



Anti-Social Behaviour Policy- Quick Guide (V1.1).

What this policy is about

This quick guide provides a short overview of the Anti-Social Behaviour (ASB) Policy. It explains how ASB is defined, how concerns can be reported, and how reports are managed to help residents feel safe in their homes and communities.

Who it applies to (See policy: Scope, p.3)

This policy applies to:

- Portsmouth Homes tenants, leaseholders, shared owners and household members
- ASB occurring in neighbourhoods or buildings we manage
- Staff and contractors working on our behalf

Hate incidents and hate crime may also be treated as ASB and are managed in line with the Hate Crime and Hate Incidents policy.

What is anti-social behaviour? (See policy: What is Anti-Social Behaviour (ASB)? pp.4-5)

ASB is behaviour that causes, or is likely to cause, harassment, alarm, distress, nuisance or annoyance related to someone's home.

Examples may include unreasonable noise, harassment, intimidation, damage, drug-related activity, exploitation or hate-related behaviour.

Everyday household activities are not usually ASB unless they form part of an ongoing pattern.

How to report ASB (See policy: How to report anti-social behaviour (ASB)? p.6)

ASB can be reported by residents, staff or third parties.

- **Emergency or immediate danger:** call **999**
- **Non-urgent police matters:** call **101**
- ASB can also be reported directly to Portsmouth Homes

Reports will be handled sensitively and treated confidentially where possible.

The commitment (See policy: Purpose & Our responsibilities, pp.3 & 6-7)

Reports of ASB will be handled fairly, sensitively and professionally. A person-centred approach will be used, taking account of individual circumstances and any additional needs.

Early intervention, advice and support will be used wherever possible to prevent issues from escalating.

How we will respond (See policy: Our responsibilities, pp.6-7)

We will:

- Assess risk and agree an appropriate action plan
- Keep people informed and manage expectations
- Work with partners such as the police and specialist agencies
- Use proportionate measures, from informal action to legal enforcement where necessary
- Offer safeguarding or protective measures where there is a risk of harm
- Make reasonable adjustments where required

Preventing and reducing ASB (See policy: What action do we take to reduce and prevent ASB, pp.8-9)

We focus on early action and prevention, including clear tenancy expectations, estate management, partnership working, support referrals and community-based initiatives.

Working together (See policy: Your responsibilities, p.8)

Residents are expected to treat others with respect, report ASB promptly, engage with the process and share relevant information. Keeping records and considering mediation may help resolve issues.

Reviews and oversight (See policy: Case Review and appeals & ASB Quarterly Panel, pp.11-12)

Residents can request an ASB Case Review where local thresholds are met. ASB cases and trends are monitored through internal panels to ensure consistency, learning and improvement.

Further information

This is a summary only. For full details, including enforcement options, partnership working and review routes, please refer to the Anti-Social Behaviour Policy or contact Portsmouth Homes.

Alternative formats are available on request.

Link: [Anti Social Behaviour Policy](#)

