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Policy and Procedure

Anti-Social Behaviour

Policy author (name and title)	Client Services Leadership Team
Executive approval date	
Board / Committee approval date	8th July 2025
Review Frequency	3 Years
Next review date	2028
Version number	1
Has this policy been signed off by the Client Forum (if applicable)?	Yes
Affected	All staff

This policy should be read in conjunction with other Transform policies:

- Client Case Conferencing Approach
- Good Neighbours Policy
- House Rules
- Risk Assessment & Inclusion Planning Policy
- Support Planning Policy
- Case Management Recording Policy
- Evictions Procedures (and Notices)
- Incident Reporting Policy
- Safeguarding Adults Policy and Safeguarding Children Policy
- Tenure Policy and Licence and Tenancy Agreements
- Neighbourhood Management Policy
- Repairs and Maintenance Policies

This policy is supported by the following documents/ templates:

- ASB Risk Impact Assessment
- ASB Template warnings letters
- Acceptable Behaviour Contract
- ASB Action Plan

Values

Respect	Empowerment
▪ Value diversity and fairness ▪ Act with honesty and integrity ▪ Treat people with care and compassion	▪ Support the needs of each individual ▪ Encourage personal development and independence ▪ Provide safety, stability and security
Responsibility	**Excellence**
▪ Work together, in partnership ▪ Take responsibility for our actions ▪ Continue learning and improving	▪ Provide a first-class service ▪ Deliver excellent value for money ▪ Explore innovative ways of working

Contents

1. Anti-Social Behaviour

What is Anti-Social Behaviour

1.1. The phrase anti-social behaviour (ASB) takes in a range of nuisances, disorder, and crimes which affect people's lives on a daily basis. It looks different and feels different in every area and to every victim. What is considered anti-social by one person can be acceptable to another. The Home Office describes ASB as "an aggressive, intimidating, or destructive activity that damages or destroys another person's quality of life."

1.2. ASB covers a wide range of incidents. If ASB is not dealt with appropriately and in a timely manner it can have a devastating impact on the lives of individuals and communities.

1.3. Anti-social behaviour includes things like:

a. Causing a nuisance to your neighbours
b. Alcohol related nuisance
c. Noise nuisance
d. Racist or homophobic abuse
e. Threatening landlord's staff or contractors
f. Using home for illegal purposes (i.e. drug dealing, etc)
g. Guests in home can put tenancy at risk if they exhibit ASB
h. Groups of people hanging around (threatening, drunken, or intimidating behaviour)
i. Dog fouling/inconsiderate dog ownership
j. Graffiti
k. Littering
l. Vandalism/damage
m. Fly tipping
n. Anti-social driving/speeding

1.4. Please note that this is not an exhaustive list. Other behaviour may be considered anti-social dependent on how persistent it is and the detrimental impact it may be having on an individual or community. Behaviour that is more frequent or persistent is more likely to be considered as anti-social.

What is Not Anti-Social Behaviour

1.5. ASB can be difficult to define, and although annoying, there are some types of behaviour that are not classed as anti-social unless it is targeted and/or of a persistent nature. Examples include:

a. Children playing in the street or communal areas – unless they are being threatening or intimidating or causing damage to property
b. People gathering socially – unless they are rowdy, inconsiderate, or being intimidating to individuals
c. Being unable to park outside your home on the public highway
d. DIY or off-road car repairs – unless these are taking place late at night or early in the morning
e. Lifestyle differences (i.e. cultural, good smells, work shift patterns)
f. Occasional or one-off events (i.e. birthday parties, barbeques, other celebrations)
g. Noise caused by everyday living (i.e. walking around, conversations, doors opening and closing, noise from using domestic appliances such as washing machines or vacuum cleaners) unless it's very late at night or very early in the morning.
h. Occasional dog barking
i. Gossip
j. Fireworks when used lawfully (to find out more please read the Government guidance Fireworks: The Law)

k. Property boundary disputes

2. The Legislation

2.1. The legislation that addresses Anti-Social Behaviour includes:

a. **Crime and Policing Act 2014.** There is detailed guidance available ASB statutory guidance 2025 which sets out the approach the police, local authorities and other partners should take to tackle ASB.

b. **Crime and Disorder Act 1988** – this introduced ASBOs amongst other measures that can be taken by statutory agencies to tackle ASB

c. **Housing Act 1985** – this sets out grounds for possession, including for ASB that are available to landlords.

2.2. As a Registered Provider, Transform is also required to meet the standards set by the Regulator of Social Housing, including the Neighbourhood and Community Standard (last updated in April 2024). This sets out the things landlords should do, including having a clear policy on ASB and engaging with other relevant parties so that tenants can live in safe and well-maintained neighbourhoods and feel safe in their homes. More information is available here: Neighbourhood and Community Standard - GOV.UK

3. What to do if You Experience Anti-Social Behaviour

Consider Letting the Person Know How Their Behaviour Affects You

3.1. If you are made to feel uncomfortable or inconvenienced by other people's behaviour around your home, where it is safe to do so, you should try to approach the other party involved to explain to them how their actions are affecting you and ask them to change the behaviour. Sometimes other people may not be aware that their behaviour is causing distress or nuisance and letting them know may help.

3.2. Things to consider when talking to your neighbour include:

a. Plan what you want to say beforehand. If you'd like to discuss this with your keyworker for advice and support, please do.

b. Choose a good time to talk and only approach them when you are feeling calm. Don't go round when something has just happened and you are feeling angry or upset

c. Think about what might be a good time for your neighbour, too – for example, don't go round if you know they have just got home from work or are likely to be having a meal

d. Don't "blame" them - try to keep the conversation calm and friendly and explain the problem and how it affects you: your neighbour might not be aware of the impact it's having, so being polite, pleasant and giving them the benefit of the doubt is the best approach.

e. We don't always know what's going on in someone's personal life, or what may be impacting them, so we should always treat them fairly and with respect.

f. When outlining the problem, keep it clear and stick to the facts. Don't bring in other issues or past history to 'prove' your point – keep to the most recent incident that has caused your concern

g. Listen to your neighbour. It's important that everyone in the conversation has the chance to explain their point of view, so you can work together to find flexible solutions

h. Be willing to step away and give it time. Don't make threats or deliver an ultimatum. Your neighbour will be more likely to respond well if you state the problem and leave them the opportunity to respond – they may need some space to think about what you've said.

i. Reassure them you want to resolve the problem in a friendly way and let bygones be bygones.

j. You could put what you want to say in writing – but do follow the top tips above: be friendly, be factual, explain the impact on you, recognise they will have their own point of view, say (politely) what you'd like to be different but ask them what they think a reasonable solution would be.

3.3. If this doesn't resolve the issue, or you don't feel comfortable approaching your neighbour then please talk to your keyworker as soon as possible
3.4. You should not approach someone if you do not feel safe or comfortable to do so.
3.5. If you feel threatened, intimidate, or witness a crime, you should always contact the police first. You can contact the police by calling 999 to report emergencies or by calling 101 for non-emergencies.
3.6. Further useful advice about how to deal with a problem neighbour can be found at https://www.citizensadvice.org.uk/housing/problems-where-you-live/complainingabout-your-neighbour/ or https://asbhelp.co.uk/tackling-the-problem/

Tell Transform

3.7. If you are experiencing anti-social behaviour and haven't been able to resolve the situation, or you don't feel safe or confident in speaking to the other person(s), you should contact your keyworker. You can also report it to your local office or contact Transform using our complaints form Making a complaint.
3.8. If you report ASB to us as a complaint, then we will acknowledge your complaint within 5 working days.
3.9. We will take steps to investigate your concerns and write to you within 10 working days to tell you what actions we are taking to resolve your concerns. Your keyworker will usually be in touch as part of the investigation and to provide support.
3.10. It may take longer than 10 days to fully tackle the ASB but we will keep you informed and talk to you about other options and courses of action that are available.

