

IronOak



IRON OAK

ANTI- SOCIAL BEHAVIOUR POLICY

Control Sheet

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Version	Date of review	Author	Note of revisions
01	July 2023	Head of Operations	New Policy
02	July 2026	Head of Operations	Policy updated to reflect Social Housing (Regulation) Act 2023, Consumer Standards 2024, hate incident requirements, domestic abuse provisions, tenant reporting requirements, victim support obligations, Community Trigger/ASB Case Review provisions, GDPR update, and legislative review.

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1. Introduction

1.1. IronOak Homes (IronOak) has a range of powers available to deal with tenants, household members and visitors who engage in anti-social behaviour (ASB). These powers derive from legislation including:

- Housing Acts 1985, 1988, 1996 and 2004
- Anti-Social Behaviour Act 2003
- Anti-Social Behaviour, Crime and Policing Act 2014
- Equality Act 2010
- Human Rights Act 1998
- Domestic Abuse Act 2021
- Social Housing (Regulation) Act 2023
- Data Protection Act 2018 and UK GDPR
- Regulator of Social Housing Consumer Standards 2024.

1.2. This Policy sets out how IronOak will prevent, address and manage reports of anti-social behaviour. IronOak recognises its responsibility to ensure tenants can enjoy their homes free from harassment, intimidation, abuse, nuisance or fear.

1.3. IronOak also recognises its duty to ensure that actions of tenants, members of their household and visitors do not adversely affect neighbours, staff, contractors or the wider community.

1.4. The Policy applies to all tenants, occupiers, visitors, employees, contractors and agents acting on behalf of IronOak.

1.5. IronOak is committed to delivering services in accordance with the Regulator of Social Housing's Neighbourhood and Community Standard and will work collaboratively with partner agencies to deter and tackle ASB, hate incidents and domestic abuse.

2. Purpose

2.1. The purpose of this Policy is to:

- Promote safe, secure and sustainable communities.
- Prevent and reduce anti-social behaviour.
- Protect residents from harassment, nuisance, intimidation and abuse.
- Support victims and vulnerable individuals.

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- Take proportionate and effective action against perpetrators.
- Meet statutory and regulatory requirements.

2.2. IronOak will base its response on the following principles:

- We expect all tenants and visitors to behave responsibly and respectfully.
- We will act proactively to prevent ASB.
- We will investigate all reports fairly and consistently.
- We will support victims throughout the investigation process.
- We will use informal and formal remedies proportionately.
- We will work in partnership with relevant agencies.
- We will take robust action where ASB continues despite intervention.

3. Definition of Anti-Social Behaviour

3.1. IronOak adopts the definition of anti-social behaviour contained within the Anti-Social Behaviour, Crime and Policing Act 2014:

ASB is:

- a) Conduct that has caused, or is likely to cause, harassment, alarm or distress to any person;
- b) Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises; or
- c) Conduct capable of causing housing-related nuisance or annoyance to any person.

3.2. This definition extends to behaviour affecting:

- IronOak tenants and residents.
- Neighbours and local communities.
- IronOak staff and contractors.
- Visitors and other lawful occupants.

4. Policy Statement

4.1. IronOak is committed to tackling ASB in a responsive, customer-focused and proportionate manner.

4.2. We recognise that ASB can significantly impact health, wellbeing, community cohesion and quality of life.

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4.3. We will seek to resolve issues at the earliest opportunity through prevention, intervention, support and enforcement.

4.4. Tenants are responsible for ensuring their household members and visitors do not engage in ASB.

4.5. We will consider legal action where sufficient evidence exists and where informal interventions have been unsuccessful.

4.6. We will not tolerate physical, verbal or threatening behaviour towards staff, contractors or other residents.

4.7. Hate Incidents and Hate Crime

4.7.1. IronOak operates a zero-tolerance approach towards hate incidents and hate crime.

4.7.2. Reports involving race, disability, religion or belief, sex, sexual orientation, gender reassignment or other protected characteristics will be treated as high priority.

4.7.3. We will:

- Record and monitor hate incidents separately.
- Work closely with Police and statutory agencies.
- Support victims throughout investigations.
- Consider safeguarding measures where vulnerabilities exist.
- Take appropriate tenancy enforcement action where necessary

4.8. Domestic Abuse

4.8.1. IronOak recognises that domestic abuse affects individuals, families and communities.

4.8.2. We will:

- Work with specialist domestic abuse services.
- Support victims in accessing advice and assistance.
- Implement safeguarding procedures where appropriate.
- Consider relevant tenancy management actions to safeguard victims.
- Cooperate with local authorities and partner agencies when required.

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5. How the Policy Will Be Delivered

5.1. Reporting ASB

5.1.1. IronOak will ensure ASB can be reported easily through available reporting channels.

5.1.2. We will:

- Acknowledge reports promptly.
- Explain the investigation process.
- Agree actions with complainants where appropriate.
- Provide regular updates throughout the case.
- Inform complainants of outcomes and available escalation routes.

