



Anti-Social Behaviour (ASB) Policy

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Executive Lead (Owner):	Executive Director of Customer Services					
Author (Leadership Team member):	Director of Customer Services					
Which Strategy does this support?	Landlord Strategy					
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Current status:	Draft	☒	Final	☐		
IMPACT ASSESSMENTS						
Equality Impact Assessment						
STAGE 1 completed?	STAGE 2 required?	No	☐	Yes	☒	
☒		If not required, state reason:				
Customer Impact Assessment						
1) Is this one of the agreed policies requiring resident consultation? Please refer to: Our policies - Settle		Yes	☒	No	☐	
2) If yes, please confirm resident consultation has taken plan		☒	Briefly detail changes arising from resident feedback: - Made it clear what this Policy covers and the other policies we have in place to manage things such Domestic Violence and Hate Crime. - Included details of partnership working on our website. - Included the time frames we work too depending on the seriousness of the report.			
APPROVAL						
Approval journey:	Executive Team	Committee				Board
		ARC	DAC	Ops	NRC	
	☒	☐	☐	☒	☐	☐
Date approved:	15 th October 2025	21 st October 2025				

Which Regulatory Standard does this Policy support?	Economic			
	Governance & Viability	Rent	Value for Money	
	☐	☐	☐	
	Consumer			
	Neighbourhood & Community	Safety & Quality	Tenancy	Transparency, Influence & Accountability
	☒	☐	☒	☐
Associated legislation	ASB, Crime and Policing Act 2014 Data Protection Act 2018 Environmental Protection Act 1990 Equality Act 2010 Housing Act 1998 Human Rights Act 1998 UK General Data Protection Regulation (UK GDPR)			
Associated procedures	ASB Procedure			
Does this policy contains delegated authority?	Yes			

Anti-Social Behaviour (ASB) Policy

Introduction

Our purpose is to give residents a firm foundation on which to build their lives. This policy sets out Settle's approach to supporting safe communities and tackling Anti-Social Behaviour (hereafter referred to as ASB) so that residents can live comfortably in their homes. Our approach enables colleagues to work with residents, communities, and key agencies such as the police to deter and tackle anti-social behaviour, maintaining safe and good quality neighbourhoods.

We will continue to raise awareness and knowledge by ensuring regular training is delivered to colleagues.

Purpose

The purpose of this Policy is to detail our approach to managing ASB, ensuring colleagues work with residents, communities, and key agencies to effectively and robustly tackle anti-social behaviour, thus ensuring our neighbourhoods are safe and of good quality.

It supports:

- The tenancy agreement, which sets out the tenant and landlord responsibilities in regard to anti-social behaviour. This includes the support we can offer, what is considered a breach of tenancy and subsequent tenancy action that can be taken as a result.
- The Housing Act 1988, which sets out the Grounds on which a landlord can seek possession where there has been a tenancy breach.
- The ASB, Crime and Policing Act 2014, which details the powers registered social landlords have available to address anti-social behaviour.
- The Social Housing (Regulation) Act 2023, which introduced new Consumer Standards setting out the expectations on working with key agencies to deter and tackle anti-social behaviour.

Scope

This policy sets out Settle's responsibilities in addressing anti-social behaviour to ensure all colleagues and residents are clear on our legal obligations and our approach.

This policy applies to all staff but predominately those in the Housing Services including the Hub and Neighbourhood team.

Colleagues are expected to manage cases of anti-social behaviour in line with the Policy and procedure. Colleagues should ensure effective case management, utilising remedies such as mediation and that legal action is a last resort only when appropriate and proportionate to do so.

This policy does not cover domestic abuse or hate crimes which are covered in separate policies. There is a separate policy that covers noise transference, which does not meet the threshold of ASB.

Section 2 – Policy

2.1 Policy Principles

- We act in line with key legislation to meet the obligations of the Regulator for Social Housing's y Consumer Standards for Registered Social Landlords
- We're supportive, responsive and adaptable, taking a victim-centred approach to supporting residents impacted by ASB.
- We focus on early intervention in response to those causing anti-social behaviour - ensuring we minimise the need to take legal action.
- We're clear and transparent on what we deem to be ASB and the support we can provide to residents and communities.
- We make it easy for residents to report ASB, taking into account the diverse needs of residents, keeping residents informed of the progress of their case.
- We act impartially and take proportionate decisions/actions on the reports received.
- We work collaboratively to seek solutions with partner agencies to support at risk residents; acting before harm occurs.
- We take a swift and robust approach to serious incidents working with partners for a resolution.
- We will make full use of tools and powers available to us proportionate to the circumstances of the case.