4. Transform's Responsibilities

Transform's Responsibilities

4.1. As a social housing landlord, Transform must publish a policy and procedure on how it will deal with reports of anti-social behaviour.
4.2. Transform has a responsibility to prevent anti-social behaviour by keeping the neighbourhood and communal areas under our control, safe, and clean.
4.3. We will take all reports of ASB seriously.
4.4. We will work with you to keep you safe and treat information as confidential.
4.5. We will keep detailed records of all reports, investigations, and actions taken to tackle ASB, including support offered to all clients involved. These records will include notes on Pyramid and in Teams folders. We will maintain these records in accordance with our Case Management Recording Policy and GDPR Policy.

What Transform's Clients Have Told Us About Responding to ASB

4.6. Transform Client Forum members have told us that they recognise that people living in Transform accommodation have support needs and sometimes these can be factors in ASB. However, all Transform clients have support needs and so they may be less resilient and confident in coping with ASB.
4.7. Clients told us the following things are important to them and other clients when ASB occurs:

a. **It is important to talk to the people affected by the ASB and keep them informed about what is being done.**
b. **Providing people with information about what they can do is also useful.**
c. **It's important to give people affected by ASB time, and to listen to reassure people you care.**
d. **Understanding the other person's issues can be helpful for people affected by ASB. Mediation type approaches may be appropriate and support understanding.**
e. **Being supported to understand the underlying factors and causes of and to cope with the impacts of the behaviour is important.**

Investigating Complaints and Reports of ASB

4.8. We will take all reports of ASB seriously and investigate them to ensure we have the information we need to take appropriate action.

4.9. We will interview the complainant fully, allowing as much time as the complainant is comfortable with.

4.10. We will keep notes of this interview and details will include:

a. **The nature of alleged behaviour**
b. **The frequency – the date(s) and time(s) that it occurred**
c. **The name(s) of the perpetrator(s)**
d. **Names of any persons who could corroborate the testimony**
e. **The actions taken by the complainant, if any (e.g. police involvement, or if complaint made to another agency such as Social Services)**

4.11. We will undertake an assessment of the impact and risk of harm perceived by the complainant (see Appendix). This is important to understand the impact of the behaviour on the individual.

4.12. We will arrange to interview the alleged perpetrator. We will keep an open mind so we can fulfill our responsibility to investigate the matter fully and without prejudging the outcome. The interview with the alleged perpetrator will be noted carefully and an appropriate summary recorded on Pyramid.

4.13. Interviews will be arranged with any other person who may be able to corroborate either/both versions of events. Again, detailed notes will be kept.

4.14. The available evidence will be reviewed and discussed with the appropriate line manager to decide on the next course of action. Such a decision should include reference to:

a. **Whether the complainant's version of events is likely to be true on the balance of probability (third party testimony to be included in this decision)**
b. **The seriousness of the behaviour, the effect on the complainant, and the repetitive nature of the behaviour, if any**
c. **The possibility of the behaviour increasing in intensity, seriousness, or regularity**

4.15. We will work with the complainant and the alleged perpetrator to agree a plan of action based on our findings and the assessment of impact and risk of harm. The actions will be recorded in client's support plan or safety and inclusion plan. A client conference may be arranged to agree a plan with the alleged perpetrator to ensure they understand and have the support they need to make changes to their behaviour.

4.16. We will review the plans and the ASB impact assessment with clients on a regular basis, to monitor progress and identify any further action that may be required

4.17. If we cannot corroborate your report, we may not be able to take formal action. However, we will continue to monitor the situation closely, keeping in touch with you on a regular basis.

4.18. We will ask the complainant and any others to continue to keep a note of any further incidents – the date, time, what was done or heard/ said.
4.19. We will consider increasing the frequency of visits to the property, the frequency of support meetings for both the complainant and the alleged perpetrator, or arrange house meetings in shared properties to revisit and review any house rules.

Racist and Hate Incidents

4.20. We will consider whether the ASB has been motivated by prejudice based on the complainant's disability, race, religion, sexual orientation, or transgender identify.
4.21. Where this may be the case, we will refer to our policy on "Racist and Hate Incidents" to decide the best course of action.

Safeguarding

4.22. We will also consider whether the complainant is a child, young person, or an adult at risk of abuse, and whether the ASB meets any of the definitions of abuse.
4.23. Where this may be the case, we will refer to our Safeguarding Children, Safeguarding Adults, and Prevent policies to inform the best course of action.

Confidentiality

4.24. We will adhere to our Confidentiality Policy at all times when dealing with complaints of anti-social behaviour, and we will do everything possible to protect a complainant's identity.
4.25. Information on the identity of the complainant will only be shared with other agencies where permission has been given. The only exception to this would be where we had reason to believe that someone may be at risk of serious harm or where a crime has been committed.
4.26. We will ensure that any information sharing with other agencies is carried out securely and in accordance with the General Data Protection Regulations (GDPR).
4.27. It should be noted that if a client chooses to remain anonymous, this may limit the action that Transform is able to take. In some instances (for example, in court) it may not be possible to preserve the anonymity of the complainant.
4.28. We will keep complainants informed and updated about the main actions we have taken to tackle their concerns about ASB. However, there may be some details we cannot fully disclose as we have a duty of confidentiality to all clients.
4.29. We will support clients to consider appropriate sharing of information to foster understanding of each other's situations and the impacts of the behaviour, and through approaches such as mediation.

5. Preventing Anti-Social Behaviour

Support to Understand Your Responsibilities as a Tenant or Licensee

5.1. Wherever possible, we will work with you to prevent ASB. All Transform clients living in Transform accommodation will have a tenancy or licence agreement. These set out your rights and responsibilities as a resident of Transform accommodation.
5.2. Your licence or tenancy agreement is signed by you. When you sign your licence or tenancy agreement you agree that you will not cause:
   a. Nuisance and annoyance
   b. Harassment
   c. Noise (where it can be heard outside your own room or flat between 11pm and 7am)

d. Illegal activities such as dealing drugs
e. Disruption that prevents other clients from peacefully occupying their home
f. Actions that threaten others, make others feel threatened, or damage other people's property

5.3. You are responsible for the behaviour of any invited visitor or guest. You need to ensure they do not act in an anti-social way.
5.4. We will explain the licence or tenancy agreement to all new clients so that everyone understands their rights and responsibilities.
5.5. If you find it difficult to understand or meet your responsibilities, your keyworker can provide additional information and explanations. They should also agree a support plan with you. It is important that your keyworker explains that your home could be at risk if your behaviour is anti-social.
5.6. All Transform clients should have a support plan that describes what you, your keyworker, and others involved in your support will do to help you keep your home. That may include support to prevent, reduce, and stop any anti-social behaviour. For example, seeking support with alcohol use, using headphones to listen to music late at night, or getting support to tell visitors who may be causing a nuisance that they cannot stay at the property.

House Rules

5.7. Transform properties that are shared or have communal areas that everyone uses, including gardens, shared hallways, and stairs will also have "house rules."
5.8. House rules are designed to support people to live together safely and comfortably. They will be in addition to your licence or tenancy agreement. House rules will vary depending on the type of accommodation or the people living there. For example, in shared housing, smoking is only permitted in your own room, not in shared areas such as communal living rooms, kitchens, or bathrooms. In shared houses there may be house rules that say visitors cannot stay overnight to respect the privacy and comfort of all clients living in the property who share the kitchen and bathroom. In some services for people who want to be abstinent from alcohol, house rules will state that no alcohol should be brought into or consumed in the property, including your own room.
5.9. Any house rules will also be explained to you before you move into a property. You and other clients will usually be asked to sign a copy of the house rules to confirm you understand agree to keep them.
5.10. House rules are more likely to work if people understand and feel ownership of them. It is important that house rules are reviewed with clients living in the house or block of flats from time to time, to ensure that they are working well and to agree to any changes or new arrangements. This will usually be done through discussions, with other residents, your keyworker, and other Transform colleagues.

