their family would be at risk by staying at their current address, the Property Manager will explain the options available. This may include applying to the local authority for emergency re-housing, considering whether the client can support a priority move where this applies, or advising the tenant about other ways to find alternative accommodation.

14. Homeowners (Leaseholders, Shared Owners and Freeholders)

In most cases, leases, like tenancy agreements, require homeowners to be responsible for their own behaviour and for the behaviour of anyone visiting their home. ASB cases involving leaseholders, shared owners and freeholders should therefore be managed in line with sections 5 to 12 of this procedure.

If the alleged perpetrator is linked to a leasehold or shared ownership property, the case should be referred to the Property Manager, who will record and manage the case.

The Property Manager will tell the Shared Ownership Team about the allegations. They must send all relevant information through SharePoint, including any evidence of the ASB, details of the possible lease breach and a timeline of events.

Pinnacle's legal relationship is with the leaseholder or shared owner, not with any tenant or occupier living at the property. Staff should therefore contact the leaseholder or shared owner directly about the ASB and any possible breach of lease.

The Property Manager will send an initial letter to the leaseholder or shared owner. The letter should explain the reports received, describe the allegations and confirm that the Property Manager will work with Pinnacle's Shared Ownership Team if there may be a breach of lease. The letter should ask the leaseholder or shared owner to make contact to discuss the allegations and what they can do to help stop the ASB.

If the ASB continues, the Property Manager should send the leaseholder or shared owner a formal letter before action. The letter must explain what needs to happen to resolve the breach and give the leaseholder or shared owner either at least 14 days or three months to put things right, depending on the type of lease. If there is an emergency, the case should be escalated for immediate action where appropriate.

If the issues are not resolved, or there is no evidence that the leaseholder or shared owner has taken suitable action, the Property Management Team should refer the case to Legal Services for advice.

The Property Management Team and Legal Services may consider legal action, such as an injunction or forfeiture proceedings, to deal with the ASB or lease breach. The Shared Ownership Team must be kept updated.

15. Commercial Units

If a resident reports ASB linked to a commercial unit, staff must log the report in the usual way and refer the matter to the Property Manager.

16. Keeping Persons Reporting ASB Updated

People who report ASB will be kept updated on the progress of the case through regular case reviews. The Property Manager will agree the contact method and how often updates will be provided at the initial interview. Case reviews must take place at least every four weeks.

17. Closing the Case

An ASB case can be closed in the following situations:

- the person who made the report, the victim or any witnesses agree that the case can be closed because there have been no further incidents or the action taken has stopped the ASB
- there has been a successful outcome and the ASB reports have been resolved
- there have been no further incidents for four to six weeks after an ASB case review
- the victim or witness has not responded to contact attempts
- all reasonable action has been taken to resolve the matter
- the victim has not engaged or co-operated during the previous four to six weeks
- there is no evidence to support the allegations
- the reports are not considered to be ASB
- Pinnacle has not been able to make initial contact with the person who made the original ASB report.

When a case is closed, all relevant parties should be told in writing where appropriate. This should be done within five working days of the decision. Where possible, staff should also contact them by phone, email, letter or text. All contact attempts must be recorded on the ASB case file.

Where mediation has been agreed and approved by the client, the case can be closed once the mediation meeting or meetings have taken place and the signed Good Neighbour Agreement has been received.

The Property Manager or appropriate person must write to all relevant parties to confirm that the case is closed.

18. Customer Satisfaction

Regional Managers will review closed ASB cases each week. Where a case is suitable for a customer satisfaction survey, the person who made the ASB report will be sent a survey.

The following cases should not be sent for a customer satisfaction survey:

- cases involving a sexual offence
- cases where there are not enough contact details for the victim
- cases where the person who made the original ASB report has not engaged or co-operated
- cases where there was no evidence or the report was not considered to be ASB
- cases where there are current counter-allegations against the person who made the original ASB report

Where a case is suitable for a survey, the person who made the ASB report will be sent a link to complete it.

If a customer gives dissatisfied feedback, the Regional Manager will contact them to understand what happened, identify any lessons learned and share relevant comments with local officers.

19. Performance and Monitoring

ASB performance is monitored regularly at local level by Property Managers and Regional Managers. Each month, performance reports are produced for new ASB cases that have been opened.

Key performance indicators, or KPIs, are used to monitor how ASB cases are recorded and progressed. This helps check that cases are being managed in line with this procedure and that effective action has been taken.

