



Supporting BME Communities
and Multi-Cultural Neighbourhoods

ANTI SOCIAL BEHAVIOUR POLICY

APPROVED BY	Operations Committee
POLICY OWNER	Housing Services Manager
DATE REVIEWED	June 2025
DATE APPROVED	September 2025
DATE OF NEXT REVIEW	September 2028

1. Purpose and scope

- 1.1 The purpose of this policy is to set out how we will manage allegations of anti-social behaviour (ASB), hate crime and domestic abuse, and the legislation that we can work within to provide remedies.
- 1.2 This policy relates to our customers living in rented, shared ownership and leasehold homes. Some of the options available to us as a landlord may be limited in the case of leasehold and shared ownership. We will decide if action is possible or necessary on a case-by-case basis and will be open and transparent in order to manage expectations from the outset.

2. Policy Statement

- 2.1 This policy demonstrates our commitment, and outlines our response to, dealing with allegations of ASB, Hate Crime and Domestic Abuse in our role as a Registered Provider. We believe that everyone has the right to live without fear of ASB, Hate Crime and Domestic Abuse. We recognise the importance of tackling these issues and recognise and consider the debilitating impact that ASB, Hate Crime and Domestic Abuse can have on its victims.
- 2.2 We will work with and support partners to create neighbourhoods where our customers and their families can enjoy a quality of life free from crime and ASB. We will do this by tackling allegations of ASB, Hate Crime and Domestic Abuse promptly and effectively and by working with partners to deter ASB and Hate Crime in the neighbourhoods in which we have customers.

We will manage cases of Domestic Abuse and Hate Crime within our ASB policy. In Domestic Abuse cases the Housing Officer will treat the information as confidential, agree an action plan with the victim, improve the security of the property if applicable, discuss housing options and work with relevant agencies to ensure the appropriate legal action is taken. Where safeguarding concerns arise in dealing with allegations, we will apply the Safeguarding Policy and Procedure.

- 2.3 In preventing and dealing with ASB Unity will:

- Put victims at the centre of our response
- Be clear from the start about expectations from the customers
- Be clear from the start about the likely outcome of the case
- Act quickly where there is a problem

- Listen to all parties involved in the ASB
- Keep in regular contact with victims of ASB until the problem is sorted
- Work with all parties involved to try to resolve the ASB including working with partner agencies

2.4 Unity will develop and maintain procedures and a toolkit for the effective handling of ASB complaints and work closely with relevant external agencies to achieve a satisfactory outcome for the complainant and the community.

3. **Service standards**

We have clear service standards when dealing with ASB which include:

ASB category	Service standard for contact by Investigating Officer
Hate crime	1 working day
Noise nuisance	5 working days
Verbal abuse/harassment/intimidation/threats	1 working day
Vandalism and damage to property	5 working days
Pets and animal nuisance	5 working days
Nuisance from vehicles	5 working days
Drugs/substance/misuse/drug dealing	1 working day
Alcohol related	5 working days
Domestic abuse	1 working day
Physical violence	1 working day
Litter/rubbish/fly tipping	5 working days
Misuse of communal areas	5 working days
Prostitution/sexual acts	5 working day
Criminal behaviour/crime	5 working day
Garden nuisance (where there is a complainant)	5 working days

4. **Definition of Anti-Social Behaviour**

4.1 Unity uses the following definitions of anti-social behaviour taken from the Anti-Social Behaviour, Crime and Policing Act 2014:

- *Conduct that has caused, or is likely to cause, harassment, alarm or distress to any person*
- *Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or*
- *Conduct capable of causing housing-related nuisance or annoyance to any person*

This is designed to deal with ASB that directly affects the housing management functions of Unity Homes as a ‘relevant landlord’ and as defined by and incorporated into Sections 153A and 153B of the Housing Act 1996 by Section 12 of the Anti-Social Behaviour Act 2003. We define ASB as:

- *“Conduct which has caused or which is capable of causing harassment, alarm, distress, or nuisance or annoyance to any person and directly or indirectly relates to, or affects the housing management functions of Unity Homes” Or,*
- *“Conduct which consists of or involves using or threatening to use housing accommodation owned or managed by Unity Homes for an unlawful purpose”.*

4.2 We also accept that there are other definitions of ASB but what is important to us is the effect that the behaviour has on others.

4.3 The table below outlines what we do and do not consider to be ASB and within scope of this policy. In very exceptional circumstances, an out of scope matter may be treated as ASB, with the agreement of the Neighbourhood Services Manager.

