

# ASB Policy

## Our Vision

Building better lives through social care and housing in local communities.

## Our Mission

We co-design and deliver services that offer innovative social care solutions and support people to thrive.

## Our Values

We are **caring** and **compassionate**



We are **inclusive** and **trusted**



We focus on **excellence** and **innovation**



We work in **partnership** and are **one-team**



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 **Look Ahead**  
CARE, SUPPORT AND HOUSING

## Supporting Procedures, Documents and Guidance

### Templates

[ASB Incident Log](#)

[Case Management Template](#)

[ASB Procedure](#)

[Enforcement Tools](#)

[Community Trigger](#)

[Non-Statutory Noise Nuisance Procedure](#)

[Roles & Responsibilities](#)

[Training & Awareness](#)

[Case Management and Risk Assessment Template](#)

[Support for Victims and Witnesses](#)

[Working in Partnership](#)

[Regulator of Social Housing Neighbourhood & Community Standard](#)

**Copies of these documents can be supplied on request**

**This policy does not apply to Learning Disability customers who may display challenging behaviour that must be managed in line with the [Positive Behaviour Support Policy](#)**

## 1. Introduction

- 1.1 This policy sets out our approach to dealing with Anti-Social Behaviour ('ASB') consistently and effectively with a focus on prevention and early intervention. ASB is defined as behaviour by a person which causes – or is likely to cause – harassment, alarm or distress to persons not of the same household as the person.
- 1.2 As noted above, this policy does not apply to Learning Disability customers who may display challenging behaviour that must be managed in line with the [Positive Behaviour Support Policy](#).
- 1.3 ASB includes:
  - Conduct that has caused – or is likely to cause – harassment alarm or distress to any person
  - Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation or residential premises; or
  - Conduct capable of causing housing-related nuisance or annoyance to any person
- 1.4 We operate a zero-tolerance approach to any intimidating, threatening or abusive behaviour – whether verbal or physical – directed at our customers, staff or contractors.

- 1.5 We recognise that ASB can range from low-level nuisance to serious criminal acts. Examples of ASB – as identified by our customer and staff – include, but are not limited to:
- Noise, eg persistent, prolonged playing of loud music or repeatedly shouting
  - Verbal abuse, harassment, intimidation or threatening behaviour
  - Hate-related incidents, targeting a person based on their race, religion, gender, sexual orientation, disability, age or any other protected characteristic
  - Vandalism and property damage, including graffiti
  - Abuse of pets or animals, eg persistent dog barking or fouling or allowing pets to cause fear or injury
  - Nuisance from vehicles, eg revving engines late at night, illegal or inconsiderate parking
  - Drug or substance misuse including dealing drugs or using the property for unlawful purposes
  - Alcohol related disorder, eg offensive drunkenness, fighting, shouting in public or communal areas
  - Physical violence or assault
  - Littering, dumping rubbish or fly-tipping in communal areas or the neighbourhood
  - Misuse of communal areas or public spaces, including loitering, leaving items in unsafe areas or obstruction of hallways etc
  - Setting off alarms or banging doors persistently in a way that disturbs others
- 1.6 Some ASB may also constitute a criminal offence. Where a crime has been committed – eg physical assault, serious harassment, drug dealing or arson – we will involve the police and may take action against the perpetrator for breach of their occupancy agreement.
- 1.7 We understand that customers may find themselves in dispute with their neighbours. We distinguish between ASB and everyday incidents or lifestyle differences that, while they can cause annoyance, do not breach the customer's occupancy agreement. When we receive reports of this type of behaviour we will encourage customers to resolve their concerns with their neighbours – where it is safe and appropriate to do so. We will also support customers to access local mediation services for minor personal disagreements.

## 2. Reporting ASB

- 2.1 Customers can report ASB through multiple channels including:
- In person to any member of staff
  - By phoning our customer contact centre on 0333 010 4600
  - Emailing us at [landlordservices@lookahead.org.uk](mailto:landlordservices@lookahead.org.uk)
  - Via the [online form on our website](#)
  - In writing to their local office or our Head Office at Look Ahead, Cally Yard, 439 Caledonian Road, London N7 9BG

- Through a third party, eg a relative, friend or advocate
- 2.2 We pro-actively publicise these options and encourage customers to report any issues or concerns. However, if a person is in immediate danger or threat of harm, we will always encourage them to call the police using the emergency 999 number.
- 2.3 When a report of ASB is received we will [assess its urgency and severity using a risk-based approach](#). Serious cases that pose an immediate risk of harm or significant criminal activity will be treated as an emergency and we will make contact with the victim within 24 hours and take immediate steps to protect them, working alongside the police or other emergency services.
- 2.4 Where an issue is assessed as being less urgent issues, eg minor nuisance with no threat to a person's safety, our initial response may take longer than 24 hours whilst information is gathered and our response is planned.
- 2.5 In all cases our response will be proportionate to both the severity of the situation and the impact it might have on the victim.
- 2.6 Throughout an ASB cases will keep in contact with the victim to update the on progress and actions taken. We will also manage expectations by clarifying what outcomes might be possible, giving an indication of how long the process might take and what we might need from them to assist us, eg evidence logs or statements.

