

Anti Social Behaviour (ASB) Policy



Policy Owner:	Communities Director	Strategic Partner Sponsor:	Chief Operating Officer
Approval Body: Magenta Board, Leadership Board (full Board or member)	Leadership Board	Date Approved by Approval Body:	17.12.2025
Date endorsed by EIA Review Group:	02.12.2025	Date Endorsed by the Policy Forum:	12.12.2025
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Policy Version:	V2	Published (Intranet/Website):	22.12.2025

1.0 What is this policy for?

This policy is designed to protect Magenta Living residents and communities by preventing and addressing behaviour that causes harm, nuisance, or distress. It sets out how we will respond to issues like harassment, noise, vandalism, or intimidation, ensuring fair treatment for all parties while promoting safe, respectful living environments.

Magenta Living's principal aims, and objectives are:

- Work with the police, local authorities and other agencies focusing on tackling ASB to support victims and their needs
- Take a victim-centred approach to tackling ASB, including prevention, intervention, enforcement and support.
- Prevent and minimise the amount of ASB experienced by our customers and colleagues
- Ensure we target support to the most severe cases and high-need customers, whilst offering early intervention to ensure customers can self-manage lower level issues that they may be experiencing.
- Ensure all customers are treated in a fair and equitable manner. We will work in partnership with communities and local organisations to ensure we tackle discrimination, promote equal rights and treat our customers according to their needs.

2.0 Details of the policy

Magenta Living is committed to managing our homes well, improving our neighbourhoods and providing excellent services to our customers. Magenta Living recognise that customers have a right to peaceful enjoyment in their homes. We understand that left unchallenged Anti-Social Behaviour (ASB) can have a detrimental effect on customers lives. We are committed to tackling ASB reported to us and endeavour to provide an excellent service to our customers.

This policy interfaces with other policies in particular Hate Crime Policy, Domestic Abuse Policy and Tenancy Policy. These policies alongside the types of tenancy agreements underpin our approach to tackling ASB.

2.1 Statement of Intent

We have adopted the **definition of ASB** as set out in the Anti-social Behaviour, Crime and Policing Act 2014 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:

We **define Hate Crime as** 'Any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice based on a person's race or perceived race; religion or perceived religion; sexual orientation or perceived sexual orientation; disability or perceived disability and any crime motivated by hostility or prejudice against a person who is transgender or perceived to be transgender.' A hate incident is any incident which the victim, or anyone else, thinks is based on someone's prejudice towards them because of their race, religion, sexual orientation, disability or because they are transgender.

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- Ensure we target support to the most severe cases and high-need customers, whilst offering early intervention to ensure customers are able to self-manage lower-level issues that they may be experiencing.
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2.2. Hate Incidents and Hate Crime

- Magenta Living take a zero-tolerance approach to all forms of hate crime and all reports will be taken seriously.
- If an incident of ASB is perceived by the customer or another person, to be motivated by hate, then it will be treated as a hate crime and the victim will be encouraged to report the incident to Police.
- Magenta Living is committed to working in partnership to tackle and deter hate crime in our neighbourhoods. We will signpost customers to the appropriate agencies for support whenever needed.

Magenta Living uses the statutory definition of ***Domestic Abuse***, outlined in the Domestic Abuse Act 2021. Domestic Abuse is any incident of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are personally connected to each other, regardless of their gender or sexuality.

2.3 Types of ASB

There is a wide range of behaviours that are classed as ASB including:

- Threatening behaviour, harassment and intimidation
- Hate related incidents
- Drug dealing and/or drug use
- Assaults or violence towards a person
- Domestic Abuse
- Arson
- Repeated incidents of verbal abuse
- Damage to property
- Criminal activity which interferes with Magenta Living's housing management function
- Persistent high level of noise

2.4 What is not ASB

Behaviour that most people would consider as reasonable is not defined as ASB by Magenta Living. However, if the reported behaviour is persistent and is having a detrimental effect on our customers, we will consider enforcement intervention or action. Behaviours not considered to be ASB include:

- Household noise due to everyday living at reasonable times including DIY
- Children playing
- Poor condition of property/garden
- Car parking
- Minor disagreements between neighbours
- One-off parties or noise
- Animal noise/behaviour (unless persistent)
- Disputes/arguments on social media
- Lifestyle clash
- Dirty looks, People being rude or using rude gestures
- Cooking odours
- Disputes involving CCTV/filming and recording
- Babies crying
- People gossiping in the street
- Smoking in own homes
- Roaming dogs
- Dog fouling
- Cats in gardens
- Bonfires

2.5 Managing expectations

All reports of ASB/neighbour nuisance will be recorded but this will not always result in a case being opened. We will tell customers if we are not going to open a case and the reasons why it would not be appropriate. The incidents logged form part of evidence gathering and will be used to support future cases or interventions if required.

