

# ANTI-SOCIAL BEHAVIOUR POLICY

Approved December 2025

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# 1 Introduction

This policy sets out Haringey Council's response to tackling anti-social behaviour (ASB) in public spaces, as well as the way we deal with ASB in the homes and neighbourhoods we manage as a social landlord (Registered Provider of Social Housing).

This policy applies to all Haringey residents, businesses, and visitors in the borough. It reflects our commitment to fostering safe, harmonious communities.

When we use the terms 'we', 'our', and 'us' in this policy we mean Haringey Council.

We recognise that ASB can seriously impact the quality of life for residents, communities, and visitors. Tackling ASB is a key priority, and we are committed to working with partners to support those affected and hold individuals accountable for unacceptable behaviour.

We want Haringey's residents to feel safe in their home and community and will take a proactive, personalised and victim-centred approach. This policy sets out how we address ASB through prevention, enforcement, and support.

This policy is designed to be read in conjunction with our [strategy for tackling hate crime](#) and [community safety strategy](#).

Our Good Neighbourhood Management Policy explains how we manage neighbour relationships in our council housing properties where behaviour does not meet the ASB threshold.

We have several Council teams who tackle ASB, and these are listed below:

**Our ASB Enforcement Team** manages the Council's response to high level ASB, supporting our most vulnerable victims, securing evidence and building cases to take enforcement action against our highest harm and most complex ASB cases.

**Our Tenancy ASB Team and wider Tenancy Teams** manage all standard level ASB within our council housing, estates and neighbourhoods caused by our council tenants and leaseholders.

**Our Noise Nuisance and Licensing Enforcement Team** tackle both ASB relating to noise, smoke, fumes and smell under the Environmental Protection Act 1990 prioritising cases that cause the highest harm. This team also investigate and uphold the four licensing objectives under the Licensing Act 2003 which are: Prevention of Crime and Disorder, public safety, prevention of public nuisance and protection of children from harm.

**Our Community Safety Team** works closely with key internal and external partners such as the Police and Probation service to deliver partnership responses (such as days of actions) to address thematic and geographic issues linked to wider crime, disorder and ASB.

## 2 Aim of the policy

The aim of this policy is to outline that we will address ASB in a fair, reasonable, proportionate, and transparent way, that puts residents at the heart of what we do.

This policy sets out:

- What we mean by ASB
- The approach to reporting incidents
- Our response to reports of ASB
- The types of behaviours not considered ASB
- How we will seek to prevent ASB
- Our investigations into possible statutory nuisance
- The importance we place on multi agency and partnership working
- Our approach to safeguarding children, young people and vulnerable adults
- That hate and racism find no refuge in Haringey
- Our approach to reviewing ASB cases
- How we will respond to complaints and feedback
- The importance of not mistaking domestic abuse as ASB.

## 3 Definitions

**ASB** covers a wide range of unacceptable activity.

We use the following definitions:

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, or conduct capable of causing nuisance or annoyance to a person in relation to that person’s occupation of residential premises or conduct capable of causing housing-related nuisance or annoyance to any person.’

And for Housing related ASB related to the Council’s housing management functions and responsibilities as a Corporate Landlord:

### **s.218A of the Housing Act 1996**

- (a) conduct that is capable of causing nuisance or annoyance to some person (who need not be a particular identified person) and that directly or indirectly relates to or affects the landlord's housing management functions, or

(b) conduct that consists of or involves using or threatening to use housing accommodation owned or managed by the landlord for an unlawful purpose.]

We will also consider the definition of ASB contained in an individual's tenancy agreement or lease with the Council when taking action to manage ASB.

There are three different groupings of ASB:

- **Personal antisocial behaviour:** when a person targets a specific individual or group.
- **Nuisance antisocial behaviour:** when a person causes trouble, annoyance or suffering to a community.
- **Environmental antisocial behaviour:** when a person's actions affect the wider environment, such as public spaces or buildings.

Section 4 of this policy outlines the types of ASB that should be reported to the Police and the types of ASB that the Council can investigate.

