

1.0 Purpose & Scope

- 1.1 We want our neighbourhoods and communities to feel and be safe by preventing and responding quickly to anti-social behaviour (**ASB**). ASB can take many forms, ranging from noise nuisance, criminal damage, verbal abuse and other forms of criminality.
- 1.2 Everyone has the right to live without fear and intimidation, and we recognise, as a landlord, we have a responsibility to act quickly to tackle ASB.
- 1.3 We are committed to doing so, balancing prevention and enforcement action and working collaboratively with partners to prevent harm and promote community safety.
- 1.4 This policy applies to all our residents, their visitors, and anyone affected (including Saffron colleagues and contractors) by anti-social behaviour caused by someone living in our homes.
- 1.5 It sets out how we prevent, respond and resolve ASB working with you, communities, the police, local authorities and other partners.
- 1.6 We are committed to ensure residents and colleagues are protected from harassment including taking all reasonable steps to prevent and address harassment by tenants, visitors or other third parties, in line with our responsibilities as an employer.

2.0 What is Anti-Social Behaviour

- 2.1 The Anti-Social Behaviour Crime and Policing Act 2014 defines ASB as: a) Conduct that has caused or is likely to cause harassment, alarm and distress to any person; b) Conduct capable of causing nuisance or annoyance to someone in or near their home; c) Conduct that causes housing related nuisance or annoyance to any person.
- 2.2 This behaviour includes, but is not limited to: a) Verbal abuse, threats or harassment; b) Hate Incidents and discrimination; c) Physical violence; d) Persistent noise nuisance; e) Damage to property; f) Drug or alcohol misuse; g) Misuse of communal areas; h) Vehicle related nuisance; i) Criminal activity such as vandalism, prostitution or “cuckooing” (where someone homes has been taken over for criminal purpose) offensive graffiti
- 2.3 We have a separate Hate Incidents Policy which explains how we will respond to hate crime and incidents.
- 2.4 Some Issues like noise from everyday living, children playing, minor parking disputes or occasional disagreements may not be classed as ASB unless they are persistent, targeted and cause distress.

Examples of ASB	Examples of what is not ASB
Verbally abusive, threatening or intimidating behaviour	Children playing ball games and youths congregating
Drug dealing and use	Reasonable domestic living noises e.g. door closing, washing machines, children playing
Persistent loud shouting and arguing	Dogs barking at reasonable times and acceptable levels
Loud music or TV that can be heard outside	Car and intruder alarm sounding
	One off incident such as birthday or Christmas party

2.5 With types of reports, we do not consider as ASB, we will consider the most effective and practical way of resolving the issue with you. This may include asking you to speak to your neighbour about the issue or participating in mediation.

2.6 The actions we take are driven by our Inspiring Saffron Strategy “every tenant deserves the best home and service” and our values -achieve more together; make a difference and create better ways.

3.0 How to report ASB.

 Online: via our ASB format [Report ASB - Saffron Housing](#)

 By phone: 01508 532000

 By email: info@saffronhousing.co.uk

 By letter: Saffron Barn, Swan Lane, Long Stratton, Norfolk, NR15 2XP

 In person: to any saffron colleagues you are in contact with

 By social media: send a direct message (DM) on our official accounts

3.1 We understand reporting ASB can be distressing and may make you feel anxious. We'll listen and take your report seriously. We'll ask questions to understand what is happening, how often and we'll ask about the impact on you and others.

3.2 An initial risk assessment will be completed at the point of receiving a report to determine the priority and advice and assistance will be given. All risk assessments:

- Are updated throughout the management of a “case” and when circumstances change
- Will consider mental health, protected characteristics, vulnerabilities and individual household circumstances
- Directly inform the action plan and the intensity/type of response
- Are reviewed when new information is provided (including by third parties such as GPs, police, education)

We'll also provide you access to an independent 24/7 professional wellbeing counselling service to support you.

- 3.3 A lead named officer will contact within **1 working day** if there is a serious risk to you or someone's safety. For all other reports, a named officer will contact you within **5 working days**.