2.6 Reporting incidents

Customers can access the service in a number of ways:

- By calling our Contact Centre on 0808 100 9596
- Magenta Living website – ASB reporting form, live chat
- Emailing asbreports@magentaliving.org.uk
- Through a third party - Local Councillor, MP, family member or partner agency
- We will accept anonymous complaints, but this limits any action we can take
- By using Remote App or **ASB** App

2.7 Dealing with initial reports of incidents

All initial reports of ASB will be assessed based on available evidence and the nature of the report. If required a case will be opened, and a risk assessment carried out to understand the effect on the customer. This will identify any support needs and enable appropriate referrals.

We will agree an action plan with the customer and confirm what action we will take at this stage. If there is not enough evidence to take any action, then we will advise the reporter the reasons why this is the case.

Upon agreeing the action plan, the customer can decide the level of contact that they require from Magenta Living. It could be weekly, fortnightly or monthly, whatever makes them feel more supported.

On occasions immediate action will be required, to provide protection or prevent further harm to reporters and witnesses.

2.8 Responding to incidents

For those complaints where a case has been opened, customers will be contacted within the following timescales. Serious high risk incidents would receive a response within one working day as follows:

- Hate related
- Domestic Abuse
- Assaults or violence towards a person
- Arson

For all other reported incidents, that we deem as ASB and a case is opened, the customer will be contacted within 3 working days.

2.9 Customer Responsibility

We expect our customers to :

- Adhere to their tenancy agreement and be considerate towards neighbours
- Be responsible for the behaviour of visitors including family members
- Take responsibility for solving minor disagreements and show consideration for different lifestyles
- Treat all Magenta Living colleagues, contactors and anyone working in our neighbourhoods with respect

2.10 Support for all parties involved in ASB incidents.

- Our approach to tackling ASB prioritises the well-being of the victim(s). We commit to addressing reports of ASB promptly, keeping the complainant informed about any developments in their case, and making referrals to support services when required.
- In cases where the perpetrator has vulnerabilities, Magenta Living will take measures to consider these vulnerabilities and ensure that appropriate support is in place.
- In instances where we identify an individual with a disability as defined by the Equality Act 2010, we will conduct an assessment concerning legal action to ensure that such measures are proportionate.
- In cases where a safeguarding concern is identified, appropriate referrals will be made in accordance with the Safeguarding Policy.

2.11 Equality & Diversity

- Magenta Living will look to signpost perpetrators of antisocial behaviour who are vulnerable themselves to specialist services to prevent or manage issues as they arise. Our ability to do so may be impacted by a perpetrator's unwillingness to engage or provide authority.
- Specialist services may include, but are not limited to, Social Services, and community-based organisations such as drug and alcohol support, and mental health services.
- Where Magenta Living believe someone has a disability as defined by the Equality Act 2010, we will ensure that a proportionality assessment is carried out in respect of legal action to ensure that such steps are proportionate.

2.12 Working with Partner Agencies

Magenta Living is committed to working with partner agencies such as the Police and Local Authority and will take a multi-agency approach to solving ASB in our neighbourhoods.

We will work within local protocols and co-operate fully with the Anti-Social Behaviour Case Review process to help resolve cases of ASB (previously known as the `Community Trigger`).

2.13 Legal Remedies

We will use the tools and powers outlined in the Anti-Social Behaviour, Crime and Policing Act 2014.

Decisions to pursue legal action will be determined by the impact the behaviour has on reporters, witnesses and neighbourhoods, the availability of evidence, proportionality, reasonableness, and the likelihood of a successful outcome.

2.14 Closing cases

We will close cases when:

- The action or intervention has resulted in ASB being resolved or stopped
- There is no supporting evidence to take action or there is no possible action available
- The reporter does not support action to be taken

All reporters and witnesses will be informed that the case has been closed, along with a clear explanation of the reasons. This will be provided in writing within **5 working days** of the decision to close the case.

The closure communication will include:

- An option to discuss the case closure in person or over the telephone.
- A summary of the actions taken during the investigation.
- The outcome of those actions.
- The reason for closure (e.g., resolved, lack of evidence, reporter withdrawal).
- Any advice or support options available after closure.
- Contact details for further queries or concerns.

