

1. Purpose

This policy sets out how we will prevent and respond to anti-social behaviour (ASB) to keep customers and communities safe. We recognise that ASB can have a serious and lasting impact on individuals and neighbourhoods, and we are committed to taking proportionate and effective action to resolve it.

Tackling ASB is a shared responsibility between us, customers and partner agencies such as the police, local authority, and safeguarding services.

We will act within our powers as a landlord, working alongside other agencies where they hold the lead role, and being clear with customers about what action we can and cannot take. This ensures we avoid raising unrealistic expectations while still supporting customers to feel safe and respected in their homes.

This policy demonstrates our compliance with the Regulator of Social Housing's Consumer Standards (particularly the Neighbourhood and Community Standard, and Transparency, Influence and Accountability Standard) and relevant legislation including the Anti-Social Behaviour, Crime and Policing Act 2014, Equality Act 2010, and the Domestic Abuse Act 2021.

Through this policy, we aim to achieve the following outcomes:

- Customers who feel safe in their homes and communities.
- Strong and trusting relationships between us and our customers.
- Clear understanding of roles and responsibilities, for both customers and the landlord.
- Support to sustain tenancies that might otherwise be undermined by ASB.
- Productive partnerships that strengthen community safety.

2. Scope

This policy applies to customers living in:

- general needs homes,
- affordable rent homes,
- sheltered homes
- supported housing

It also applies to our licensees, leaseholders, shared ownership, market rent and commercial premises, although our intervention may vary depending on tenure type.

3. Legal and Regulatory Framework

- ASB, Crime and Policing Act 2014 (injunctions, CPNs, closure, Community Trigger).
- Protection from Harassment Act 1997.
- Domestic Abuse Act 2021 (link to DA policy).
- Equality Act 2010 (reasonable adjustments, PSED).
- UK GDPR & Data Protection Act 2018 (ICO Data Sharing Code).
- Crime and Disorder Act 1998 (info-sharing).
- Environmental Protection Act 1990 / Noise Act 1996 (statutory nuisance).
- Housing Acts 1985, 1988 (tenancy grounds).
- Human Rights Act 1998 (proportionality).

We use the definition provided in the Anti-Social Behaviour, Crime and Policing Act 2014, which outlines ASB 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 that person's occupation of residential premises.
- Conduct capable of causing housing related nuisance or annoyance to any person, that is, directly or indirectly relating to our housing management function.

We will investigate and take appropriate action where the ASB is persistent, deliberate, and preventable or is a single serious incident that comes within the definition.

We define hate incidents as any behaviour perceived by the victim or another person to be motivated by hostility or prejudice based on:

- Race, ethnicity, nationality or skin colour
- Religion or belief
- Gender identity
- Sexual orientation
- Disability or long-term conditions

Some hate incidents may also be hate crimes, which are criminal offences. In such cases, we will support customers in reporting to the police and work closely with relevant agencies to reduce risk and harm.

Our response will be proportionate to the seriousness and impact of the behaviour. We will:

- Provide advice and support through our Community Safety Team
- Make safeguarding referrals where needed
- Work in partnership with specialist agencies to support victims and challenge perpetrators

Our approach to ASB meets regulatory requirements as set out by the Regulator of Social Housing by ensuring that:

- Customers are aware of their rights and responsibilities.
- There are strong leadership, accountability, and commitment on preventing and tackling ASB.
- Preventative measures are tailored to customer needs.
- Early intervention is used to prevent escalation including full use of landlord and other agency powers.
- All customers can easily report ASB, are kept informed about progress with cases, are appropriately signposted. • Provision is made to support victims and witnesses.

4. Policy Principles

Preventing ASB

We aim to prevent ASB by:

- Giving residents clear information about their responsibilities and what behaviour is considered unacceptable.
- Working with our Lettings Team to identify and manage potential risks at the point of allocation.
- Partnering with local agencies to promote positive community services through events, schools, surgeries, and projects.
- Using our communication channels, including social media, to share advice and support that helps prevent ASB.
- Making property or environmental improvements, where needed, to reduce the risk of ASB and improve safety.