4 Our Approach

- 4.1 We'll make it easy for you to report ASB, we will listen and be curious.
- 4.2 We'll be open and honest and take a victim centred, harm-based approach.
- 4.3 We'll examine the evidence available to us and explain what we can and can't do; and what you may be able to do to resolve matters. This may include your responsibilities to try and resolve neighbour disagreements by talking to each other and reaching a solution by agreement or via mediation.
- 4.4 Sometimes it will be more appropriate for another agency to take the lead (for example the police). In these circumstances we will support by signposting you to the most appropriate agency to act.
- 4.5 We will record all reports of ASB, and we'll agree clear actions with you or the victim on how we are going to tackle and address the matter agreeing the frequency and how we will update you.
- 4.6 We will assess the risk and agree an action plan with you that will be dependent on the circumstances, individual needs or risk of harm. The action plan will set out what we will do and by when, agreed contact points, clearly set out any steps you or the victim is asked to take (e.g. keeping diary log), and include a review date.
- 4.7 Identify support needs and tailor our approach, accordingly, working with partner agencies to provide appropriate levels of support.
- 4.8 We will take a reasonable and proportionate approach using a range of tools and powers to tackle ASB both legal and non- legal. This can range from speaking with the alleged perpetrator, written warning, acceptable behaviour contract, to legal tenancy enforcement action (for example use of a court order to prevent certain behaviours -known as an injunctions and Ground 7A possession to enforcement).
- 4.9 We'll develop proactive relationships with local police, community safety teams, safeguarding partners to jointly tackle ASB and support informed decisions including through multi-agency casework and a co-ordinated response to crime. Examples include Multi Agency Risk Assessment Conference (MARAC) as well as local Safer Neighbourhood meeting.
- 4.10 We will promote respect, tolerance and understanding within our neighbourhoods and communities.
- 4.11 We'll strengthen our approach to prevention and early intervention. For Example: we'll explain to all new tenants at sign up the conditions of their tenancy including

those relating to ASB and causing nuisance, so expectations are clear; we'll carry out checks before a tenancy starts; design out crime on new developments and inspect estates regularly manage communal areas.

- 4.12 We'll use data and intelligence to identify hotspots and check for patterns to inform early intervention and opportunities to improve.
- 4.13 We'll learn from feedback from you and from stakeholders (including the Housing Ombudsman) and will incorporate feedback into training, briefing and service improvement.
- 4.14 We will ensure all colleagues and new colleagues are supported and trained to manage ASB effectively and are supported to escalate and engage with partners effectively.

5 Roles and Responsibilities

Director of Tenant Services is responsible for:

- Strategic oversight of this policy as policy owner.
- Ensuring a review is conducted every 3 years, or sooner should there be a material change or if a more frequent review is required.

Head of Housing is responsible for ensuring the policy is implemented effectively, reviewed and is compliant with relevant law and the regulatory requirements.

Tenancy Specialists Manager is responsible for:

- Ensuring all reports are managed in accordance with this policy and any supporting procedures and associated guidance and good practice.
- Carrying out regular reviews of audits and provide guidance and to look for learning opportunities and implement changes.
- Ensuring colleagues have the knowledge, tools and guidance required to respond effectively to anti-social behaviour and statutory nuisance, and to apply the correct response pathway.

Tenancy Specialist Officers are responsible for:

- Triaging reports at the earliest opportunity to understand the nature, frequency, duration and impact of the nuisance and to determine whether the matter should be managed under this policy or the Hate Incidents Policy or is a tenancy or neighbourhood management concern.
- Recording clear, accurate and timely information on case management systems, including resident contact, evidence received, advice given, decisions made, actions agreed and the reasons for those decisions.
- Setting realistic expectations with residents including what we can and cannot investigate, what evidence may be required, likely timescales, and the possible outcomes.
- Maintaining regular, communication with residents, ensuring updates are provided in line with agreed contact arrangements.

- Consider vulnerabilities, support needs and reasonable adjustments for any resident affected and reporting.
- Working with internal teams and external partners, including repairs, asset management, environmental health, community safety teams and the police, where a coordinated response is needed.
- Reviewing cases regularly to ensure actions remain appropriate, proportionate and outcome-focused, and that cases do not drift without clear next steps.

