

Anti-Social Behaviour Policy

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1 Policy information

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2 Policy statement

South Liverpool Homes (SLH) adopt a pro-active approach towards anti-social behaviour (ASB) in our communities and aim to take efficient and effective action to prevent, reduce and resolve issues of ASB, hate crime and domestic abuse. We believe that all our customers have a right to feel safe in their homes, without the stress, fear, and tensions that ASB and crime cause.

Building strong, safe communities where people choose to live and stay is a core theme of our organisational vision.

Our neighbourhoods in Speke and Garston have historically experienced high levels of deprivation where there is organised crime including drug use, cultivation and dealing. There is a history of gang violence, domestic abuse, and underreported hate crime across these communities. More recently, we have seen a rise in the exploitation of vulnerable individuals, including cuckooing by criminals, as well as serious harassment and ASB involving young people.

Many of our customers face complex challenges, including poverty, substance dependency and physical and mental health concerns with those involved in ASB investigations having significant support needs, often linked to adverse childhood experiences and trauma. As the lead landlord in these areas—and being based within the heart of the community—we are uniquely positioned to play a key role in keeping our neighbourhoods safe and supporting our customers to live safely.

This policy outlines our commitment to:

- **Reducing ASB** across our neighbourhoods
- **Understanding the root causes** of ASB
- **Working in partnership** with other agencies to address these issues

When investigating ASB, we adopt a harm-centred approach, placing victims and witnesses at the heart of our work. We ensure they receive full support before, during, and after the investigation process.

We also have a Protecting Vulnerable Witnesses Procedure, which complements this policy. It sets out the steps our officers take to identify vulnerability and reduce risk.

We work closely with partners to safeguard our customers and contribute to effective, long-term problem-solving.

This policy aligns with:

- The Neighbourhood and Community Standard
- The ASB and Neighbourhood Tenant Satisfaction Measure
- The Home Office ASB Principles

3 Policy aims.

- **Promote long-term sustainability and reduce ASB** in our neighbourhoods, supporting our vision of great homes, strong communities, and bright futures.
- **Adopt a preventative approach** by identifying and addressing the root causes of ASB. We will work with key partners to move beyond managing symptoms and towards building fairer, more equitable communities where everyone can thrive.
- **Collaborate with schools, local businesses, and other partners** to identify services and activities for young people. Our goal is to educate them on the impact of ASB and encourage positive, constructive behaviours.
- **Create opportunities for community engagement** on the issues and impact of ASB. We will ensure that customer feedback is central to shaping our approach and improving outcomes.
- **Become a sector leader in victim and witness support**, ensuring that the *voice of the victim* is heard throughout the investigation process and that appropriate support is provided at every stage.
- **Support the establishment of neighbourhood watch schemes** to empower residents and strengthen community resilience.
- **Take proportionate and appropriate action** against individuals found to be engaging in ASB. Where suitable, we will also offer support to help them change their behaviour and resolve issues constructively.

4. How we define Anti-Social Behaviour

SLH adopts the definition of ASB as defined in the Anti-Social Behaviour, Crime and Policing Act 2014:

- a) Conduct that has caused, or is likely to cause, harassment, alarm, or distress to any person.
- b) Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or
- c) Conduct capable of causing housing-related nuisance or annoyance to any person.

We are committed to ensuring all residents and customers enjoy their homes and neighbourhoods without fear for their safety.

SLH defines anti-social behaviour to include, but not be limited to, the

following actions:

- Harassment of any kind, including incidents of hate crime
(*Note: Hate crime is addressed under SLH's dedicated Hate Crime Policy*)
- Engaging in criminal activity within the local area, such as:
 - Physical violence or threats of violence
 - Possession, use, or storage of offensive weapons
- Illegal drug activity, including:
 - Use, cultivation, storage, or sale of illegal substances
- Domestic abuse
(*Note: Domestic abuse is addressed under SLH's Domestic Abuse Policy*)
- Youth disturbances, including disruptive or intimidating behaviour by young people
- Unauthorised use of vehicles, such as:
 - Riding motorbikes, quad bikes, or mopeds in a manner that causes a nuisance
- Damage to property, including:
 - Graffiti
 - Vandalism

4.1 Reasonableness Test

SLH applies a reasonableness test to determine whether reported behaviour should be investigated as anti-social behaviour (ASB).

When assessing reasonableness, we consider several factors, including:

- The type of behaviour reported
- The time it occurred
- Its severity, frequency, and duration
- The impact or harm caused to the complainant or the wider community

If, based on our triage process, the behaviour is deemed reasonable, it will not be investigated under this ASB policy.

