

Anti-Social Behaviour Policy

Approval Route	Executive Director Operations
Applies to:	Staff, Residents, Visitors

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1. Introduction

- 1.1 This policy outlines ExtraCare's approach for dealing with issues of anti-social behaviour within our retirement communities.
- 1.2 The aim of this policy is to ensure that we seek to prevent instances anti-social behaviour; record instances of anti-social behaviour; and resolve anti-social behaviour effectively. The policy sets out that we will use the full range of non-legal and legal tools available in seeking to address issues of anti-social behaviour.
- 1.3 The policy outlines our service standards for dealing with anti-social behaviour. It also refers to how we may seek to resolve issues of conflict or disputes within our retirement communities, that may not meet the threshold of anti-social behaviour, through using our Community Management Policy and / or Acceptable Behaviour Policy (which supplement this policy).

2. Definitions

Term	Definition
Anti-Social Behaviour (ASB)	Conduct that has caused, or is likely to cause, harassment, alarm or distress to any person (ASB, Crime & Policing Act, 2014)
Hate Crime	Any criminal offence motivated by hostility and prejudice towards a person's identity or perceived identity (Crime & Disorder Act, 1998; Equality Act, 2010 and other legislation). The Crown Prosecution Service defines hate crime as " <i>a range of criminal behaviours</i>

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Term	Definition
	<i>where a person is motivated by hostility or demonstrates hostility towards the victim's disability, race, religion, sexual orientation or transgender identity."</i>
Community Management	An approach to resolve disharmony, disputes and conflict between residents where behaviours impacting on residents within the home do not meet the threshold of ASB. Examples would be neighbour disputes, household noise, clash of lifestyles
Acceptable Behaviour	An approach to resolve issues of behaviour within communal settings of our retirement communities, to reinforce ExtraCare's Community Charter

3. Regulatory and Legal Considerations

- 3.1 ExtraCare is subject to the Housing Act, 1996 which has the specific requirement under s218A for Registered Providers to publish anti-social behaviour policies.
- 3.2 ExtraCare has a statutory duty to comply with the ASB, Crime & Policing Act, 2014 - this Act consolidated and expanded the range of legal powers available to Registered Providers, the Police and Local Authorities to resolve issues of anti-social behaviour. The Act is augmented by statutory guidance (updated July 2025) for front-line professionals which emphasises a victim-centred, multi-agency approach to resolving anti-social behaviour.
- 3.3 ExtraCare has a regulatory duty to comply with the Regulator of Social Housing Consumer Standards, specifically the Neighbourhood & Community Standard. This states that Registered Providers must work in partnership with appropriate local authority departments, the Police and other relevant organisations to deter and tackle anti-social behaviour and hate incidents in the neighbourhoods where they provide social housing.

4. Responsibilities

- 4.1 Detailed responsibilities are below:

Executive Director Operations	Responsible for approving this policy and any subsequent updates or reviews.
Regional Operations Managers	Ensure the implementation of this policy across all ExtraCare locations. Ensure oversight of Policy so that Location Managers, Housing Officers and other staff work collectively to implement effective solutions to issues being dealt with under this policy.
Location Managers	Ensure enactment of policy by ensuring that all relevant staff, including local teams, work in partnership through a multi-team approach to deter and tackle issues of ASB.
Housing Officers	Lead the approach and strategies for resolving cases of ASB in partnership with the location manager, and ensuring a multi-agency approach where applicable, involving all relevant agencies.

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Local Housing Teams	To assist in the collection of evidence to support appropriate action in cases of ASB.
All Staff	Support the implementation of this policy through co-operation, training and to provide insight and advice as relevant to help resolve cases of ASB.

5. Policy Statement

ASB Definition:

- 5.1 ExtraCare adopts the definition of ASB that is consistent with the Anti-Social Behaviour, Crime and Policing Act, 2014. This defines ASB as *“conduct that has caused – or is likely to cause – alarm or distress to any person”*. It also refers to *“conduct capable of causing nuisance or annoyance to a person in relation to that person’s occupation of residential premises”*.
- 5.2 Further, ExtraCare recognises that ASB may occur not just within the household but within the wider community. This is consistent with the Housing Act, 1996 which states that ASB can be present if caused by either the resident or their invited guests not just within the home, but the wider locality. Our residents are therefore responsible for the behaviour of their guests, not just within their home, but also the scheme / village and in the wider local area.
- 5.3 In addition, our tenancy and lease agreements contain specific clauses in relation to noise and nuisance. Under the terms of the tenancy / lease, behaviours that are contrary to the ‘noise’ ‘nuisance’ and ‘harassment’ clauses in such agreements have the potential to be dealt with by us as ASB.
- 5.4 ExtraCare recognises that some behaviours may not meet the statutory definition of ASB, meaning that enforcement action is unlikely to be appropriate. Examples of this may include disputes between neighbours, general household noise, clash of lifestyles. When we receive a report of behaviour impacting negatively on others, we will triage the report and assess whether the report is most effectively processed through the Community Management Policy, Anti-Social Behaviour Policy or Acceptable Behaviour Policy, and record it accordingly.
- 5.5 We will refer instances of potential hate crime – being behaviours that is motivated by hostility and prejudice towards a person’s identity or perceived identity; or a protected characteristic under the Equality Act, 2010 – to the Police for further action. We will support the Police’s investigation and actions.

