



# Broadacres

## Anti-social Behaviour Policy

### 2025 - 2028

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## Statement of Intent

**‘Broadacres vision is to be the best rural housing association in the country.’**

Broadacres are committed to ensuring that all residents living within our communities enjoy their right to peace and quiet and to feel safe and secure in and around their homes without disturbance and interference from others. This means being tolerant, accepting and respecting the needs and choices of other people.

Broadacres understands that Antisocial Behaviour (ASB) has a harmful and negative impact on individuals and communities; and as such this policy sets out Broadacres aims to prevent and respond to reports of Antisocial Behaviour – inclusive of Hate Incidents.

We will treat all members of our communities fairly and equally, ensuring any action taken is appropriate, proportional and reasonable in the circumstances.

We will work collaboratively with our full range of partner agencies to investigate and resolve issues of antisocial behaviour. This will include a balance of prevention, enforcement and support measures dependent on the case circumstances.

This policy is written in compliance with the Housing Ombudsman which requires Social Housing Landlords to publish an Anti-Social Behaviour Policy and in compliance with relevant legal and regulatory frameworks set out within the Policy.

This policy applies to all properties owned or managed by Broadacres. This includes supported housing properties, shared ownership properties, leasehold and properties managed by managing agents.

This policy also applies to those residents living in any other property in the neighbourhood such as owner occupiers and tenants of other landlords and anyone else in the locality, for example working or using the facilities in the local area and includes everyone who works for or with Broadacres for example agents, contractors and partners.

## Purpose of the policy

The purpose of this policy is to outline Broadacre's approach to managing, tackling and preventing Antisocial Behaviour (ASB) inclusive of Hate Incidents.

We aim to ensure that all residents, including leaseholders, staff and contractors are able to live and work in an environment free from Anti-social Behaviour and Discrimination.

The policy reflects Broadacres aim to facilitate effective sustainment of tenancies and communities, support victims and perpetrators, whilst acknowledging that taking swift action against antisocial behaviour may be needed where reasonable and proportionate to do so. Broadacres will make a commitment to use eviction as a last resort course of action.

This policy underpins our Anti-Social Behaviour Strategy Priorities:

- 1) Supporting our vulnerable customers
- 2) Strengthening our partnerships
- 3) Empowering our colleagues
- 4) Delivering great customer experience
- 5) Early intervention and prevention
- 6) Engagement & consultation with our customers and communities

Hate crimes and incidents have direct links to our ASB approach and is covered within this policy and procedure.

Broadacres' approach to Domestic Abuse is covered by separate policy and procedure. However Broadacres will use actions set out within this policy to address perpetrators of Domestic Abuse and consider that this behaviour also amounts to Anti-social Behaviour.

## Definitions

Broadacres adopt the definition of Anti-Social Behaviour as set out in the Anti-Social Behaviour Crime and Policing Act 2014 as being:

- 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

Broadacres adopt the definition of a Hate Incident as set out by the Home Office as being:

Any incident which may or may not constitute a criminal offence, and is perceived by the victim or any other person as being motivated by prejudice or hate against one or more of the following protected characteristics:

- Race
- Religion
- Disability
- Sexual Orientation
- Gender Identity

We recognise that hate incidents and crimes can be committed against person or property and that any person can be the victim.

Broadacres have a commitment to promoting equality, diversity and respect for our residents. In accordance with the definition of Hate Incident, Broadacres will record any form of Antisocial Behaviour believed by either the complainant, witness or other third party to be motivated by hate as a Hate Crime. We will categorise this as a serious form of Antisocial Behaviour.

## Examples of Anti-social Behaviour

The term anti-social behaviour is an umbrella term which covers a wide range of behaviours and conduct both criminal and non-criminal. ASB includes but is not limited to:

- Verbal abuse, harassment, threatening behaviour and intimidation
- Criminal activity
- Domestic Abuse
- Sexual Abuse
- Noise Nuisance
- Vandalism and damage to property
- Pets and animal nuisance
- Youth disorder
- Misuse of communal areas including rubbish dumping
- Littering and fly-tipping
- Prostitution
- Using and selling illegal drugs
- Running illegal businesses

## What is not ASB?

Some people will see certain behaviour as 'anti-social', however, it may not be unreasonable. For example, we do not consider these types of behaviour to be ASB:

- Issues with parking spaces, where there is no designated spaces or contravention of legislation.
- Positioning of wheelie bins that one person takes exception to.
- Boundary disputes.
- Cooking smells.
- A baby crying.
- DIY that is occurring during reasonable hours.
- The use of white goods during reasonable hours.
- Household noise such as opening and closing doors.
- Noise from children playing.
- One-off parties or celebrations.
- Minor personal differences, such as fall outs between children or family disputes.

