



Anti-Social Behaviour Policy (Housing)

Issue details	
Title:	Anti-Social Behaviour Policy (Housing)
Version number	1.7
Officer responsible:	Tenancy Services Manager
Authorisation by:	Housing Review Board
Authorisation date:	31st July 2025
Review Date	July 2028

History Of Most Recent Policy Changes

Date	Section	Change	Origin of change (eg change in legislation)
31 st July 2025	1.2	Wording change	Wording
31 st July 2025	1.4	Included reference to Public Sector Equality Duties	Equality Act 2010
31 st July 2025	3.5	Section added to incorporate tenancy sustainment where possible	Additional Section
31 st July 2025	3.6	Section added to incorporate tenancy sustainment where possible	Additional Section
31 st July 2025	6.1	Section added to evidence proactive measures in dealing with ASB	Additional Section
31 st July 2025	7.5	Section added to include regard to victim and perpetrators vulnerabilities	Additional Section
31 st July 2025	7.5	Section added to ensure	Additional Section

		complainants are updated	
31 st July 2025	7.9	Section amended to include reference to EDDC Tenancy Agreement	Wording
31 st July 2025	7.17	Section added regarding behaviour that is not considered ASB	Additional Section

East Devon District Council

Anti-Social Behaviour Policy

1 Why has the council introduced this policy?

- 1.1 East Devon District Council recognise that all tenants have a right to the peaceful enjoyment of their home. Equally, every tenant has the responsibility not to interfere with their neighbours right to the peaceful enjoyment of their home.
- 1.2 We understand the impact that anti-social behaviour (ASB) can have on tenants and communities. This policy sets out a broad framework for how we help find solutions to ASB within the communities in which we operate, ensuring they remain safe, thriving places to live.
- 1.3 This policy will enable EDDC to deliver a proportionate, reasonable, fair and flexible response to anti-social behaviour
- 1.4 The Council will take proportionate and timely action to deal with reports of anti-social behaviour. All actions considered will have due regard to the council's public sector equality duty under section 149 of the Equality Act 2010. The action taken will be proportionate to the severity, impact and frequency of the ASB, and the evidence available to support the case. In the majority of cases legal action is not necessary. However, the Council will take legal action if it is appropriate to do so.

2 Scope and purpose of this policy document?

- 2.1 This document supports East Devon District Council's vision statement and is intended to fulfil the requirements of section 218A of

the Housing Act 1996 (as inserted by section 12 of the Anti-Social Behaviour Act 2003) with regard to the publication of the policies and procedures of a local housing authority in relation to anti-social behaviour.

- 2.2 It tells you what anti-social behaviour (ASB) is and sets out the guiding principles for those officers in the Council who deal with ASB.
- 2.3 It says what we want our services to achieve for people experiencing ASB, and sets out the principles on the kind of service level and quality we aim to provide.
- 2.4 This document does not say how we will deal with ASB on a day-to-day basis; this is covered in our procedures document.

3 Our responsibilities

- 3.1 East Devon District Council has a wide range of responsibilities in dealing with ASB.
- 3.2 As a social landlord, we have a duty under the Anti-social Behaviour Act 2003 to respond to ASB affecting the properties we manage. Our landlord duties and powers are different from, and usually act in addition to, the duties and powers we have to deal with ASB in the wider community. In this document we will make it clear when a policy or a power applies only to Council tenancies. We have a range of additional powers to take action against those causing ASB under the Anti-social Behaviour, Crime and Policing Act 2014.
- 3.3 In our role as a statutory member of the East Devon & Mid-Devon Community Safety Partnership, we must work with the police and other agencies to reduce crime and disorder in East Devon under the Crime and Disorder Act 1998. In this role we play a key part in dealing with ASB of all kinds and also undertake project and preventative work.
- 3.4 We recognise that, left unchallenged, anti-social behaviour can have a significant negative impact on the lives of our residents.
- 3.5 When approaching perpetrators of ASB we will give consideration to issues of vulnerability (e.g. disability (including mental health) and substance misuse) and make referrals to agencies as necessary. Supporting perpetrators can have a positive impact for both the individual and the wider community and helps to prevent displacement of the ASB.
- 3.6 Enforcement action may run alongside supportive measures, to help prevent the recurrence of the ASB. It is recognised that not all perpetrators will be aware of their underlying problems or willing to accept a support programme, but the Council will endeavor to encourage awareness and engagement as a means of helping to sustain tenancies.