Support and Risk Assessment Planning

5.11. All clients should have a support plan and a risk assessment and inclusion plan if safety needs are identified. These set out the support and actions that will be in place to help you to keep and live safely in your home and meet your goals.
5.12. Any ASB concerns should be included in your support plan, whether you are affected by other people's ASB, or if your behaviour is affecting others.
5.13. We will work with you to understand, identify, and tackle the underlying causes of ASB, to try to prevent it from occurring in the first place.
5.14. Other agencies such as drug and alcohol support agencies and mental health support services may also be involved to ensure clients receive appropriate support to prevent ASB.

Community cohesion and good neighbour activities

5.15. We will support and encourage clients to be good neighbours by:

- **a. Exploring what a "good neighbour" is, and what people want and expect from their own neighbours, as part of our support work with clients**
- **b. Providing opportunities for neighbours to meet each other and to build positive social connections through activities and events at properties or in the local area**
- **c. Providing information about local services and activities**
- **d. Supporting house or "block" meetings to develop "good neighbour" agreements**
- **e. Promoting our "Good Neighbour Policy" in client newsletters and on the website**

Maintaining our accommodation

5.16. We recognise the importance of keeping communal areas, including gardens, in good condition so clients feel safe and comfortable in their homes.

5.17. We will take timely action to tackle fly-tipping, remove rubbish and graffiti, complete repairs, and keep premises secure by ensuring front doors and communal lighting are well maintained. Responsive and timely maintenance can prevent ASB and support people to feel secure in their homes.

5.18. Where we have CCTV, privacy notices are displayed so people are aware CCTV is present. The presence of CCTV can deter ASB as well as enabling us to tackle it more effectively if it does occur. We will consider installing CCTV, in line with our CCTV Policy (including consulting with clients), if this is identified as necessary to help us tackle ASB.

5.19. We will consider what actions we can take and support to reduce noise transference between properties (although we cannot commit to major works if sound proofing meets required standards). As part of our asset management strategy, we will consider noise as well as thermal insultation for planned window replacement programs.

6. Tackling Anti-Social Behaviour

Responding to ASB

6.1. Despite the preventative actions identified above, sometimes ASB will occur. When it does, we will:

- **a. Take all reports of ASB seriously**
- **b. Not pre-judge the situation**
- **c. Support clients throughout the process**
- **d. Advise complainants to report any criminal activity to the police**
- **e. Work with the complainant to collect evidence relating to ASB**
- **f. Assess and monitor risk**
- **g. Keep the complainant informed of developments**
- **h. Intervene at an early stage to prevent ASB from escalating**
- **i. Implement appropriate management interventions and, where necessary, legal actions to address ASB (please see below)**
- **j. Support our clients should they wish to make a complaint about ASB management interventions**

Taking a case management approach

6.2. We understand that ASB is often complex and involve different people with very different perspectives. We will take a structured case management approach to ensure all information received, discussions and interventions are documented, and cases are regularly reviewed to assess progress and risk.

6.3. ASB Impact Assessments and support/ safety & inclusion plans will be reviewed regularly (at least monthly) for both the victim and the alleged perpetrator. This will be done by the clients' keyworkers and their managers. They will be updated as required, with the input of clients, and kept in individual client's folders.

6.4. Comprehensive and timely records of all contacts, decisions and interventions will be kept in accordance with our Case Management Recording policy and standards.

6.5. A case management approach will support us to make informed, proportionate and timely decisions and actions to resolve the ASB.

Taking a proportionate and person-centred approach

6.6. In dealing with ASB, we will take a proportionate approach. We recognise that legal action should be the final option rather than the first. We will therefore attempt appropriate management interventions (non-legal actions) before pursuing any legal action.

6.7. We have a range of methods for dealing with ASB which can include:

- **a. Offering mediation between parties – this may be organised by us, or we may support you to use an independent specialist mediation service**
- **b. Asking the complainant to complete diary sheets to help provide evidence of the frequency of the ASB**
- **c. Drawing up "good neighbour agreements" between the parties concerned**
- **d. Formulating an action plan with the relevant parties**
- **e. Issuing a warning to the alleged perpetrator**
- **f. Carrying out a Client Conference with the alleged perpetrator to address the ASB**
- **g. Installing sound monitoring equipment**

6.8. In cases where the anti-social behaviour is more serious, we may decide to:

- **a. Involve other agencies such as the police or environmental health**
- **b. Go to court to get the person behaving in an anti-social way evicted, if they are a tenant**
- **c. Apply to the court for an injunction**

6.9. We will generally only seek to have someone evicted for anti-social behaviour if the behaviour is serious and persistent and all other interventions have failed. To evict an individual with a tenancy agreement, we need substantial evidence that it can rely on in court.

6.10. In shared housing, clients have licence agreements which mean we do not need to go to court to evict you. This is to protect clients who must share homes from the risk of serious ASB or other safety concerns.

6.11. We have a Tenancy Sustainment Client Conferencing Policy that provides a structured approach to talking about breaches of licences or tenancy agreements and seeking to agree actions, including support to stop or change behaviour, that will make it possible for a client to remain in their home. Where agreements cannot be reached or are not kept, a decision to take action to evict may be made. Clients can ask for a review of this decision from a senior manager. If someone is being asked to leave because of violence or aggression, this review may take place after someone has been asked to leave their home.

6.12. In most cases, we will first respond to ASB through non-legal approaches. However, where there is an immediate and serious risk of harm or criminal behaviour, legal approaches including eviction may be necessary as the first step.

7. Non-legal Approaches Available to Transform

7.1. Non-legal approaches describe the actions we can take before taking formal legal steps to end your licence or tenancy.

Raising Awareness - Speaking to People About ASB

7.2. When we are made aware of ASB, we will speak to the alleged perpetrator(s) about the concerns. This should be done by the keyworker who has an established relationship with the client. It is an important first step to ensure they understand that their behaviour is causing people discomfort and concern.
7.3. We will describe behaviour that is causing a problem and is anti-social. We will tell the individual the behaviour needs to stop.
7.4. A note of the conversation will be recorded in Pyramid in alignment with our Case Management Recording Policy.
7.5. Where appropriate, we will write to the client to confirm the discussions. This may be in the form of a formal warning if there has been a breach of licence or tenancy.
7.6. A client conference may also be arranged if a more formal, structured conversation is needed after the initial discussion, or there are further incidents of ASB reported.

Client Conferences

7.7. A client conference may be arranged if a structured and more formal conversation is required. This may involve both the keyworker and a manager. The process in the Tenancy Sustainment Client Conference Policy should be followed.
7.8. A record of the meeting should be made on Pyramid in alignment with the Case Management Recording Policy.
7.9. Any actions agreed with the client, including stopping or changing behaviour and support from us other organisations should be included in the client's support plan or a separate action plan.
7.10. The client will agree to and sign documentation confirming the discussions and actions agreed.
7.11. Where appropriate, the client might be issued a formal warning if there has been a breach of tenancy of license agreement.

