



# Anti-Social Behaviour (ASB) Policy





## 1.0 Introduction

1.1 The Housing Plus Group (the Group) is committed to excellent customer service and ensuring that everyone feels safe, both in their homes and their neighbourhoods. This policy sets out the Group's approach to Anti-Social Behaviour (ASB) and the help and support that can be expected if you are experiencing issues with ASB.

## 2.0 Policy Statement

2.1 The Group is committed to working with customers, 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?
- Could the behaviour be classed as unreasonable activity?
- The 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:

- 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 values and behaviours;
- Creating the sufficient structure with delegated organisational responsibilities for the implementation of this policy.

5.2 The Executive Directors are responsible for ensuring the necessary level of focus and sufficient allocation of resources are available to deliver the service.

5.3 The Regional Directors and Executive Director are 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 and 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 and ShireLiving Teams are responsible for:

- The day-to-day case management in accordance with the policy;
- 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 be 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 will hold perpetrators of Anti-Social Behaviour to account and will take the most appropriate and proportionate action in line with relevant legislation and where there is sufficient information to do so. We will also seek supportive solutions if appropriate to resolve or prevent Anti-Social behaviour.
- 6.7 The Group, where relevant, will take appropriate supportive action when employees are subject to anti-social behaviour.
- 6.8 The Group recognises that tackling the complex issue of anti-social behaviour is often not the sole responsibility of the housing provider. 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 the Group's website.

|   |   |
|---|---|
|  | <b>Policy Control Sheet</b><br><b>Anti-Social Behaviour (ASB) Policy</b><br><b>Policy reference number - 2026/001</b>   |
| <b>Policy Author</b>  | Julie Harvey<br>Community Safety Manager  |
| <b>Direct Lead</b>  | David Wells<br>Executive Director of Customer Experience  |
| <b>Version</b>  | 1.0 – January 2026  |
| <b>Target audience</b>  | Tenants, Leaseholders, Employees, Contractors   |
| <b>Consultation</b>   | Staff Groups: Care and Support Teams, Legal Team, Development Team, Compliance Team, Repairs Team<br>Wrekin Voices<br>Customer Partnership Panel<br>Executive Management Team<br>SPaCE Committee  |
| <b>Date of Equality Impact Assessment</b>   | An EIA was completed on the 20 <sup>th</sup> June 2025  |
| <b>Date of Data Privacy Impact Assessment</b>                                     | A Data Privacy Impact Assessment is not required.   |
| <b>Approving Body</b>   | Executive Management Team   |
| <b>Date of final approval</b>   | 22 <sup>nd</sup> January 2026   |
| <b>Implementation date</b>  | February 2026   |
| <b>Monitoring arrangements</b>  | Locality and Regional Boards  |
| <b>Reporting</b>  | SPaCE Committee   |
| <b>Review date</b>  | August 2028   |
| <b>Expiry date</b>  | February 2029   |
| <b>Review cycle</b>   | Three-year review cycle   |
| <b>Policy category</b>  | Housing   |
| <b>Associated policies and procedures</b>   | Good Neighbourhood Management Policy<br>Hate Crime Policy<br>Tenancy Agreement<br>Allocations and Lettings Policy<br>Domestic Abuse Policy<br>Equality, Diversity and Inclusion Strategy<br>Health and Safety Policy<br>Intervention Procedures<br>Modern Slavery Statement<br>Safeguarding Policy<br>Tenancy Debt and Income Management<br>Tenancy and Estate Management Policy<br>Tenancy Agreement |
| <b>Policy location</b>  | SharePoint<br>HPG Hub<br>Housing Plus Group website   |

#### Summary of changes table

| Revision history |   |                    |                                      |
|------------------|---|--------------------|--------------------------------------|
| Author           | Summary of changes  | Version            | Authorised by & date                 |
| Julie Harvey     | New HPG Policy, bringing together the legacy approaches of WHG and HPG. | 1.0 - January 2026 | Executive Management Team – 22.01.26 |