Broadacres utilise a Good Neighbourhood Management Policy which covers behaviour that are causing someone a nuisance but that would not be reasonable or appropriate to categorise as ASB. We will triage and assess all reports of unacceptable behaviour that are made to us using a range of factors. These factors may include the severity of the behaviour, its frequency, duration, times it is occurring, intention and impact. Assessing these factors allows us to decide whether the report meets our definition of ASB. Where it does not, we will make clear to the reporter at the earliest possible opportunity why this decision has been made. We will advise them if their complaint will be managed under our ASB policy or our Good Neighbourhood Management Policy.

We recognise that reported behaviour can change in terms of severity and that something initially assessed as being a 'good neighbourhood management' issue can evolve into ASB. We will continue to reassess our decision on any case each time a report is received, making sure we do not miss an opportunity to intervene.

## What we expect from our customers

We expect our customers to behave appropriately and not to commit or allow their household members or visitors to commit acts of ASB.

Our customers have a responsibility to ensure that they are not acting in a way that is likely to annoy or disturb their neighbours. They are also responsible for the behaviour of their pets, children, and visitors.

These expectations are clearly set out within our Tenancy Agreement, the terms of which are fully explained to all new customers when they sign their agreement.

In October 2023 Broadacres introduced the Good Neighbourhood Management Policy. From this date all new tenants have been asked to sign up to our Good Neighbour Agreement with the following terms:

- Treat all neighbours in a respectful manner. Accept that everyone is different and be tolerant of the lifestyle of others.
- Respect the rights of children and young people to play and meet in a happy and safe environment.
- Be responsible for the behaviour of your children and anyone visiting your home. Ensure that they are not causing undue noise or nuisance to neighbours.
- Always keep all pets under control and try to minimise the amount of barking - dogs should be kept on a lead and not allowed to foul in common areas or on other people's property.
- Ensure that you park considerately; do not block drives and use designated parking spaces where available
- Be aware that sound travels do not make loud, persistent noise, particularly in the evening or early morning (examples of this would be shouting, playing loud music, or using power tools).
- If your children wish to play in the street, please be mindful of the time, people's belongings, and property. Remember roads are for cars and are a dangerous playground.
- Report any acts of vandalism or criminal activity to Broadacres and the Police at the earliest opportunity.
- Ensure you are not using Social Media sites in a manner that may cause nuisance to others.
- Arrange to have any old furniture, bulky waste, or appliances collected as quickly as possible.
- If you have a garden, ensure it is maintained on a regular basis.
- If your home has a shared communal area, please keep these areas clear and do not store any items in communal areas.
- Where your home is a flat or maisonette above ground floor you will not fit wooden or hard flooring to any room including the bathroom and kitchen.

Broadacres are asking all our customers to treat their neighbours with respect and look out for them in times of need. We should be especially vigilant in the care of the vulnerable and elderly in our community.

## How to report Anti-Social Behaviour

Broadacres understands that incidents of ASB can happen at any time and we need to ensure we are approachable, responsible and accessible. We therefore make the reporting of incidents as easy as possible for our customers.

ASB can be reported:

- Over the telephone during office hours
- Through our online reporting system on our website or app
- In person to any member of Broadacres' staff
- In writing or by email
- Via a councillor or MP
- Via a community group or advocacy service

Anonymous complaints of ASB will be accepted, however, this will likely make investigating the report or any action to resolve the issue more difficult. Broadacres take a victim lead approach and part of our handling of ASB reports includes ascertaining whether the victim consents to the alleged perpetrator being challenged on the reported conduct. Where possible complainants will be advised that they should provide contact details (which will remain confidential and not be disclosed to the alleged perpetrator) so that we can take on full details of the reported ASB and agree next steps with the complainant.

## How we respond to ASB

Complaints of serious ASB will be responded to within 1 working day. Broadacres categorise serious ASB as:

- Hate Incidents
- Threats of Violence
- Physical Violence
- Drug Dealing
- Domestic Abuse
- Other Serious Criminal Behaviour

All other reports will be responded to within 3 working days. Initial contact with the complainant will usually be made over the phone, and at this point the investigating officer will take on full details of the reported antisocial behaviour.



We will always encourage that any criminal activity is reported to the police in the first instance.

Malicious, persistent and unfounded reporting of Anti-Social Behaviour may result in action being taken against the complainant. This may be through use of our unacceptable customer behaviour policy or through tenancy enforcement.

## Actions

We will thoroughly investigate all reports of ASB will implement action which is appropriate and proportionate against those who commit ASB. This is regardless of whether it is being caused by tenants, their household members and/or their visitors.

We will remain impartial throughout the investigation and all reports of ASB will be treated as allegations, until evidence is obtained to determine the facts. In some instances this may mean that we need to await outcomes of criminal investigations.