Acceptable Behaviour Contracts (ABCs)

7.12. An Acceptable Behaviour Contract (ABC) is a voluntary written agreement which is signed by the client committing anti-social behaviour. It will set out what behaviours and activities need to stop or change. The aim is to keep the client within acceptable bounds of behaviour.
7.13. In signing the contract, the client agrees to abide by the terms specified and to work with us and other relevant support agencies.
7.14. The terms of the ABC should be developed and agreed with the individual to ensure that they fully understand what is being asked of them and they are able to comply with the contract. Once the contract is drafted, the individual, a representative of Transform and other relevant agencies will sign the document, and all parties will receive a copy.
7.15. The contract normally lasts for six months, but it is recommended that it is reviewed at approximately three months to ensure it is still fit for purpose and does not require amending.
7.16. Whilst an ABC is not legally binding, if breached, it can be used as evidence to illustrate that enforcement action is required as the non-legal tools have been unable to successfully tackle the problem.
7.17. A note of the agreement should be recorded in Pyramid, and a copy of the agreement should be kept in the client's Teams folder.
7.18. It may be appropriate to increase the frequency of keywork sessions and hold theses at the client's home where possible to review the ABC, explore any support required to keep it, and/or provided positive feedback and encouragement to motivate the client to maintain the changes.

Good Neighbour Agreements

7.19. Good neighbour agreements set standards, clarifying acceptable behaviour and highlighting the consequences of unacceptable behaviour. This is a voluntary agreement.
7.20. They are not dissimilar to house rules (especially for blocks of self-contained flats) but may involve a wider number of neighbours, not just Transform clients.
7.21. The purpose of the agreement is to obtain a commitment from those involved that they, and any visitors, will contribute to a safe and welcoming neighbourhood by showing respect and tolerance to neighbours and promoting good neighbourliness.
7.22. Agreements are typically used to:
   a. Reinforce the licence or tenancy agreement
   b. Set out and reinforce the community's own values
   c. Provide incentives for positive behaviour

Diversionary Activities

7.23. Diversionary activities may be part of a supportive strategy to reduce the risk of ASB. They divert the perpetrator away from the behaviour and reduce the impact on others. For example, youth work programs offer a range of activities to reduce the likelihood of people engaging in ASB or criminal activity due to boredom or being exposed to exploitative influences. Finding day or evening activities individuals can access may reduce opportunities for ASB.
7.24. Innovative and creative approaches may be considered, for example, using a grant to purchase headphones to reduce the impact of noise nuisance, or providing clients with entry systems that increase their confidence and sense of safety.

Referral to Other Support Systems

7.25. Transform retains a duty of care to the perpetrator, and full support will be given to them throughout action being taken to tackle ASB.
7.26. Other factors may be contributing to ASB and will be taken into account, for example:
   a. Is there evidence of drug and alcohol misuse on the part of the perpetrator?
   b. Is there a mental health or learning disability concern present?
7.27. If the above is likely, then the perpetrator should be offered the chance of assistance from a specialist agency. Support options, such as advocacy services, should be considered for both the perpetrator and complainant.

Mediation

7.28. Mediation is a process that enables people to understand how their behaviour and actions affect others.
7.29. Mediation may not always be face-to-face, although it can be helpful to bring people together at a later stage when/if there is a mediated agreement. The mediator may have separate conversations with the parties involved. They should adopt a neutral position with the aim of improving understanding and supporting those involved to find ways forward that will work for everyone.
7.30. Mediation is not intended to apportion blame or fault. There should be no "loser". The intention is to empower the parties to be future focused and agree solutions and actions.
7.31. This may mean some changes are required from both parties.
7.32. An agreement should be produced that is recorded on both client's Pyramid notes and a copy kept in their Teams' folders.
7.33. The agreement should be signed by both clients, as it is their agreement.

7.34. We can facilitate mediation if keyworkers are confident in having the conversations. There are also specialist mediation services which can be accessed.
7.35. Specialist mediation services should be used where those involved included Transform clients and other who are not Transform clients.

Management Transfers

7.36. It may be appropriate to arrange a move for a client who has been badly affected by ASB to the extent that they no longer feel safe in their home or neighbourhood. This may especially be the case if the ASB was perpetrated by people who live locally and were specifically targeting an individual client.
7.37. In some cases, where a client has perpetrated ASB and local factors or individuals contributed to the behaviours, moving them away from those influences may resolve the ASB.
7.38. Clients will not be moved unless other approaches have been explored and where moving an individual will adversely affect their new neighbours.

8. Formal Partnership Approaches

8.1. Where we cannot tackle ASB through our own management approaches, partnership approaches will be important.
8.2. This will particularly be the case where ASB is perpetrated by or affects people who are not Transform clients.

Environmental Health

8.3. We can contact the relevant local authority's Environmental Health Department for advice and support on issues relating to noise disturbance. A referral to the Environment Health Department may be appropriate where the ASB is taking place at times it is difficult for us to monitor, or if it's affecting both Transform clients and other neighbours.
8.4. A formal environmental health report is independent of Transform and can help clients understand their behaviour is objectively not acceptable. For example, noise between 11pm and 7am can be punished by a fine and noisy equipment can be confiscated under certain circumstances.

Police

8.5. Where any ASB meets the threshold of criminal activity, we will report concerns to the police.
8.6. At some properties we have CCTV installed. Where ASB is captured on CCTV, we will save recordings and may, subject to our formal process, make these available to the police to support further criminal action being taken.

ASB Case Reviews

8.7. The ASB Case Review, formerly known as Community Trigger, is an effective tool to problem solve anti-social behaviour in communities. Introduced into legislation by the ASB Crime and Policing Act 2014, the ASB Case Review provides victims with a voice. Its intended function is to act as a safety net to ensure that all partnership agencies work together to determine the most appropriate solution. It is used where an individual has reported incidents of ASB and the problem is still ongoing.
8.8. The review encourages a problem-solving approach aimed at dealing with some of the most persistent, complex cases of anti-social behaviour.

8.9. Consideration should always be given to how victims can best express the impact that the anti-social behaviour has had on their lives.
8.10. The ASB Case Review is a formal process, whereby victims of anti-social behaviour can apply for an independent review of their case.
8.11. It gives victims of ASB the right to request a review of their complaints, and brings agencies such as the local council, police, and housing providers together to take a holistic, problem-solving approach to find a solution.

Vulnerability Considerations

8.12. The harm, or the potential for harm to be caused to the victim, is an important consideration in determining whether the threshold is met, because the more vulnerable will be less resilient to anti-social behaviour. People can be vulnerable for various reasons, and vulnerability or resilience can vary over time depending on the personal circumstances and the nature of the anti-social behaviour.
8.13. Behaviour which falls below the level of harassment, alarm, or distress, may not meet the threshold, but when assessed on the ground of potential harm to the victim, the victim's own vulnerability, the impact of the behaviour may be such that the threshold is considered to be met. This is often referred to as cumulative impact. The decision on whether the threshold for a case review has been met is taken jointly by the responsible authorities.
8.14. The panel will also complete a risk and vulnerability assessment of the perpetrator(s). This is crucial to measuring if proposed interventions are fair, reasonable, and proportionate.
8.15. Although the formal procedure will not be invoked if the threshold is not met, this does still provide an opportunity for the relevant bodies to review the case and whether there is more that can be done.

Outcomes

8.16. The applicant is made aware of the outcome of the review.
8.17. Where further action is necessary, an action plan is discussed with the applicant along with timescales.
8.18. The ASB Case Review procedure must include a process for the applicant to appeal if they are dissatisfied.

Partnership Approach

8.19. If either the alleged perpetrator(s) or victim(s) are tenants of Transform, we will ordinarily be the lead agency. However, the ethos of the community trigger is to work collaboratively, inviting stakeholders to be part of the solution and utilising their powers, which may be different to those available to the lead agency.
8.20. Transform will be required to work with other residents to obtain witness evidence and assist with risk and vulnerability assessments.
8.21. If the ASB Case Review is not successful, legal remedies, including possession proceedings, may be the only option. Transform may receive statements from other agencies to evidence reasonable and proportionate response. Consultation with support services for both the victim(s) and alleged perpetrator(s) should be a continual process to ensure the emotional wellbeing of all parties involved is proactively managed.