ASB (in scope)	Not ASB (out of scope)
Animal nuisance	Babies crying
Arson	Children playing
Assault and threats of violence against people	Cooking smells
Brothels	DIY noise that is taking place at reasonable hours (7.00am to 11pm)
Fly-tipping	Dog and cat fouling
Criminal damage (including offensive graffiti) or threats to damage property	Disputes with friends and family
Drug dealing and use	General living noise – doors banging, footsteps etc
Noise (deemed to be a statutory nuisance)	Lifestyle clashes
Prostitution	Parking (non-designated areas)
Sexual offences	Personal disputes and minor personal difference such as dirty looks or fall outs between children
Verbal abuse/harassment/intimidation	One-off parties such as BBQs, birthday or special occasion providing they do not cause an unacceptable disturbance and there is not a pattern of similar behaviour.
Weapons	
Misuse of communal or public spaces	
Hoarding items in the property or garden	
Nuisance from vehicles	
Other criminal behaviour, including hate crimes and domestic abuse	

5. Hate crime and hate related behaviour

5.1 Unity uses the definition of Hate Crime as used by the police which is:

Any criminal offence which is perceived by the victim or any other person to be motivated by hostility or prejudice based on a person-disability, or perceived disability, race or perceived race; religion or perceived religion; or sexual orientation or perceived sexual orientation or transgender identity or perceived transgender identity.

We will deal with allegations which relate to one of our properties, or concerns in the immediate vicinity (i.e. in the same street) as one of our properties or is housing related. This does not mean that we will not work with partners or signpost customers to relevant partners in relation to wider neighbourhood issues.

Unity will not tolerate 'hate' incidents or related behaviour and will take prompt and effective action to support customers, their families and visitors when such behaviour occurs. We aim to support our communities by:

- Raising awareness of hate related behaviour
- Reducing tolerance of such behaviour
- Increasing the rate at which hate related behaviour is reported

5.2 A hate incident includes all forms of crimes, harassment or other unwanted behaviour that someone with knowledge of the incident believes is motivated by the perpetrator's prejudice or hate towards the victim resulting from the victim's actual or believed membership of, or another person in that household's actual or believed membership of a group defined by:

- Age
- Disability, including having learning disabilities or mental health problems Faith or beliefs
- Alternative sub-cultures
- Gender, including gender identity
- Race, colour, nationality, ethnic origin or national origin
- Sexual orientation (a homophobic hate crime is focussed on sexual orientation, a transphobic hate crime is focussed on gender)

6. Domestic Abuse

The Domestic Abuse Act 2021 defines Domestic Abuse as:

Abusive behaviour between individuals aged 16 over who share a personal connection. Such behaviour is considered abuse if it occurs within these parameters.

Behaviour is abusive if it consists of (any of the following) physical or sexual abuse, violent or threatening behaviour, controlling or coercive behaviour, economic abuse, psychological, emotional or other abuse and it does not matter whether that behaviour consists of a single incident or a course of conduct.”

- 6.1 We will ensure that any potential indicators of domestic abuse and or safeguarding matters are actively considered as part of our ASB investigation and will take appropriate actions including raising safeguarding referrals.

7. Unity’s approach to anti-social behaviour

7.1 We will demonstrate leadership and strategic commitment

Resources - We will allocate sufficient resources to deal with ASB and ensure that our staff receive the necessary training and access to a full range of tools and powers to deliver an effective service.

Partnership - We will actively engage with relevant partners including councils, police, social services, community mental health teams and local community safety partnerships. We will share information with our partners to prevent and tackle ASB. We will also participate in meetings such as Multi Agency Risk assessment Committees (MARAC’s) and ASB and Vulnerability Panels.

Performance and Review - We will collect data to show we do not discriminate against anyone and monitor our performance against targets; how satisfied customers are and how we can improve our service; to identify hotspots and specific problems to target our resources effectively. We use data from Customer Satisfaction data (after each case is closed), and the TSM data and any Complaints received as a result of the ASB investigation.

Neighbourhood - We cannot tackle ASB without the help and support of the community. Where it is appropriate we will work with customers and community groups to develop a neighbourhood approach to tackling ASB.

Resident Engagement and tenant feedback – we will hold on-going discussions through Unity’s tenant structures, (tenant scrutiny panel, other tenant’s groups and local communities) on our ASB policy, our general approach to ASB, and obtain feedback at the closure of every ASB case to obtain feedback on the service that we have provided.

7.2 We will provide an accessible and accountable ASB service

Access - We will provide an ASB service that is widely accessible to all our customers and encourage the reporting of ASB. To do this we will produce information leaflets and publish details on our website on this policy and our approach to ASB.

Information - We want to ensure all our customers are aware of the service that we provide. We may do this to publicising the actions we take in order to build community confidence, deter individuals from engaging in ASB and assist in the enforcement of court orders.

7.3 We will protect communities by taking prompt action

Evidence - We will take a proactive approach to gathering evidence and determining the facts before making any decision on what to do. We expect our customers to help us gather evidence and work with us to manage the ASB.

Casework - We will adopt a consistent and robust approach to how we respond to reports of ASB. We will ensure that victims and witnesses are kept up to date and agree action plans. We will undertake sample quality audits of ASB case files to ensure our procedures are followed with a 28 day review conducted by the investigating officer and the Neighbourhood Housing Manager.

