



# Anti-Social Behaviour





## 1.0 Introduction

- 1.1 The Housing Plus Group (the Group) is committed to excellent customer service and ensuring that everyone has the right to feel safe both in their homes and their neighbourhoods. This policy sets out the Groups approach to anti-social behaviour (ASB) and the help and support that can be expected when experiencing issues with ASB

## 2.0 Policy Statement

The Group is committed to working with tenants, leaseholders, employees, contractors, and external partners to prevent and resolve issues and reduce the impact of all types of anti-social behaviour. We will on a case-by-case basis utilise appropriate measures of both support and intervention, taking enforcement action where necessary.


## 3.0 Policy Scope

- 3.1 This Policy applies to tenants, leaseholders, employees, contractors and external partners, whether they are the reporter or subject of the report.

## 4.0 ASB Definitions

- 4.1 Acting in a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as (the defendant).'
- 4.2 The definition covers a wide range of behaviours, and whilst some behaviours can cause nuisance or annoyance, we may deem it more appropriate to manage the behaviour under our Good Neighbourhood Management Policy.
- 4.3 When considering the most suitable approach we will consider:
- The intention of the behaviour.
  - What is causing the behaviour
  - Is the intention of the behaviour known?
  - What is causing the behaviour
  - Could the behaviour be classed as unreasonable activity
  - Frequency and time period of the behaviour.
  - How long the behaviour lasts
  - The time of day when the issues are occurring
  - The impact that the behaviour is having

- 4.4 Examples of anti-social behaviour include but are not limited to:
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- Constant and unreasonable noise nuisance
  - Intimidation and harassment
  - Aggressive, abusive and threatening language and behaviour
  - Alcohol and drug related nuisance
  - Environmental issues including fly-tipping and graffiti
  - Vandalism and damage to property
  - Violence and threats of violence against people, property and land

## 5.0 Roles and Responsibilities

5.1 The Group Chief Executive is responsible for:

- Ensuring sufficient resources are provided for those working directly with the Group's customers and tenants;
- Ensuring the policy is applied consistently and aligns with the Group's vision and values;
- Creating the sufficient structure with delegated organisational responsibilities for the implementation of this policy.

5.2 The Executive Director is responsible for:

- Ensuring the necessary level of focus and sufficient allocation of resources are available to deliver the service.

5.3 The Head of Service is responsible for:


- Ensuring the sufficient allocation of resources are available to deliver all the necessary activities;
- Ensuring suitable monitoring and reporting mechanisms are in place to measure activity, performance and satisfaction with the service.

5.4 The Neighbourhood/Housing/Community Safety management teams will be responsible for:

- Ensuring the policy is up to date and relevant in terms of best practice, both within and outside of the sector, with a particular focus on new, and changes in, legislation;
- Ensuring that there is appropriate training, guidance and support available to allow for the policy to be delivered on a day-to-day basis.


5.5 The Housing, Neighbourhood, Retirement Living, ShireLiving and Care Team are responsible for:


- The day-to-day case management in accordance with the policy;

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- Ensuring that the best practice promoted in the policy is delivered on a daily basis;
  - Ensuring there is the necessary focus on communication in all cases with all affected parties.

## 6.0 Policy Approach

- 6.1 The Group's approach to dealing with anti-social behaviour is based on the principles contained within the Anti-Social Behaviour, Crime and Policing Act 2014. It is also based on other relevant legislation in force, together with the terms and conditions of our tenancy agreements and the relevant Home Office's definitions and guidance.
- 6.2 The Group will record all issues / reports made of anti-social behaviour involving one or more of our tenants or leaseholders, where the tenant or leaseholder is either the person reporting the ASB or the person who is the subject of that report.
- 6.3 The Group will consider individuals' needs from initial report and throughout the ASB investigation. This includes the person reporting the ASB and the person allegedly causing it.
- 6.4 The Group will open and honest in all discussions, being clear about the options available to us along with any responsibilities that our customers have, whilst maintaining realistic expectations.
- 6.5 The Group will, look for long-term solutions to address all issues of anti-social behaviour involving or affecting tenants and leaseholders.
- 6.6 The Group, where relevant, will take appropriate supportive action when employees are subject to anti-social behaviour.
- 6.7 The Group recognises that tackling the complex issue of anti-social behaviour is often not the sole responsibility of the housing provider and we will look to engage with other agencies when these joint approaches may have positive outcomes. This can take many forms including those where an ASB case review has been activated. For more detail on the process of the ASB case review in your area please visit <https://asbhelp.co.uk/ct-directory/> or via the Group's website.



	<b>Policy Control Sheet</b> <b>X Policy</b> <b>Policy reference number - 2025/</b>
<b>Policy Author</b>	
<b>Direct Lead</b>	
<b>Version</b>	
<b>Target audience</b>	
<b>Consultation</b>	Example Wrekin Voices Employee group / managers - Senior Managers – Executive Management Group – X Committee
<b>Date of Equality Impact Assessment</b>	No individuals or groups of people are disadvantaged by the adoption of this policy <state if this is the case and the date that the EIA was completed>.
<b>Date of Data Privacy Impact Assessment</b>	State if one is not required or the date of completion.
<b>Approving Body</b>	
<b>Date of final approval</b>	
<b>Implementation date</b>	
<b>Monitoring arrangements</b>	
<b>Reporting</b>	
<b>Review date</b>	
<b>Expiry date</b>	
<b>Review cycle</b>	
<b>Policy category</b>	
<b>Associated policies and procedures</b>	
<b>Policy location</b>	SharePoint HPG Hub Housing Plus Group website

### Summary of changes table

Revision history			
Author	Summary of changes	Version	Authorised by & date