**Cuckooing** is the practice where somebody's home is taken over by another person, or by a group, for criminal purposes such as for illegal sex work, drugs offences, sexual offences or offensive weapons offences.

## 4 Reporting incidents

It is important to report ASB to the appropriate organisation. By reporting incidents, it helps us and the Police to understand the problem, build up evidence and take action. When we receive reports that should be made to the Police, we will advise reporters of how to report it to the appropriate place.

We know that providing evidence of incidents can make someone uncomfortable therefore reports can be made anonymously, although this makes it difficult for us to follow up to see if the situation can be resolved. We also reassure our reporting persons that their identity is not disclosed to the alleged perpetrator, unless it is a dispute between two residents, when it would not be possible to keep it anonymous.

### 4.1 Reporting Crime and ASB to the Police

**All criminal behaviour** should be reported to the Police. If there is an emergency or someone is in immediate danger or a crime is in progress, call 999.

The non-emergency number is 101 or criminal behaviour can be [reported online](#).

The following commonly reported ASB issues are dealt with by the Metropolitan Police and can be reported by clicking on this link: [Report antisocial behaviour](#)

- [Report misuse of Fireworks](#)
- Dangerous dogs
- Dangerous driving or speeding

- Cuckooing
- Verbal abuse and harassment
- [How to report a hate crime or hate incident](#)
- Use and dealing of drugs
- Vandalism and criminal damage to property
- Violence when physical harm is threatened or committed (including use of weapons)

Reports can also be made anonymously to Crimestoppers by calling 0800 555 111, if the reporting person doesn't want to give the Police their details when reporting criminal activity.

## 4.2 Reporting environmental ASB to the Council that we can investigate

There are a range of different types of ASB that can [be reported to the Council](#). This covers but is not limited to the following which can take place across the borough including in our parks and greenspaces.

- Abandoned vehicles – [report abandoned vehicles](#)
- Some types of noise nuisance – [make a noise complaint](#)
- Vandalism or graffiti – [report vandalism or graffiti](#)
- Dumped rubbish and fly tipping – [report dumped rubbish](#)
- [Discarded needles and drug paraphernalia](#)
- Environmental problems can also be reported using our [Love Clean Streets mobile app](#) under the following categories:
  - abandoned vehicles, damaged street furniture, dead animals, dog fouling, drains and gullies, dumped rubbish, flyposting, graffiti, lighting, lit signs and lit bollards, litter and street cleaning, manhole covers, overgrown hedges and shrubs, paths and pavements, potholes, recycling, road marking, road defects, signs, trees

## 4.3 Reporting personal or nuisance ASB to the Council

We assess the risk of all personal and nuisance ASB at referral, categorising cases as high or standard risk. Based on priority, they are assigned either to our ASB Enforcement team, Tenancy ASB team, or another service. The allocation of cases will be based on our scoring system.

Generally high-risk cases are assigned to our ASB Enforcement team; however, all cases are assessed on an individual basis to determine our level of involvement especially if already Police led.

If anyone is experiencing personal or nuisance ASB, they should report this directly to us using one of the following ways:

- [Online](#)
- Telephone (during office hours): 0208 489 1000.
- [In person](#): by attending one of our customer service centres

This is unless they are a victim of crime or witness criminal behaviour, these incidents should be reported directly to the Police as outlined in section 4.1.

We aim to assess reports of ASB within one working day.

If we can help, the case will be assigned to someone for further investigation. The lead officer for the reporting person's case will aim to contact you within 5 working days.

If we cannot help, we'll let the reporting person know.

We might signpost the reporting person somewhere else if they have reported a housing association tenant, private renter or a homeowner. For example, we might advise contacting their landlord, or another service or organisation.

If an anonymous report is made, we might not be able to investigate it. This is because we may need to contact the reporting person to understand how the behaviour is impacting them. Where possible, we will do everything possible to safeguard information provided to us.

We will give reports of ASB made by Resident Associations equal weighting to other reports that we receive.

**Housing association residents** should report antisocial behaviour directly to their housing association. They have a responsibility to deal with complaints about antisocial behaviour.

