

Anti-Social Behaviour (ASB) Policy

Audience:	Customers, Stakeholders, Colleagues
Policy Owner:	Executive Director of Customer Experience
Policy Lead:	Tenancy Specialist Manager
Approved by:	Executive Team, Customer and Communities Committee
Approved date:	July 2025
Next review date:	July 2028

1. Context, purpose and scope of the policy

Context:

We want everyone living in our homes to feel safe and supported. Preventing and tackling anti-social behaviour (ASB) requires more than housing management alone. While we already work with external partners, we recognise that coordination with police, local authorities and community safety partnerships can be stronger and more consistent. We are committed to improving joint-working, particularly in complex or high-risk cases. This includes supporting proactive efforts to reduce crime, such as knife crime or youth-related nuisance and environmental ASB, through early intervention and visible presence.

Purpose:

This policy sets out how we prevent, respond to and resolve ASB in partnership with customers, communities, police, local authorities and other agencies. It aims to create safer, more welcoming neighbourhoods by strengthening partnership working, improving consistency in case handling and promoting early intervention to reduce harm and support those affected.

Scope:

This policy applies if:

- You're one of our residents affected by ASB
- You're affected by ASB caused by someone living in one of our homes.

Sometimes it will be more appropriate for another agency to take the lead (i.e. the police). In these circumstances, we will support customers by signposting to the most appropriate agency.

Our internal procedures explain how we put this policy into practice.

2. Definitions

- **Anti-Social Behaviour:** ASB is defined in the Anti-Social Behaviour, Crime and Policing Act 2014 as:
 - Conduct that has caused, or is likely to cause, **harassment, alarm or distress** to any person
 - Conduct capable of causing **nuisance or annoyance** to someone in or near their home
 - Conduct that causes **housing-related nuisance or annoyance** to any person.

This includes behaviour such as:

- Verbal abuse, threats, or harassment
- Hate incidents and discrimination
- Physical violence
- Persistent noise nuisance
- Damage to property
- Drug or alcohol misuse
- Misuse of communal areas
- Vehicle-related nuisance
- Criminal activity such as vandalism, prostitution or 'cuckooing' (where someone's home is taken over for criminal purposes).

Some issues, like noise from everyday living or occasional disagreements, may not be classed as ASB unless they're persistent, targeted or causing serious distress. We will follow our Good Neighbour Policy when appropriate.

Specific examples and incident categories are detailed in our internal ASB Procedure and on our website, following Housemark standards.

3. How this policy supports our strategy

This policy helps deliver on the following strategic priorities:

1. Corporate Strategy

Tackling ASB directly supports our goal of creating, safe welcoming neighbourhoods where customers feel proud to live. By resolving issues in good time and fairly, also working preventatively, we contribute to long-term tenancy sustainment and strong community relationships.

2. Landlord Strategy

This policy underpins our role as a responsible landlord. It sets out a consistent, risk-based approach to safeguarding customers and managing neighbourhoods well.

3. Equality, Diversity and Inclusion Strategy

ASB can disproportionately impact certain groups. Our policy commits to a victim-centred approach that promotes fairness and protects our most vulnerable customers. This helps uphold our values of inclusion and equality across communities.

4. Policy principles

- We take a victim-centred, risk-based approach to anti-social behaviour.
- We act fairly, proportionately and impartially, making evidence-based decisions.
- We prioritise the needs of vulnerable customers affected by or responsible for ASB.
- We work collaboratively with partners to prevent harm and promote community safety.
- We communicate openly and clearly with customers about ASB, actively listening to feedback and using it to improve how we engage and respond.
- We promote respect, tolerance and understanding within our communities.
- We commit to continual learning from cases, community feedback and sector best practice.
- We ensure colleagues are supported and training to manage ASB effectively.

5. Aims and objectives

Aims:

- Support customers to live safely and peacefully in their homes and communities.
- Promote tolerance and understanding between customers.
- Prioritise safety and needs of victims, especially the vulnerable.
- Encourage early, informal resolution when appropriate.
- Use influence and partnerships to prevent and address ASB.

Objectives:

- Respond promptly and appropriately to reports of ASB.
- Take a consistent and fair approach to all parties involved.
- Support tenancy sustainment while balancing community needs.
- Set clear expectations around neighbourly behaviour.

6. Policy actions

We recognise that there are areas where we can improve our approach to tackling anti-social behaviour. This policy sets out how we'll address those through focused action.