Harm centred approach

We recognise that ASB affects people differently and can have a serious impact on wellbeing, even where incidents may appear low-risk. Our approach is therefore centred on the harm caused, not just the type of behaviour reported.

When ASB is reported, we will:

- Assess risk and vulnerability at the outset, considering the impact on complainants and households.
- Prioritise cases using a harm-based framework, responding quickly to high-risk situations such as threats of violence, hate incidents, or where safeguarding concerns are identified.
- Develop tailored action plans with complainants, setting out the support available, agreed contact standards, and steps we will take to manage the case.
- Work with specialist agencies (e.g. police, safeguarding, domestic abuse services) where needed to ensure safety and reduce risk of harm.

- Review cases regularly, ensuring risk assessments are updated and our response remains proportionate and effective.

This approach helps us direct resources where they are needed most, while ensuring every report is taken seriously and complainants and/or victims feel supported throughout.

Transparency and Accountability

We are committed to being open about how we handle ASB. We will:

- Publish information on our performance, including Tenant Satisfaction Measures (TSMs) relating to ASB.
- Report regularly to our Board and customers on trends, outcomes, and lessons learned.
- Use feedback from satisfaction surveys, complaints, and Housing Ombudsman findings to improve our service.
- Ensure customers are kept informed about the progress of their case and the reasons for decisions we make.

This commitment helps us build trust, demonstrate accountability, and continually strengthen our approach to tackling ASB.

Avoiding stigma and stereotyping

We recognise that tenants of social housing can sometimes face stigma or negative stereotyping. Our approach to ASB is rooted in professionalism, fairness, and respect, ensuring that reports are taken seriously and addressed on their merits.

We will:

- Treat all customers with dignity, regardless of tenure, background, or circumstances.
- Focus on the behaviour being reported, not assumptions about individuals or communities.
- Use clear, respectful language in all communication.
- Ensure colleagues are trained to challenge bias and act in line with professional housing standards.

By maintaining a professional, evidence-based approach, we support safer communities while avoiding practices that reinforce stigma about social housing.

Colleagues are encouraged to use their professional judgement, drawing on thorough training, knowledge of our harm-centred practice, and problem-solving approaches to inform decisions.

5. Reporting ASB

How We Manage ASB Reports

When you report ASB, we will agree an action plan with you, setting out what we will do, what you can do, and when we will keep in touch.

We aim to resolve issues quickly, using early intervention tools such as warnings, behaviour agreements, mediation, or referrals to other agencies. Cases are reviewed regularly with the intention of trying to solve the issue as swiftly as possible. High-risk cases may also be reviewed with partner agencies.

If your concern is not ASB, we will explain why and direct you to the right team or agency. After a case is closed, we will contact you to check things have improved and re-open the case if needed.

We also ask customers for feedback on their experience so we can improve our service.

Reporting ASB

ASB can be reported to us by:

- Telephone.
- In-writing or via Email.
- In-person at our Martingale Way office.
- Via a third party with the reporter's consent.
- Alliance Homes' website (online form) or via the Connect App.

Reports should be made promptly, and we may request supporting evidence such as witness statements to assist investigations.

We will provide advice, signpost to relevant agencies where appropriate, and inform customers of their right to request an ASB Case Review (Community Trigger) if they feel their concerns have not been addressed.

Evidencing ASB

We can use a wide range of tools to address ASB, however; this will require various forms of evidence that the ASB is taking place. This will usually require input from customers and evidence can take different forms including:

- Noise reports or mobile apps: We need to show a pattern of persistent noise over time. We may also work with Environmental Health to see if it amounts to a statutory nuisance.

