ANTI-SOCIAL BEHAVIOUR POLICY

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DOCUMENTATION MASTER SHEET

Amendments to this Document are Detailed Below.

Version Number	Date Amended	Comments	Date Approved	Author	Approved By
01	30/10/18	Full rewrite	08/11/2018	SB/BR	Tenant Panel
02	11/02/22	Minor amendments reflecting changes in structure & available agencies	14/03/2022	NB/KS/PR	Tenant Panel
03	30/8/22	Minor amendments following Resolve conference	30/8/22	NB	NT
04	August 23	Amendment to reflect new Good Neighbourhood Management policy re noise	August 23	NB	NT
05	September 2026	Planned review & separating ASB & Hate Crime policy into 2 standalone policies & new legislation	2/10/2026	NB	SLT
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OVERALL AIM/INTRODUCTION

GCH is committed to creating and maintaining safe, sustainable and thriving communities where residents feel secure in their homes and neighbourhoods.

We adopt a victim-centred, proportionate and evidence-based approach to preventing and tackling anti-social behaviour (ASB). We will work collaboratively with residents, local authorities, the police, health services and other partners to address ASB effectively, safeguard individuals, prevent harm and improve neighbourhood wellbeing.

The purpose of this policy is to:

- Prevent and reduce ASB.
- Clearly define our approach to responding to reports.
- Protect victims and witnesses.
- Hold perpetrators accountable.
- Promote partnership working.
- Ensure legal and regulatory compliance.
- Support vulnerable residents and address underlying causes of ASB.
- Deliver services that meet regulatory expectations and sector good practice.

SCOPE OF POLICY

GCH will investigate incidents of nuisance or anti-social behaviour directed towards our customers (including tenants, leaseholders and shared owners) their visitors or any others engaged in a lawful activity in the locality of our homes, including our colleagues, contractors and others acting on our behalf.

The policy applies to general needs and independent living customers, leaseholders, shared owners and customers living in our temporary homeless accommodation.

It does not apply to our market rent customers or homeless customers who occupy their property on a licence. These are covered by separate policies.

We also have separate policies covering hate crime, domestic abuse and safeguarding.

LEGAL AND REGULATORY EXPECTATIONS

This policy is informed by:

- Tenancy Agreement

- Anti-social Behaviour, Crime and Policing Act 2014.
- Housing Acts 1988 & 1996
- Regulator of Social Housing Consumer Standards, including the Neighbourhood and Community Standard and Transparency, Influence and Accountability Standard.
- Housing Ombudsman Complaint Handling Code and Spotlight Reports.
- Domestic Abuse Act 2021.
- Equality Act 2010.
- Human Rights Act 1998.
- Data Protection Act 2018 and UK GDPR.
- Crime and Policing Act 2026
- Relevant safeguarding legislation and guidance.
- GCH Policies on Safeguarding, Domestic Abuse, Hate Crime & Incident Policy, Complaints Policy and Data Protection Policy

SERVICE STANDARDS

DEFINITION

GCH has adopted the following definition of Anti-social Behaviour as defined by the Anti-Social Behaviour, Crime and Policing Act 2014 defines ASB 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 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

Examples include (but are not limited to):

- Intimidation.
- Threatening behaviour.
- Harassment.
- Verbal abuse.
- Excessive noise.
- Illegal drug use or possession

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CRIMINAL BEHAVIOUR

Where incidents involve criminal activity, the Association will work alongside the police and relevant agencies. Serious offences may include:

- Violence.
- Domestic abuse (refer to GCH Domestic Abuse Policy).
- Sexual offences.
- Serious drug offences.
- Child exploitation.
- County lines activity.
- Arson.
- Hate crime (refer to GCH Hate Crime Policy).

BEHAVIOURS NOT NORMALLY CONSIDERED ASB

The following would not usually be investigated as ASB unless there are exceptional circumstances:

- Children playing/disputes between children.
- Babies crying.
- Everyday household living noise including domestic appliances, music & DIY at reasonable hours
- Minor lifestyle differences such as cooking smells, people staring or being inconsiderate, where there is not a breach of tenancy or impact on others' safety.
- One-off incidents that do not cause significant nuisance or harm.
- Reasonable use of homes and gardens.

We will assess each report on its merits and consider vulnerability and risk.

Where we do not consider the report to amount to ASB, GCH will provide appropriate advice and information in line with our Good Neighbourhood Management Policy.

GCH WILL

Encourage anyone to report incidents to us and/or the appropriate statutory agency. We will receive and investigate reports by:

- Assessing risk.
- Keeping reporters informed.
- Maintaining accurate records.

- Work with partner agencies.
- Take appropriate enforcement action.
- Provide support to victims where possible.

WHAT WE ASK FROM OUR CUSTOMERS

Please be respectful of your neighbours and their lifestyles. Think about how what you do can affect the other people in your neighbourhood. Our tenancy agreements lay out tenants' responsibilities around anti-social behaviour. We ask you to:

- Comply with tenancy obligations.
- Respect neighbours and communities.
- Report ASB promptly.
- Cooperate with investigations, which may take some time.
- Provide honest and accurate information.