Taking action – Where ASB is persistent or of a serious nature we will not hesitate to take enforcement action against perpetrators but will remain mindful of our commitment to prevent homelessness by prioritising legal remedies like injunctions to tackle breaches of tenancies before seeking possession.

We are unable to move perpetrators without a court order and so our focus will always be on resolving the ASB rather than moving the problem elsewhere. We will only consider a move for victims of ASB if they meet our criteria for a Management Transfer under our Lettings Policy.

Enforcement – Unity has at its disposal a range of enforcement methods, both informal and formal, to tackle ASB. We will always ensure it is appropriate and proportionate to the seriousness of the behaviour.

7.4 We will adopt a supportive approach

Supporting vulnerable customers - ASB can be caused or made worse due to someone's vulnerabilities or disabilities. Where this is the case we endeavour to seek support and guidance from relevant support agencies with the person to find the best solution for both perpetrators and victims. We take our

responsibilities to safeguard vulnerable people seriously whether they are causing or are victims of ASB.

Victim and witness support – we recognise that a really important partner in resolving ASB is the victim and witness. They can feel isolated in their communities and families. We want to give them confidence in our service and to do this we will offer support in the following ways:

- Prompt interviews and regular updates
- Mediation/conflict resolution
- Use of CCTV to gather evidence
- Requesting extra police patrols
- Make referrals to victim support to Issue of personal alarms and use of 'target hardening measures'
- Court protocols and support for witnesses
- Professional witnessing

7.5 **We will encourage individual and community responsibility**

Tolerance - We will work to build strong communities by promoting individual responsibility and tolerance. We will do this by encouraging customers to resolve neighbour disputes directly.

7.6 **We will focus on prevention and early intervention**

Obligations - We will ensure that all customers are aware of their obligations under the tenancy agreement and make it clear that ASB will not be tolerated.

Allocations - We will ensure that our approach to allocations contributes towards building sustainable communities. To achieve this, we will:

- adopt local lettings policies where we feel the need to in order to manage the risks of ASB.
- Reject applications where there is evidence of previous ASB serious enough to make them unsuitable to be Unity tenants.
- Seek previous Landlord References to support all applications

Hotspots - We will work with partner agencies to identify ASB hotspots and work jointly to put in place initiatives to tackle the root causes of ASB.

Diversion - We will work together with partners, the community and voluntary groups when it is possible to provide diversionary activities.

Early intervention - We will intervene early and deal with problems quickly and try to prevent them from escalating utilising mediation services.

7.7 We will ensure a value for money approach

Value - We will apply our value for money principles to the ASB service and work towards understanding our ASB service costs.

8. ASB Case Review

Each ASB case will be reviewed with the Housing Officer and the Neighbourhood Services manager at 28 days or the 1 to 1 process.

The Housing Services Manager will validate the reports each month by using IBS reporting to determine number of cases opened against the ASB app report. The Housing Services Manager will be responsible for the data Validation reports submitted to the Operations Committee meetings and Annual performance reports.

The new ASB Dashboard will give performance data that will allows us to identify themes, Neighbourhood issues, referrals made and other intelligence to assist with Service Improvements.

- 8.1 The Anti-Social Behaviour, Crime and Policing Act 2014 gives victims of Anti-Social Behaviour the right to request an Anti-Social Behaviour Case Review (previously referred to as a Community Trigger), a review of their case which brings agencies together to find a solution. Victims can use the case review when there have been at least three complaints of Anti-Social Behaviour in a six-month period and there has been no adequate response. Our partner boroughs in the local authority are the first point of contact for anyone who wants to use this process. We will work with local authorities and agencies, and we will respond proactively to the findings of any review.

9. Responsibilities, monitoring and performance

- 9.1 Overall responsibility for this policy and its implementation rests with the Housing Services Manager. The Housing Services Manager will ensure that staff receive the appropriate training and support to achieve the objectives of this policy.
- 9.2 Monitoring of the implementation of this policy will be the responsibility of the Operations Committee. We may set performance targets for the ASB service. Progress against these targets will be reported to the Operations Committee and Senior Management Team.

10. Associated policies

- Lettings Policy
- Domestic Abuse Policy
- Tenancy Management Policy
- Complaints and Feedback Policy
- Hoarding Policy
- TSM data

Document management

Consultation and assessment	
Customer consultation	Policy approved by the Scrutiny Panel.
Equality Impact Assessment	Completed June 2025
Data Protection Impact Assessment	Not required. Minimal risk of data breaches. Information sharing agreements in place with key community safety partners.

Document review history			
Version	Date amended	Date approved	Key changes
1.0	February 2013	February 2013	Original document
2.0	February 2016	February 2016	Routine policy review. No amendments made to policy.
3.0	August 2017	November 2017	Detailed policy review.
4.0	October 2020		Content subject to routine review with minor text changes.
5.0	June 2025		Policy reviewed and updated.