Complaints about **Private Renters** should be reported directly to the landlord responsible for the property. They have a responsibility to deal with complaints about ASB from their property.

Whilst the Private Sector Housing Team does not have statutory powers to investigate ASB, property licensing can support its management by placing additional responsibilities on private landlords, including those managing HMOs. Through licensing conditions, landlords are required to take reasonable steps to address genuine complaints of ASB linked to their properties, helping to ensure a more proactive response to community concerns.

**Anyone** can report statutory nuisance to us as outlined in section 9 below. Alternatively the reporting person can [get help from their local Citizens Advice](#) or [contact their local Safer Neighbourhoods Team](#).

## 5 Our response to reports

Measures we may take to intervene and seek to prevent ASB include but are not limited to:

- Risk assessments for all ASB cases opened
- Investigation plan which may include community engagement, staff conducting door knocks to gather evidence, letter drops witness statements, Information gathering, compiling court papers, attending Court or environmental audits
- Disposal or intervention which may include Mediation, Acceptable Behaviour Contracts, Community Protection Warnings/Notices, Notice of Seeking Possessions (NOSPS), Injunctions, Closure Orders, Criminal Behaviour Orders or referrals to drug outreach services
- In our Council housing we may ask the court for an outright possession order to evict tenants if there are legal grounds for an eviction.

We will carefully consider and justify our actions to ensure we do not disadvantage people with protected characteristics under the Equality Act 2010.

## 6 Confidentiality and data sharing

When responding to complaints about ASB, we will not disclose a complainant's identity, personal data, or other personal information to the alleged perpetrator or any other individual unless we have the complainant's consent or another lawful basis to do so.

Sometimes, for us to be able to act, we may need to provide to a court a witness statement from the person impacted by the ASB. When providing a statement this will be explained to the complainant. If the complainant is unwilling to provide a statement it may limit the action we can take to resolve the problem.

In some cases, even if we do not disclose information directly, there is the possibility that the alleged perpetrator will identify the complainant (or think they can identify them) from the context. Officers will consider this when recording and investigating complaints and if they are concerned about this, we can discuss this with them and decide how to respond to their complaint. An example would be the need for council officers to make enquiries with neighbours to secure evidence of the reported ASB.

We will share information with partner agencies in accordance with the Crime and Disorder Information Sharing Protocol made under Section 115 of the Crime and Disorder Act 1998 for the purposes of preventing, detecting, and tackling crime and ASB in Haringey.

## 7 Types of behaviour not considered ASB

Some behaviours, although annoying to residents, may not meet the threshold or be persistent enough for investigation as ASB. It is important that residents feel that they can enjoy their own home and surrounding areas, and some noise disturbance and other minor annoyances are to be expected when living close by to other people.

As part of showing consideration for neighbours and the wider community, we recommend informing neighbours if there is going to be a one-off event, such as a party or celebration. Our Good Neighbourhood Management Policy outlines our approach when our council tenants and leaseholders experience upset or frustration resulting from a person's behaviour or actions that are not deemed to be ASB or a tenancy breach.

We will not normally investigate the following types of behaviour unless there is evidence that the behaviour is deliberately intended to cause damage, intimidate or is taking place between 11pm and 7am:

- Children playing in the street, communal areas or our parks and greenspaces
- Young people gathering socially
- Being unable to park outside your own home
- Businesses having the correct licenses for events/parties/changes to their operations and ensuring they are up to date as required by the Licensing Act 2003. Haringey's [statement of licensing policy](#) outlines what we expect from licensees
- A one-off party or event (excluding in our parks and greenspaces where permission must be applied for)
- General living noise

Those who are [rough sleeping](#) and who need additional support will receive a warm welcome at Mulberry Junction, our dedicated resource centre for single people affected by homelessness.

People who engage in street-based sex work may experience multiple, and intersecting disadvantage and stigmatisation, which puts them at increased risk, and they are frequently the victims of violence.

Sex work is not in itself either ASB or a criminal offence and we therefore aim to support people engaged in this work. However soliciting or other activities that sex workers do to contact a client are criminal.

