

Anti-Social Behaviour (ASB) Policy (Housing)

Policy Name:	Anti-Social Behaviour (ASB) Policy (Housing)
Version:	V.1
Approved by:	<i>The Board of Management and Trustees</i>
Approved date:	17th November 2025
Next review date:	17th November 2026
Key Legislation and Regulations:	<p>Anti-Social Behaviour, Crime and Policing Act 2014 Housing Act 1996 Equality Act 2010 Human Rights Act 1998 Renters' Rights Act 2025</p> <p>Oakfield also aligns with guidance from the Regulator of Social Housing and sector leaders, adopting best practices in community safety and tenant engagement</p>
Relevant Policies:	<p>Safeguarding Risk Management Allocation & Letting Complaints Policy EDI</p>
EA:	Equality Analysis is currently under review
DPIA:	DPIA is currently under review
Consultation:	Board of Trustees
Applies to:	All Tenants, employees and volunteers

1. Policy Statement

At Oakfield (Easton Maudit) Ltd, we believe that every individual deserves to live in a safe, respectful, and inclusive community. As a housing and care provider rooted in compassion and fairness, we are committed to preventing and addressing anti-social behaviour (ASB) in a way that protects the wellbeing of our tenants, staff, volunteers, trustees, and the wider community.

This policy outlines our approach to managing ASB, ensuring that our response is timely, proportionate, and rooted in our values of dignity, respect, and empowerment.

2. Purpose

The purpose of this policy is to:

- Prevent and reduce incidents of ASB across Oakfield properties and services.
- Provide a clear framework for reporting, investigating, and resolving ASB.
- Support victims and vulnerable individuals affected by ASB.
- Promote community cohesion and mutual respect.

3. Scope

This policy applies to:

- All Oakfield tenants and leaseholders
- Visitors to Oakfield properties
- Staff, volunteers, and trustees
- Contractors and partner agencies

It covers ASB occurring within Oakfield-managed properties, communal areas, and in the immediate vicinity of our housing stock.

4. Definition of ASB

ASB is defined as behaviour that causes or is likely to cause harassment, alarm, distress, nuisance, or annoyance to others. Examples include:

- Noise nuisance (e.g. loud music, shouting)
- Vandalism and property damage
- Drug misuse or dealing
- Hate incidents and discriminatory abuse
- Domestic abuse and coercive control
- Threats, intimidation, and harassment
- Aggressive or abusive behaviour towards staff or neighbours

Oakfield recognises that ASB can be experienced differently depending on personal circumstances, and we take a harm-based approach to assessing impact.

5. Response Categories

Oakfield categorises ASB reports to ensure timely and appropriate action:

Category		Description	Response Time
Category 1 (Urgent)	1	Serious incidents such as violence, hate crime, arson, or threats to life	Within 1 working day
Category 2 (Priority)	2	Significant nuisance including verbal abuse, drug misuse, or intimidation	Within 3 working days
Category 3 (Routine)	3	Low-level disputes, minor noise complaints, or neighbour disagreements	Within 5 working days

6. Our Approach

Oakfield's response to ASB is guided by the following principles:

- **Victim-Centred and Harm-Based** We prioritise the needs and safety of those affected, recognising the emotional and psychological impact of ASB.
- **Early Intervention and Mediation** We promote informal resolution where appropriate, including mediation and restorative approaches.
- **Risk Assessment and Safeguarding** We assess risk in all serious cases and take safeguarding action where individuals are vulnerable.
- **Multi-Agency Collaboration** We work closely with police, local authorities, health services, and community partners to resolve complex cases.

- Support for Staff and Volunteers Oakfield ensures that all personnel are trained to respond to ASB and are supported when facing challenging behaviour.

7. Reporting and Investigation

Tenants, staff, volunteers, and trustees can report ASB through:


- Direct contact with Oakfield staff, the EDI Lead or Managing Director
- Anonymous reporting channels (where available)
- Family members or trusted advocates

All reports are logged, investigated confidentially, and followed up in line with Oakfield's safeguarding and data protection procedures. We maintain clear records of:

- Dates, times, and nature of incidents
- Witness statements and evidence
- Actions taken and outcomes

Monitoring and Review

- ASB reports are logged by senior management and reviewed regularly by the Managing Director
- The Board receives anonymised summaries of concerns and outcomes
- This policy is reviewed annually or following significant incidents or legislative changes

Signed - Chair of Trustees:	
Print:	Mrs Sara Morrison
Date:	17 th November 2025