- **Strengthen partnership working:** We will develop more consistent, proactive relationships with local police, community safety teams and safeguarding partners to jointly tackle ASB, including through multi-agency casework, visible patrols and coordinated responses to crime – including knife crime. We will also ensure our colleagues are supported to escalate and engage effectively with partners.
- **Use data and intelligence more proactively:** We will improve how we gather and use customer insight, local intelligence and tenancy data to identify ASB hotspots, track patterns and intervene earlier where we can.

- **Respond to reports in a timely manner:** We will contact the customer within 1 working day where there is a significant risk to their personal safety, and within 5 working days for all other cases. This is a Key Performance Indicator and part of our performance management.
- **Improve consistency in case handling:** We will enhance our internal quality checks, guidance and support for frontline colleagues so that case handling is more consistent, timely and aligned with our risk-based approach.
- **Strengthen our approach to prevention and early intervention:** We will invest in early interventions and make better use of non-legal tools to reduce escalation and repeat incidents of ASB.
- **Clarify responsibilities with customers:** We will do more to set clear expectations with customers about acceptable behaviour and what action we can take, this includes what limitations we may have and where we need the support of other agencies to take the lead.
- **Respond more effectively to under-reported ASB:** We will address barriers to reporting by improving access to our service for people who experience difficulties with communication, ensuring we make reasonable adjustments and offer clear reporting options that are easy for our customers to use.
- **Learn and improve from feedback:** We will strengthen our learning from complaints, customer feedback and Housing Ombudsman determinations and importantly, build this into training, briefings and service improvement.

7. Monitoring, reporting and review

We will:

- Conduct quarterly reviews to ensure we meet regulatory standards, including the Neighbourhood and Community Standard.
- Monitor case management quality through regular reviews with relevant teams to ensure our policy is followed consistently and compliantly.
- Track and review complaints and feedback about our ASB service, including learning from Housing Ombudsman decisions, to improve how we work.
- Listen to customers' experiences of how we handle ASB and use that insight to make our services better.
- Monitor our partnership engagement as part of our commitment to the governance improvement plan, ensuring we play an active role in local community safety networks and multi-agency case management.
- Benchmark our performance against other housing providers and national data sets such as Housemark to understand how we compare and where we can improve.
- Share performance information transparently, including satisfaction with how we handle ASB through updates to customers and reporting to our Board and committees.
- Review this policy at least every three years or sooner if legislation, regulation or feedback warrants it

8. Equality, diversity and inclusion

This policy will be delivered in line with our Equality, Diversity and Inclusion Policy. An Equality Impact Assessment was completed as part of the policy development.

9. Data protection

This policy will be delivered in line with our Data Protection Policy. A Data Protection Impact Assessment was completed and considered as part of the approval process.

10. Related legislation and regulations

Legislation

- Anti-Social Behaviour Act 2003
- Anti-Social Behaviour, Crime and Policing Act 2014
- Care Act 2004
- Crime and Disorder Act 1998
- Dangerous Dogs Act 1991
- Dangerous Wild Animals Act 1976
- Environmental Protection Act 1990
- Equality Act 2010
- Housing Act 1985 & 1996
- Licensing Act 2003
- Misuse of Drugs Act 1971
- Mental Capacity Act 2005
- Noise Act 1996
- Noise and Statutory Nuisance Act 1993
- Offensive Weapons Bill
- Racial and Religious Hatred Act 2006
- Serious and Organised Crime Strategy 2018
- Serious Violence Strategy 2018
- The Clear Air Act 1993
- The Crime and Disorder Act 1998

Regulatory Framework

- Regulator of Social Housing – Consumer Standards: Neighbourhood and Community Standard

11. Related policies and procedures

- ASB Procedure (internal)
- Hate Incidents Policy
- Hate Incidents Procedure (internal)
- Good Neighbour Policy (forthcoming)
- Complaints, Safeguarding, Neighbourhood Management, Repairs and Vulnerability Policies.

12. Customer engagement

Consultation has shaped this policy to ensure clarity and relevance, especially in defining ASB, communication commitments and response thresholds.

Document revision history

Date	Changes approved by	Details of changes made
01/10/2025	Victoria Asimaki, Head of Strategy & Policy	Minor wording changes and corrections made (e.g. typos such as 'time' > 'crime' and 'patters' > 'patterns'). Adjustments were also made to remove or amend misleading or insensitive terminology (e.g. removal of references to 'low-level' ASB, clarification of partnership responsibilities, and replacing 'trauma-informed' with 'victim-led'). These changes are editorial in nature only; the meaning and intent of the Policy remains unchanged.