

ANTI-SOCIAL BEHAVIOUR

POLICY AND PROCEDURE

Version Number: 2

Approval Date: September 2025

Next Review Date: September 2028

Responsible Officer: CEO

1. Introduction and Purpose

- 1.1 HYELM is committed to providing safe, secure, and well-managed accommodation for young professional people in London.
- 1.2 The purpose of this policy is to outline HYELM's approach to preventing and addressing Anti-Social Behaviour (ASB) in its properties.
- 1.3 The policy provides a framework to ensure that reports of ASB are dealt with fairly, consistently, and transparently, while balancing the rights and responsibilities of all residents.
- 1.4 The accompanying procedure gives staff step-by-step guidance on managing reports of ASB, ensuring compliance with legal and regulatory requirements and promoting good practice.

2. Scope

- 2.1 This policy applies to all HYELM residents, staff, contractors, and visitors.
- 2.2 It covers behaviour occurring:
 - Within individual residential units.
 - In shared and communal areas, such as kitchens, lounges, bathrooms, and gardens.
 - In the wider neighbourhood, where the behaviour impacts HYELM's residents, staff, or reputation.
- 2.3 The policy applies to all forms of ASB, regardless of whether the perpetrator is a resident, a guest, or another person engaged with HYELM.



3. Definitions

3.1 For the purposes of this policy, “Anti-Social Behaviour” (ASB) is defined 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; or
- Is capable of causing nuisance or annoyance to a person in relation to their occupation of residential premises; or
- Is capable of causing housing-related nuisance or annoyance.

3.2 Examples of behaviours that may constitute ASB within HYELM include, but are not limited to:

- Persistent or excessive noise, including loud music, shouting, or disturbances at unsocial hours.
- Harassment, intimidation, hate incidents, or bullying of other residents, staff, contractors, or visitors.
- Aggressive, threatening, or violent behaviour.
- Damage to HYELM property, or the property of other residents
- Misuse of communal areas, including shared kitchens, lounges, and bathrooms – such as leaving food waste, failing to clean up after use, or obstructing shared spaces.
- Dumping rubbish, littering, or failing to maintain acceptable standards of hygiene in communal facilities.
- Alcohol- or drug-related nuisance, including substance misuse in communal spaces.
- Any behaviour which constitutes a breach of tenancy or licence agreement conditions.

3.4 HYELM acknowledges that differences in lifestyle, cultural practices, and personal preferences may sometimes lead to disagreements or minor disturbances. These will not always amount to ASB and may instead be addressed through informal resolution or mediation.

3.5 HYELM is committed to ensuring that residents are not unfairly labelled as engaging in ASB when behaviours may be linked to disability, mental health



conditions, or other vulnerabilities. A balanced and proportionate approach will be taken, ensuring support needs are considered alongside tenancy responsibilities.

4. Principles

4.1 HYELM's approach to ASB is based on the following principles:

- **Fairness:** All parties will be treated with respect, impartiality, and sensitivity.
- **Proportionality:** Responses will be proportionate to the seriousness and persistence of the behaviour.
- **Prevention:** HYELM will encourage early intervention to prevent issues escalating.
- **Confidentiality:** Personal information will be handled in accordance with the Data Protection Act 2018.
- **Safeguarding:** Particular attention will be given to protecting vulnerable individuals.
- **Partnership:** HYELM will work with external agencies, including the police and local authorities, where necessary.

5. Legal and Regulatory Framework

5.1 This policy is underpinned by the following legislation and standards:

- Anti-Social Behaviour, Crime and Policing Act 2014.
- Housing Acts 1988 and 1996
- Equality Act 2010.
- Human Rights Act 1998.
- Data Protection Act 2018 (UK GDPR).
- Regulator of Social Housing: Neighbourhood and Community Standard.

5.2 HYELM will ensure compliance with these requirements and will update this policy in line with legislative changes or regulatory guidance.

6. Roles and Responsibilities

6.1 The Board of HYELM is responsible for approving this policy and ensuring compliance.

6.2 The Chief Executive and Senior Management Team are responsible for implementation, oversight, and resourcing.



- 6.3 Staff are responsible for following this policy and procedure responding to ASB.

7. Preventative Measures

- 7.1 HYELM seeks to prevent ASB through:

- Clear tenancy agreements and house rules.
- Inductions for new residents, highlighting expectations around communal living.
- Regular communication with residents about standards of behaviour.
- Encouraging early resolution and mediation of disputes where possible.
- Monitoring communal areas to ensure shared spaces are safe and well-maintained.

8. Reporting Anti-Social Behaviour

- 8.1 Reports of ASB may be made by residents, staff, contractors, visitors, or third parties.

- 8.2 Reports can be made through the following channels:

- Speaking directly to a HYELM manager or staff member.
- Submitting a written report (letter or email).
- Using HYELM's complaints procedure where appropriate.
- Anonymous complaints will be accepted.

- 8.3 All reports will be acknowledged within five working days.