6 Monitoring and Compliance (measuring success)

- 6.1 Conduct 6-monthly reviews to ensure we meet best practice and The Consumer Standards including the Neighbourhood and Community Standard and mandatory Tenant Satisfaction Measures under the Transparency, Influence and Accountability Standard and best practice.
- 6.2 Monitor “case “management quality through monthly reviews to ensure our policy is followed consistently and compliantly (e.g. risk assessment, quality action plan, contact agreements and accurate data recording).
- 6.3 Listen to our tenants and aim to see: -
 - An increase in the percentage of residents who are satisfied with the handling and outcome of their ASB report(s).
 - A reduction in the number of complainants who are repeat victims of ASB
 - A reduction in recurring problems of ASB about the same subject (person or location)
 - An increase in the proportion of tenancies sustained through successful resolution of ASB case management.
- 6.4 Track and review complaints and feedback about our ASB service including learning from Housing Ombudsman decisions and learning reports (spotlights and learning from Severe Maladministration reports) to improve how we work.
- 6.5 Benchmark our performance against other housing providers and national data sets such as House mark to understand how we can compare and improve.
- 6.6 Share and report performance information (including outcomes) transparently through customer updates, newsletters reporting to Board and committees including reporting to Local Authority partners.
- 6.7 Review this Policy at least every three years or sooner if legislation, regulation or feedback requires.

7 Training and Awareness

- 7.1 This policy will be published on our website alongside further guidance on our ASB service including reporting ASB, noise complaints, how we support you, details on mediation and on how to request a ASB case review (Community Trigger). Details on how to request a case review can be found on www.saffronhousing.co.uk/advice-and-support/anti-social-behaviour

- 7.2 This policy will be shared with all colleagues (and relevant stakeholders) including a bespoke training launch for all relevant colleagues involved with the service including new starters in addition to ongoing annual training.

8 Legislation and Compliance Framework

- a. Anti -Social Behaviour Act 2003
- b. Anti-Social Behaviour, Crime and Policing Act 2014
- c. Care Act 2014
- d. Crime and Disorder Act 1998
- e. Dangerous Dog Act 1991
- f. Dangerous Wild Animals Act 1976
- g. Environmental Protection Act 1990
- h. Equality Act 2010
- i. Housing Act 1985 & 1996
- j. Licencing Act 2003
- k. Misuse of Drugs Act 1971
- l. Mental Capacity Act 2005
- m. Noise Act 1996
- n. Noise and Statutory Nuisance Act 1993
- o. Offensive Weapon Act 2019
- p. Racial and Religious Hatred Act 2006
- q. Serious and Organised Crime Strategy 2018
- r. Serious Violence Strategy 2018
- s. The Clear Air Act 1993
- t. The Human Rights Act 1998
- u. The Crime and Disorder Act 1998
- v. The Crime and Policing Act 2026
- w. Data Protection Act (DPA) 2018
- x. Employment Rights Act 2025*
- y. Worker Protection (Amendment of Equality Act 2010) Act 2023 Regulatory Framework
- z. Regulator of Social Housing Consumer Standards: Neighbourhood and Community Standard & Transparency, Influence and Accountability Standard
- aa. Housing Ombudsman Service spotlight report (on noise complaints; learning from severe maladministration reports (November 24/July 25)

**Relates to Saffron's obligations as an employer rather than as a landlord*

9 Related Policies and Procedures

- a. ASB procedure (internal)
- b. Hate Incidents Policy (forthcoming)
- c. Hate Incidents procedure (internal - forthcoming)
- d. Complaints and Resolution Policy (September 2025)
- e. Safeguarding Policy (March 2025)
- f. Neighbourhood Management Policy (June 2019)

- g. Repairs and Maintenance Policy (March 2023)
- h. Equality, Diversity, and Inclusion Policy (October 2024)
- i. Data Management Policy (September 2025)

Policy Title/Reference	Anti-Social Behaviour
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