- Recordings or videos: Helpful where they show a crime taking place and include date and time. Recordings should not be intrusive or repeated in a way that could be seen as harassment.
- Photographs: Should be time- and date-stamped and clearly show the behaviour of concern.
- Diary sheets: A written record of incidents. If you cannot complete diary sheets, we can agree alternative ways for you to record information.
- Witness statements: Can support court cases or confirm a significant incident.
- Professional witnesses: In some cases, trained colleagues or partner agencies may act as professional witnesses to observe and record incidents directly, helping to build a robust case where customers cannot safely provide evidence themselves

Categorising ASB

[Appendix 1](#) gives examples of the kinds of issues customers may report to us. We know that all reports are important to the people making them. Some will meet the definition of ASB, while others may be better addressed as tenancy management matters or everyday lifestyle differences.

When you contact us, we will explain clearly how your report will be handled, and whether it will be managed as ASB or passed to another team or agency who can help.

Signposting To Other Agencies

In some cases, such as criminal behaviour or statutory nuisance, we will not be the lead agency. In these situations we will work alongside the police, local authority, or other partners to support customers and ensure the matter is addressed appropriately.

ASB Case Review (Community Trigger), Your Right to a Review

If you have reported anti-social behaviour several times and feel nothing has been done, you have the right to ask for an ASB Case Review (formally known as the Community Trigger).

This means your case will be looked at by your local council, police, health services and housing provider together, to agree what should happen next.

Each area sets its own rules (for example, how many times you need to report ASB within a certain time). We will tell you how to apply and give you the contact details for your local authority if you want to use this process.

Safeguarding

We recognise that not all concerns raised as Anti-Social Behaviour will fall within the remit of this policy. Where reports highlight risks to children or adults at risk, we will treat these

as safeguarding matters and act in line with our Safeguarding Policy. This includes making timely referrals to the Local Authority or other statutory agencies.

Wherever possible, we will seek the individual's consent before making a safeguarding referral. However, where there is a risk of significant harm, we may need to share information without consent in line with statutory guidance. We will ensure colleagues are clear about the distinction between ASB and safeguarding issues, and that our approach prioritises the safety and wellbeing of individuals while working in partnership with relevant agencies.

6. ASB Case Management

When a report of ASB is received, a member of our Community Safety Team will work with the customer to create an action plan. This sets out what steps we will take, what support we can offer, and what actions the customer may need to take. The plan also includes agreed contact standards, so customers know when and how we will stay in touch.

We use a harm-centred triage system to prioritise cases according to risk:

- Red priority (high risk): response within 24 hours
- Amber priority (medium risk): response within 5 days

Our aim is to resolve issues at the earliest opportunity, using a range of proportionate tools such as warnings, Acceptable Behaviour Contracts, mediation or conflict resolution services, and referrals to specialist agencies.

Cases are regularly reviewed. Reviews ensure progress is being made and allow us to adjust our approach if needed. High-risk cases may also be reviewed jointly with partner agencies.

When a case is ready to close, we will confirm this in writing and explain the reasons for closure. We will contact customers after closure to check whether issues have improved. Where further problems are identified, cases may be re-opened without the customer needing to start the process again.

At closure, we also gather customer feedback on their experience of our service. This helps us monitor satisfaction, learn lessons, and continually improve our response to ASB.

Support for our residents

We recognise the importance of supporting the needs of complainants and particularly those that are at risk of harm or vulnerability. We will aim to identify any support needs at the earliest opportunity and throughout the case.

We also recognise that residents that cause ASB may have vulnerability, or a support need and our officers will aim to identify those needs at the earliest opportunity and throughout the case.

We will aim to work with our partner agencies to provide appropriate levels of support for our residents who are experiencing ASB. We may make referrals to specific agencies that can provide tailored support for vulnerable residents.

Conflict Resolution

Mediation can be a highly effective way of resolving disputes between neighbours. Where appropriate, we will offer mediation either face-to-face or through shuttle mediation, where a mediator works separately with each party to reach agreement without them needing to meet.

We may also offer Conflict Coaching, which helps individuals develop the skills and confidence to manage disputes constructively. This is a voluntary process, and we encourage customers to take part when recommended, as it often prevents issues from escalating.

Where customers choose not to engage in reasonable resolution options, we may decide that our involvement in the case should come to an end.