Where behaviour linked to either sex work or rough sleeping causes ASB, (e.g. through public indecency, associated acts of harassment, misuse of drugs or alcohol, threats or littering) we will take a robust line about enforcing.

## 8 Roles and responsibilities

Local Authorities and Social Landlords share responsibility with the Police to tackle ASB at a local level, empowering ASB victims, putting them at the heart of our work and involving them in our response to ASB.

Haringey is both a Local Authority and a Social Landlord. This means that as well as having the responsibilities and tools available to Local Authorities to tackle ASB, we also have additional duties and tools we can use as a landlord where relevant.

### 8.1 As a local authority

As a local authority, we have a responsibility to tackle ASB in public spaces. The Crime and Disorder Act 1998 requires responsible authorities to work with the Police and other agencies to reduce crime and disorder in the local area. As a Council, we have a range of powers we can use to tackle ASB in public spaces.

### 8.2 As a social housing landlord

As a local authority, we have a duty to respond to ASB affecting council housing tenants within the borough. Our tenancy agreements grant us specific powers to address ASB or breaches of tenancy conditions within the properties we manage.

We have outlined in our Good Neighbourhood Management policy the approach we take where behaviour does not meet the ASB threshold. This confirms how we set expectations and manage neighbour relationships for our Council tenants and leaseholders in our estates, blocks and street properties across the borough.

### 8.3 Other Landlords

We are committed to working with landlords across the borough, including housing associations who manage approximately 13,000 properties in Haringey, to address ASB incidents on their properties. However, it is important to note that it is not always our legal responsibility to take the required action.

Other landlords also have a clearly defined responsibility to respond to ASB, which includes taking reasonable steps to prevent, identify, and manage ASB caused by tenants in their properties. Our Tenancy Strategy recommends that Registered Providers have policies and procedures in place, setting out their approach to tackling ASB.

In addition to housing associations, we are also engaged with private renters and encourage all landlords, both public and private, to work closely with us to tackle ASB effectively.

We are here to provide support and guidance to providers where needed and by working together, we can create safer and more peaceful communities for everyone in Haringey.

## 8.4 Resident, business and visitor responsibilities

We expect everyone in Haringey to show consideration for their neighbours and the wider community.

If we are their landlord or freeholder (if they are a leaseholder), our Tenancy Conditions and lease agreements set out standards of behaviour expected from residents and their household members or visitors.

Our new Council tenants are offered an introductory tenancy for a trial period of 12 months before they become secure tenants. As outlined in our Tenancy Management Policy, our approach to assessing whether to offer a secure tenancy, to extend or end the introductory tenancy is based on whether tenants have kept to the terms in their tenancy agreement. This includes assessing any ASB incidents perpetrated by tenants.

## 9 Statutory Nuisance

We have a responsibility to investigate matters that could be a statutory nuisance and take appropriate follow-up action.

Statutory nuisances include noise, smoke, fumes, odour and dust accumulations that are prejudicial to health or a nuisance from residents or businesses.

To be classified as a statutory nuisance the matter must:

- unreasonably and substantially interfere with the use or enjoyment of a home or other premises or
- injure health or be likely to injure health

Examples that would be investigated as statutory nuisance include:

- Loud continuous noise from machinery or equipment
- Regular and excessive music noise from neighbours – either residential or businesses
- Dark smoke, fumes, odour, or dust from commercial premises
- Animal noise, such as regular and prolonged dog barking
- Alarms
- Noise from construction sites

This means that there will be situations when we begin investigating a matter as ASB but will then refer it to our Noise and Nuisance team to investigate and take any appropriate follow up enforcement actions.

## 10 Multi-agency and Partnership Working

We take pride in and recognise the importance of our internal partnership working with services across the Council and the external relationships we have developed to keep our residents and communities safe.

Our multi agency and partnership working includes but is not limited to the Police, Drug and Alcohol Services, Haringey Youth Service, Heathstone Domestic Abuse Advice and Support Service, Housing Providers, Mental Health Services, Safer Estates, Social Services (adults and children) and the Voluntary Community Sector (VCS).