- 3.7 Using these methods, we'll deliver a proportionate, reasonable, fair and flexible response to anti-social behaviour.
- We will make use of the powers, orders and mechanisms available to us to deal with anti-social behaviour.
 - We will participate in joint working with partner agencies.
 - We will place victims and witnesses at the centre of our procedures.

4 Definition of Anti-Social Behaviour

4.1 In our tenancy agreement we describe antisocial behaviour as being any behaviour or activity which causes fear, alarm or distress to one or more persons not of the same household. This includes damage to property or behaviour that is likely to injure, intimidate, and cause alarm or distress.

4.2 ASB is further defined under certain circumstances, as follows:

- For the purposes of an application to the courts by a housing provider, local authority or the police for a civil injunction: “conduct capable of causing nuisance or annoyance to a person in relation to that person’s occupation of residential premises”;
- For the purposes of the housing management functions of a housing provider or local authority: “conduct capable of causing housing-related nuisance or annoyance to any person”
- For the purposes of ASB case reviews (the “Community Trigger”): “behaviour causing harassment, alarm or distress to members or any member of the public”.
- The tenancy agreement says at 4.3.1 **You are responsible for the behaviour for you and your household.** You are responsible for the behaviour of your children and people living in or visiting your home. We will take legal action to evict you if you, your relatives, your children or visitors behave antisocially. It also gives examples of unacceptable behaviour:
 - Hate Crime threats of violence or intimidation because of an individual’s Race, Sexual orientation, Gender, Transgender, Religion, Disability
 - Violence against a person
 - Damaging property
 - Verbal abuse and insults
 - Intimidation, using or threatening violence
 - Nuisance from pets
 - Noise nuisance

- Odor and smoke nuisance

4.3 Any person who has a concern as to whether they are being affected by anti-social behaviour should seek advice and assistance from their Housing Officer in Estate Management.

5 **Working in context**

5.1 Our work combating anti-social behaviour takes account of our many obligations and considerations. Our policy is part of the Anti-Social Behaviour Escalation process designed to provide a balanced and coordinated approach to the prevention, identification and rectification of anti-social behaviour throughout East Devon.

6 **Our approach**

6.1 East Devon District Council working with all partner agencies is committed to using a wide range of measures to prevent and combat anti-social behaviour. Some of these measures are:

- We have tenancy agreements that sets out anti-social behaviour approach.
- We will fully explain the tenancy agreement to all new tenants as part of the tenancy sign up process.
- We will use a wide range of measures to address anti- social behaviour including interviews, informal and formal warnings and Acceptable Behaviour Contracts (ABC's).
- We will use the legal remedies that are available to us including Community Protection Notices, nuisance abatement notices, prosecutions, fixed penalty notices, civil injunctions, Criminal Behaviour Orders and possession proceedings.
- We will seek to prevent Anti-Social Behaviour through:
- New Tenant Visits-these take place within 1 weeks of the tenancy start date and are used to emphasise tenant obligations and to highlight any current complaints. They are also an opportunity to follow up any support or vulnerability issues already identified at sign up.
- Use of Introductory Tenancies –all first time Council tenants are Introductory Tenants unless there is good reason for them not to be. This type of tenancy is a useful management tool enabling us to take action to evict the tenant during the lifetime of the Introductory Tenancy for any breach of the tenancy including ASB.
- Estate Inspections with residents and partner agencies - to enable the identification of areas which could benefit from environmental improvements.

- 7 How to make an Anti-social Behaviour report or complaint about an incident or ongoing situation**
- 7.1 If our tenants and residents are suffering from any kind of anti-social behaviour we request that they report the problem as soon as possible to their Housing Officer in Estate Management.
- 7.2 Anti-social Behaviour reports can be made in person, in writing, by telephone, by email or through a third party, for example through a councillor, friend or relative. However, the third party will not be able to obtain any information about your report without your express permission.
- 7.3 Complaints can also be made anonymously; however this may restrict the amount of investigation and action we can undertake and won't allow us to provide the complainant with information and support. We would recommend, therefore, that complainants give us their name and address. This will not be revealed to any other party without the consent of the complainant.
- 7.4 It is important that problems are reported promptly. There are several reasons for this:
- It allows us to give advice and support to the people who are suffering as a result of the behaviour from an early stage.
 - It allows us to take prompt action in dealing with the issues.
 - It may be possible to solve minor issue(s) very quickly.
 - Very serious incidents can be dealt with swiftly, thereby protecting our residents.
 - It provides evidence of an ongoing or repetitive issue.
- 7.5 Upon receipt of a complaint or anti-social behaviour report we will:
- Record the complaint.
 - Acknowledge and respond to the complaint; initially this will usually be by the Estate Management Housing Officer for the area. If the problem is serious and/or continues after initial action has been taken the case may be referred to the authority's Legal Services.
 - Interview the complainant and develop an initial action plan, in consultation with the complainant where known, to investigate the problem.
 - Assess the risk of harm to the victim(s) of the ASB, and any potential vulnerabilities they may have when the Council receives a complaint about anti-social behaviour.
 - Consider whether mediation is appropriate and, if so, offer this to the complainant and then to the other party involved in the problem(s).
 - Investigate as far as possible every complaint, even when reported anonymously.