2.2 Policy Detail and Outcome

Policy Expectations:

- We adopt an early intervention approach, seeking to resolve disputes to reduce cases escalating to a more serious level.
- We ensure reports are responded to within our agreed service level agreement and cases prioritised based on assessed risk level.
- We utilise a range of interventions including mediation, restorative justice, CCTV, environmental changes such as increased lighting, to help resolve anti-social behaviour cases.
- Where intervention remedies have failed, or a situation requires immediate enforcement action, we will utilise tools such as injunctions, notice of seeking possession and possession proceedings where it is proportionate to do so.
- Where appropriate, we signpost complainants and perpetrators of ASB to support services available such as in house tenancy support or third-party organisations.
- Residents can easily report ASB via several channels and feel supported throughout the time they have a case open.
- We develop strong partnership working to tackle anti-social behaviour, including senior representation on joint working groups and contribute to the strategic action plan in addressing District priorities for reducing ASB.
- We set clear expectations of our responsibilities so that residents understand our scope of control in relation to ASB and neighbourhood issues, and where this falls to statutory agencies.
- Colleagues are regularly trained and kept apprised of legislative changes to support effective investigations that support residents.

- We share information with relevant agencies, such as the Police as set out in the Crime and disorder Act 1998 to effectively manage and tackle ASB. Information is shared in accordance with the UK General Data Protection Regulation and Data Protection Act 2018 (DPA 2018).
- We apply learning from casework, including high-profile cases in the sector to drive continuous improvement in our handling of ASB.
- We have a clear approach to noise nuisance and a separate policy for managing noise transference which doesn't meet the threshold for ASB.

Desired Outcomes

- Residents feel safe and comfortable living in their homes and surrounding communities
- We ensure that conflicts between residents are not mistakenly treated as anti-social behaviour, where it does not meet the threshold under our procedure
- We utilise data and trends to help proactively tackle ASB which includes delivering community safety events, collaborating with partners to provide reassurance, guidance and support.
- High harm/risk level ASB reports are responded to within 1 working day, all other reports are responded to within 5 working days.
- We maximise intervention opportunities to ensure legal action is the least likely outcome of the cases we investigate
- Where legal action is required, we consider all available tools available.
- Improved customer satisfaction scores in relation to case management.
- Evidence of learning and improvement from incidents and case reviews.
- Colleagues feeling supported to refer cases and for those managing cases directly, ensure they have appropriate levels of support when dealing with serious incident.

Section 3 – Roles and responsibilities

3.1 Key Roles and Responsibilities

- Settle's Executive Director of Customer Services has strategic oversight of this policy as and policy owner and is responsible for conducting a review every 3 years.
- The Operations Committee, which operates under the jurisdiction of the Board, is responsible for reviewing and monitoring this policy.
- ASB case managers are expected to manage reports of anti-social behaviour in line with the relevant policies, procedures and legislative requirements.
- Neighbourhood Coaches review cases of anti-social behaviour jointly with colleagues who are responsible for the case management.

Section 4 – Compliance and Enforcement

4.1 Compliance

- Compliance will be monitored and enforced through regular case reviews conducted by Neighbourhood coaches. This includes ensuring that 1 and 5 working day time frames are met, this is tracked in Power BI.
- We closely monitor resident satisfaction of our approach through the tenant satisfaction measures and transactional surveys. This feedback goes to the Tenant and Resident Assurance Panel which is chaired by the Executive Director of Customer Services. Our Voice

of Resident Panel also scrutinise our approach to ASB as one of their areas of focus. This gives us opportunity to ensure both compliance with this policy but also to identify improvements and track them through to completion.

- An annual self-assessment under the Consumer Standards is carried out to ensure we are meeting the required outcomes. Where outcomes fall below the standard required, action plans for improvement are developed. The Regulator of social housing will assess how well landlords are meeting the standards and take action if needed.

Section 5 – Related Policies, Procedures and Key Documents

Related Policies

Common Housing Allocations Policy

Complaints Policy

Domestic Abuse Policy

Reasonable Adjustments and Vulnerable Needs Policy

Safeguarding Policy

Related Procedures

ASB Procedure

Management Move Procedure.

Neighbourhood Management Procedure

Safeguarding Adults procedure

Safeguarding Children procedure

Related Documents

Safeguarding toolkit

Section 6 – Review, Approval, Publication

6.1 Review and Approval

This Policy will be reviewed every 3 years, or sooner should there be a material change or if a more frequent review is required. Final sign off will be made by the Operations Committee.

Section 7 – Document Control

Document Name	Anti-Social Behaviour (ASB) Policy
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Approved By	Operations Committee
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	October 2025

IMPACT ASSESSMENT EVIDENCE					
EQUALITY IMPACT ASSESSMENT ATTACHED		Stage 1		Stage 2	
		☐		☐	N/A ☐
CUSTOMER IMPACT ASSESSMENT Resident feedback		Attached ☒		N/A ☐	
PUBLISHING REQUIREMENTS					
INTERNALLY	☒	WEBSITE	☒	SETTLE CONNECT	☐

OFFICE USE ONLY	
RELEVANT 'APPROVAL LOGO' ADDED TO COVER	☐
Keywords for search function	