Examples of behaviour generally considered reasonable include (but are not limited to):

- One-off or occasional parties (e.g. birthdays, Christmas)
- General household noise from day-to-day living

- People staring or giving unfriendly looks
- Minor disagreements between neighbours
- Animal noise or behaviour
- Arguments or disputes on social media
- Use of CCTV or filming/recording, unless part of ongoing harassment

Reports of this nature will not be managed under the ASB policy and will instead be addressed through our Neighbourhood Management Policy. There are times when during the investigation, circumstances will change and the case will move between policies. This will be communicated with customers and it will be clear what policy their report is being investigated under. Further guidance can be found in the ASB procedure.

5. Our Approach to Addressing Anti-Social Behaviour (ASB)

We are committed to reducing the impact of ASB in our neighbourhoods through a comprehensive and proactive approach. Our methods include:

- **Prevention** – taking early action to stop ASB before it starts.
- **Partnership Working** – collaborating with local agencies, residents, and community groups.
- **Thorough Investigation** – conducting detailed inquiries and using both non-legal interventions and enforcement actions when necessary.

5.1 Prevention

Preventing ASB is essential for improving residents' wellbeing and creating safe, thriving neighbourhoods. We use a range of proactive tools and methods to reduce ASB, including:

- **Clear Tenancy Agreements**
We have a robust tenancy agreement that outlines our expectations regarding ASB and tenants' responsibilities. This is explained to all new tenants at sign-up and reiterated to individuals involved in ASB reports at the start of any investigation.
- **Support for New Tenants**
We provide tailored support during the first year of tenancy to help identify concerns early and offer education and assistance. This increases the likelihood of a successful and sustainable tenancy.
- **Pre-Tenancy Assessments**
We review the previous behaviour of prospective tenants and may disqualify

applicants whose conduct suggests they may not be suitable. This helps us match the right tenant to the right property.

- **Community Safety Promotion**

We actively promote our community safety work through our website and social media. This builds public confidence in reporting ASB and reinforces the importance of complying with tenancy agreements.

- **Awareness Campaigns**

We participate in local awareness campaigns to highlight emerging ASB issues and trends, helping to inform and protect the community.

- **Positive Community Activities**

We support and promote positive events and activities within our neighbourhoods to engage residents and divert individuals—especially young people—from ASB.

5.2 Partnerships

We recognise that effective partnerships are essential in tackling anti-social behaviour (ASB). Our approach to partnership working operates at both strategic and operational levels.

We collaborate closely with a wide range of stakeholders, including:

- Statutory and non-statutory agencies
- Elected officials
- Community groups and residents

Together, we aim to maintain safe, supportive neighbourhoods for all.

We actively participate in local and regional partnership initiatives to address the complex and interconnected issues that contribute to ASB, crime, and disorder in our communities.

During ASB investigations, we assess each case individually to determine which partners or agencies should be involved. This ensures that the support needs of all customers are fully considered and addressed.

Where necessary, we will take a leadership role in bringing partners together to respond to emerging issues and coordinate effective, joined-up solutions.

5.3 Investigation and case management

We are committed to providing a high-quality, customer-focused service that responds to anti-social behaviour (ASB) cases quickly and effectively. Our goal is to prevent escalation and protect victims and witnesses from further harm.

We strive to ensure our service is fair, accessible, and inclusive, regardless of a customer's personal circumstances. At the initial interview, we aim to agree on a tailored support plan with all victims and witnesses to ensure their needs are understood and addressed.

Our ASB officers are trained in trauma-informed practice and Adverse Childhood Experiences (ACEs). These skills enable them to build trusting relationships with customers and provide appropriate, compassionate support throughout the investigation process.

Wherever possible, we will seek to engage with the subject of the ASB report. However, if the victim or witness does not give consent for us to do so, this may limit our ability to resolve the issue effectively.

We are committed to protecting the identity of victims and witnesses wherever possible. If a customer wishes to remain anonymous, we will take all reasonable steps to ensure their identity is not disclosed. However, in some cases, the nature of the ASB may make identification unavoidable. If we believe there is a risk of identification, the customer will be informed, and the investigating officer may decide not to use the victim's information if the risk is deemed too high. In such cases, alternative investigation methods will be explored.

We aim to keep all customers informed throughout the investigation. Contact plans will be agreed with both the victim/witness and the subject(s) of the ASB report to ensure clear communication and transparency.

We also recognise that individuals who are the subject of ASB reports may have specific vulnerabilities. We will work with them to identify their needs and provide appropriate support where necessary.

Rehabilitation is a key part of our approach. We aim to educate those responsible for ASB on the impact of their behaviour and support them in making positive changes.

Our officers are trained to use a wide range of tools and powers, including legal interventions, to stop ASB. Legal action is typically a last resort, but in serious or high-risk cases, it may be pursued as a first response.

We will conduct risk assessments with all parties at the beginning of the case, where appropriate. These assessments will be reviewed and updated throughout the investigation based on the evolving circumstances and officer judgement.