### **3. Prevention and Early Intervention**

- 3.1 We aim to prevent ASB before it starts by setting clear expectations and addressing issues at the start of a customer's occupancy. We will set out the standards of behaviour expected and the consequences of ASB - which may result in their eviction. We also promote a 'good neighbour' culture throughout a customer's occupancy through their occupancy agreement, house rules and their induction into a service.
- 3.2 We also work to address issues that might lead to ASB before they escalate. We will assess a customer's underlying needs - for example mental ill health or substance misuse - and offer support or referrals to other agencies as early as possible.
- 3.3 We will also use customers' Support and Risk Management Plans to identify risk factors and steps to mitigate ASB. We work with customers to build trusting relationships that can often prevent or diffuse problems at an early stage.
- 3.4 We recognise that maintaining a safe and well-kept environment is a key measure to prevent ASB and apply 'designing out crime' principles. We conduct regular estate inspections to identify and promptly address environmental issues that might contribute to ASB or pose safety concerns such as graffiti, litter, poor lighting, broken locks or broken CCTV.
- 3.5 We will maintain a visible staff presence at times and locations where problems are more likely to occur which acts as a deterrent. Staff are trained to spot early

warning signs, for example minor neighbour disputes that might escalate and intervene promptly. Staff will arrange to meet with the parties to remind them of their occupancy agreement obligations and offer mediation to resolve the issue before it escalates. We aim to resolve issues informally, at the earliest stage, wherever possible.

## 4. Enforcement

- 4.1 Our primary goal when managing ASB cases is always to stop the behaviour, protect the safety and well-being of all those affected by it and resolve the problem in a fair, effective way. We recognise that this can be achieved through problem-solving approaches and informal remedies.
- 4.2 We aim to address issues using the lowest level of enforcement that will be effective. For example, we might:
  - Issue a verbal or written warning to the perpetrator
  - Work with perpetrators to help them to understand the impact of their actions and encourage them to change their behaviour
  - Offer mediation between neighbours, when appropriate
- 4.3 We will only take legal action for a first-time or minor issue as a last resort and only if a less punitive approach has proved ineffective.
- 4.4 We will take more robust action, when necessary, to protect customers, staff and contractors. We understand the enforcement tools and legal powers available to us to manage ASB and we will use them proportionately, based on the severity and persistence of the problem, including:
  - Formal tenancy notices or warning letters
  - Acceptable Behaviour Agreements
  - Injunctions
  - Possession Orders
  - Eviction
- 4.5 We view eviction as a last resort and we will only pursue an eviction when other interventions have failed or when an immediate and serious risk to others exists. Any decision to evict must be approved by a Head of Service.
- 4.6 Where the perpetrator is not one of our customers – for example a problematic individual in the wider community – we will work with the police or their landlord, where this is known, to ensure appropriate action is taken to resolve the ASB.
- 4.6 All incidents and enforcement actions are recorded and regularly reviewed to assess the effectiveness of our approach. We also aim to address any underlying issues, for example the behaviour is linked to mental ill health or other support needs and support them to access support from other agencies, where appropriate.

- 4.7 We will address ASB regardless of who is responsible, using the appropriate tools available and/or working in partnership with the police, local authority or other relevant agencies.

## 5. Victims and Witnesses

- 5.1 We understand our role in supporting those affected by ASB and prioritise victims' safety and well-being throughout the process. We recognise the impact that ASB can have on victims and witnesses and, in particular, their sense of safety and well-being. We therefore take a [victim centred approach](#) to reduce harm and provide reassurance.
- 5.2 The [key elements of our support](#) include:
- Empathy and acknowledgement
  - Identifying a dedicated point of contact
  - Safety planning and immediate measures
  - Emotional support and advocacy
  - Keeping people informed
  - Support and feedback
  - Support for witnesses

## 6. Partnership Working

- 6.1 We collaborate with the police, local authorities and various support organisations to prevent and tackle ASB in a co-ordinated way. We recognise that ASB can have criminal, social and environmental impacts and it might involve crime, health issues or community tensions.
- 6.2 We understand that, by [working in partnership](#) with a range of other agencies, we can combine capability, share information and ensure each agency involved can contribute effectively leading to more sustainable solutions and safer communities.

## 7. Information Sharing and Confidentiality

- 7.1 We adhere to GDPR and Data Protection Act law and balance the need to share information to protect a customer's safety with the need to share personal data based on the following principles:
- Consent and necessity
  - Protocols and Agreements
  - Confidentiality and the need-to-know
  - Communication with customers
  - Accuracy and recording
- 7.2 Whenever possible we will seek the consent of the victim, witnesses or an alleged perpetrator before sharing their personal information with third parties. However

there are situations where we may share information without consent if it is necessary to prevent a crime or serious harm. Whenever we share information without consent, we must ensure there is a clear, legal basis and the justification is documented and approved by the relevant Head of Service.