- Take timely, effective and consistent action to tackle the problems by utilising the range of measures available to us. This will include working with our partner agencies.
- Ensure complainants are up to date and aware of the progress of their case.

7.6 If mediation is considered inappropriate or is refused, the action plan will usually involve assisting us by gathering further evidence of any further incidents or ongoing problems. This is likely to involve the complainant keeping a diary of further incidents (diary sheets will be supplied). It's important that these are completed as soon as possible after an incident has occurred and supply as much detail as possible. This will enable us to:

- Assess objectively the level of the problem.
- Assess the success of any action we take.
- Build an evidence case for further action.
- Take further action.

7.7 If for any reason the complainant is unable to complete diary sheets, for example due to learning or sensory disabilities, literacy problems or language barriers, alternative methods of information collection can be used. It would assist if such assistance is requested on initial contact with the service, and we will aim to accommodate your communication preferences wherever we can.

7.8 All information supplied to us will be treated as confidential and the identity of the complainant will not be revealed without their permission or where the need to take the matter to court requires this to be disclosed. However, there may be instances where we cannot take any further action without revealing the identity of the complainant. This will be fully discussed with the complainant and their permission gained before we will proceed. It's important that the complainant gives due consideration to this as it may become impossible for us to take any action to address the problem if permission is not given.

7.9 When full information has been obtained from the complainant it will usually be necessary to consider securing other supporting evidence for example:

- Contacting others who may have been affected by the conduct.
- Issuing incident diary sheets to witnesses.
- Interviewing the alleged perpetrator.
- Direct observation of activities by Housing Officer or other staff or agencies.
- Professional quality recording of noise.
- Review of private CCTV, please see section 4.5.5 of Tenancy Agreement.

- 7.10 The following possibilities will be considered only in the most serious of cases working with the police and other support agencies, these will be used as an exception and are not considered without police support and senior officers consideration:
- CCTV surveillance of the area where the problem has occurred.
 - Use of professional witnesses.
- 7.11 On receipt of submitted evidence the case will then be assessed and an appropriate course of action taken. Further investigations may need to be made. These should be carried out as quickly as possible and the case should be reviewed and reassessed within an agreed timescale contained in the relevant Housing Service procedure. Actions that may be considered, include but are not limited to:
- No action required because there's no case to answer.
 - Informal resolution where an understanding has been reached.
 - Warning letters and formal cautions.
 - Acceptable Behaviour Contracts (ABCs).
 - Referral to another agency e.g. Police, Social Services, Mental Health Team
 - Multi Agency joint working to coordinate actions
 - Environmental Health referral for Community Protection Warnings/Notice or Statutory Nuisance proceedings.
 - Criminal Behaviour Order application
 - Injunctions (if the case involves violence or threats of violence it may be possible to obtain an emergency injunction with exclusion and power of arrest without notice).
 - Undertakings – a legal promise to the Court to do, or not to do a particular thing.
 - Possession proceedings.
- 7.12 We will use Housing Service procedures for the above actions to provide specific guidance on when actions are to be taken and suitable timescales.
- 7.13 Details of the proposed course of action will be communicated in writing to all concerned informing them of this and providing contact details of the Estate Management Housing Officer who will be dealing with the case. At any time during this process, serious or urgent cases will be referred to the Legal Services immediately.
- 7.14 Whatever the outcome of the assessment, regular contact (at the least monthly) will be maintained with complainants and witnesses throughout this process and they will be kept informed of the outcome.

- 7.15 If no further complaints are received after a reasonable period of time (given the facts of the case) the case may be closed, but no case will be closed until a check has been made with all complainants and witnesses. A case closure letter will be sent to the complainants, detailing why the case has been closed. A new case may be opened at a later date if subsequent complaints are received.
- 7.16 If, however, further complaints are received indicating a serious escalation of issues or if the case is deemed to be serious or urgent, the case may then be referred to the Legal Services and Housing Matters Forum for further action at any time.
- 7.17 There are some behaviours that will not be considered by us to be ASB. These are mainly reports due to different lifestyles or every-day living situations which are not intended to cause nuisance or annoyance will generally not be considered as ASB. These include:
- Normal household noise, such as noise from household appliances, children playing inside, children crying, dogs barking, occasional door slamming, toilets flushing, or sexualised noises.
 - Smells from cooking.
 - One-off parties, including BBQs.
 - DIY within sociable hours.
 - Noisy plumbing or appliances.
 - Parking disputes.
 - Minor behavioural irritations – such as ‘dirty looks’, ‘staring’, or ‘non abusive’ comments.
 - Household lifestyle clashes.