Throughout the process, we are committed to being transparent with all involved parties, ensuring they are informed, supported, and treated fairly.

6. Vexatious, unreasonable or persistent complainants

During the investigation if evidence suggests that customers are vexatious, unreasonable or persistent we can refuse to investigate further incidents and consider whether tenancy action against them is appropriate. We may also limit the way in which the customer contacts us. If we take action against a customer under the vexatious complaints provision within this policy, then they will have a right to review. Further information can be found in the complaint's procedure.

Examples of vexatious behaviour includes but is not limited to:

- deliberately made false allegations,
- refusing to engage with the investigation process,
- unreasonably refusing to accept our decision on the nature and extend of any enforcement action in a case.
- making unreasonable demands on officers by constantly contacting us about the same issue or demanding an instant response

7. The ASB Case Review

The Anti-Social Behaviour Crime and Policing Act 2014 introduced the ASB Case Review to ensure that relevant bodies adequately respond to reports of ASB. SLH will promote the ASB case review process on our website and customers will be given information regarding their right to invoke an ASB case review at the beginning of an ASB case. If the threshold is met, a case review is undertaken by partner agencies.

8 Colleague training

To implement this policy effectively, we have a dedicated specialist ASB team who are highly trained and knowledgeable in all aspects of anti-social behaviour (ASB) practice, including victim and witness support.

All ASB officers receive a comprehensive training package, which is regularly

reviewed and updated to reflect best practice, legislative changes, and emerging trends.

In addition, all SLH colleagues receive training appropriate to their roles, as we recognise that tackling ASB is a shared responsibility across the organisation. This ensures that every team member is equipped to contribute to creating safer, stronger neighbourhoods.

9 Safeguarding

We adopt a robust and systematic approach to safeguarding both children and adults. Our colleagues work closely with a range of agencies to protect the welfare of individuals—particularly those with care and support needs—whom they encounter during their work.

During ASB investigations, officers use:

- Risk assessments
- Local knowledge
- Professional judgment
- Detailed case information & intelligence

Where significant risks are identified, appropriate safeguarding referrals will be made to relevant agencies. All safeguarding concerns are recorded on our Safeguarding Register to ensure accountability and follow-up.

Safeguarding training is provided to all customer-facing teams to ensure they are equipped to identify and respond to concerns effectively.

For more detailed guidance, please refer to our Safeguarding Adults and Children Policy.

10. Support for SLH colleagues

We will not tolerate any form of abuse or menacing behaviour—whether physical or verbal—towards SLH colleagues or our contractors.

Any such behaviour will be treated as ASB under the terms of this policy. Where individuals are found to have engaged in abusive or threatening conduct, appropriate tenancy action will be taken.

11 Media and communication

We encourage responsible media reporting to publicise both preventative and enforcement actions wherever appropriate. Sharing these activities helps reinforce the message that SLH and its partners are committed to tackling anti-social behaviour (ASB) and can contribute to reducing the fear of crime and ASB within our neighbourhoods.

Enforcement actions taken by SLH will only be publicised in general terms, without identifying individual customers. However, in certain cases—such as when a Civil Injunction has been granted—it may be appropriate to publicise the terms of the injunction proportionately within the community. This can help residents monitor compliance and report any breaches.

Careful consideration will always be given to the potential impact of publicising enforcement actions on the individual involved, witnesses, and the wider community. The most suitable media channels will be selected based on the nature and sensitivity of each case.

12 Data Protection, Information Exchange, and Confidentiality

SLH treats all information received in confidence, consistent with our legal responsibilities as a Data Controller to comply with the General Data Protection Regulation (GDPR) and ensure compliance with SLH's Data Protection Policy. However, in certain circumstances the sharing of information is integral to dealing with anti-social behaviour. There is also a statutory obligation to share information, even without an individual's consent; for example, to safeguarding an individual at risk of harm or neglect or in the prevention and detection of crime. When colleagues are sharing information with other agencies, they need to be aware of importance of confidentiality and data protection and wherever possible obtain consent from the data subject prior to information being shared.

Section 115 of the Crime and Disorder Act 1998 makes it lawful for organisation's engaged in multi-agency working to exchange information as part of a strategy to reduce crime and disorder.

SLH has in place information sharing arrangements with agencies such as Merseyside Police, Liverpool City Council, Careline, Avela Home Service and other contractors and sub-contractors who make repairs and improvements to our homes. We will use these arrangements to gain evidence during an investigation and to safeguard our colleagues, customers, and contractors.

SLH is registered with the Data Commissioners Office and share information in compliance with the Data Protection Act 1998.

All colleagues working for us abides by and signs the terms of the SLH Code of Conduct.