9. Legal Remedies

9.1. Where all appropriate, non-legal approaches have been explored, or where there is a serious risk to the welfare and safety of others, legal remedies may be necessary.

9.2. These include:
   a. **Civil injunctions**
   b. **Evictions (possession proceedings)**
   c. **Closure Notices and Orders**

Civil Injunctions

9.3. Transform can seek civil injunctions through the courts to stop people engaging in acts of anti-social behaviour in a specific location. Some injunctions can be given without notice, but they are only available if there has been a threat or use of violence.
9.4. We will work with solicitors if we think a civil injunction is the best option. They will provide expert advice – including whether we have enough evidence to convince the court issuing an injunction if reasonable.

Possession Proceedings

9.5. Possession proceedings are where Transform takes legal steps to evict you from your home.
9.6. Our Evictions Policy sets out the details of steps and actions to be taken and are not replicated in this policy.

Licence Agreements

9.7. If you live in a shared property, you will usually (but with some exceptions) have licence agreements. These do not require us to go to court, but only to provide reasonable notice if you have breached your licence agreement.
9.8. Reasonable notice will depend on circumstances. Where there is a serious risk of harm to others and the likelihood of the harm happening is assessed as being high, very short notice periods may be provided.

Tenancy Agreements

9.9. If you live in self-contained accommodation, you will have a tenancy agreement. We can only require you to leave your home after we have followed our procedures and if a court grants us possession.
9.10. This may not be a quick process. We would usually try other solutions first to give people the opportunity to understand the impact of their behaviour and change or stop the behaviour.
9.11. The tenancy agreements used by Transform set out our expectations about the behaviour of tenants.
9.12. As a supported housing provider, we understand Transform clients may experience challenges and difficulties that can affect their behaviour. However, the impact of anti-social behaviour on Transform clients who have other challenges and difficulties in their lives can be very damaging.
9.13. We will take all reasonable non-legal steps to reduce or stop ASB. However, if ASB continues and it puts other Transform clients at risk, then we will take action against people who do not comply, and we have the rick to seek to evict a tenant in serious cases.

Evidence and Information

9.14. In order to take action, we will need information about the ASB.
9.15. We may ask you (if you are raising the concerns about ASB) to keep a record of the type of behaviour involved and its frequency.
9.16. Your keyworker can take photos if its fly tipping, graffiti, or other physical damage.

9.17. Transform will not ask you to photograph or video other people, but it is possible other agencies, such as the police or council, may ask you to provide them with video or photographs to provide evidence and help them identify the perpetrators of ASB.
9.18. If we decide to take legal action, you might be asked to help by providing evidence or to attend a court to give evidence in person.
9.19. Your keyworker will support you through this process. Alternatively, we may be able to use a professional witness to provide evidence in court on your behalf if we have other evidence such as photos, or your keyworker or another Transform staff has witnessed the behaviour.
9.20. Your safety must always be the priority.
9.21. If threatened, or if you believe your or others' safety is being put at risk by someone's behaviour, contact the police first. You should also notify Transform, who may be able to take other action to help keep you safe.

Shelter's Information for People at Risk of Eviction Due to ASB

9.22. There are 3 steps that need to be completed to evict you from your home if you are a tenant:
   a. **Your landlord gives you an eviction notice**
   b. **They go to court to get an order to evict you**
   c. **The court tells the bailiff to evict you from the property**
9.23. Sometimes, the court can say that you should not be evicted from your home. This is called making a suspended possession order.
9.24. A suspended order means you can stay in your home as long as you keep to things the court tells you to do. For example, the court might tell you to stop abusing your neighbours of playing loud music.
9.25. The court can only make a suspended possession order if your landlord uses a "discretionary ground."
9.26. Discretionary ground means the court can decide you can stay even if the landlord proves your anti-social behaviour.
9.27. The court looks at what effect the behaviour has on neighbours or people who work for the council or housing association.
9.28. You could keep your home if you show the behaviour has stopped or will stop right away.
9.29. For example, if the behaviour was caused by:
   a. **Mental health or drug and alcohol problems, but you now get support**
   b. **Someone who no longer lives with you or visits your home**
9.30. Sometimes, the court orders your eviction for anti-social behaviour
9.31. If this happens, the court makes an "outright possession order." This means you will be evicted. The court tells you when you have to leave your home.
9.32. The court has to make an outright possession order if your landlord proves a "mandatory anti-social behaviour ground."
9.33. The court can also make an outright possession order if your landlord uses a discretionary ground. This usually happens if the anti-social behaviour is very serious.
9.34. The court will probably order eviction if the anti-social behaviour is very serious and still happening, or if there's been a criminal offense.

Closure Notices and Orders

9.35. Closure notices and orders can be used by the council or the police against a premises that is causing nuisance or disorder. Such nuisance or disorder may be associated with drug use, but this does not necessarily have to be the case. A closure order can prohibit access to those who routinely live at the premises, and as such could have serious repercussions for Transform as a landlord.

9.36. To avoid closure notices or orders being issued against our own premises, we will monitor all situations where drugs are used unlawfully or where the premises is associated with significant and persistent disorder and will take all necessary steps to prevent a situation escalating to a point where the police are required to act. This may include taking legal action to evict perpetrators.
9.37. This course will also protect the rights of other Transform clients.
9.38. Should drug use or persistent disorder in a neighbouring property give rise to unacceptable disturbance, we will cooperate with the police and other agencies to provide information relating to levels of disturbance and criminal activity.
9.39. Should you feel under threat in this type of situation, we will provide support and give advice on any protection available.

10. Appendix 1: Additional Information on Approaches to ASB

Mediation Surrey

10.1. Mediation is a step towards a more peaceful life and can even help rebuild normal relations. The mediation process supports individuals by listening to each side, encouraging discussions, and aiming to reach a solution agreeable to all. The success of mediation in anti-social behaviour cases is very high.
10.2. Mediation Surrey (Mediation Surrey) provide help, free of charge, through mediation or coaching. Mediation is useful if you have an agreement that is hard to resolve, and communication has broken down. Noise, aggressive behaviour, parking and many other neighbourhood problems can be tackled.
10.3. Mediation Surrey also offers Support Coaching to help people who are suffering the effects of anti-social behaviour through offering one-to-one coaching sessions by trained coaches, usually in their home. Improvements include:

a. Feeling listened to
b. Feeling supported to cope with the situation
c. Feeling confident to deal with the situation yourself
d. Knowing what services are available to help
e. Feeling able to get on with your life despite the ASB

ASB Case Reviews in Surrey (Additional Information)

10.4. In Surrey, an ASB Case Review can be requested here:
Request a review of your Anti-Social Behaviour case | Healthy Surrey
10.5. For other areas, an ASB Case Review can be requested by following this link: RMM - Public Form
10.6. If a request for a review meets the defined threshold, a case review will be undertaken by your local Community Safety Partnership. Agencies will share information, review what action has been taken, and decide whether additional actions are possible.
10.7. The Office of the Police and Crime Commissioner in Surrey will provide a route for victims to query the decision on whether the threshold was met or the way an ASB Case Review was carried out if they remain unhappy following the Community Safety Partnership's response.
10.8. Anyone who is experiencing anti-social behaviour, or a person acting on their behalf, can use the ASB Case Review if the victim has reported three times in the last six months separate, but related, anti-social incidents to agencies and the problem persists.
10.9. Agencies meet to discuss the case in detail and develop an action plan to tackle the ASB, as well as ensure the relevant support is in place for the victim.
10.10. The application must be acknowledged in accordance with local policy and procedures:

a. **If the threshold has been met, the applicant is informed that their review will take place in accordance with local policy and procedures**
b. **If the threshold has not been met the applicant is informed**

