

Anti-Social Behaviour Policy

This policy sets out Bromford Flagship LiveWest’s approach to preventing, managing, and responding to anti-social behaviour (ASB), in support of delivering safe, fair and responsive services to our customers. It is underpinned by legal duties, regulatory expectations, and a commitment to fairness, accountability, and transparency.

Department	Customer Experience
Policy owner	Regional Director - Customer
Approved date	January 2026
Date for review	October 2028
Approving body	Board
Associated legislation/regulation	Housing Acts 1985, 1988, 1996 ASB, Crime and Policing Act 2014 Crime and Disorder Act 1998 Protection from Harassment Act 1997 Equality Act 2010 Human Rights Act 1998 Care Act 2014 Children Act 1989 GDPR and Data Protection Act 2018 Regulator of Social Housing’s Neighbourhood and Community Standard
Legal advice from	Internal Legal Team
Equality impact assessment date	October 2025
Version number	1.1
Publication status	Internal Intranet & Public Website

Purpose/principles

This policy sets out Bromford Flagship LiveWest's approach to tackling anti-social behaviour (ASB) in line with our obligations under the Neighbourhood and Community Standard and relevant legislation. Our aim is to ensure every customer feels safe, respected, and able to enjoy their home and neighbourhood without disruption.

We are committed to taking prompt, victim-centred, and proportionate action in partnership with relevant agencies, always keeping those affected informed and supported. Where necessary, we will take legal action to protect customers and communities.

We promote tolerance and inclusion, and we do not tolerate social housing stigma, hate crime or harassment.

We recognise the emotional and health impacts of ASB and consider these alongside severity and frequency. Our decisions will always balance fairness with compassion, ensuring that any enforcement action is proportionate to the harm caused, takes account of vulnerabilities, and complies with our duties under the Equality Act 2010.

We will also ensure all actions, including enforcement or possession, are lawful, proportionate, and compliant with the Housing Acts 1985 and 1988, and the Human Rights Act 1998.

This policy also supports our responsibilities under the Regulator of Social Housing's Tenancy Standard (2.2.1), ensuring our approach to ASB includes early intervention, tenancy sustainment, and the prevention of unnecessary evictions.

Scope

This policy applies to:

- all Bromford, Newtide Homes, Samphire Homes, Victory Homes and Flagship Homes customers, leaseholders and shared owners
- their household members and visitors
- incidents occurring in or around properties or affecting the community
- colleagues and contractors of Bromford Flagship LiveWest¹ in the course of their work

The policy also outlines our approach to supporting victims, managing perpetrators, and protecting our employees from ASB.

¹ Colleagues and contractors of Bromford and Flagship and their subsidiaries, plus any former Bromford and Flagship colleagues now operating under Bromford Flagship LiveWest. At the time of writing LiveWest operate under a separate policy.

Customers' rights and responsibilities around ASB are explained clearly in tenancy agreements. We encourage neighbours to resolve issues wherever possible through open, respectful conversations, while knowing we are here to step in should issues persist or escalate.

Roles/responsibilities

Board / Committees provide oversight and assurance that the policy aligns with strategic priorities, customer outcomes, and regulatory requirements.

Executive Leadership Team / Directors are accountable for ensuring the policy is implemented consistently across their areas of responsibility and that compliance is maintained.

Heads of Service / Service Leads are responsible for embedding the policy within their service areas, ensuring colleagues are aware of and follow the requirements, and providing assurance on compliance.

Customer-facing colleagues are responsible for applying the policy in day-to-day service delivery, supporting customers, and taking action or escalating issues in line with procedures.

All colleagues are expected to understand the policy as it relates to their role, complete any required training, and seek support where clarification is needed.

Customers are also partners in creating safe communities. We will listen to your concerns, involve you in action plans where appropriate, and respect your voice in how cases are managed.

Policy content

Definitions

We adopt the definition of ASB from the ASB, Crime and Policing Act 2014. It includes behaviour that causes or is likely to cause harassment, alarm, or distress; nuisance or annoyance; or housing management interference.