We work with our partners wherever necessary to achieve the best possible outcome for victims of ASB. This may mean a case is discussed in a multi-agency forum with all relevant parties present. We collaborate with our multi agency partners to:

- Share information, intelligence and resources
- Develop joint problem-solving approaches
- Provide consistent support for affected residents
- Conduct joint action, visits and patrols
- Co-Chair the [Partnership Problem Solving Group](#) (PPSG). This is a multi-agency partnership in Haringey that aims to:
  - reduce ASB and crime
  - increase public confidence
- Make referrals to Haringey MASP (Multi-Agency Solutions Panel): The aim of the Panel is to ensure that professionals working with people experiencing complex needs/high levels of risk can access multi-agency creative, problem-solving support and advice
- Ensure a holistic approach to the challenge of cuckooing by developing bespoke response plans at the Multi-Agency Cuckooing Panel
- Support discussions at the Multi Agency Risk Assessment Conference (MARAC): This is a multi-agency meeting which domestic abuse victims/survivors who have been identified as at high risk of serious harm or homicide are referred to
- Organise and participate in Case Conferences
- Make referrals to secondary mental health crisis services - [Help in a mental health crisis](#)
- Engage with Business Improvement Districts, Traders groups and the Business Forum
- Coordinate with Haringey Friends of Park Forum
- Work with agencies, such as housing associations, private landlords, letting agents and businesses, providing professional advice and support as required so that these agencies can act confidently to prevent or tackle ASB making use of their own resources.

# 11 Preventing ASB

We actively promote prevention across the borough to foster an environment where ASB is less likely to arise in the first place.

We understand the importance of addressing ASB as early as possible. On many occasions successful resolutions occur before behaviours escalate, without the need for further involvement of other agencies. It is vital that people feel empowered and supported to address their differences amicably and respectfully in the first instance. If the behaviour does continue, our communities should feel confident to report it. As well as responding to reports of ASB, we also undertake a range of other work to proactively address ASB and its root causes across the borough including:

- conducting estate drop-ins in different areas of the borough including via Weeks of Actions.
- providing support and guidance to residents through our communication channels including HomesZone magazine, our website and social media.
- our ASB Enforcement team attend regular ward panel meetings which are Police led and are forums for residents to discuss their concerns with officers.
- maintaining strong links with [drug](#) and [alcohol services](#), recognising the importance of addressing substance misuse in tackling ASB effectively
- supporting referrals to [housing related support services](#) including for people in Haringey experiencing homelessness and rough sleeping
- working closely with the Police on a weekly basis to review data and understand where emerging ASB locations exist across the borough
- using caretakers and concierges as eyes and ears on our council estates to report any issues they observe
- working collaboratively with other teams across the council and other external organisations such as the Police, housing providers, mental health services and others to support vulnerable residents who may be involved in ASB.
- Working with Business Improvement Districts, Traders groups and Business Forum

## 11.1 Large scale events

We welcome big events in our borough which attract thousands of visitors and help our local economy thrive. However, we always want to avoid disturbances that have an impact on our local community and will address these with partners where they do occur.

As outlined in our Licensing Policy, we encourage organisers of major festivals and carnivals to approach the Council at the earliest opportunity to discuss arrangements for the licensing of their events. Larger events will require a time-limited premises licence. This will involve the preparation of a substantial operating schedule, full public consultation and a longer lead in period.

The Council co-ordinates a Safety Advisory Group (SAG) with membership comprising all the emergency response authorities which can provide support to event organisers on event planning if good time is allowed. All major events will be scrutinised by the SAG.

## 11.2 Resolving neighbour disputes

Disputes with a neighbour can be distressing – but the neighbour might be unaware they are being disturbing or causing distress.

We recommend firstly, letting the neighbour know that they're being disturbing either by talking or writing to them.

[Our website](#) has a range of suggestions for resolving neighbour disputes. This includes a template letter as a polite way of telling the neighbour what behaviour is disturbing and asking them to stop.

## 12 Supporting Victims

Our priority is always the wellbeing of the victim and reducing the harm ASB is causing.

