

Housing Anti-social Behaviour Policy

Version Control			
Version	Author	Date	Changes
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1. Introduction

Redbridge Council is committed to ensuring that all residents can live safely and peacefully in their homes and communities. Anti-social behaviour (ASB) can cause significant harm to individuals, families and neighbourhoods, and the Housing service plays a key role in preventing, identifying and responding to behaviour that causes distress or risk.

This policy applies to all Redbridge Council tenants and leaseholders living in homes managed by the Housing service. It sets out how we define ASB, how residents can report concerns, and how we work with partners to prevent and address behaviour that impacts safety, wellbeing and community cohesion.

We recognise that ASB can be complex and may overlap with safeguarding, domestic abuse, hate crime, mental health needs or other vulnerabilities. Staff across Housing services have a responsibility to respond sensitively, proportionately and in partnership with other agencies to reduce harm and promote safety.

2. Policy Aims and Principles

The aims of this policy are to:

- Provide a clear and consistent framework for preventing and responding to ASB.
- Ensure residents feel confident reporting concerns and understand what they can expect from us.
- Promote early intervention and proportionate action to prevent escalation.
- Support residents affected by ASB and ensure their safety and wellbeing are prioritised.
- Work collaboratively with internal and external partners to resolve issues effectively.
- Ensure compliance with the Regulator of Social Housing's Neighbourhood and Community Standard.

Our principles for anti-social behaviour are:

- **Victim-centred practice** – prioritising the safety and wellbeing of those affected.
- **Proportionate responses** – using the least intrusive intervention necessary to resolve issues.
- **Early intervention** – addressing concerns early to prevent escalation.
- **Fairness and impartiality** – treating all residents with fairness and respect.

- **Partnership working** – collaborating with other agencies to achieve the best outcomes.
- **Transparency** – being clear about our processes, decisions and expectations.

3. Scope and Definitions

3.1 Scope

This policy applies to:

- Council tenants and leaseholders
- Residents reporting ASB involving Council-managed homes
- Behaviour occurring in or around Council-managed properties, estates or communal areas
- Staff responding to ASB reports

3.2 Definition of Anti-Social Behaviour

We define ASB in line with the Anti-Social Behaviour, Crime and Policing Act 2014 as:

- 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 their occupation of residential premises
- Conduct capable of causing housing-related nuisance or annoyance

ASB can range from low-level nuisance to serious criminal behaviour.

3.3 Crime and Criminal Behaviour

Where a crime may have been committed, residents will be encouraged to report the matter to the Police. The Housing service will continue to record and monitor the case to support information sharing and coordinated action.

3.4 Harassment and Hate Incidents

Harassment is targeted behaviour intended to intimidate, humiliate or offend. Hate incidents involve hostility based on protected characteristics such as race, religion, disability, sexual orientation, gender identity or alternative sub-culture.

We will investigate all reports of hate incidents and hate crime in partnership with the Police.

3.5 Domestic Abuse

Where ASB reports indicate domestic abuse, staff will follow the Domestic Abuse Policy and refer to the Council's Reach Out domestic abuse service, with the resident's consent. Safeguarding and tenancy concerns will be addressed jointly.

3.6 Behaviour Not Classified as ASB

Some issues, while frustrating, are not ASB. These include:

- One-off parties or barbecues
- Occasional household noise
- Children playing
- Minor disagreements or gossip
- Infrequent dog barking
- Domestic appliance noise

We will provide advice and encourage residents to resolve such issues amicably

4. Our responsibilities as a Social Housing Landlord

As a social housing landlord, we have a duty to respond to reports of ASB to help keep our tenants and leaseholders safe.

The Neighbourhood and Community Consumer Standard (1.3.1) says “registered providers must work in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle anti-social behaviour (ASB) and hate incidents in the neighbourhoods where they provide social housing”.

To tackle ASB, we can use a variety of different methods:

Non-legal solutions

- Advising perpetrators that their behaviour is unacceptable and must stop
- Issuing direct warnings
- Writing Acceptable Behaviour Agreements (ABAs)
- Completing referrals to mediation or other support services
- Sound recording equipment e.g. DAT machine (digital audio tape)

Legal remedies

- Civil injunctions
- Possession proceedings

Actions taken will depend on the severity of the case. If it is a non-emergency, our first step will be to work with the complainant and perpetrator using non-legal solutions. If the ASB continues or worsens and all other solutions have failed, further action can be taken and could lead to an eviction. This is our last resort as we try to help all residents sustain their tenancy where possible.

5. Reporting Concerns

Residents can report ASB through:

- Email
- Phone

- Online reporting form
- In person at the Housing Office
- Letter

We will:

- Offer safe, accessible reporting routes
- Record concerns accurately
- Assess risk and prioritise cases
- Provide clear information about next steps

Anonymous reports will be accepted, but our ability to act may be limited.

6. Support and Prevention

We recognise that ASB affects people differently and that residents may have varying needs. We will:

- Provide advice and support to residents affected by ASB
- Offer referrals to specialist services (e.g., Social Care, Reach Out, mental health or substance misuse services)
- Use early intervention tools such as mediation, warnings and Acceptable Behaviour Contracts
- Provide information about tenancy expectations at sign-up and during tenancy visits
- Use CCTV and estate inspections to deter and identify ASB

Where residents have additional vulnerabilities, we will adapt our approach and follow safeguarding pathways.

7. Investigation and action

We will investigate reports of ASB proportionately and fairly. This includes:

- Completing a risk assessment for all identifiable victims
- Agreeing an action plan with the reporting resident
- Gathering evidence (e.g., witness statements, CCTV, noise recordings)
- Interviewing the alleged perpetrator where appropriate
- Maintaining regular communication with the reporting resident

7.1 Prioritisation

Cases will be prioritised based on risk:

- **Priority 1:** Threats or acts of violence, hate crime, or risk of homelessness

- **Priority 2:** Harassment, ongoing noise nuisance, non-threatening verbal abuse
- **Priority 3:** First reports of noise, dog fouling, minor environmental issues

Response times will follow the published service standards.