8 Supporting witnesses and complainants

- 8.1 We recognise that the participation of witnesses and complainants is central to success in dealing with anti-social behaviour. We'll do this by dealing with complaints promptly and keeping witnesses informed. We'll also offer real and practical support by a number of initiatives, including:
- Providing home security measures.
 - Providing panic alarms in serious cases.
 - Liaising closely with the police.
 - Using our officers as professional witnesses.

9 Multi agency working.

- 9.1 We will engage in collaborative work with other agencies in order to deter or prevent anti-social behaviour and to rehabilitate those who have engaged in such behaviour. We'll support and make referrals to the Devon Mediation Service to encourage resolution of disputes by consensus at the earliest possible stage, where it is appropriate for mediation to be offered.
- 9.2 We will work with agencies to engage support for tenants whose tenancies are at risk by reason of ASB. We'll participate in Anti-Social Behaviour Intervention Panel meetings and will access intervention services from agencies such as mental health, drug and alcohol services and counselling services.
- 9.3 We will work with our partner agencies in a manner that will combine and co-ordinate our efforts to best effect. We identify our principal partners in this activity as the police, the Community Safety team and our fellow social landlords.
- 9.4 We will complete and maintain data exchange protocols with our partner agencies to facilitate this collaborative work.

10 Our staff

- 10.1 Our staff are central to the delivery of our response to anti-social behaviour. We will make a commitment to protecting our staff when they are personally subjected to offensive conduct, behaviour and threats.
- 10.2 We will train our staff to ensure that they are aware of the issues of anti-social behaviour, the remedies which they can access and their role in the procedure.

11 Complaints regarding the service provided

- 11.1 Complaints relating to the service provided should initially be raised with the Housing Officer assigned the case to seek satisfactory resolution.
- 11.2 If the above fails to resolve concerns, the council's formal complaints procedure may be used. Details are available on this and the Housing Ombudsman Service on <https://eastdevon.gov.uk/customer-services/feedback-and-complaints/making-a-complaint/complaints-procedure/>.

12 Equality impact considerations

- 12.1 The policy is high relevance to equality if it has a big impact on residents and users of the service. HIGH

13 Data Protection considerations

b) The collection and use of tenant's personal data will not exceed that agreed to in their tenancy agreement

The [EDDC Data Protection Policy](#) provides further information on how we store and use personal information.

The following privacy notice(s) provide further information on how we will use tenant's personal data, how it is gathered, and how long we will retain this information, and what rights tenants have in relation to this.

Housing Services - Enforcing conditions of tenancy agreement

All our privacy notices can be found on the EDDC website (<https://eastdevon.gov.uk/access-to-information/data-protection/privacy-notices/>)

14 Policy Consultation

- 14.1 This policy has undergone internal and external consultation, namely through the council's own Anti-social Behaviour and Community Safety Teams, our external partners, and housing tenants through an open consultation survey and dedicated focus groups. The policy has been approved by our Executive Leadership team, and scrutinised by our Housing Review Board.

15 Related Policies/Strategies, Procedures and Legislation

- Anti-Social Behaviour, Crime and Policing Act 2014.
- Anti-Social Behaviour Act 2003
- East Devon Safer Community Anti-Social Behaviour Strategy
- Environmental Protection Act 1990
- Housing Act 1996
- EDDC Domestic Abuse Policy
- Possession of Council Homes and Garages Policy
- Housing Service Noise Procedure
- Tenancy Agreement – June 2019
- Anti-Social Behaviour Escalation Process
- Community Protection Warning Procedure
- Community Protection Notice Procedure
- Public Sector Equality Duty(Equality Act 2010)
- Crime and Disorder Act 1998
- Mental Capacity Act 2005

16 Policy Review Date and Reviewing Officer

- 16.1 The Tenancy Services Manager will review the policy in July 2028.
- 16.2 The Policy will be reviewed sooner should there be a significant change in legislation or case law or following feedback from residents, the regulator/ombudsman, or any other partner or stakeholder, regarding best practice and/or learning.