We will signpost victims to support agencies as appropriate including [ASB Help](#) and [Victim Support](#).

## 13 Safeguarding children, young people and vulnerable adults

We will always prioritise the safeguarding of vulnerable people. Our Safeguarding Policies set out how we will respond to safeguarding concerns relating to children, young people and vulnerable adults. Our safeguarding policies and procedures take precedence over this policy.

### 13.1 Vulnerable Tenants and Leaseholders

We recognise that ASB can disproportionately affect vulnerable people both in terms of its frequency and its impact.

We recognise that some vulnerable people can, intentionally or unintentionally, and in some cases partly as a result of specific vulnerabilities, behave in ways that cause harassment, alarm or distress, or housing-related nuisance or annoyance. We are clear that if the perpetrator is vulnerable, their vulnerability does not diminish the impact of their behaviour on others, nor does it take away their responsibility for it. Most vulnerable people – including those who misuse drugs or alcohol and those who have mental ill health - do not behave antisocially.

We work closely with our mental health partners at North London Foundation Trust sharing concerns about vulnerable persons where mental health may be indicated in ASB, so that they may be appropriately assessed and supported.

Delivering our Vulnerable Tenants and Leaseholders Policy sets out our commitment to assisting vulnerable people living in our Council homes. This aims to help prevent ASB from happening by identifying where our tenants and leaseholders need additional help.

The experience of being “cuckooed” has a hugely negative impact on the vulnerable people victimised, who often experience violence, psychological distress, substance addiction, and being indebted to criminal networks as a result

We do not seek to apportion blame to the victim: we view cuckooing as abuse. Like many forms of abuse, the relationship of the victim to the abuser can be complex.

Where we believe that a vulnerable adult covered by this policy has had their home taken over for criminal purposes, we always contact and work with the Police.

In partnership with the Police, we aim to provide support to the cuckooed resident so that they get the help they need; and to prevent people entering addresses which are being used for cuckooing using formal enforcement action such as injunctions or closure orders.

Whenever we respond to ASB we assess whether residents involved either as victim, witness, or alleged perpetrator are vulnerable within the terms of the policy.

## 13.2 ASB in Supported Housing

Our tenants are responsible for ensuring that they or their guests/visitors do not cause any ASB.

This can include, but is not limited to:

- Noise nuisance
- Aggressive or violent behaviour
- Neighbour disputes
- Illegal activities (such as selling or supplying drugs)

We will work with tenants to ensure that they do not cause or become a victim of ASB. However, where a tenant is causing this behaviour, our staff will work with colleagues from our Tenancy Management and ASB Enforcement teams and the Police to ensure that the strongest actions are taken against the tenant. This could put their tenancy at risk.

Tenants are responsible for the behaviour and actions of any friends, visitors or relatives who come into the scheme as well as into their property.

### 13.3 Supporting vulnerable perpetrators

On some occasions, the alleged perpetrator of ASB may be vulnerable and we may determine that they require support. When we are made aware by the perpetrator, or determine by any information made available to us, that a person has or may have a support need we will explain our concerns and invite the perpetrator to discuss their needs with us. We will seek their consent to make a referral(s) to an appropriate Council department or external organisation on their behalf if appropriate. If the perpetrator is already engaged with a support service we will discuss with the perpetrator the sharing of relevant information with the support service.

We reserve the right to make a referral to Adult or Children Social Care, or the Police without the permission of the individual(s) concerned where the situation justifies it and information sharing provisions permit it. This may also be undertaken if a person is believed to lack capacity to make their own self-determined decisions in accordance with the Mental Capacity Act 2005.

When the perpetrator of the ASB is a young person, we will attempt to engage with their parents or guardians to offer appropriate family support.

We will carefully consider and justify our actions to ensure we do not disadvantage people with protected characteristics under the Equality Act 2010. We also act in accordance with the Human Rights Act 1998. The Human Rights Act gives effect to the human rights set out in the European Convention on Human Rights. These rights are called Convention rights. Examples of Convention or human rights include:

- the right to life
- the right to respect for private and family life
- the right to freedom of religion and belief.