We will use, where appropriate, audio recording, video recording or photographic equipment for residents who are willing to help gather evidence and we will ensure that appropriate legislative requirements are met.

We will respond promptly and proportionality to any incidents of ASB, whilst offering support to victims and keeping complainants and the wider community regularly updated as appropriate.

The vast majority of ASB issues can be dealt with by way of warning or early intervention. Early intervention may include some of the following:

- Words of advice
- Verbal and written warnings
- Home visits
- Mediation (independent of Broadacres)
- Acceptable Behaviour Contracts
- Parenting Contracts
- Extension of Starter Tenancy for a 6-month period

We recognise that ASB and the underlying causes are complex and that organisations cannot always resolve the issues on their own and we are therefore committed to working with our partner agencies to pursue and support the full range of enforcement action against perpetrators such as:

- Joint visits
- Community Protection Warnings and Notices
- Fixed Penalty Notices

- Noise Abatement Notices
- Criminal Behaviour Orders
- Closure Orders
- Public Space Protection Orders
- Dispersal Powers

In cases where these steps have been tried but further formal action is required; we will commence legal proceedings. This can include:

- Civil injunction (including the power of arrest where necessary)
- Demotion Orders
- Possession Orders (known as eviction)

The decision to pursue legal action lies solely with Broadacres Housing Association.

In accordance with the Anti-Social Behaviour Crime and Policing Act 2014, we will consider applying to court for mandatory possession if 1 of 5 ASB conditions are met. Where we intend to rely on mandatory ground for possession the tenant will have the right to request a review of this decision.

When a Section 21 Notice is served, we will give the tenant the opportunity to present any extenuating circumstances ahead of proceeding with court application.

Perpetrators of antisocial behaviour may also be made ineligible from accessing alternative housing with Broadacres as set out within our Allocations Policy.

As a Social Housing Landlord, our powers in tackling and enforcing ASB are largely tied to incidents which:

- Occur at the address
- Occur within the locality of the address
- Impact on residents living within the locality of the address

## Partnership Working

Broadacres recognises that partnership working is vital if we are to deal effectively with the incidents of, causes and consequences of ASB within our communities.

We will participate in both local and regional forums, sharing information and attending multi agency and risk management meetings as appropriate.

We understand the importance of providing and supporting diversionary activities in preventing anti-social behaviour within our communities and we

will work with other agencies to support this. Diversionary activities will be tailored to the needs and issues of the communities.

Where it is appropriate, the legal action or enforcement may be referred to another agency. Broadacres may jointly work and support other agencies in the use of enforcement or legal action towards any resident. This will not affect any subsequent legal or enforcement action that Broadacres may take.

Broadacres will fulfil our statutory duties of engaging with ASB case reviews. An ASB case review (formally known as the Community Trigger) is an effective tool to problem solve anti-social behaviour and acts as an additional safety net for victims. Individuals who have suffered from and reported as least three incidents of anti-social behaviour in a 6 month period can request an ASB case review. A review panel meeting will then taken place with all relevant agencies. The purpose of the review will be to collectively review issues reported and look at actions that have been undertaken to determine if that action was adequate based on reasonable expectations and timescales. The review panel may make recommendations for further action to be taken in order to try and resolve the reported anti-social behaviour.

Individuals can request an ASB case review by contacting the Local Authority or the Police.

## Support

We aim to create sustainable communities and an environment where victims and witnesses feel confident and safe in coming forward to report ASB.

We will do this by:

- Training our staff to deal with initial reports in a sensitive and customer focussed manner
- Carrying out a risk assessment with all customers reporting ASB. This will assist in informing upon the appropriate investigating officer, timescales in which actions are required, and identification of support needs. Where support needs are identified we will assist with referrals and signposting to relevant services
- Completing tailored action plans with all persons reporting ASB. This allows us to be transparent and accountable in our management of ASB reports.
- Communicating with complainants by their preferred method and at agreed times.
- Providing good regular, up to date information on the progress of cases.
- Ensuring that our staff report any incidents of ASB that they witness or experience whilst working in the communities or speaking with customers.

- Utilising interpreting services for those that require it
- Training our staff on being able to identify reports which amount to hate incidents or crimes
- Training our staff on unconscious bias to ensure that the important intersections with other inequalities and disproportionalities are well-understood by officers.

Broadacres recognise that persons who have experienced Anti-social Behaviour or Hate Crime may wish to seek a move to alternative accommodation as a result of their experience. We will support customers with their housing applications and give consideration to these circumstances when assessing appropriate banding for applicants.

We also have specialist staff trained to give advice and support to those with learning difficulties, mental health issues or are suffering from domestic abuse. We are an accredited partner of the Domestic Abuse Housing Alliance.