Examples of ASB include (this is not an exhaustive list):

- verbal or physical abuse
- threats or intimidation
- drug misuse or dealing
- hate incidents or harassment
- noise nuisance
- criminal damage

- graffiti or fly-tipping
- ASB involving animals (e.g. dangerous dogs)

What we will not investigate

Not all concerns are considered ASB. The following types of issues will not normally be investigated under this policy:

- lifestyle differences, such as parenting styles, cooking, or clothing, where there is no breach of tenancy or impact on others' safety.
- one-off disturbances or neighbour disagreements that do not breach tenancy
- actions which amount to people not being pleasant to each other but are not sufficiently serious to justify our involvement.
- complaints about people being inconsiderate or thoughtless where there is no breach of tenancy e.g. parking

Preventing ASB

Our approach focuses on prevention, aiming to stop problems before they escalate. We do this by:

- setting clear expectations at tenancy sign-up
- using Starter Tenancies and tenancy sustainment
- designing out ASB through environmental improvements
- participating in crime prevention partnerships
- early intervention schemes
- targeted communications and community partnerships
- using thoughtful lettings plans to help customers settle successfully into homes and communities.

Responding to ASB

When ASB is reported, we will take a fair and proportionate approach. This includes:

- enabling you to report ASB online, by phone, or face-to-face
- agreeing an action plan with you and carrying out risk assessments to understand the impact on you and your household
- keeping you updated throughout and providing case updates

- carrying out an investigation and collecting evidence
- using a range of proportionate actions to resolve issues, escalating where needed
- using the legal tools and powers available to us as appropriate and proportionate
- offering mediation where suitable
- convening multi-agency panels for complex cases

Where enforcement or possession action is considered, we will only proceed where the behaviour constitutes a serious or persistent breach of tenancy. Any decision to seek possession will be made in line with the thresholds and grounds set out in the Housing Acts 1985 and 1988, and will always take into account the proportionality requirements of the Human Rights Act 1998. We will ensure that such decisions are supported by robust evidence, consider vulnerability, and are approved at the appropriate level of authority.

Where behaviour overlaps with domestic abuse, safeguarding, or hate crime, we will assess the dominant harm and apply the most appropriate policy and legal framework. This may include joint assessments across teams.

When considering enforcement or possession action, we will assess whether further support, reasonable adjustments, or tenancy sustainment interventions could reduce the risk of eviction and help the customer maintain their tenancy.

Prevention of evictions

We are committed to preventing unnecessary evictions. Possession action will only be considered where ASB is serious, persistent, and all reasonable interventions, support options, and tenancy sustainment measures have been explored. Eviction is a last resort and decisions will always take account of vulnerability, proportionality, and duties under the Equality Act 2010 and the Human Rights Act 1998.

Supporting victims, witnesses, and perpetrators

We will provide tailored support to those affected by ASB, recognising that both victims and perpetrators may have specific needs. This means:

- victims receive support based on risk, including referral to external agencies
- rehousing will not normally be the first option, but if you would like to explore moving, we can provide information and support.
- we identify protected characteristics and vulnerabilities in both victims and perpetrators
- we coordinate multi-agency case conferences for high-risk cases
- we take account of intersectional needs (e.g. disability + gender + race).

Supporting tenancy sustainment

We recognise that addressing ASB effectively includes supporting customers to maintain their tenancy wherever possible. Early intervention, clear communication, and personalised support are central to our approach. We will take steps to understand underlying issues and provide or coordinate support. Enforcement will only be considered when these measures have been exhausted, where risk remains significant, or where ASB constitutes a serious breach.

Multi-agency working

We cannot address ASB alone, so we work closely with other organisations. We are members of local Community Safety Partnerships and adhere to Information Sharing Agreements.

We share information with partners lawfully and proportionately, in accordance with the UK GDPR and Data Protection Act 2018. Our lawful bases for sharing information in relation to ASB include compliance with legal obligations, performance of our public task, and where it is necessary to protect the vital interests of individuals. Information will only be shared with relevant agencies for the purpose of preventing or addressing ASB, protecting individuals, or fulfilling our safeguarding and tenancy management duties.