ASB Approach:

- 5.6 Reports of ASB can be made to the Location Manager, Care Manager, Lifestyle Manager, Housing Officer or Senior Housing Support, or through asb@extracare.org.uk.
- 5.7 We shall deal with all issues reported that we classify as ASB in accordance with the Home Office Guidance: Anti-Social Behaviour Powers – Statutory Guidance for Frontline Professionals (Revised July 2025). This includes seeking to prevent and tackle ASB through a range of non-legal and legal options and taking a multi-agency approach through working with the Police, Local Authority and other relevant agencies. Where the ASB may be more effectively resolved by another agency (for example, Police or Local Authority), our role will be to support such action. In seeking to resolve ASB, we will seek to avoid taking legal action, by seeking to support the person causing ASB to change their behaviour; by giving reasonable and specific warnings about

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conduct and the impact it is having; and by involving other agencies to agree a multi-agency response.

- 5.8 We will carry out an assessment of a residents' capacity and vulnerability under the Equality Act 2010, prior to taking legal / enforcement action for breach of tenancy or lease.

ASB Service Standards

- 5.9 We will contact those reporting ASB, and open the case of ASB for investigation, within 5 working days of the report.
- 5.10 We will arrange to meet with the resident reporting ASB and carry out an ASB risk assessment to identify the level of risk, within a further 5 working days. We will ensure that the resident has the opportunity of an advocate to support them in reporting ASB.
- 5.11 We will develop an ASB action plan in conjunction with the resident, to ensure appropriate evidence collection, and multi-agency response and to consider the most appropriate non-legal or legal remedies to seek to resolve the ASB.
- 5.12 We will ensure appropriate support is provided to both the resident experiencing ASB and the resident causing ASB, either through our own Wellbeing Team, or external agency. In arranging the discuss ASB with those involved in the case, we will ensure they have the opportunity of an advocate for support in our meetings with them. In seeking to ensure we offer appropriate support we will also be mindful of our obligations under the Equality Act, 2020. This will include consideration of reasonable adjustments such as translation services; and appropriate consideration of issues relating to protected characteristics. We will involve specialist agencies where appropriate.
- 5.13 We reserve the right to close cases of ASB where a reasonable resolution has been put in place; and where reports of ASB cease or are not corroborated. We will re-open the case if further evidence is received of ASB.

ASB Community Safety

- 5.14 We will work with the Police and Local Authority through a Community Safety Partnership, to address crime / disorder caused by third parties (often persons unknown). Through this approach we will develop and agree location-specific approaches to address and reduce crime (or fear of crime). We will work proactively with residents and other agencies to prevent ASB, such as encouraging Neighbourhood Watch and liaising with our Resident Associations to agree prevention measures as appropriate to that retirement community.
- 5.15 We will work with the Police, Local Authority and other agencies to address issues of community blight, such as fly-tipping or abandoned vehicles, taking enforcement action to resolve the blight where appropriate.
- 5.16 We reserve the right to protect the wider community within our locations by preventing identified residents and / or visitors from accessing our communal facilities to reduce the risk of

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ASB. This includes refusing service of alcohol within our bar / bistros; and preventing access to identified communal areas. Such actions will be subject to periodic review.

- 5.17 We will *not* treat cases of Domestic Abuse as ASB, and reports of Domestic Abuse will be handled under our Domestic Abuse Policy. We will support the victim of Domestic Abuse to take measures to protect them within their home and within our retirement communities.
- 5.18 We will treat cases of hoarding according to ExtraCare's Hoarding Intervention Guidance, to ensure appropriate support is provided. We reserve the right to take enforcement action if hoarding presents a significant health & safety risk to the resident / other residents / the wider community.
- 5.19 We will pursue mediation to seek to resolve cases of ASB where appropriate, and employ specialist mediation services where appropriate, including community mediation.

ASB Training & Guidance

- 5.20 We will periodically train relevant staff to effectively manage reports and cases of ASB. We will train staff to respond in a compassionate and empathetic way to reports of ASB.
- 5.21 We will provide conflict resolution and mediation training to relevant persons to ensure effective responses to ASB.

6. Monitoring and Review

- 6.1 Compliance with this policy will be monitored Housing & Resident Engagement Manager and Housing Standards & Performance Officer through regular case reviews of ASB cases. This policy will be reviewed as a minimum every 3 years, in consultation with ExtraCare's Resident Forum.

7. Associated Policies

<i>Policy Name – insert/delete rows as applicable</i>	<i>Policy Name – insert/delete rows as applicable</i>
Community Management Policy	Domestic Abuse Policy
Acceptable Behaviour Policy	Hoarding Intervention Guidance
Data Protection Policy	
Equality, Diversity & Inclusion Policy	

8. Associated Work Instructions

ASB Training PowerPoint Presentation	Home Office Guidance – ASB Powers: Statutory Guidance for Front-Line Professionals (Updated July 2025)
ExtraCare Housing Guide	

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