The Human Rights Act means a person can take action in the UK courts if their human rights have been breached.

## 14 Referrals to other agencies

Investigating Officers will make referrals to other Council departments or agencies as appropriate during their investigation. Any referrals made which involve sharing personal information of the complainant will be made with the consent from the individual concerned. This is unless there is an overriding safeguarding concern in relation to a vulnerable adult or child.

We will always pass details of identified criminal activities to the Police.

## 15 Communication

Publicity is an essential part of tackling ASB for the following reasons:

- Ensuring that residents know how to report ASB and are encouraged to notify the appropriate organisation.
- Reassuring the community that us and our partners work together and take reports of ASB seriously.
- Reassuring complainants, witnesses and the wider community that successful action with evidence of clear positive impacts has been taken to tackle ASB.
- To manage the Council's reputation should sensitive ASB incidents occur within communities.
- Making it clear to perpetrators that we will not tolerate ASB and will take action to protect others.

When formal Court action is concluded and we are able to publicise outcomes, we will consider issuing a press release, putting out social media posts and bulletin items.

## 16 ASB Case Review

If a report of ASB has been made but the problem hasn't been resolved, the case may qualify for a review by asking for an 'ASB review' [on this webpage](#). The ASB review used to be called a 'Community Trigger'.

### **Check if you can get your case reviewed**

You can use the ASB review process if you've reported ASB 3 times in the last 6 months – either to the council, the police or a housing provider

If the case remains open, an ASB review will need to wait for the outcome before any review can begin.

We will provide updates to our reporting persons on the status of their existing cases.

If there is a new ASB problem, this link can be used to [report it to us](#).

## 17 Complaints and feedback

We work hard to make sure we provide a good service to our residents, but we realise that sometimes things do not work as planned.

If this happens, we want to hear so we can put it right and learn from it. The quickest and easiest way for us to do that is to report it to us.

To make a complaint about the council – [use our complaints process](#)

We assess feedback to identify whether it is a complaint or is instead a report of ASB to ensure the feedback receives the most appropriate response.

## 18 Victim/Survivors of Domestic Abuse

Domestic abuse is often mistakenly reported as ASB, with those at risk or experiencing the abuse being four times more likely to have ASB complaints made against them<sup>1</sup>.

For example, those who hear frequent shouting, stomping, or banging, may contact us, their landlord or the Police to report unsuspected ASB. When housing or other multiagency professionals do not recognise these reports as domestic abuse, they risk criminalising, further isolating, and ultimately causing homelessness to victim/survivors. Landlords are often the first to receive disclosures of domestic abuse through reports of ASB and are key partners in early intervention to safeguard survivors.

A making every contact count approach will be taken for all disclosures in line with our Domestic Abuse and Violence Against Women and Girls policy. In practice, we will ensure that all staff members understand how to provide support for victim/survivors by using the most appropriate language and communication methods.

This means that in instances where a resident is experiencing physical violence (or threats of such acts), controlling and coercive behaviour, or sexual, verbal, emotional, or economic abuse, or harassment by someone they have a close personal connection with, our staff training will emphasise the importance of recording this as domestic abuse and not ASB

In cases that are later identified as domestic abuse, we aim to provide the victim/survivor with support to access specialist services and explore their housing options, while holding perpetrators to account.

## 19 Legislation

- Anti-social Behaviour, Crime and Policing Act 2014
- Crime and Disorder Act 1998
- Data Protection Act 2018
- Domestic Abuse Act 2021
- Equality Act 2010
- Homelessness Reduction Act 2017
- Housing Act 1996

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<sup>1</sup> [Kelda Henderson, The role of housing in a coordinated community response to domestic abuse. Thesis\\_2018\\_December\\_Formatted\\_2019.pdf](#)

- Housing Act 1988
- Housing Act 1985
- Human Rights Act 1998
- Care Act 2014
- Mental Health Act 1983
- Protections from Harassment Act 1977
- Licensing Act 2003
- Misuse of Drugs Act 1971
- Environmental Protection Act 1990
- Police and Criminal Evidence Act 1984

We also use the [Anti-Social Behaviour principles](#) as a guide in seeking to deliver the best possible outcomes for victims of antisocial behaviour.