## Closing ASB Cases

We will always aim to close ASB cases in consultation and agreement with the complainant upon resolution of the reported ASB.

Where we have made unsuccessful attempts to speak with the complainant and have not received any further reports of Antisocial Behaviour, we will contact the complainant via letter or email to notify them of our intentions to close the case if they do not contact us within 10 days.

In cases where investigation and intervention options have been exhausted and there is a lack of evidence to substantiate the report, we will notify the complainant via letter or email that this is the reason we are closing the case.

In cases where a Broadacres tenant has been the complainant, we will carry out an ASB survey with this customer to gather feedback on their experience with the Antisocial Behaviour service.

## The Crossing and Young Peoples Partnership Services

In a serious situation where there is an imminent risk 999 would be called and we would use de-escalation techniques. Colleagues are advised not to use restraining techniques. In the rare event of an extreme emergency where preventative and/or de-escalation methods are not effective in managing the situation and colleagues are concerned for the safety of any person including themselves, colleagues should follow the service's emergency protocols. If the urgency of a situation results in a colleague restraining a young person for the purposes of preventing harm or injury to any person (including the young person who is being restrained), or to prevent serious damage to property,

this should be the minimum restraint for as short a period as necessary to prevent the harm, injury or damage. If restraint is used on a young person, staff must ensure the young person obtains medical assistance if they have been hurt. If a restraint incident does occur, incident reports must be produced by colleagues and the registered manager to learn from the incident and consider the impact on the young person. If restraint occurs, the registered manager must follow requirements in the Regulations regarding notification of a serious event to Ofsted and each other relevant person without delay.

## Vulnerable Customers Statement

We are committed to developing an equal and diverse culture where people are valued from all sections of society. We therefore oppose any form of discrimination in service delivery and employment practice. We aim to treat all customers fairly and we will look to tailor our policies, procedures and services to meet the needs of all our customers.

Where we identify a customer who is vulnerable by reason of age, disability or illness, we will look to make reasonable adjustments to our services accordingly to meet the needs of those individuals. This may include altering the way we communicate with a customer or adjusting the service we offer to that person. Each case will be judged on its individual merits to avoid a one size fits all approach. We will monitor our services regularly to ensure we are meeting all our customers' needs and make any adjustments required to improve and enhance the service we deliver.

## Confidentiality and Data Protection

We will follow all relevant data protection legislation particularly in relation to requests for information from third parties.

We are committed to protecting and respecting our customers' privacy. Our privacy policy will inform customers as to how we look after personal data, tell customers about their privacy rights and how the law protects customers. For a full copy of our privacy statement, please visit our website [www.broadacres.org.uk](http://www.broadacres.org.uk)

## Key Performance Indicators

Broadacres will monitor performance against the following key performance indicators:

- Percentage of customers satisfied with how their ASB complaint was handled.
- Percentage of customers satisfied with the outcome of their complaint.
- Percentage of ASB complainants contacted within 3 working days.
- Percentage of ASB complainants reporting serious ASB contacted within 1 working day.
- Number of tenancies that are ended where the tenant has reported their reason for ending the tenancy is due to ASB.

Where relevant information is available, we will benchmark our performance against other organisations to ensure the highest standards of service delivery.

## Consultation and Review

We will consult our key stakeholders, partners and customers on this policy including our Involved Customer Group.

We will undertake a review of this policy whenever there are any relevant changes to legislation, regulatory requirements, case law or good practice that would impact on this policy. As part of our commitment to continue this improvement we will monitor satisfaction levels and use customer feedback to improve our service. We will also provide regular performance reports to our Leadership Team and our Customer Experience Committee and an annual summary for the Board of Management and our other key stakeholder groups.

## Responsibility

Overall responsibility for this policy sits with Broadacres Board of Management and our Senior Leadership Team. It is the responsibility of all our employees and those working on our behalf to ensure that their work is carried out in line with this policy and any related procedures.

## Publicity

We will publicise this Policy in a number of ways including on our website.

We will make this Policy available in different formats to suit the needs of our customers

## Legal and Regulatory Framework

We will ensure that this policy complies with all relevant legislation and takes account of best practice

- Housing Acts 1988 and 1996
- Crime and Disorder Act 1998
- Anti-Social Behaviour Act 2003
- Equality Act 2010
- Anti-Social Behaviour Crime and Policing Act 2014
- Modern Slavery Act 2015
- General Data Protection Regulation (GDPR)
- Data Protection Act 2018
- Human Rights Act 1998
- Mental Capacity Act 2005
- Racial and Religious Hatred Act 2006
- Gender Recognition Act 2000
- Regulatory Framework for Social Housing in England And Wales – Homes England





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