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Tick one of the below for review/changes made: Full review and changes made ☒ (add changes summary to table below) Full review, no changes made ☐ Changes made but no full review ☐ (add changes summary to table below)		Reviewer / Editor: Manager, Housing Services Changes Approved By: Reviewed and edited in-line with the Beacon? ☒ Yes ☐ No

Anti-Social Behaviour Policy

Document Change Details

Date	Summary of Changes Made
October 2023	All Housing P&Ps revert to version 01 as approval process & version control moved to SharePoint. Version number no longer shown on the document
Full review April 2023	Full review completed April 2023 in line with Beacon
May 2025	Role name changes & Responsibilities added. Links updated
August 2026	Policy and Procedure split

1.0 Policy Statement

We aim to provide an environment safe and free from harassment, nuisance and illegal behaviour to our tenants and the wider community.

We undertake to uphold the rights and responsibilities of tenants, staff, and neighbours. Our approach to dealing with antisocial behaviour (ASB) begins with attempts to genuinely understand what drives the behaviour. Our staff will attempt to facilitate discussions around current and past traumas or negative experiences for both perpetrators and victims to better understand where negative behaviours stem from and perhaps where tolerance levels are particularly low.

We strive to balance robust housing management with effective support interventions, reinforcing tenant responsibilities and supporting the tenant to understand and meet these.

We aim to work alongside other agencies involved in reducing ASB, engaging with local community initiatives around Crime and Disorder Reduction and incorporating their guidance into our practice.

We'll provide (or signpost to) appropriate support for victims and witnesses of ASB. We recognise the part witnesses play in legal proceedings where other attempts to resolve the ASB have not worked and understand they may need additional support to feel safe during this process.

Staff involved in dealing with ASB will be trained in restorative conversations, working with people who misuse drugs or alcohol and will receive regular legal updates via our solicitors.

We are committed to promoting diversity and inclusion and will robustly tackle cases of ASB in which the victim is specifically targeted because of their age, gender identity, disability, race, religion, sex, or sexual orientation.

2.0 Definition of Anti-Social Behaviour

The Anti-Social Behaviour, Crime and Policing Act 2014 defines “anti-social behaviour” 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

We aim to tackle ASB that directly or indirectly relates to/affects our housing management functions.

3.0 Key Principles to our approach

Our approach to tackling ASB is guided by the principles of the Southdown Beacon. To keep this procedure readable, a shorter version of these principles is detailed below. The full version of these key principles can be read on our website.

Safety

We are committed to supporting the victims of ASB or hate crimes. We will consider the ongoing risk of harm to victims of ASB and provide appropriate practical, emotional and culturally specific support, as far as is reasonably practicable.

We recognise the problems victims and witnesses may face in reporting ASB. We will support them to record and combat such behaviour and ensure they are kept as safe as possible. This may involve extra support, possible transfers, and liaison with other specialist agencies e.g., the police.

We will be mindful that sometimes victims do not feel safe to have conversations with our staff in their own home due to fears of being overheard. Regular contact with victims of ASB is essential; it enables us to build the case accordingly. Our staff will be mindful about how contact is made and will always ask victims for their preferred location of the next conversation e.g., by phone or face-to-face, either at their home, one of our offices or a venue in the community such as a café.

Where the perpetrator or victim of ASB is also a victim of domestic or other abuse, our Safeguarding Adults procedure will be triggered, and they will be offered support to undertake safety planning with a trained domestic abuse expert. Actions to address the ASB will continue but the action plan will be reviewed to determine whether it needs to be amended in the context of the abuse.

We will encourage and support victims of racially aggravated crimes to report them as such. Likewise, victims who believe they have been targeted by perpetrators specifically because of a protected characteristic will be encouraged to report this to the police as hate crime.

Belonging

We recognise the importance to all people of feeling a sense of belonging. Our tenants have often had adverse experiences which have left them feeling excluded. We recognise that tenants who have previously had negative, harmful relationships may be more likely to be suspicious of others and to (often incorrectly) interpret peoples' actions as a reaction to themselves.

Our staff will have restorative conversations with all parties involved in an ASB case. These will facilitate consideration of how the other party might interpret their actions or feel, and where appropriate, help each party to put themselves in each other's shoes.

Our staff will support perpetrators to understand the impact of their behaviours on others and to take responsibility for their part in positive change. In cases of neighbour dispute, we won't shy away from reminding tenants that they are likely to be neighbours for a long time and helping them to see that conflict resolution is in everyone's interest, including their own.

Learning

Our default position when we receive a new complaint of neighbour nuisance will be to presume the person responsible is unaware of the impact of their behaviour on others. We will make the person aware a neighbour has complained about them and describe the impact on that person. We recognise that we all cope in different ways and nuisance behaviour may stem from previous trauma or a recent adverse change in someone's life. We will facilitate a conversation with the alleged perpetrator to understand what insight they have into their own behaviour.

We may refer to support services or other specialist agencies to help the alleged perpetrator to make incremental changes to lessen the impact of their behaviour on others.

We will report on our performance in relation to managing ASB and feedback received from victims and witnesses on a regular basis including an annual report to Tenants and Stakeholders.

Choice

We will offer choice to complainants in how they report ASB and about where we can later meet face-to-face to agree a method which best suits their needs. We recognise that complainants may not feel comfortable discussing issues with neighbours at home for fear of being overheard.