## 20 Links to other policies and strategies

This policy links to and should be read together with the following Haringey Council strategies and policies:

- [Community Safety Strategy 2024 - 2027](#)
- [Domestic Abuse and Violence Against Women and Girls Policy for council tenants and leaseholders, and those approaching the council as homeless](#)
- [Feedback Policy](#)
- [Good Neighbourhood Management for council tenants and leaseholders Policy](#)
- [No Place for Hate - Haringey's strategy for tackling hate crime 2024 - 2027](#)
- [Safeguarding adults policy and procedures](#)
- [Safeguarding council tenants and leaseholders policy](#)
- [Statement of licensing policy](#)
- [Tenancy Management Policy](#)
- [Tenancy Strategy](#)
- [Vulnerable council tenants and leaseholders policy](#)

## 21 Resident co-production and engagement

### **When did you discuss development of this policy with residents?**

At meetings of the Council's Resident Voice Board in March 2025 and May 2025.

### **What did they tell you?**

They told us about the importance of addressing ASB in supported housing and the need to outline what the Council's approach was. This included clarifying any preventive action that could be taken to respond to ASB during the initial 12-month introductory period.

They also wanted the policy to recognise that providing evidence of incidents can make someone uncomfortable and to emphasise the importance of effective multi-agency partnership working.

The policy approach to taking early action to prevent ASB in addition to taking earlier enforcement action where necessary, with the aim of avoiding last minute enforcement action should be covered in the policy.

They wanted confirmation that the policy would outline that reports of ASB made by Resident Associations would be given equal weight to other reports and clarification was needed on how tenants of housing associations and private renters could report ASB. They also asked whether details of any cross council working and its role in addressing ASB could be included in the policy.

Residents asked if the policy could outline the approach to preventing ASB in HMO's.

### **How has what residents told us informed development of this policy?**

Section 4 on reporting incidents recognises that providing evidence of incidents can make someone uncomfortable therefore reports can be made anonymously, although this makes it difficult for us to follow up to see if the situation can be resolved.

Section 4.2 confirms that we will give reports of ASB made by Resident Associations equal weighting to other reports that we receive.

Section 11 on multi agency and partnership working confirms that we work with housing providers which includes other local authority housing providers to keep our residents and communities safe.

Section 12 on preventing ASB outlines our approach to addressing anti-social behaviour as early as possible. It also notes that we will work with Our multi agency and partnership working includes

Section 13 on safeguarding children, young people and vulnerable adults includes a sub section on our approach to addressing ASB in supported housing.

## 22 Equality Impact Assessment

An Equality Impact Assessment (EQIA) was carried out as part of the development of this policy. The EQIA found that the policy should have a positive impact on the protected characteristics of age, disability and race and it will have a neutral impact on those with other protected characteristics.

## 23 Reviewing the policy

We will review this policy every three years with the next review due in December 2028 unless earlier events or legislation require an earlier update to this policy.

## Appendix 1 – A Summary of Our Powers

Our powers to tackle ASB are mainly contained in the Anti-social Behaviour, Crime and Policing Act 2014. Information and guidance on these powers is published by the Government on their pages on [Anti-social behaviour powers](#).

We also have other powers available to us from legislation including the Anti-Social Behaviour Act 2003 and the Clean Neighbourhoods and Environment Act 2005 which may be relevant in certain circumstances. We will use any of the powers available to us when ASB is identified as impacting on residents, our communities or public spaces if it is determined that those powers are most likely to reduce or resolve the ASB.

Anti-social behaviour committed by a Council tenant, leaseholder or visitor to a Council property may be a breach of the tenancy agreement that applies to that property. In these circumstances we may act under housing legislation to ensure the ASB stops.

We support the key principles of a consistent approach to addressing ASB published by the Government. These can be found at: [Anti-social behaviour principles](#).

The Crime and Disorder Act 1998 provides us with the legal power to share information with partner agencies for the purposes of preventing, detecting, and tackling crime and anti-social behaviour in Haringey.