7. Partnership

Tackling ASB often requires a joint response. We work closely with a range of partners to keep communities safe, including the police, local authority, fire and rescue services, safeguarding boards and community safety partnerships.

We have clear referral and escalation routes so that cases can be addressed by the right agency. This ensures that issues such as crime, statutory nuisance, or safeguarding concerns are dealt with quickly and effectively.

We also participate in local multi-agency groups to coordinate responses to complex cases and wider community issues. Where specialist support is needed, such as for victims of domestic abuse (through Multi Agency Risk Assessment Conference (MARAC) or hate crime, we will connect customers with the right services and work alongside them to reduce risk and harm.

By working in partnership, we aim to provide a joined-up service so customers feel supported and action is taken in the right place by the right people.

8. Tenancy Enforcement

Where other approaches have not resolved persistent ASB, or where behaviour presents an immediate and serious risk to individuals or the wider community, AH may take formal legal action.

Legal options include:

- Civil injunctions to prevent certain behaviours.
- Exclusion or closure orders in partnership with agencies holding statutory powers.
- Possession proceedings as a last resort, where there are ongoing and severe breaches of tenancy.

Decisions to pursue possession will only be taken after all other reasonable measures have been considered. Applications for eviction require approval from the Community Safety Manager, with final authorisation by the Service Director – Customer Service Operations.

Our approach will always be proportionate, fair, and consistent with legal and regulatory requirements.

9. Unacceptable Behaviour Towards Staff

We are committed to ensuring that all colleagues, agents, and contractors can work in a safe environment, free from aggression, abuse, threats, or any behaviour that compromises their wellbeing.

We operate a zero-tolerance approach to unacceptable behaviour. We ask all customers to treat our colleagues and contractors with the same respect and dignity that they expect in return.

If behaviour falls below this standard, we will write to the customer to explain what is unacceptable and how it should change. Such cases will be investigated under our ASB and Hate Crime Policy.

Where necessary, we may take further action, which could include:

- Reporting the incident to the police
- Issuing warnings
- Agreeing a contact plan to manage future interactions, using our Unacceptable Customer Behaviour Policy.
- Legal action, including exclusion from the home in the most serious cases

We will always act proportionately, with the aim of protecting our colleagues while maintaining constructive relationships with customers wherever possible.

10. Equality and Accessibility

We are committed to meeting the requirements of the Equality Act 2010 and the Public Sector Equality Duty. We will ensure that our approach to tackling ASB is fair, inclusive, and responsive to the needs of all customers.

We will:

- Offer reasonable adjustments so that customers can engage with us in ways that suit their needs, including alternative communication formats, advocacy support, or adapted contact arrangements.
- Monitor outcomes by protected characteristics to identify and address any disproportionality in how ASB cases are managed.
- Consider equality, diversity and inclusion (EDI) issues in all casework, ensuring that cultural, religious, disability-related, or other factors are taken into account in decision-making.
- Apply the same principles in our preventative work, ensuring that engagement and information is accessible and relevant to all parts of our community.

This policy will be subject to periodic Equality Impact Assessments (EIA). This assessment ensures the policy does not unfairly impact anyone with protected characteristics (such as age, disability, race, sex, sexual orientation, religion or belief, gender reassignment, marriage and civil partnership, pregnancy or maternity), in line with our Equality and Diversity Policy. Where any negative impact is identified, remedial action will be taken.

By embedding equality and accessibility in our service, we aim to ensure that every customer receives a fair and professional response, tailored to their circumstances.

11. Information Sharing

All information provided by those who report ASB will be treated in the strictest confidence; however, in some cases we may need to disclose information in line with the terms of customers tenancy agreements. For example, where a criminal act has occurred or where there is a safeguarding concern, we will share information with other agencies in line with the UK General Data Protection Regulations (GDPR) and Data Protection Act 2018.

We may not be able to progress some cases if the reporter is unwilling to disclose their identity and we will make this clear when the report is made to us. To support victims of ASB we will look to maximise how we share information with them in line with GDPR; this will include providing details of acceptable behaviour agreements and relevant court orders, we will always share this information when the victim has been a witness in court.

