# **Anti-Social Behaviour** (ASB) policy



Policy	Anti-Social Behaviour (ASB) policy
Date adopted	June 2024
Date of next review	June 2027
Version	3
Responsible board	Homes board
Responsible o cer	Head of neighbourhoods



- Make sure your expectations are realistic.
- w Work with partner agencies and share information to identify the best possible support and quidance we can o er to the people involved in a case.

### 5. Managing ASB cases

#### We will:

- w Deal with incidents sensitively and appropriately, understanding the impact the behaviour is having on the people involved.
- w Investigate complaints fairly and impartially.
- w Make sure we maintain con dentiality and follow the General Data Protection Regulations (GDPR).
- w Take action to protect anyone reporting ASB, if necessary.
- w Create action plans with the person reporting the issue and the person being accused of ASB. We will review and update the plans regularly.
- w Regularly update the person who reported an issue, throughout the time of a case, in a way that is agreed with them.
- w Use a range of ways to deal with ASB issues.
- w Use a range of ways to collect evidence, when required.
- w Make sure that we talk to anyone causing an ASB issue, to try and convince them to change their behaviour. We will make sure that they a surviour. We will ma n5.1(.)36W)33 (e will make sur)0.1(e tha)4using

## 8. Monitoring ASB cases

We will:

- w Contact the person who reported an issue of ASB, when their case is closed. We will gather feedback about how we managed their case and this will be used to keep improving our services.
- w Regularly review ASB cases, to make sure that reports of ASB are being dealt with e ectively and within the correct timescales.

### 9. Policy review

We will review this policy in three years' time, unless we need to do so before.

#### 10. Links to other documents

Allocations policy

Domestic abuse policy

Good neighbourhood management policy

Hate crime policy

Tenancy policy

Transfer and exceptional moves policy