13 Monitoring and performance

To help measure the success of this policy we will look to continuously improve service delivery by reviewing our success in reducing ASB in our neighbourhoods by gathering data on repeat instances, customer feedback in regard to case handling and by seeking opportunities to engage with customers living in our neighbourhoods to gather their thoughts, views and experiences of ASB where they live.

Our service standards in relation to ASB are to:

- Acknowledge all reports of anti-social behaviour within one working day with the first discussion to discuss the case arranged within five working days.
- Respond to all reports of a serious incident within one working day, these are determined as domestic abuse, hate crime and serious threats to person or property.
- Keep customers updated about what is happening with their ASB case
- Interview the subject of the ASB report within ten working days from when consent is given by the customer making the report.
- Give all customers the opportunity at the end of their case to tell us how they felt about the service they received.

SLH will measure ASB performance against the following operational measures:

- % Of customers satisfied with the outcome of their complaint
- % Of customers satisfied with the handling of their complaint
- % Of cases acknowledged within 1 working day
- % Of cases resolved successfully
- % of first contacts completed in target.

14 Policy Review Considerations

14.1 Equality Analysis

An equality analysis was completed to identify and respond to any adverse impacts the policy may have on particular groups. Outcomes have been included within this document and within the procedural guide for colleagues.

14.2 Policy Assessment

A full policy assessment was completed in reviewing this policy. This review included an update of the risk map for risks associated with ASB.

14.3 Customer Involvement and Consultation

At SLH, we are passionate about ensuring that customers are actively involved in shaping and influencing the services we provide. This policy has been developed with direct input from our tenants and colleagues through a range of consultation and feedback methods.

Customer feedback for this policy was gathered through:

- The SLH Scrutiny Panel
- ASB performance feedback mechanisms
- Formal complaints related to ASB
- A targeted feedback exercise involving all customers who reported ASB over a 12-month period
- Input from colleagues involved in the implementation and delivery of ASB services

This approach ensures that the policy reflects the real experiences, concerns, and priorities of our customers and staff, and supports continuous improvement in how we manage and respond to ASB.

14.4 Statutory and Legislative Framework

We will use relevant and available legislation to take action in instances of anti-social behaviour the basis of the action will depend on the nature of each case. The policy considers relevant legislation.

- Housing Act 1996
- Crime and Disorder Act 1998, as amended 2022
- Equalities Act 2010
- Anti-social behaviour Act 2003
- Data protection Act 2018
- The Anti-Social Behaviour, Crime and Policing Act 2014
- Statutory Guidance for ASB professions (ASB Crime and Policing Act 2014)

- Home Office ASB Principals
- Ombudsman spotlight on noise 2022

14.5 Associated Policies

- Allocations Policy
- Safeguarding Policy
- Information Security Policy
- Data Protection Policy
- Lone Working Policy
- Health, Safety and Wellbeing Policy
- Domestic Abuse Policy
- Hate Crime Policy
- Repair and Maintenance Policy
- Chargeable Repairs Policy
- Customer Feedback Policy
- Tenancy Management Policy
- Absolute possession procedure
- Protecting vulnerable witnesses procedure
- Equalities Act 2010
- Neighbourhood Policy

Appendix A

Is it a Service, Policy or Function		New policy / service ☐ Revised policy / service ☐	
Date of completion		Officer responsible	
What is the aim of your policy/ service/ function?			
List the data & research used to complete this screening			
Key people involved: Colleagues ☐ Tenants ☐ Partners ☐ Other (please detail)		How were they involved? Surveys ☐ Team Meeting ☐ Focus groups ☐ Other ☐ please detail	
Will the function have a potential impact on the following groups:			
	Impact		

Protected characteristic	Minor	Major	None	Evidence Please describe the effect, if this is a positive or negative impact, and evidence that supports this? Also detail the reasons why the impact of the service may differ amongst protected groups.	Is action possible to mitigate adverse impacts? Any actions should be detailed in the table below
Age					
Disability					
Race					
Gender					
Transgender					
Sexual orientation					
Religion / faith					
Pregnant women					
Marital status					
Other groups (people with caring responsibilities, people on low income, gypsies &					

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travellers, people who work)					
Based on the information above, what is the decision of the responsible manager (please select one option below):					
1. No equality or human right Impact (your analysis shows there is no impact)					
2. No major change required (your analysis shows no potential for discrimination, harassment, human right impact)					
3. Adverse Impact but continue (record objective justification for continuing despite the impact)					
4. Adjust the policy (Change the proposal to mitigate potential effect)					
5. Stop and remove the policy					
If 3 or 4 describe justification for continuing and when and how you will review and measure the impact after implementation?					
Details of actions required					
Action	How it will deal with the impact	Who is responsible for implementing	Date	Complete	



Reviewed by:		Date :
Approved by:		Date :