

Policy Name:	Anti-social and Nuisance Behaviour Policy
Lead Directorate:	Housing
Authors:	Chelsea Kelly, Head of Community Safeguarding
Reason for change:	Review
Date:	September 2025

APPROVAL PROCESS FOR CURRENT VERSION

Presented to:	Services Committee
Date:	June 2026
Decision:	Approved

1. Introduction

This Policy sets out what Poplar HARCA will usually do when someone reports anti-social or nuisance behaviour.

It has been written with a Resident Panel who thoroughly reviewed what we do and how we do it. The Panel told us they want a policy that is clear, empathetic, and accessible.

The Policy includes legal and regulatory standards; it advocates early intervention and partnership working; and it supersedes previous policies.

2. Our Commitment

Poplar HARCA wants everyone to live in a safe and inclusive community.

We believe partnership, prevention, and practical engagement best tackles anti-social and nuisance behaviour.

People reporting concerns will be:

- Treated with respect and empathy
- Have concerns taken seriously
- Receive timely updates
- Offered mediation

Poplar HARCA will:

- Respond promptly and professionally
- Conduct a risk assessment
- Work with Police, Local Authority, and other appropriate agencies
- Respect decisions of individuals with capacity

3. Definitions

Anti-social behaviour – we have adopted the legal definition in the Anti-social Behaviour, Crime & Policing Act, 2014 which is conduct that has caused or is likely to cause

- housing related nuisance or annoyance to any person
- nuisance or annoyance to a person in relation to that person’s occupation of residential premises, or
- harassment, alarm or distress to any person

We define **nuisance** as behaviour that unreasonably and substantially disrupts how others use and enjoy their homes or shared areas.

4. Reporting

Anyone can report concerns to us:

- Phone 0800 035 1991 Mon-Fri 9am – 5pm
- Email communitysafety@poplarharca.co.uk
- In person, by making an appointment to meet us
- Online at poplarharca.co.uk/your-home/asb

Non-emergency criminal behaviour can be reported to the Police on 101.

If someone is at risk call 999.

5. Investigations

What we will usually investigate

- Serious or persistent noise nuisance (e.g. amplified music, late-night parties, shouting)
- Violence or threats of violence
- Drug dealing or production directly affecting residents
- Items thrown from windows/balconies creating risk of injury or damage
- Harassment, including hate incidents/crime
- Fly-tipping or significant waste accumulation on estate land
- Intimidation or menacing behaviour towards residents or staff
- Graffiti (offensive or repeated tagging)
- Animal-related nuisance (uncontrolled dogs, persistent fouling)
- Vandalism/criminal damage to homes or communal areas
- Digital harassment, where the content is deemed to be threatening or unlawful.

This is a non-exhaustive list, and we may need other agencies (e.g. the Police) to support an investigation.

What we won't usually investigate

Some issues are frustrating but do not meet legal, tenancy, or lease thresholds for enforcement. These include:

- Cigarette smoke inside a private home.
- Domestic smells: e.g. cooking odours.
- Everyday living noise: e.g. footsteps, doors closing, children playing, normal household activity, babies crying – if there is a Safeguarding Concern this will be raised with the relevant agencies
- Lifestyle differences: e.g. shift patterns, family size, lawful use of the home.
- Minor disputes or unkind behaviour that is not harassment, hate crime, or threatening.
- Occasional, short-term noise at reasonable hours: e.g. routine DIY, moving furniture.
- One-off events: an isolated party or visitor.
- Parking or vehicle issues where we have no control.
- Use of communal areas e.g. brief waiting, walking pets where permitted.

6. Case Management

All reports will be acknowledged.

When someone reports a concern, we will talk with them about what we can do. We will also explain that we need ongoing evidence which helps us assess risk, decide proportionate action, and meet legal thresholds.

We focus on the person affected by the behaviour by trying to stop the behaviour - starting with prevention and escalating to enforcement when needed.

We take on and progress only those cases within our legal remit where there is sufficient evidence to support action. We will close cases where evidence does not meet the threshold for action

Anti-social Behaviour

- We will acknowledge a report within 1 working day
- We will follow-up to discuss the actions available to us, the constraints, and the information or cooperation we require from them
- Within a week of the discussion, we will carry out a risk assessment and confirm an action plan
- If we take the case on, we will provide an update at least once a week

Nuisance

- We will acknowledge a report within 5 working days
- We will follow-up to discuss the actions available to us, the constraints, and the information or cooperation we require from them
- Within a week of the discussion, we will carry out a risk assessment and confirm an action plan
- If we take the case on, we will provide an update at least once a month.

7. CCTV

We use CCTV only when it is necessary and proportionate.

If there is a clear, evidenced risk of harm—or serious, persistent antisocial behaviour that has not improved after other reasonable steps—we may install cameras in communal or external areas if feasible.

Any footage we capture is used for clear purposes: to support legal action, seeking injunctions or possession, and to share lawfully with the police or local authority.

Only authorised staff can view footage, which we keep for a limited time and only retain longer if it is needed for a live case. We review deployments regularly and remove CCTV when it is no longer needed.

8. Mediation and Conflict Coaching

We use mediation as a voluntary and impartial way to sort out disputes. It is run with empathy, confidentiality, and respect.

We don't use mediation where there's a risk of harm, safeguarding concerns, or criminal behaviour.

Mediation goes ahead only if everyone agrees. If anyone says no, we may offer Conflict Coaching to help individuals manage the dispute, communicate better, and agree practical next steps.

9. Intervention and Support

In most cases we will try to influence behaviour change through informal action before resorting to formal action.

Where the threat of harm is severe, we will consider formal legal action as a first response.

10. ASB Case Review

Anyone not happy with how we've dealt with a concern may be able to ask for an ASB Case Review (also known as a Community Trigger). Look up anti-social behaviour case review on the Council's website for how to apply, you can find information here: [Anti social behaviour \(ASB\) case review](#)

11. Partnership Working

We coordinate with the Police, Councils' Community Safety and youth teams, and with residents through forums and walkabouts.

Joint activity may include tasking, problem-solving plans, targeted patrols and evidence-gathering. Information is shared under signed protocols and only for legitimate purposes related to preventing, detecting and tackling crime.

12. Rehousing

Requests for re-housing due to anti-social or nuisance behaviour will be referred to the local authority for assessment under its statutory homelessness duties.

13. Policy review

We will review this policy at least every five years and undertake interim reviews within three months of any legislative change, material resident insight, or sector development.

14. Complementary Policies

This Policy can be read alongside:

- Safeguarding Adults Policy
- Domestic Abuse Policy
- Hate – Motivated Behaviour Policy

15. Appendix - Impact assessment

How does the policy contribute to Poplar HARCA's aims?	Promotes service satisfaction.
Which group(s) of people will benefit from the policy? If any group could be disadvantaged, what is the mitigation or justification?	Tackling poor behaviour improves the quality of life for our community Equality Act protects anyone whose poor behaviour is because of a protected characteristic
How have residents been involved in developing the policy? If they have not been involved, why not?	Policy co-produced with ASB Resident Panel. Informed by complaints and Housing Ombudsman guidance.
How will the policy be monitored and measured? (e.g. performance indicators?)	Regular case reviews. Quarterly reports to Services Committee and Poplar Board
If any, what are the Value for Money implications?	Proactive services reduce long term costs
Will personal data be collected, stored, used, or shared? If yes, has a privacy impact assessment been carried out.	Data securely managed in line with Poplar HARCA's policy