- 7.3 We have formal information sharing protocols or agreements in place with many of our agencies, often through local Community Safety Partnerships. Our staff are trained on these protocols and understand when and how information can be exchanged. We also ensure compliance with statutory frameworks – such as the Crime and Disorder Act 1998 – that encourage information sharing as long as it is done proportionately and in pursuit of lawful objectives.
- 7.4 We treat information related to ASB cases as sensitive. Our case management logs are secured so that unauthorised staff cannot view case information. If the police request information about a customer suspected of ASB we will verify the request and provide the necessary details such as the address and relevant incident reports without disclosing more information than necessary.
- 7.5 Where it is likely that we will need to share information with other agencies we will be clear about this with the victim and any witnesses and ask for their consent.
- 7.6 All forms of incident within our services are documented on the RIVO incident management system which is monitored by the Safeguarding Manager and Senior Safeguarding & Quality Managers.

## **8. Co-Production and Customer Involvement**

- 8.1 We believe that engaging our customers is essential to successfully preventing and tackling ASB. Our customers' involvement is essential in creating a positive living environment and their insights are invaluable. We are committed to empowering residents to have a say in how ASB is managed and to play an active role in making our communities safer. Our approach includes:
  - Clear communication of responsibilities where customers understand their rights and responsibilities with regard to ASB as well as our role in resolving problems when they occur
  - Encouraging reporting and feedback on our performance
  - The Tenant and Landlord Panel meets regularly and offers residents and staff the opportunity to review our performance in relation to ASB
- 8.2 We organise and support community activities such as communal gardening projects, coffee mornings or safety workshops in partnership with local agencies. These activities bring neighbours together in a positive way to build trust.
- 8.3 We also invite customers to contribute and get involved in environmental and community improvement activities, for example walkabouts or estate inspections.

## 9. Monitoring and Review

9.1 We are committed to continuously improving how we handle ASB. We regularly measure our performance, review outcomes and update our approach. Key aspects of our monitoring and review process include:

- ASB case monitoring – all reports are logged on our RIVO incident management system and reviewed weekly and during supervision or case management meetings. Complex or long-standing cases may be escalated to senior managers for review
- Regular reports to the Senior Leadership Team and Board
- The following Performance Indicators are reported and reviewed:
  - Number of cases opened, closed and unresolved
  - Response times against targets
  - Average time for resolution
  - Method of resolution – formal or formal
  - Customer satisfaction with the ASB service
- Quality audits to review a sample of ASB cases
- Complaints and Community Trigger Reviews
- Partner feedback

## Record Keeping and Confidentiality

We will comply with our Data Protection and Confidentiality Policy which can be found by clicking [Here](#) or visiting our website at [www.lookahead.org.uk](http://www.lookahead.org.uk)

Policy Sign Off and Ownership	
Document Name	O06.00_ASB
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Who was consulted?	Landlord Services Team, Policy Group
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Author	(Interim) Head of Service, Landlord Services Team
Owner (if different)	Executive Director Customer Group Operations & Customer Experience
Related Policies/Procedures	<ul style="list-style-type: none"> <li>• Safeguarding Adults,</li> </ul>

	<ul style="list-style-type: none"> <li>• Child Protection</li> <li>• Domestic Abuse</li> <li>• Radicalisation</li> <li>• Serious Incidents</li> <li>• Visitors Policy</li> <li>• Child Sexual Exploitation</li> <li>• Feedback and Complaints</li> </ul>
<b>Relevant Legislation and Regulatory Requirements</b>	Anti-Social Behaviour Act 2003 Police Reform & Social Responsibility Act 2011 Crime and Disorder Act 1988

<b>Version History</b>			
<b>Version</b>	<b>Date</b>	<b>Description of Changes</b>	<b>Author</b>
5.0	June 2025	<p>Dedicated appendix for non-statutory noise complaints, clearly differentiating these from ASB</p> <p>Incorporation of regulatory expectations from the Regulator of Social Housing's Neighbourhood and Community Standard.</p> <p>Updates on documentation, staff training, clear role definitions, and improved communication and case management procedures.</p> <p>Enhanced roles and responsibilities to clarify expectations for frontline staff, managers, customers, and external partners.</p> <p>Strengthened focus on prevention, community engagement, and proactive multi-agency partnership working.</p> <p>Improved monitoring, reporting, and communication, ensuring fairness, transparency, and continuous service improvement.</p>	Fowsiya Abdulle
4.0	Dec 2014	<p>Reiterating the strong links between Safeguarding Adults, Child Protection and Domestic Violence Policies. In line with our wider commitments to managing and responding to customer risk effectively. Launched in December 2014 in line with the Anti-Social Behaviour, Crime and Policing Bill 2014.</p>	Helena Doyle Customer Service & Policy Manager
3.0	June 2017	<p>Noise: Specific guidance around managing noise nuisance.</p> <p>Recording ASB: This procedure sets out how anti-social behaviour</p>	Operations

		<p>should be recorded until the housing management system is in place and this function moves across.</p> <p>Warnings and reminders: Updated with the warning process used within ending an occupancy agreement with the addition of reminders to ensure warnings do not lose meaning.</p> <p>Enforcement: Updated with range of enforcement tools available to Look Ahead as a landlord.</p>	
2.0	April 2012	New template under review.	Landlord Services Team