5.2. Prevention

5.2.1. We will seek to prevent ASB by:

- Explaining tenancy obligations at sign-up.
- Carrying out tenancy and property inspections.
- Engaging tenants in community expectations.
- Providing information and guidance.
- Working with external agencies to identify risks early.
- Ensuring that new referrals are assessed thoroughly to avoid conflicting placements that may lead to ASB

5.3. Behaviours Usually Not Considered ASB

5.3.1. Examples may include:

- Children playing.
- Babies crying.
- Everyday household noise.
- Cooking smells.
- One-off social gatherings that do not create excessive nuisance.
- Differences in lifestyle or culture.
- Minor neighbour disagreements.
- Family disputes that do not involve nuisance, risk or criminal behaviour.

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5.3.2. Where issues fall outside this Policy, guidance and signposting may be offered.

5.4. Intervention

5.4.1. When ASB is reported we will:

- Open a case and maintain records.
- Conduct a risk assessment.
- Consider any vulnerabilities.
- Gather relevant evidence.
- Agree an action plan.
- Engage with complainants and alleged perpetrators.

5.5. Support for Victims

5.5.1. IronOak recognises the impact ASB can have on mental health, wellbeing and safety.

5.5.2. We will:

- Conduct risk assessments for all reported cases.
- Consider safeguarding concerns.
- Maintain regular contact.
- Refer to appropriate support services where required.
- Work collaboratively with relevant agencies to provide support.
- Ensure appropriate support for portrayers that may be vulnerable adults themselves.

5.6. Enforcement

5.6.1. Where appropriate we may utilise:

- Warning letters.
- Acceptable Behaviour Agreements.
- Community Protection Notices.
- Civil Injunctions.
- Possession proceedings.
- Absolute Ground for Possession.
- Other remedies available through the Anti-Social Behaviour, Crime and Policing Act 2014.

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5.6.2. Eviction will generally be considered a last resort except in serious cases where immediate protection of others is required.

5.7. Anti-Social Behaviour Case Review (Community Trigger)

5.7.1. Victims of persistent ASB may request an Anti-Social Behaviour Case Review where local thresholds are met.

5.7.2. IronOak will:

- Inform residents of this right when appropriate.
- Participate fully in multi-agency reviews.
- Cooperate with police, local authorities and partner agencies.
- Implement agreed actions resulting from the review process.

6. Partnership Working

6.1. IronOak recognises that ASB is most effectively addressed through a multi-agency approach.

6.2. We will work with:

- Police Services.
- Local Authorities.
- Environmental Health Teams.
- Safeguarding Teams.
- Support Providers.
- Mental Health Services.
- Domestic Abuse Services.
- Community Safety Partnerships.

6.3. Information sharing will be conducted lawfully under the Data Protection Act 2018 and UK GDPR.

7. Legislation and Regulatory Framework

7.1. This policy is informed by:

- Social Housing (Regulation) Act 2023.
- Regulator of Social Housing Consumer Standards 2024.
- Anti-Social Behaviour, Crime and Policing Act 2014.

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- Anti-Social Behaviour Act 2003.
- Housing Acts 1985, 1988, 1996 and 2004.
- Domestic Abuse Act 2021.
- Equality Act 2010.
- Human Rights Act 1998.
- Data Protection Act 2018.
- UK GDPR.
- Protection from Harassment Act 1997.
- Crime and Disorder Act 1998.
- Environmental Protection Act 1990.
- Noise Act 1996.
- Police and Justice Act 2006.
- Mental Health Act 1983 (as amended).

8. Service Standards

8.1. IronOak will:

- Treat all reports seriously and fairly.
- Investigate cases in a timely and proportionate manner.
 - Initial response & acknowledgement time within 1-3 days
 - Full response within 10 working days
 - Case closure within 28 working days (subject to ongoing investigations)
- Risk assess all cases.
- Keep complainants informed of progress.
- Maintain confidentiality where appropriate.
- Obtain evidence from relevant parties and partner agencies.
- Support victims throughout investigations.
- Monitor performance and use lessons learned for service improvement.

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9. Monitoring and Performance

9.1. IronOak will monitor:

- Number of ASB cases opened.
- Number of cases closed.
- Case resolution times.
- Customer satisfaction levels.
- Number of hate incident cases.
- Number of domestic abuse referrals.
- Number of legal actions taken.
- Number of possession proceedings.
- Number of ASB-related evictions.
- Outcomes of ASB Case Reviews.

9.2. Performance information will be reviewed to improve service delivery and compliance with regulatory requirements.

10. Equality, Diversity and Inclusion

10.1. IronOak is committed to promoting equality, diversity and inclusion.

10.2. We will ensure services are delivered fairly and without discrimination and will make reasonable adjustments where required.

10.3. We recognise our duties under the Equality Act 2010 and will seek to eliminate discrimination, advance equality of opportunity and foster good relations between individuals and communities.

11. Policy Review

11.1. This Policy will be reviewed every two years or sooner where:

- Legislation changes.
- Regulatory requirements change.
- Significant service reviews identify improvements.
- Best practice guidance is updated.

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