We have established protocols with partner agencies, aligned to the Crime and Disorder Act 1998 and Schedule 2 of the GDPR 2018, to ensure that any information shared is done lawfully, safely, and only where necessary.

Customers will always be informed about what information we share, with whom, and why, unless doing so would place someone at risk. This helps us protect individuals while ensuring proportionate and effective action on ASB.

12. Training, Monitoring and Reviewing

We make sure our teams are trained to recognise, investigate, and resolve reports of ASB and hate crime. They will give clear advice on when we can step in and encourage customers to resolve minor disagreements in a fair and neighbourly way.

The impact of this policy will be monitored through the following measures:

The Neighbourhood Manager, Community Safety is responsible for the implementation, monitoring and review of this policy.

Owners of related policies and procedures will be expected to assess the impact of any policy change in their area on our delivery of an effective Anti-Social Behaviour service.

This policy will be reviewed within two years of its approval date.

- Monitoring the volume and outcomes of Anti-Social Behaviour cases monthly
- Monitoring satisfaction of customers experiencing the Anti-Social Behaviour service monthly

We will report quarterly to Business Health and the Board as part of the Operational Performance reporting process.

Satisfaction and Complaints

At the end of each ASB case, we will ask customers for feedback to help us improve our service. ASB outcomes also contribute to the wider Tenant Satisfaction Measures collected from all customers.

When a case is closed, customers will be signposted to our complaints process if they are unhappy with how it was handled. In addition, any customer who feels their concerns have not been addressed can request a Community Trigger (ASB Case Review), led by the local authority and partner agencies, which we will fully support.

13. Monitoring, consultation, and review

13.1 We monitor our performance in delivering the objectives of this policy by reporting to our leadership teams a range of measures including:

- Monitoring the volume and outcomes of Anti-Social Behaviour cases monthly.
- Monitoring satisfaction of customers experiencing the Anti-Social Behaviour service.

13.2 The Service Director, Customer Service Operations is responsible for the implementation and review of this policy.

13.3 Customers, colleagues, and service users may be involved in giving feedback on this policy, leading to amendments where appropriate.

13.4 The Data Protection implications of the policy have been considered. Including but not limited to:

- IAR amendments/updates
- ROPA amendments/updates
- New or updated Data Protection Impact Assessment
- Privacy Notice amendments
- Retention periods for any new data and method of archiving or deletion.

13.5 This policy will be reviews within two years of its approval date.

13.6 This policy will be signed off by the Strategic Leadership Team

13.7 This policy will be published externally on the Alliance Homes website

14. Equality and diversity

14.1 This policy is subject to a periodic Equality Impact Assessment (EIA).

14.2 The purpose of such an assessment is to consider the effect of the policy regarding the recognised protected characteristics of equality and ensure that it does not unfairly impact any individual or group. The protected characteristics are age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, pregnancy and maternity or other grounds set out in our Equality and Diversity Strategy and Single Equality Scheme. Remedial action will be undertaken if a detrimental effect is identified.

14.3 The EIA also requires the policy author to consider whether the policy is likely to negatively impact on a person's Human Rights.

14.4 This policy and any other related Alliance Homes publications can be provided in other formats for those with visual, literacy or language difficulties.

15. Complaints

15.1 If you would like to raise a complaint in relation to this policy, you can do this by calling us on calling us on **03000 120 120** or emailing us at **act@alliancehomes.org.uk**.

15.2 All complaints will be handled in line with the latest Alliance Homes Complaint Handling Policy.

16. Associated documents

Reference should be made to the following internal documents when reading this policy:

- Domestic Abuse Policy
- Safeguarding Policy
- Complaints Policy
- Community Safety Procedure
- Unacceptable Behaviour Procedure.
- Person Alert Procedure

17. Version control and approval dates

Approval stage	Date completed
Equality Impact Assessment completed	01.10.2025
EIA reviewed by Equality & Diversity Manager	6.10.2025
SLT review / approval	November 2025
Next review date	October 2027

18. Appendices

Appendix 1 – Equality Impact Assessment

Appendix 2 – What is and is not Anti-Social Behaviour

Appendix 1: Equality Impact Assessment

An Equalities Impact Assessment must be conducted alongside the review of an existing policy or the creation of a new one.