REPORTING ANTI-SOCIAL BEHAVIOUR

Reports can be made via:

- Telephone.
- Online reporting.
- Email.
- In person.
- Via emergency services where immediate danger exists.

Anonymous reports will be recorded and assessed where sufficient information is available but will limit the action that we can take.

Emergency incidents involving threats to life, violence or crime in progress should be reported to the police immediately.

RISK ASSESSMENT AND CASE PRIORITISATION

Every ASB report will be assessed according to:

- Nature of the behaviour.
- Frequency.
- Severity.

- Impact on victims.
- Vulnerability.
- Safeguarding concerns.
- Risk of harm.

High-risk cases may include:

- Domestic abuse.
- Hate incidents.
- Serious harassment.
- Threats of violence.
- Child or adult safeguarding concerns.

Risk assessments will be regularly reviewed throughout the life of the case.

We will respond to reports of high-risk ASB within 1 working day. All other reported ASB will be responded to within 5 working days.

SUPPORT FOR VICTIMS

We will:

- Agree an action plan with the victim(s).
- Provide regular updates.
- Consider reasonable adjustments.
- Offer referrals to specialist agencies.
- Review risk throughout case management.

Victims will receive regular updates and clear explanations regarding available options and likely outcomes.

SUPPORT FOR PERPETRATORS

We will:

Take a victim-centred approach to tackling anti-social behaviour. We will seek to understand and address the underlying causes of anti-social behaviour through support, partnership working and early intervention wherever appropriate. However, where behaviour presents a

serious risk to individuals or communities, we will take robust enforcement action to protect residents."

INVESTIGATION

Investigations may include:

- Interviews with reporters and witnesses and alleged perpetrators.
- Witness statements.
- Diary sheets.
- CCTV evidence.
- Professional witness evidence.
- Noise monitoring through NoiseApp or Environmental Health.
- Photographs and videos.
- Police intelligence sharing where lawful.
- Environmental inspections.

Every investigation will be objective, fair and evidence-based. All evidence gathering will comply with data protection legislation.

EARLY INTERVENTION AND PREVENTION

Depending upon circumstances, actions may include:

- Advice and warnings.
- Good neighbour discussions.
- Acceptable Behaviour Agreements.
- Mediation.
- Support referrals.
- Restorative approaches.
- Diversionary activities through community partners.

Early intervention will not be used where there is significant risk to victims.

ENFORCEMENT ACTION

Where appropriate and proportionate, enforcement action may include:

TENANCY ENFORCEMENT

- Verbal and written warnings.
- Tenancy breach notices.
- Notices seeking possession.
- Injunctions.
- Possession proceedings.

LEGAL REMEDIES UNDER THE ANTI-SOCIAL BEHAVIOUR, CRIME AND POLICING ACT 2014

Including:

- Civil injunctions.
- Closure powers.
- Respect Orders.

GCH may seek exclusion from properties, injunctions and possession where required to protect victims and communities.

SUPPORT FOR WITNESSES

Where victims and witnesses are required to provide evidence in Court, GCH will ensure that they feel supported throughout the process. We will explained what can be expected when attending Court and will arrange a pre-court visit when necessary.

We may refer witnesses towards supplementary support agenices such as Victim Support.

PARTNERSHIP WORKING

We will work with other agencies including:

- Police.
- Local authorities.
- Community Safety Partnerships.
- Adult and Children's Services.

- Health providers.
- Probation services.
- Environmental services.
- Support agencies.

Information sharing will be lawful, proportionate and necessary.

ASB CASE REIVEW

The ASB Case Review, also referred to as the Community Trigger, was introduced under the Anti-social Behaviour, Crime and Policing Act 2014

If a reporter feels that an anti-social behaviour (ASB) incident has not been dealt with effectively they can ask for a case review. The review is independently handled to ensure that the case has been handled fairly and reasonably.

We will provide further information on the ASB Case Review if requested.

VULNERABILITY AND SAFEGUARDING

The Association recognises that:

- Victims may be vulnerable.
- Perpetrators may have support needs.
- ASB may indicate exploitation, abuse, mental health concerns or safeguarding risks.

Safeguarding concerns will be referred to appropriate agencies without delay.

CONSULTATION

Tenant Satisfaction Measures (TSM) feedback, lessons learnt and customer feedback through Let's Talk ASB Days and Scrutiny Group review of ASB have been been taken into account when reviewing this policy.

APPEALS

Customers dissatisfied with our handling of ASB reports may use GCH's complaints procedure.

The complaints process is separate from ASB case management and will comply with the Housing Ombudsman Complaint Handling Code.

REVIEW

This policy will normally be reviewed triennially to ensure that it reminds fit for purpose, unless an earlier review is required due to regulatoy, statutory or other requirements.