10.11. The ASB Case Review threshold is automatically met where:

a. **An application for an ASB Case Review is made; and**
b. **At least three qualifying complaints (reports of ASB) have been made about the anti-social behaviour, to which the application relates. The three reports can be made to either the same organisation or a mixture of reports to either police, local authority or housing, as long as the reports relate to separate/different incidents and the same single report is not made to three different agencies. A good partnership working arrangement should ensure that this information is shared.**

10.12. For the purposes of the ASB Case Review procedures, the definition of a qualifying complaint under Section 104 of the Act is:

a. **The complaint is made within one month beginning with the date on which the behaviour is alleged to have occurred; and**
b. **The application for the ASB Case Review is made within six months of the first complaint**

10.13. In addition, regard will be given to:

a. **The persistence of the ASB about which the original complaint was made;**
b. **The harm caused, or the potential for harm to be caused by that behaviour and;**
c. **The adequacy (effectiveness) of the response to that behaviour. It is important to understand that action may well have been taken to tackle the ASB, but the applicant may have an unrealistic expectation of what that action should look like (e.g. the ASB has stopped, but the neighbour has not been evicted/sent to prison). In cases like these, it is of paramount importance to manage the expectations of the applicant.**

Further Information on the Anti-Social Behaviour Case Review

10.14. The Home Office published statutory guidance to support the effective use of the powers and to assist those frontline professionals who are able to make use of the powers to respond to instances of anti-social behaviour in their local areas. The guidance includes information on how meetings held as part of the trigger process could be organised.

10.15. There is also help and advice from organisations such as:

a. **ASB Help - they also have a Pledge requesting local agencies to incorporate ASB Help best practice guidance into their internal anti-social behaviour case review policies and procedures**
b. **Resolve**
c. **Victim Support**
d. **Local Government Association**
e. **The Knowledge Hub - the National Police Chief Council's Knowledge Hub facilitates antisocial behaviour best practice, case studies and information sharing for forces - forces may see benefit in creating an account and using this to assist with their work in preventing and tackling antisocial behaviour and to seek advice on antisocial behaviour issues in their area**
f. **Example of an anti-social behaviour case review (PDF, 55.6 KB, 1 page)**

11. Appendix 2: ASB by Non-Transform Clients

ASB From Unwanted Visitors or Groups of People in the Vicinity

11.1. If the perpetrator is an unwanted visitor known to a Transform client, we will explore the ways that the complainant might handle the situation informally. If there is no risk of violence, then this might include assisting clients to tell visitors to leave and not to return.

11.2. If possible, the steps in Section 3 will be followed to undertake a full investigation and speak to any relevant partner agencies about how to address the situation.

11.3. If the alleged perpetrators are known to Transform clients, they should not be approached without a full risk assessment. It may be more appropriate to raise concerns with the local police on 111 or contact the Community Safety Officer in the local area for advice.

11.4. If there is a risk of violence, then the police should be informed.

11.5. Information should be shared with other Transform colleagues (including MTOs and contractors) and other agencies supporting clients at the property to alert them to the concerns.

11.6. Full records of actions taken must be kept. The Head of Housing and Support should be kept appraised of developments.

ASB In the Vicinity, but Not on Transform Premises

11.7. Interview the complainant and take notes.

11.8. Interview other client(s) in the same or adjoining properties. If the property is surrounded by those of another RSL, contact that organisation to ascertain if other complaints have been received from their clients.

11.9. Contact the police to ascertain if they have been called to the scene or taken any action against the alleged perpetrator(s).

11.10. At this point, the evidence against the alleged perpetrator(s) should be reviewed with the Head of Housing and Support to decide on the next steps.

11.11. If the police are willing, they may be able to take informal action and cease the ASB. If this is not possible, speak to the police officer with Community Responsibilities for advice on other courses of action.

11.12. At the same time, the local authority, Community Safety Officer should be contacted to look at multi-agency methods of countering the problem.

11.13. The welfare of Transform clients should be kept as a priority throughout this procedure and consideration should be given to moving the complainant to another property, temporarily or permanently. This should particularly be the case if their mental health is suffering or they are likely to place themselves in danger by attempting to intervene personally with the alleged perpetrator(s)

11.14. If the case comes to court and the victim is to appear as a witness, support should be given throughout the court case.

11.15. Victims should also be referred to relevant support agencies (e.g. Victim Support) if necessary.

ASB Complaints About Neighbours

11.16. It is unlikely that conducting an interview with the alleged perpetrator(s) will be possible unless they are a client of another RSL whose staff may cooperate when contacted.

11.17. If criminal behaviour is demonstrated, contact the police. If the grounds for action are limited, take the case to the local CIAG with a view to keeping the ASB monitored by the widest possible circle of professionals.

11.18. If the perpetrator is a client of another RSL, it is possible that they may use any evidence gathered by Transform staff to inform their own appropriate course of action.

12. Appendix3 : Licence and Tenancy Agreements – ASB Relevant Clauses

12.1. The following are clauses from our licence and tenancy agreements that have relevance to the management of ASB:

- **a. Not to cause or allow visitors to cause a nuisance to neighbours, staff or other clients of the Association**
- **b. Examples of nuisance or annoyance include, but are not limited to: loud music, arguing and door slamming, offensive drunkenness, selling drugs or use of drugs, dumping of rubbish, begging or demanding food, money, cigarettes, etc.**
- **c. Not to have, use, supply, or allow visitors to have, use, or supply illegal drugs, or to misuse or allow to be misused, solvents or prescribed drugs in the accommodation**
- **d. Not to commit or allow invited visitors to commit any form of harassment on the grounds of race, colour, religion or belief, sex, sexual orientation, age, or disability that may interfere with the peace and comfort of, or cause offence to, any other client or member of their household, visitors, or neighbours, or the Association's employees or contractors**
- **e. Harassment includes, but is not limited to, abuse – verbal or physical – directed at an individual or groups for whatever reason. Any sort of harassment is a form of nuisance, and the Association will encourage and/or assist the victim to seek legal remedy in the courts. In addition, the Association will consider terminating the agreement**
- **f. Not to commit or allow invited visitors to commit, any act which results in serious disruption of another client's right to peacefully occupy any other premises in the accommodation, or to commit any act that results in harm or loss to any other client, to visitors, or neighbours, or to the Association's employees or contractors**
- **g. Not to commit or allow any visitors to:**
  - **Use or threaten violence against any other client, visitors, or neighbours, or to the Association's employees or contractors**
  - **Act in any way which may cause any other client, visitor, or neighbour, or the Association's employees or contractors, to feel threatened or intimidated**
  - **Cause damage to any property belonging to any other client, visitor, or neighbour, or to the Association's employees or contractors**

12.2. Noise nuisance: neither to play, nor to allow to be played, any radio, television, record or tape recording, or musical instrument so loudly that it causes a nuisance or annoyance to other persons in the neighbourhood or can be heard outside the premises between the hours of 11pm and 7:30am

12.3. Pets: neither to keep, nor to allow to be kept, any animal or bird on the premises except in accordance with Transform's Pet Policy.

12.4. Please note our Pets Policy (updated in 2024) bans any dogs named in the dangerous dogs list legislations. This includes XL bullies.

12.5. Safe storage: not to store or use any petrol, paraffin, bottled gas or any other flammable substances on the premises, nor use any heating, lighting, or cooking appliances on the premises other than those provided by, or approved, by Transform, nor to use any appliances which discharge the products of combustion into the interior of the premises or adjoining premises.

12.6. Vehicles and access roadways: that no commercial vehicle, caravan, boat, or lorry shall be parked in the accessway or parking spaces (regardless of whether this forms part of the premises), or in the forecourt or approaches to the premises or the adjoining premises.
12.7. That no car servicing or car repairs shall be carried out in the roads or accessway or parking spaces, or in the forecourt or approaches to the premises, such as to be a nuisance or annoyance to the neighbours.