- 8.4 In some instances, residents who raise concerns may not wish to give consent for HYELM to investigate or speak to the resident alleged to be the perpetrator of ASB. In this case, we will

- seek to reassure the resident that we will approach the issue sensitively,
- encourage the resident to continue reporting incidents of ASB to us,
- and remain in communication with the resident to monitor the situation

9. Investigation and Evidence Gathering

- 9.1 All ASB reports will be logged by staff in HYELM's case management records.

- 9.2 Staff will gather evidence to support the investigation, which may include:

- Statements from complainants, witnesses, or staff.
- Diary sheets or records of incidents.



- Photographs, videos, or CCTV footage where available.
- Information from partner agencies such as police or local authorities.

9.3 Staff must ensure investigations are conducted fairly and impartially, giving both complainants and alleged perpetrators an opportunity to be heard.

10. Procedure

10.1 Staff must follow these steps when responding to ASB:

- Step 1- Report received: Log the report and acknowledge receipt within five working days.
- Step 2- Triage: Assess the risk as low, medium, or high, and take immediate action if necessary.
- Step 3- Evidence gathering: Collect statements, photographs, or other evidence.
- Step 4- Investigation: Interview complainants, witnesses, and alleged perpetrators, ensuring fairness and impartiality.
- Step 5- Risk management: Make safeguarding referrals if appropriate.
- Step 6- Resolution: Agree and implement the most appropriate resolution, ranging from informal advice to legal enforcement.
- Step 7- Monitoring: Monitor the situation for 2–4 weeks and record any further incidents.
- Step 8- Closure: Record the case outcome, provide feedback to the complainant, and close the case if resolved.
- Step 9- Review: Capture learning points to inform future practice.

11. Risk Assessment and Safeguarding

11.1 Upon receipt of a report, staff will assess the level of risk posed by the behaviour (low, medium, or high).

11.2 Considerations will include:

- The vulnerability of complainants or perpetrators.
 - The likelihood of escalation or harm.
 - Whether the behaviour indicates safeguarding concerns (see HYELM Safeguarding Policy).
 - The need for immediate action to protect individuals.
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12. Support for Residents

12.1 HYELM recognises that ASB can have a significant impact on the wellbeing and safety of residents, staff, and visitors. Providing appropriate support is a key part of HYELM's response.

12.2 Support for complainants and witnesses may include:

- Regular updates on the progress of their case.
- A named point of contact for ongoing communication.
- Access to external support services, such as victim support, counselling, or advocacy services.
- Reassurance around confidentiality and how information will be used.

12.3 Support for alleged perpetrators may include:

- Clear communication about the concerns raised and the process being followed.
- Opportunities to respond to allegations and share their perspective.
- Access to support services to address underlying issues (e.g., mental health support, substance misuse services, mediation).
- Consideration of support needs when deciding on proportionate responses.

12.4 HYELM will take a balanced approach that both supports those affected by ASB and provides alleged perpetrators with opportunities to change their behaviour, while maintaining its duty of care to all residents.

12.5 HYELM will also consider other residents, aside from those directly involved with ASB; who may be affected by the issues raised and make contact with them to get feedback or to provide updates within the bounds of data protection / confidentiality.

13. Resolution Options

13.1 HYELM will seek to resolve ASB proportionately, using the following options depending on the severity and persistence of the behaviour:

- Informal advice, guidance, or warnings.
 - Mediation between parties.
 - Behaviour agreements or Acceptable Behaviour Contracts (ABCs).
 - Referrals to specialist support services.
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- Formal tenancy warnings or Notices of Seeking Possession.
- Partnership working with external agencies, such as police or local authorities.
- Legal action, where proportionate and necessary.

13.2 Enforcement action will only be taken where informal and preventative measures have failed, or where the ASB is serious enough to warrant immediate escalation.

14. Appeals

14.1 Residents have the right to appeal decisions made in relation to ASB cases where they believe the decision was unfair, disproportionate, or not in line with this policy.

14.2 Appeals must be submitted in writing within 14 calendar days of the decision being communicated.

14.3 Appeals will be considered by a member of HYELM's Senior Management Team who was not directly involved in the original decision.

14.4 The appeal review will consider whether:

- The correct procedure was followed.
- The decision was reasonable and proportionate.
- All relevant information was taken into account.

14.5 The outcome of the appeal will be communicated in writing to the resident. This decision will be final within HYELM's internal processes.

15. Linked Documents and Related Policies

15.1 This policy should be read in conjunction with:

- Complaints Policy.
- Safeguarding Policy.
- HYELM Data Protection Policy.

16. Monitoring and Review

16.1 HYELM will monitor ASB cases and outcomes to identify trends and inform preventative strategies.



- 16.2 Regular reports will be provided to management to ensure oversight and accountability.
- 16.3 This policy will be reviewed every three years, or sooner if legislative or regulatory changes require it.

Version Control Table

Status (draft/ approved)	Version #	Date	Amendments
Approved	#2	Nov 2025	Legal and Regulatory framework included Procedure expanded with greater detail Consideration of risk and safeguarding included. Learning from complaints incorporated into response to ASB.