8. Enforcement and working with perpetrators

We will use the least intrusive intervention necessary to resolve ASB, escalating only where required.

8.1 Early and informal actions

- Verbal or written warnings
- Mediation
- Acceptable Behaviour Contracts
- Support referrals
- Extension of introductory tenancies

8.2 Legal actions

Where informal measures fail or behaviour is serious, we may use:

- Civil injunctions
- Community Protection Notices (with partners)
- Possession proceedings
- Demotion of tenancy
- Closure orders (with Police)

Legal action will only be taken where supported by evidence and where proportionate.

We will support victims and witnesses throughout any legal process.

9. Partnership working

ASB is best addressed through coordinated action. We work with:

Internal (within Redbridge Council) / External (outside of Redbridge Council)	Team Name	What are their responsibilities?	What can they do?

Internal	Community Protection Taskforce	This team are mainly responsible for on-street ASB and they... • have a statutory function to investigate reported noise nuisance • tackle street prostitution and street drinking • reduce street begging • are the frontline Council response for Traveller incursions and unauthorised music events • fast track enforcement of brothels and related activity • are the enforcers of Public Space Protection Orders • act as the Enforcement lead for the Councils response to Rough Sleepers across the Borough	The Community Protection Taskforce are empowered to issue Fixed Penalty Notices for a variety of offences. They also issue Community Protection Warnings and Community Protection Notices for any identified ASB. Use Formal Notices to stop and prevent Noise Nuisance.
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	Neighbourhood Enforcement Team	This team are mainly responsible for environmental related ASB issues such as... • Abandoned dangerous vehicles • Graffiti • Overgrown vegetation • Fly-tipping	The officers in this team can... • Remove and dispose of abandoned vehicles • Work with the street cleansing team to remove graffiti on council owned property
	Reach Out, Redbridge Domestic Abuse Service	To provide help and support to survivors of domestic abuse, including practical help and emotional support. They also provide perpetrators the opportunity to recognise and change their behaviour through the 'Open Up' programme where appropriate.	They can help to find safe accommodation for clients including liaising with our in-house Specialist Domestic Abuse Housing Officer and other authorities for advice and support for rehousing. There is an assigned advocate for each case who can assess risk, offer safety planning, and support them with their emotional wellbeing. The advocate will also refer and link the client with any other relevant services including support with immigration, substance use, health, debt support etc. Children and young people impacted are also recognised

			through this service where they can be offered therapeutic support.
	Adult Social Care (18+)	To provide help and support to victims and perpetrators of ASB who have social care needs.	Carry out enquiries and provide necessary support.
	Children's Social Care (under 18 or 18-25 for young people with special needs)	To safeguard children and provide help and support for families with needs.	Carry out enquiries and provide necessary support.
External	Police/Safer Neighbourhoods Team	To deal with the three categories of ASB: personal, nuisance and environmental.	They can issue Civil Injunctions and Community Protection Notices. They also have dispersal powers and closure powers.

We participate in multi-agency forums, including the Community Multi-Agency Risk Assessment Conference (CMARAC), to manage complex or high-risk cases.

10. ASB case reviews (previously known as Community Trigger)

Victims of persistent ASB have the right to request a multi-agency case review where a local threshold is met:

- At least three incidents of the same ASB issue reported to the Council within a six-month period

- Each complaint must be submitted within one month of the ASB incident taking place
- The application for the case review must be made within six months of the date on which the complaint is made

More information and the application for a case review can be found on:

[Anti-social behaviour case review – Redbridge eforms](#)

11. Data management and confidentiality

All ASB case information will be recorded on the CX case management system and stored securely.

We will:

- Keep accurate, up-to-date records
- Share information lawfully and only where necessary
- Explain to residents when information must be shared without consent due to safeguarding or serious risk

12. Legislation and Standards

The following legislation and policies are relevant to and taken account of in developing this policy:

- Anti-Social Behaviour, Crime and Policing Act 2014
- Crime and Disorder Act 1998
- Domestic Abuse Act 2021
- Equality Act 2010
- UK GDPR and Data Protection Act 2018
- Regulator of Social Housing – Neighbourhood and Community Standard
- Redbridge Corporate Plan
- Redbridge Community Safety and ASB Strategy

11. Equality and Diversity

The Council is committed to treating all tenants with fairness, respect, and professionalism, regardless of their personal characteristics.

To ensure equal access to services, the Council will provide this strategy in multiple languages and formats upon request.

We will seek out the views of communities or persons who experience barriers and ensure we understand and address them.

12. Complaints

Concerns or complaints about engagement activity will be managed through the Council's Complaints Policy and the Housing Ombudsman route where appropriate.

13. Monitoring and Review

Monitoring

We will monitor and review to ensure the Strategy continues to meet its objectives and provide improved outcomes.

Review

The policy will be reviewed every three years in consultation with tenant representatives, staff and other stakeholders unless there are any reasons, such as legislative changes, requiring that it be reviewed earlier.

We will continually monitor this policy to ensure it remains fit for purpose and reflective of the context in Redbridge: Specifically, we will:

- Monitor ASB cases and outcomes
- Review performance against Key Performance Indicators
- Collect resident satisfaction feedback
- Audit casework to ensure consistency and quality
- Review this policy every three years, or sooner if required by legislation, policy changes, new ways of working or ineffective practice
- Complete an equality impact assessment screening as part of each review

Directorate	Housing Management
Responsible Person	Maria Ramos
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