13. Appendix 4: ASB Impact Assessment Template

ASB Impact Assessment

Other than this occasion - how often do you have problems?	• Daily • Most days • Most weeks • Most months • Only occasionally	5 4 3 2 1
Do you think the current incident is linked to previous incidents? If so why?	Yes No	2 0
Do you think that incidents are happening more often and/or are getting worse?	Yes No	2 0
Do you know the offender/ s?	• They know each other well • They are 'known' to each other • They do not know each other	4 2 0
Does the perpetrator (or their associates) have a history of or reputation for intimidation or harassment?	• Perpetrator or their associates are currently harassing the complainant • Perpetrator or their associates have harassed the complainant in the past • Perpetrator or their associates have not harassed the complainant, but have a history or reputation for harassment or violent behaviour • Perpetrator or their associates have no history or reputation for harassment or intimidation	6 4 2 0
Have you informed any other agencies about what has happened? If yes, are you happy for us to discuss this problem with them?	Yes No	0
Which of the following do you think that this incident deliberately targeted	• You • Your family/ friends • Your wider community (including other residents in your block/ house) • No one specific	4 3 2 0
Do you feel that this incident is associated with your faith, nationality, ethnicity, sexuality, gender or disability?	Yes No	3 0
In addition to what has happened, do you feel that there is anything that is increasing you or your household's personal risk (e.g. because of personal circumstances)	Yes No	3 0
How affected do you feel by what has happened? Details: (e.g. impact on daily living arrangements and routine, feeling safe or unsafe at home or in the local area)	• Not at all • Affected a little • Moderately affected • Affected a lot • Extremely affected	0 1 2 3 5
Has yours or anyone's health been affected as a result of this and any previous incidents?	• Mental Health • Physical Health	3 3

Do you have a social worker, health visitor or any other type of professional support? Can we speak to them about this?	Yes No	1 0
Do you have any friends and family to support you?	• Complainant lives alone and is isolated • The complainant is isolated from people who can offer support • The complainant has a few people to draw on for support • The complainant has a close network of people to draw on for support	3 3 1 0
Apart from any effect on you, do you think anyone else has been affected by what has happened?	• Your family and close friends • Local community (including other residents in your block/ house) • Other • No one else	3 2 1 0
Score 0 – 10 (low impact/ risk of harm)		
Score 11 – 22 (medium impact/ risk harm)		
Score 22 + (high impact/ risk of harm)		

14. Appendix 5: Template Letters

14.1. The following template letters can be used to set out the ASB that needs to stop/ change and the support provided.

14.2. There are three letters:

- **a. 1st ASB Warning**
- **b. 2nd ASB Warning**
- **c. Final ASB Warning**

14.3. The letters need to be tailored accordingly, and the relevant team contact details included in the address box.

(Anti-Social Behaviour: 1st warning)

Date:

Transform Housing & Support

www.transformhousing.org.uk

Dear

IMPORTANT: Anti-Social Behaviour Concerns

On …….. [date] we discussed concerns about your behaviour. We explained that the following behaviour needed to stop:

1.

2.

3.

We have agreed/ provided the following support to assist you to address your behaviour:

[*Brief details of support/ advice provided – including any Acceptable Behaviour Contracts, Tenant Conference meetings and agreements*]

Unfortunately, there has not been any/ sufficient change in your behaviour/ the behaviour has started again. [*please delete as appropriate*]

This behaviour has an impact on your neighbours and the ability of other Transform clients to live safely and comfortably in their homes.

Please remember, it is an obligation of your tenancy/ licence agreement:

- **Not to cause a nuisance or annoyance**. This is any behaviour or acts that inconveniences other people who live or work in or nearby your home and makes it harder for them to enjoy and feel safe and comfortable in their home. It will also cover the behaviour or acts of your visitors.
- **Not to use your property for anything illegal.** This includes committing criminal acts in the property as well as using, making or supplying drugs. The acts could be by you or your visitors.
- **Not to cause any noise that can be heard outside your property after 11.00pm and before 8.00am**. This could include playing music, streaming material, playing games, watching TV or raising your voice so it can be heard outside your own room. If you are in the communal areas, any noise should not disturb people in their own rooms.
- **Not to damage the property**. This includes any shared areas such as hallways or gardens and could involve graffiti as well as other physical damage.
- **Not to harass other people**. This includes being threatening or verbally abusive towards people, harassing others (including on the grounds of race, colour, religion, disability, age, sex, or sexual orientation) or bullying people via social media, the internet or electronic communication of any kind.

We will be reviewing this situation in 5/ 10/ 15 working days.

If this behaviour continues, you will be in breach of your tenancy/ licence agreement and your home may be at risk.

Please contact your keyworker if you need any further information or support.

Thank you

Yours sincerely

Name/ Job Title

(Anti-Social Behaviour: 2nd warning)

Date:

Transform Housing & Support

www.transformhousing.org.uk

Dear

IMPORTANT: Anti-Social Behaviour Concerns

On …….. [date] we discussed concerns about your behaviour. We explained that the following behaviour needed to stop:

1.

2.

3.

A 1st warning for ASB was issued on …… [date]

Unfortunately, anti-social behaviour has continued, despite providing you with support and advice, including:

[*Brief details of support/ advice provided – including any Acceptable Behaviour Contracts*]

This behaviour has an impact on your neighbours and the ability of other Transform clients to live safely and comfortably in their homes.

You are in breach of the following term[s] of your tenancy/ licence agreement [*delete as applicable*]:

1. Not to cause or allow visitors to cause a nuisance to neighbours, staff or other clients of the Association. Examples of nuisance or annoyance include, but are not limited to: loud music, arguing and door slamming, offensive drunkenness, selling drugs or use of drugs, dumping of rubbish, begging or demanding food, money, cigarettes etc.

2. Not to have, use, supply, or allow visitors to have, use, or supply illegal drugs, or to misuse or allow to be misused, solvents or prescribed drugs in the accommodation

3. Not to commit or allow invited visitors to commit any form of harassment on the grounds of race, colour, religion or belief, sex, sexual orientation, age, or disability that may interfere with the peace and comfort of, or cause offence to, any other client or member of their household, visitors, or neighbours, or the Association's employees or contractors

4. Harassment includes, but is not limited to, abuse – verbal or physical – directed at an individual or groups for whatever reason. Any sort of harassment is a form of nuisance, and the Association will encourage and/or assist the victim to seek legal remedy in the courts. In addition, the Association will consider terminating the agreement

5. Not to commit or allow invited visitors to commit, any act which results in serious disruption of another client's right to peacefully occupy any other premises in the accommodation, or to commit any act that results in harm or loss to any other client, to visitors, or neighbours, or to the Association's employees or contractors

6. Not to commit or allow any visitors to:

- Use or threaten violence against any other client, visitors, or neighbours, or to the Association's employees or contractors
- Act in any way which may cause any other client, visitor, or neighbour, or the Association's employees or contractors, to feel threatened or intimidated
- Cause damage to any property belonging to any other client, visitor, or neighbour, or to the Association's employees or contractors

We will be reviewing this situation in 5/ 10/ 15 working days. If there is no improvement and the anti-social behaviour continues, your home will be at risk and we will take action to end your licence/ tenancy.

Please contact your keyworker if you need any further information or support.

Thank you

Yours sincerely

Name/ Job Title

(Anti-Social Behaviour: Final warning)

Transform Housing & Support
www.transformhousing.org.uk

Date:

Dear

IMPORTANT: Anti-Social Behaviour Concerns

On …….. [date] we discussed concerns about your behaviour. We explained that the following behaviour needed to stop:

1.

2.

3.

A 1st warning for ASB was issued on …… [date]

A 2nd warning letter for ASB was issued on …… [date]

We have offered the following support and advice:

A.