GUIDANCE ON COMPLETING AN EQUALITY IMPACT ASSESSMENT IS AVAILABLE [HERE](#)

1. Name the Strategy, Policy, Procedure or Function (SPPF) being assessed and name of author.

Anti-Social Behaviour Policy – Laura Smith, Neighbourhood Manager Community Safety.

2. Aims of the SPPF being addresses.

- *Whose need is it designed to meet?*
- *Are there any measurable elements such as time limits or age limits?*

To ensure that the organisational response to Anti-Social Behaviour within Alliance properties and wider communities is clear to customers, proportionate and meets regulatory and best practice standards.

3. Who has been consulted in developing the SPPF?

- *Make reference or links to consultation/evidence documents.*

Alliance Homes Customer Consultation via Hive
Chris Grose Consultancy
Laura Smith, Neighbourhood Manager Community Safety
Michelle Harper, Neighbourhood Service Delivery Manager
Cath Pullin, Service Director – Customer Service Operations

4. Does the SPPF promote equality of opportunity?

The policy promotes equality of opportunity across the protected characteristics as follows:

The Policy promotes equality of access both in the variety of reporting methods and the tailored way in which we will liaise with complainants and collect evidence. The partnership that underpins the delivery of the Policy include specific workstreams relating to Hate Crime, Race related incidents, support for LGBTQ+ communities and female victims of domestic abuse.

5. Identify potential impact on each of the diversity “groups” by considering the following questions:

(The list is not exhaustive but an indication of the sort of questions assessors should think about):

- *Might some groups find it harder to access the service?*
- *Do some groups have particular needs that are not well met by the current SPPF?*
- *What evidence do you have for your judgement (e.g. monitoring data, information from consultation/research/feedback)?*
- *Have staff/residents raised concerns/complaints?*
- *Is there local or national research to suggest there could be a problem?*

Protected Characteristic	No Impact	Negative Impact	Positive Impact	Information source/s*	Comments/Evidence
Race			X	Crime and Anti-Social Behaviour Statistics for England and Wales.	Individuals of non-white ethnicity are more likely to experience crime and anti-social behaviour incidents (black citizens 11% more reports, Asian citizens 6% more). Alliance works alongside multi agency groups and specific support organisations tailored around BAME incidents and appropriate response.
Disability			X	Crime and Anti-Social Behaviour Statistics for England and Wales.	Individuals classifying themselves as having a disability are statistically more like to experience crime and Anti-Social Behaviour incident. Alliance Policy ensures

Protected Characteristic	No Impact	Negative Impact	Positive Impact	Information source/s*	Comments/Evidence
					that a variety of accessible reporting and communication routes are in place and ensures officers consider the disabilities of all parties to a complaint in the decision-making process.
Gender			X	Domestic Abuse Policy	Across all incidents of Crime and Anti-Social Behaviour men and women are equally likely to experience and report this, however referring to the Alliance Domestic Abuse Policy we recognise that in this area women are more likely to experience this harm and require support.
Transgender	X				There is no data available to indicate that gender identity is a factor in levels of Anti-Social Behaviour, however this is an emerging area that Alliance Homes liaises with relevant partners to monitor.
Sexual Orientation			X	Crime and Anti-Social Behaviour Statistics for England and Wales.	Data indicates that individuals identifying as gay/lesbian/bi-sexual are twice as likely to experience Crime and Anti-Social Behaviour than those identifying as heterosexual.
Religion or Belief	X			Crime and Anti-Social Behaviour Statistics for England and Wales.	Crime and Anti-Social Behaviour data evidence that all religious beliefs (and those with no faith) are statistically experiencing these issues on an equal basis.
Age			X	Crime and Anti-Social Behaviour Statistics for	Statistics show that a large proportion of personal crime and