Post Closure Support

Where appropriate, we will:

- Offer signposting to support services (e.g : hate incident support, victim support, mental health services).
- Provide guidance on how to report any recurrence of ASB.
- Explain the process for reopening a case if new evidence emerges.

2.15. Confidentiality

Information received by individuals will be treated in confidence. We may share information with third parties where:

- we have an information sharing protocol in place.
- there are safeguarding concerns.

- we have a duty to do so for the purpose of crime prevention under the provisions of the Anti-Social Behaviour, Crime and Policing Act 2014.

We will handle personal data and information in accordance with the Data Protection Act 2018, General Data Protection Regulation, and our Data Protection policy and procedures.

2.17. Implementation

Relevant staff will be made aware of this approved policy and copies will be shared with local authorities, made available on Magenta Livings staff intranet and can be found on the Magenta Living Website.

The ASB procedure has been amended by Community Safety Manager to reflect the approved policy. This will also be made available on our website.

3.0 Who was consulted and how was it done?

Consultation took place with Magenta Living residents via Magenta Voice, in July 2025. Residents took part in an online survey or a telephone consultation.

There was a two-phased approach to this research:

Part 1: A survey was sent to Magenta Voice to gather feedback on awareness and expectations of the ASB policy, experience of ASB, and suggested improvements.

Part 2: A series of 8 x In-depth phone interviews (IDIs) were conducted, to discuss the ASB policy & experience in more detail. Relevant participants who responded to the survey in Part 1 were selected and asked to read and make notes on the policy before interviews were conducted.

Strategic Partners / Executive Team, relevant colleagues and partner organisations including the local authority provided comment prior to policy approval.

4.0 Equality Impact Assessment (EIA)

4.1 We believe all people should be treated with dignity and respect regardless of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including nationality, ethnic or national origins), religion, belief or non-belief, sex or sexuality, or by association with someone with any of these characteristics or perception of having any of these characteristics.

4.2 The EIA was undertaken on Thursday 2nd October 2025 by Community Safety & Emergency Response Manager. It was reviewed by the Equality Impact Assessment Review Group on Tuesday 2nd December 2025 and the final agreed rating was green. (See the full EIA document for further details).

5.0 How we make sure this policy is effective

This policy's effectiveness will be monitored and measured by Strategic Partners, Executive Team and Magenta Communities Committee who consider ASB performance on a quarterly basis.

Alongside this more formal scrutiny, monitoring also takes the form of:

- Benchmarking against peer organisations locally
- Neighbourhood insight information within Neighbourhood Plans
- Reviewing recurring trends and associations with other service areas

Key Performance Indicators (KPIs) are used to monitor performance and will be updated regularly on our website.

6.0 Colleague Training

Magenta Living will ensure that colleagues who respond to reports of neighbourhood nuisance and Anti-Social Behaviour are appropriately trained:

- All Neighbourhood Housing Officers will be trained in Community Safety Casework BTEC level 2
- Community Safety Officers will be trained in Advanced award in Community Safety, Crime and Nuisance management for practitioners BTEC level 3
- The Community Safety Manager will be trained in Professional Award for Managers in Community Safety BTEC level 5
- Neighbourhood Housing Officers and Community Safety Officers to be given refresher training on Domestic Abuse and Hate Crime every 2 years.

BTEC or equivalent training is to be achieved within 12 months of recruitment and will be part of new employee induction program. All training will be monitored via training records and colleague reviews.

7.0 Documents related to the policy

This policy interfaces with other policies in particular Hate Crime Policy, Domestic Abuse Policy and Tenancy Policy. These policies alongside the types of tenancy agreements underpin our approach to tackling ASB.

8.0 Version control / Amendment log

Date of change:	Revised Version Number:	Change made:	Reason for change:
May 2022		Rewrite of Policy	Fundamental rewrite of existing policy following customer and partner consultation.
August 2023		Amendments highlighted in red. Procedural timescales removed from the policy and reflected in ASB procedure. Definitions of Hate Crime updated. Minor wording changes	Updated following consideration of best practice and audit recommendations
March 2024		Highlighted in green related to noise which is not ASB.	How we deal with noise related reports has been updated to meet expectations set out by the Housing Ombudsman and after completing their 'Spotlight on Noise' self-assessment.
Sept 2025	v2	Additional information added to the policy to reflect the views received from Harris Poll survey which took place in July 2025	Consultation with residents.