B.

C.

There has been no significant change in your anti-social behaviour and your behaviour / that of your visitors for home you are responsible [*delete as applicable*]

This behaviour has an impact on your neighbours and the ability of other Transform clients to live safely and comfortably in their homes.

You are in breach of the following term[s] of your tenancy/ licence agreement [*delete as applicable*]:

1. Not to cause or allow visitors to cause a nuisance to neighbours, staff or other clients of the Association. Examples of nuisance or annoyance include, but are not limited to: loud music, arguing and door slamming, offensive drunkenness, selling drugs or use of drugs, dumping of rubbish, begging or demanding food, money, cigarettes etc.

2. Not to have, use, supply, or allow visitors to have, use, or supply illegal drugs, or to misuse or allow to be misused, solvents or prescribed drugs in the accommodation

3. Not to commit or allow invited visitors to commit any form of harassment on the grounds of race, colour, religion or belief, sex, sexual orientation, age, or disability that may interfere with the peace and comfort of, or cause offence to, any other client or member of their household, visitors, or neighbours, or the Association's employees or contractors. Harassment includes, but is not limited to, abuse – verbal or physical – directed at an individual or groups for whatever reason. Any sort of harassment is a form of nuisance, and the Association will encourage and/or assist the victim to seek legal remedy in the courts. In addition, the Association will consider terminating the agreement

4. Not to commit or allow invited visitors to commit, any act which results in serious disruption of another client's right to peacefully occupy any other premises in the accommodation, or to commit any act that results in harm or loss to any other client, to visitors, or neighbours, or to the Association's employees or contractors

5. Not to commit or allow any visitors to:
   - Use or threaten violence against any other client, visitors, or neighbours, or to the Association's employees or contractors
   - Act in any way which may cause any other client, visitor, or neighbour, or the Association's employees or contractors, to feel threatened or intimidated
   - Cause damage to any property belonging to any other client, visitor, or neighbour, or to the Association's employees or contractors

We will be reviewing this situation in 5/ 10 working days. If there is no improvement and the anti-social behaviour continues, we will serve a notice to Terminate your licence/ Notice Seeking Possession of your tenancy. We will also ask the court to award costs, so we can recover the costs of any legal action from you.

Please contact your keyworker if you need any further information or support.

Thank you

Yours sincerely

Name/ Job Title

15. Appendix 6: Acceptable Behaviour Contract template

15.1. This template can be used to record Acceptable Behaviour Contracts and agreements with clients.

ACCEPTABLE BEHAVIOUR CONTRACT Between	
Client's Name	
Address:	

and

Organisation(s)	• **Transform Housing & Support** •

I agree that my behaviour has been unacceptable and I have caused a nuisance, which has upset my neighbours and members of the community.

I understand that I will not be at risk of further action which could result in me losing my home, if I follow the terms of this Acceptable Behaviour Contract, which are that:

1. I will not
2. I will not
3. I will not

1. I will
2. I will
3. I will

To help you complete the Acceptable Behaviour Contract successfully, we (and agreed partner organisations) agree to provide the following support:

1. We will
2. We will
3. We will

If Transform or any named partner organisations are unable to provide the support listed, we will discuss this with you, as soon as possible, to provide suitable alternatives.

BREACH OF THIS ACCEPTABLE BEHAVIOUR CONTRACT

I have been made aware that this Contract is voluntary BUT, if I continue to behave in an anti-social way, action may be taken. This action may include:

- Enforcement under the Anti-Social Behaviour, Crime and Policing Act 2014, e.g. Community Protection Notice, Civil Injunction, Criminal Behaviour Order by the police or local authority
- Action to re-possess my home by Transform Housing & Support.

Failure to comply with a Community Protection Notice can result in a fine and failure to comply with an Injunction or Criminal Behaviour Order can result in a substantial fine / or a prison sentence.

REVIEW MEETINGS

This contract will be reviewed during the term. A review may result in the contract being extended, amended or further action taken.

Term of ABC	First Review Date	Second Review Date	Third Review Date	Final Review Date
3 months		Not applicable	Not applicable	
6 months			Not applicable	
12 months				

The agencies indicated below may be sent copies of the Acceptable Behaviour Contract (with my photograph) for the purpose of monitoring this voluntary Contract:

(Delete /amend as appropriate)

- Surrey Police
- Council
- Community Safety Partnership

DECLARATION

I can confirm that I understand the meaning of this Acceptable Behaviour Contract and the consequences of a breaking the contract has been explained to me.

I agree to the terms of this Contract for a period of …….. **months**.

Signed ……. Date …… (Client)

WITNESSED

Signed……..…… Date …….

Transform Housing & Support

Signed…….. Date …….

16. Appendix 7: ASB Action Plan

16.1. The following template can be used to record and monitor agreed action
16.2. An example is provided for reference

Transform Housing & Support: ASB Action Plan

Address/ location	
Date ASB reported	
Client details (client[s] raising concerns)	
Client details (client[s] causing concerns)	
Agencies involved	
Professionals' details: (Names/ Job Titles/ contact details)	

	Action to be taken	By whom (initials/ organisation)	By when	Date[s] of review/ updates on outcomes & developments
1				
2				
3				
4				
5				
6				

This document is to co-ordinate and monitor agreed actions being taken to manage ASB situations.
It is not intended to replace individual client Support Plans or Risk Assessment and Inclusion Plans but may be informed by them. Some actions in this document may also be included in individual's Support Plans or Risk Assessment and Inclusion Plans.

Example Transform Housing & Support: ASB Action Plan

Address/ location	*123 and 125 Local Street, Town, County, Post Code*
Date ASB reported	*1st April 2025*
Client details (client[s] raising concerns)	*Client A*
Client details (client[s] causing concerns)	*Client B*
Agencies involved	*Transform, Community Safety, Mental Health Team*
Professionals' details: (Names/ Job Titles/ contact details)	*Transform: Keyworker K Smith, ksmith@trnasformhsg&supp.org.uk KS* *Community Safety: Community PC Helfpul PChelpful@localpolice.org.uk PCH* *Mental Health Service: Care Co-ordinator Ms V Responsive vresponsive@mentalhealthteam.org.uk VR*

	Action to be taken	By whom (initials/ organisation)	By when	Date[s] of review/ updates on outcomes & developments
1	*Complete risk assessment & inclusion plans for client A and client B*	*KS TH&S*	*15.04.25*	*Completed 14.04.25. Shared with PCH and VR.* *20.05.25 Reviewed. Actions in inclusion plan completed. No additional risks.* *20.06.25. Reviewed. No additional risks/ actions required*
2	*Provide digital headphones for Client B to use when unable to sleep/ listening to music*	*KS TH&S*	*20.04.25*	
3	*Grant applications for Client A to attend yoga and relaxation sessions and Client B to cover gym membership (to assist with energy)*	*KS TH&S*	*01.05.25*	*20.05.25 – grants approved and 12 months passes arranged* *20.06.25 – both attending. Finding it useful*
4	*Joint visits between KS & VR – weekly for Client B*	*KS TH&S, VR MHS*	*20.04.25 + ongoing*	*20.05.25 – agreed to continue for next 3 months* *20.06.25 – situation stable*
5	*Care Plan review for Client B*	*VR MHS*	*01.05.25*	*20.05.25 – completed. Behaviour improved* *20.06.25 – situation stable*
6	*Weekly visit to Client A*	*KS TH&S*	*20.04.25 – for 3 months*	*20.05.25 – Client A reports less noise. Appreciates increase support* *20.06.25 – to review in 1 month*
7	*Agree ABC*	*KS TH&S PCH, CS*	*15.05.25*	*20.05.25 – Agreed with Client B following care plan review* *20.06.25 – Client B complying*