Partners include:

- police
- environmental health
- social care
- education
- probation services
- fire service
- youth offending teams
- support agencies
- other registered housing providers

Case closure

Cases will be closed when the issue has been addressed or where further action is not possible. This includes when:

- ASB is resolved

- victims disengage or no longer wish to pursue the issue
- no further evidence is provided
- the behaviour is not substantiated

Customers will always be notified of case closure and the reasons behind the decision.

Before closing a case, we will consider whether further tenancy sustainment support could help prevent future issues or potential enforcement action.

Case review

If a customer believes that their reports of anti-social behaviour have not been appropriately addressed, they have the right to request a formal ASB Case Review, under the ASB, Crime and Policing Act 2014.

The ASB Case Review allows victims or representatives to request a multi-agency review of their case if certain local thresholds are met. Bromford Flagship will cooperate fully with local authority-led ASB Case Review processes and will contribute case records, attend review meetings, and support the agreed outcomes.

Information on how to initiate a ASB Case Review is made available on the relevant local authority websites.

If customers are not happy with the way we are handling cases they can be referred to our complaints policy and procedure. This policy is available separately.

We are committed to complying with the Housing Ombudsman's Complaint Handling Code, ensuring complaints are dealt with fairly, promptly, and that learning from complaints is embedded to improve our ASB service. Information about how to escalate a complaint to the Housing Ombudsman is set out in our Complaints Policy.

Our commitments

We will:

- take all reports of ASB seriously
- respond promptly and keep you informed throughout your case
- provide support for those affected, including practical help and referral to specialist services
- work with partners to resolve issues effectively and be clear when another agency is best placed to take the lead
- use legal powers where necessary to keep communities safe

EIA statement

An Equality Impact Assessment (EIA) has been completed for this policy. The EIA ensures that the policy is fair, inclusive, and does not negatively impact any protected groups under the Equality Act 2010. The outcomes of the assessment will be monitored, and actions taken where needed to promote equity.

We recognise that we may not have identified all adverse impacts on one or more protected characteristics. We welcome any feedback on, or examples of, things that we may have overlooked so that we can continuously improve our policy.

Training statement

All colleagues who may deal with ASB will receive training tailored to their role, so they can respond with empathy, consistency, and confidence.

Measuring effectiveness

We will measure the success of this policy by listening to our customers and monitoring outcomes, including:

- customer satisfaction surveys
- trend monitoring via data and insights
- Board and Committee oversight

Review period

This policy will be formally reviewed every three years. Earlier review may take place if required by changes in legislation, regulation, organisational priorities, or following feedback from colleagues, customers, or stakeholders. Any updates will be approved through the appropriate governance route.

Approval

This policy was approved by the Board and is applicable to:

- Bromford Housing Association Ltd (operating as Bromford)
- Bromford Home Ownership Ltd (operating as Bromford)
- Merlin Housing Society Ltd (operating as Bromford)
- Flagship Housing Limited (operating as Flagship)

Any references to Bromford Flagship LiveWest should be interpreted as equally applicable to all the above.

Supporting documents

- ASB Procedure
- ASB Service Standard
- Complaints Policy
- Domestic Abuse Policy
- Equality Impact Assessment (2025)
- Managed Behaviour Policy
- Responsive Repairs Policy
- Safeguarding Adults Policy
- Safeguarding Children Policy
- Tenancy Management Policy
- Vulnerability, Inclusive Services & Reasonable Adjustments Policy
- Housing Ombudsman Complaint Handling Code (2024)

Version control

Note: minor updates approved by delegated authority increase version number by 0.1; major updates and formally approved versions increase version number by 1.0.

Version	Detail	Approved by	Date
1.0	First integrated version	Board	26 January 2026
1.1	Updated template (logos on titlepage footer, wording in approval section)	n/a	6 August 2026