Protected Characteristic	No Impact	Negative Impact	Positive Impact	Information source/s*	Comments/Evidence
				England and Wales.	Anti-Social Behaviour incidents affect the age group 25-55. Alliance procedures and mechanisms for collecting evidence reflect this demographic.
Marriage and Civil Partnership	x				There is no relevant data to indicate that marriage and civil partnership is a factor in levels of Anti-Social Behaviour.
Pregnancy and Maternity	x				There is no relevant data to indicate that pregnancy or maternity is a factor in levels of Anti-Social Behaviour.
Rural Issues	x				There is no relevant data to indicate that rurality is a factor in levels of Anti-Social Behaviour.
Social Mobility	x				There is no relevant data to indicate that mobility is a factor in levels of Anti-Social Behaviour.

**Possible information sources for assessing impact or understanding issues related to target group, such as:*

- *Demographic data, studies of deprivation, statistics on health etc*
- *Results of consultations, results of equality monitoring data, complaints, customer feedback*
- *Information collected from partner agencies and groups, support groups, professional expertise, 'peer review', project leads/teams, inspection reports etc.*

Was there a negative impact identified in question 5? If yes go to question 6. If not go to question 7.

6. If "negative impact" identified in table (4) above, is it?

Legal	YES	NO
What is the level of impact?	HIGH	LOW

If it is not legal and/or high impact (i.e. If you have highlighted NO to legal and HIGH to impact) **then the document should be referred to Head of HR**

7. If positive impact has been identified in table (4) above, how can it be improved upon or maximised, either in this SPPF or others?

- Internally reviewing our processes and accessibility of our services to ensure that the groups referenced above do not experience barriers in reporting Anti-Social Behaviour or engaging with the services we offer. In addition, the training given to staff, addresses how to tailor responses to these groups as necessary.
- Externally participating in multi-agency groups that provide knowledge, expertise, and insight into the experience of the above groups and improving their experience of the service.

8. Full EIA (or if you decide full EIA is not necessary but some changes should be considered)

- *Are there changes you could introduce which would make this SPPF work better for this groups of people?*
- *Is further research or consultation required?*

YES	NO
-----	----

9. Does this proposal have any human rights implications?

If yes, please describe (If necessary, please refer to the Alliance Homes Human Rights Policy)

No

Appendix 2 – What is and is not Anti-Social Behaviour

What is and is not Anti-Social Behaviour?			
	CST	Tenancy Management	Lifestyle Difference
Red Priority (High Risk)			
Hate Crime	√		
Serious physical assault	√		
Knife crime	√		
Arson	√		
Threats of violence	√		
Hate incident	√		
Drugs/ Cuckooing	√		
Modern Slavery	√		
Amber Priority (<u>Medium</u> Risk)			
Harassment	√		
Intimidation	√		
Persistent noise/loud music	√		
Verbal abuse	√		
Cannabis misuse	√		
Prostitution	√		
Dangerous Driving	√		
Vandalism	√		
The categories below may change and can be escalated or deescalated case dependant.			
Environmental			
Fly tipping/litter		√	
Fireworks/Bonfires		√	
Unroadworthy/abandoned vehicles		√	
Inconsiderate/dangerous parking		√	
Graffiti		√	
Pets /animals			
Pet nuisance / fouling		√	

Animal cruelty		√	
Property			
Boundary disputes		√	
Property/garden condition		√	
Hoarding			
Infestations		√	
Bins and Recycling			√
Children playing/congregating			√
Neighbour disagreements			√
Noise from normal living			√
Noisy appliances			√
Parking disputes			√
Parties/barbeques			√

Key:

	Red Priority : Our CST will respond within 24 hours of receipt
	Amber Priority : These cases will receive a response within 5 days of receipt
- Complainants in some Red and Amber priority cases will be advised to report the matter to the Police. - In matters involving environmental issues (including noise), complainants will be advised to either also report to Local Authority's Environmental Health services - Safeguarding concerns will be reported to the Local Authority's Social Services teams	