THE ABBEYFIELD BASILDON SOCIETY LIMITED

Anti-Social Behaviour Policy

1. Our objective at Abbeyfield is to give our residents a comfortable, secure and happy way of living in later life. We want our residents to be safe in the knowledge that they are always among friends and that they are part of a community which cares.

2. We work hard to ensure that our residents have peaceful enjoyment of their home at Abbeyfield, free of unwanted disturbance. In order to make sure that we achieve this, we will never tolerate anti-social behaviour.

3. Anti-social behaviour means behaviour which causes, or is likely to cause, harassment, alarm or distress to others. It covers a wide range of behaviour. These are some examples of what could be considered as anti-social behaviour.

- Swearing, shouting or being rude.
- Playing loud music which disturbs other residents.
- Unwanted touching or other physical contact.
- Taking things that are not yours to take.
- Any kind of aggressive behaviour.
- Offensive comments of a discriminatory nature such as sexual or racial abuse.
- Unreasonably pursuing a complaint by, for example, making repeated unjustified complaints.

4. Everyone has the right to be treated with dignity, kindness and respect. These are not just words. They are a standard which we will ensure is maintained in our Houses.

5. If a resident experiences any kind of anti-social behaviour directed at them or anyone else, this should be reported straight away to the House Manager or a Trustee.

6. Where a complaint of anti-social behaviour is made, this will be investigated by the House Manager in line with this policy.

7. The House Manager will sit down with the resident to go through the complaint and make a record of the issues, including the desired outcome. These issues will be investigated by the House Manager, including speaking to the person who is being complained about and any witnesses to what has happened. This will ensure that everyone involved has the opportunity to put forward their version of events.

8. Once the investigation is completed, the House Manager will decide on the outcome and will meet with both the person who has made the complaint and the subject of the complaint to explain that outcome which will be recorded in writing. This will normally be within 10 days of the issue being raised unless there are circumstances requiring a longer period. There are a wide range of possible outcomes. Sometimes, behaviour is misinterpreted and a simple reconciliation meeting with an apology may be sufficient.

9. If an allegation of anti-social behaviour is upheld following an investigation, this will normally result in a first written warning notice. The warning notice will explain the behaviour which is considered anti-social, warn the person involved that it is unacceptable and explain the likely consequences of further anti-social behaviour.

10. Where there is further anti-social behaviour by a person who has been given a written warning notice, this may result in a final written warning notice explaining that, if there is any further such behaviour, it will be likely to result in the ending of their residency with Abbeyfield.

11. It may sometimes be necessary to go straight to a final written warning notice where the anti-social behaviour is of a serious nature and, in extreme cases, it may be necessary to end a residency without any warning notices. In some cases, such as where a criminal act is suspected, it may also be necessary to involve the authorities.

12. Any fair process gives a person the right to appeal against a warning notice. A person who receives a warning notice may appeal against it to the appeals officer named at the end of the policy. This should be done within a week of receiving the warning notice. Where an appeal is made, this will be investigated and responded to by the appeals officer whose decision will be final. This decision will normally be given within 10 days of the appeal being raised unless there are circumstances requiring a longer period.

13. The person who has made the complaint will have the same right to appeal against the outcome if they are not happy with it. The same procedure applies as set out above.

14. Residents may wish to have a relative deal with their complaint of anti-social behaviour on their behalf and to be accompanied by that person at any meeting. We will always follow data protection requirements when disclosing any information to a third party. A person against whom a complaint of anti-social behaviour is made may also wish to have a relative help them to respond to the complaint and accompany them to any meeting.

15. If any restrictions are put in place following a complaint of anti-social behaviour, these will be proportionate. Abbeyfield will ensure that any restrictions will be recorded, monitored and reviewed regularly with the affected people kept updated following a review.

16. Where a complaint of anti-social behaviour is made against a member of staff, the matter will be investigated under Abbeyfield's Disciplinary Procedure.

17. At each stage of the process explained in this policy, Abbeyfield will:

a) deal with complaints on their merits;

b) deal with complaints promptly;

c) act independently and have an open mind but may consider reports of previous complaints that relate to the same issue;

d) give both sides a fair chance to set out their position in a meeting with the person deciding the complaint;

e) take measures to address any actual or perceived conflict of interest (which may include asking another person to investigate the complaint);

f) consider all relevant information and evidence carefully; and

g) keep the details of the complaint confidential as far as possible.

18. The House Manager contact details for Octagon House are:

Name: Karen Swindells, House Manager

Telephone number: 01268 530414

Address: Abbeyfield Octagon House

Bridge Street, Basildon SS15 4AY

Email address: karenswindellsprivate@outlook.com

The House Manager contact details for Timberlog House are:

Name: Sian Moloney, House Manager

Telephone number: 01268 550880

Address: Abbeyfield Timberlog House

200 Timberlog Lane, Basildon SS14 1PG

Email address: sianabbeyconfi@outlook.com

The contact appeals officer is:

Name: Sean Stanton-Dunne, Trustee

Telephone number: 01245 460 303

Address: The Generals, Main Road, Boreham CM3 3HJ

Email address: ssd@stanton-dunne.co.uk

This policy has been approved for issue by the Trustees of The Abbeyfield Basildon Society Limited, registered charity number 262505.

Date: 16 June 2025