The information reported to clients will depend on their requirements. Reports may include:

- cases opened, closed and ongoing during the month
- how many cases are Category A or Category B, and whether they were responded to within target timescales
- Category A cases: response within one working day
- Category B cases: response within five working days

KPIs are also used to monitor the following actions:

- initial contact, including the interview, risk assessment and action plan
- the number and type of actions taken, including letters and referrals to other agencies
- Notices of Seeking Possession, court action and other legal action
- case closure letters and completed satisfaction surveys

Some clients may also require a detailed report for each case, including an update on the actions taken.

20. Publicity

Publicising Pinnacle's approach to preventing and tackling ASB can help residents feel more confident that reports will be investigated and dealt with effectively.

Property Managers should share positive or successful case outcomes on Pinnacle's internal communication platforms and update the client where appropriate.

In all cases, staff must protect residents' anonymity and think carefully before sharing any personal details.

Any publicity must be proportionate. After a court hearing, including a possession case or injunction, the outcome may be summarised for the people who reported the ASB by email or letter. This summary may include any restrictions placed on the person responsible for the ASB. Names may be included where appropriate, but specific personal details should not be shared.

Property Managers who want to publicise outcomes more widely, such as in newsletters or on Pinnacle's social media platforms, must speak to the Communications Team first. Names and personal details must be removed so people cannot be identified.

21. Notification of a Coroner's Inquiry or a Domestic Homicide Review (DHR)

If Pinnacle is notified of a Coroner's Inquiry or a Domestic Homicide Review (DHR), the following steps must be taken immediately:

- tell the Executive Team, including the Divisional Director of Operations
- gather information from all relevant files about the household and any contact with services

- appoint a senior manager to oversee the request and act as Pinnacle's representative at meetings or hearings
- ask the Data and Information Governance Team for support with gathering information for any Subject Access Request or information request

The Divisional Director of Operations is responsible for making sure any lessons learned or recommendations from a Coroner's Inquiry or DHR are put into action.

22. Associated Policies and Procedures

- Antisocial Behaviour Policy
- Domestic Abuse Policy and Procedure
- Eviction Procedure
- Hate Crime Procedure
- Lone Working Procedure
- Safeguarding Adults Policy
- Safeguarding Children Policy
- CCTV and Video Doorbell Guidance Document
- Vulnerability Policy

23. Zero Tolerance

Pinnacle will not tolerate threats, abuse, aggression, discriminatory behaviour or violence towards colleagues or contractors. If someone behaves in this way towards anyone working for, or on behalf of, Pinnacle, we will take immediate action. This may include legal action. Depending on the circumstances, the person may be:

- reported to the police
- required to contact Pinnacle only through specific communication channels
- banned from attending Pinnacle premises
- subject to temporary changes or restrictions to services while measures are put in place to protect colleagues and contractors.

24. Monitoring, Review and Evaluation

Pinnacle monitors key performance indicators at group, directorate and local team levels.

This procedure will be reviewed at least every three years to make sure it still meets its objectives and reflects good practice. It may be reviewed sooner if there are changes in legislation, the business, or the sector.

25. Diversity and Inclusion

Pinnacle will treat all customers fairly and with respect. We understand our legal and ethical duties to promote equality of opportunity and prevent discrimination. This includes discrimination linked to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

This procedure and any related documents can be translated, interpreted, or provided in accessible formats where needed.

26. Glossary

Term	Definition
Alleged Perpetrator	The person reported to be causing the ASB.
ASB Incident Diary	Diary sheets used by a victim or witness to record ASB incidents. They should include details such as who was involved, the date and time, where the incident happened, any witnesses and any action taken.
ASB share point reference guide.	An internal SharePoint guide with information about ASB policies, procedures, signposting, risk assessments and action plans.
Case Review Date	The date set to review the case, check whether the situation has improved, stayed the same or got worse, and agree what should happen next.
Complainant	The person who reports ASB.
Risk Assessment Matrix Form	A form used by staff to assess the risk to a victim or witness. It helps identify what support or protection may be needed.
Safeguarding	Protecting children and adults at risk from harm, abuse or neglect.
Special schemes	An alert added to police systems to show that an address may need an urgent response because of a high-risk situation.
Signposting	Directing someone to another organisation or service that may be able to help them.
Vulnerable Person	A tenant who may be more likely to struggle to keep their tenancy because a mental or physical impairment or illness affects their ability to meet key tenancy responsibilities. Key tenancy responsibilities include: • paying rent • looking after their home • being a good neighbour