We will have meaningful discussions with complainants about how they want us to take a new report forward (e.g., speak to neighbour, just log it etc)

We will give complainants the choice to remain anonymous throughout the case but will be upfront about the limitations this puts on meaningful action. We will explore with victims why they may feel comfortable being a named witness/reporter and work together to build their confidence so that we can discuss the specific allegations with the alleged perpetrator.

Where anonymous reports contain very specific details, Housing Officers/Housing Assistants (HOs/HAs) will advise complainants that whilst we will maintain confidentiality, there is potential for the alleged perpetrator to identify where the complaint has come from. We will give the complainant choice about which elements of their report they want to take out to protect their anonymity.

Individuality

We will seek to understand the people involved in our cases as individuals, thinking about how adverse previous experiences might be impacting on current behaviour.

We will be mindful of sudden deteriorations in behaviour and try to build rapport with perpetrators to understand what might be going on in their life at this time. Where appropriate, we will explore our residents' personal support networks and encourage them to use these.

Where required, we will engage the services of professional translators to help us manage ASB cases where one or more of the parties requires correspondence in a language other than English.

Working Together

We will work together with all parties to try and find a resolution.

During staff 1-2-1s, Housing Management staff will explore their current ASB case load with the Manager, Housing Services (MHS) in relation to the Karpman "drama triangle". They will identify the roles and motivations of all parties involved to gain clarity and objectivity to improve case management.

Our staff will be mindful not to take on one of the three roles and give back accountability to the parties involved by being firm but compassionate, supportive but with boundaries. We will then discuss how we move towards the roles of "Creator," "Challenger" and "Coach."

We will work together with local agencies such as the police, Community Safety Partnerships, the Community Mental Health Team, and Adult Social Care to acquire all necessary support and/or evidence to bring the case to a resolution. We will also work together with our support services (where available) and specialist agencies (e.g., victim Support, domestic abuse advocacy services) to provide ongoing support to victims.

We won't take sides and will move each case forward based on the facts/evidence obtained.

In the early stages of a neighbour dispute, we will keep our language neutral and not label people as victims or perpetrators until we have enough evidence to suggest that these labels apply.

Experiences

We recognise we all cope in different ways and trauma can impact our physical and mental health.

We will help tenants to understand each other better. We will seek permission from both parties to share any personal information that helps give context to what they are feeling. We won't share details that people do not want us to share.

Strengths

We will think innovatively about what might help people to change their behaviour.

We will help all parties to think about similar experiences where things were resolved, or they overcame adversity. We will ask what worked, what personal qualities they used and how they could apply this to their current situation.

We will discuss with the other party to find out what they consider to be nuisance behaviour and to explore if/how a compromise might be reached (e.g. could both neighbours agree to a time for music to be turned down in the evening that both feel is reasonable).

We will frame our discussions in as positively as possible and focus on the strengths of each party.

We frame the outcomes sought in terms of what complainants do want rather than what they don't.

Potential

We will engage both parties in discussions about how their relationship was previously. If it was better in the past, we will explore what went wrong and look at the potential for repairing relations.

With perpetrators of ASB, our staff will facilitate discussions about what triggered the behaviour, seeking to find the root cause (including deteriorating relationships, mental health, relapses with drugs and alcohol, debt etc) and referring to partner agencies where extra help and support is needed.

We will help victims of ASB shift their view of themselves from "victims" to "creators," focusing on their strengths and taking control of their life (whilst still acknowledging that they face struggles).

4.0 Response times

From the point that we first become aware of an ASB case our target response times are:

ASB type	Initial contact with victim	Frequency of contact thereafter
Domestic abuse, serious harm, hate crime	One working day	Weekly
Noise nuisance, drugs, other neighbour disputes	Three working days	Fortnightly (unless higher frequency agreed with HO)

** Property damage caused because of ASB, including graffiti (where the content constitutes a hate crime), will be dealt with as an emergency.*

5.0 Management of persistent or escalating cases

Where the ASB does not stop, despite our discussions, support and warnings to the person causing a nuisance, the case will progress according to the evidence we are able to gather:

- If we can gather enough objective evidence and credible witness testimony to build a strong legal case, we may take the case to court for a legal resolution.
- Where this is not possible or witnesses do not feel able to give a witness statement, we may need to close the case. It's difficult for us to progress to legal action without strong evidence

6.0 Closing Cases

ASB cases can be closed:

- With the agreement of the complainant or victim
- Where there is no evidence to support the allegations
- Where the victim has not cooperated by providing regular updates
- Where there have been no further incidents in 3 months
- Where all reasonable action has been taken to resolve the matter

Victims and witnesses to the ASB will be notified in writing that the case is closed and the reason(s) why it is being closed.

Victims and witnesses will be sent an Anti-Social Behaviour Customer Satisfaction Survey.

7.0 Actions we can take

There are several courses of action available in response to anti-social behaviour. Each may be pursued in parallel with other options to attempt to resolve matters:

- Monitoring
- Issue warnings to the perpetrator
- Offer mediation between the victim and perpetrator

- Issue an Acceptable Behaviour Contract
- Apply for an Injunction
- Pursue Committal Action
- Notice of Seeking Possession
- Suspended possession
- Notice requiring possession
- Possession Proceedings
- Outright Possession
- Closure Orders