

Southampton City Council

Housing

Anti-Social Behaviour Policy

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Anti-Social Behaviour Policy (Housing)
Southampton City Council

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Lead officer	Andy Wood	Review date¹	14.06.2027
Contact	Andy.Wood@southampton.gov.uk	Effective date	July 2024

¹ The Policy will be reviewed sooner should there be a significant change in legislation or case law or following discussions with residents about best practice.

Introduction and Aims

This document details Southampton City Council's policy for preventing and dealing with Anti-Social Behaviour (ASB) on council estates or in the locality of council owned property.

The Council recognises that tackling ASB is essential in providing a high-quality housing management service. Dealing with ASB has also been identified as a major priority for our residents. In this policy, we use the umbrella term "ASB" to cover anti-social behaviour, hate crime and hate incidents. To understand more as to what each of these terms means, please see [Appendix A](#) at the end of the document.

The Council is committed to tackling and responding to ASB swiftly and firmly. Our approach is founded on prevention and early intervention. However, we will escalate cases where necessary should the nature and severity of the ASB mean that immediate enforcement action is necessary, or where perpetrators are unwilling to behave reasonably.

In serious cases or cases where early intervention is not successful, increasing interventions, including legal remedies, will be pursued to resolve ASB problems as quickly as possible and to bring about a satisfactory outcome for those experiencing ASB.

Dealing with ASB is not merely about taking action against perpetrators, but a matter of protecting and supporting victims and witnesses. Therefore, keeping complainants up to date with the progress of their case is an important priority for our residents.

The investigation of ASB must be sensitive to differing lifestyles and cultures, whilst recognising the rights of all to live peacefully with quiet enjoyment of their homes and neighbourhoods. People have a right to enjoy their homes and are entitled to go about their daily lives without having concerns that complaints will be made against them. We do not consider low-level neighbour disputes and day to day living noise, which is not excessive or unreasonable, as ASB.

Consideration of ASB is a driving force behind many council-led initiatives and procedures undertaken as part of day-to-day estate management, such as estate inspections, the tenancy sign up procedure, and decent neighbourhoods projects, ensuring that every effort is made to prevent ASB from occurring in the first place

Southampton City Council's Policy

Our policy is that we will:

- Take a victim-centred approach.
- Encourage residents to resolve low-level disputes with their neighbours where it is safe and reasonable to do so.
- Provide clarity about how we define ASB in Southampton and the circumstances in which we may take action and how we will proceed where that is the case.
- Expect residents to be considerate and tolerant of others and behave

reasonably.

- Ensure residents can easily and safely report incidents of ASB.
- Assess the risk of harm to the victim(s) of the ASB, and any potential vulnerabilities they may have when the Council receives a complaint about anti-social behaviour.
- Ensure complainants are up to date and aware of the progress of their case.
- Aim to resolve cases promptly using the full range of methods and legal powers available to the council. This means taking reasonable, timely and appropriate action that is appropriate to the harm caused to the victim.
- Work in partnership with teams across the Council as well as external partners to prevent and tackle ASB.
- Provide appropriate support to victims and witnesses, including referrals to support services.

Relevant Corporate Policy & Legislation

This policy has due regard to relevant legislation, guidance and regulations which include:

- Housing Act 1985
- Housing Act 1996
- Crime and Disorder Act 1998
- Anti-social Behaviour, Crime and Policing Act 2014
- Anti-social behaviour guidance for professionals March 2023
- Localism Act 2010
- Equality Act 2010
- Human Rights Act 1998
- Domestic Abuse Act 2021
- Care Act 2014
- Mental Health Act 1983
- Mental Capacity Act 2005
- The Home Office's Anti-Social Behaviour Action Plan 2023.
- The Home Office's Anti-Social Behaviour Principles 2023.
- Statutory Guidance: Anti-Social Behaviour Powers 2023.

The Council Housing Management Services ASB Policy links with existing corporate strategies and policies that impact on the reduction of ASB in the city. These include:

- Housing Strategy 2016-25.
- Safe City Strategy 2022-2027.
- Homeless Prevention Strategy 2024-2029.
- Domestic Abuse Policy.
- Domestic Abuse and Violence against Women and Girls Strategy 2023-2028.
- Domestic Abuse: Provision of Support within Safe Accommodation 2021-24.
- Housing Allocations (Tenancy) Policy.
- Anti-Social Behaviour Best Practice Procedure.
- Homelessness and Rough Sleeping Strategy 2024-2029

Background

This policy supports the delivery of the housing services objective to meet the Council's legal and regulatory requirements.

The main legal requirement for Local Authorities is set out in the Housing Act 1996. The Act requires the Council to prepare:

- A policy in relation to ASB.
- Procedures for dealing with occurrences of ASB.
- A summary of its policy and procedures, and to provide this to anybody that requests it.

Under the Act, this policy must also be kept under review and should be updated when appropriate.

'What is Anti-Social Behaviour'

The Council works to the statutory definitions of ASB set out in the Anti-Social Behaviour, Crime and Policing Act 2014 which is:

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

From this, the Council constitutes ASB to take place in many forms. Examples of this include, but are not limited to:

- Actual violence against people and property including threats of violence.
- Intimidation and harassment of individuals.
- Aggressive and threatening language and gestures, both verbal or written.
- Hate related abuse or harassment in any form against members of identified groups because of their perceived differences (such as race, ethnicity, religion and sexual orientation).
- Use of the home for unlawful purposes (such as supply of drugs, storing stolen goods or prostitution).
- Noise nuisance (such as persistent and unacceptable levels of noise such as loud TVs, stereos, and noisy parties).

We therefore expect our residents to:

- Live peacefully in their community respecting the rights and wishes of others and to tolerate differences.
- Take reasonable steps to deal with any disputes with neighbours informally and without recourse to the Council.
- Work in partnership with their local community to improve the quality of life for all.

We accept that a minority of residents will be unable, for many different reasons, to meet these expectations.

The Council takes all incidents of ASB extremely seriously and will utilise all powers and duties vested in it (as appropriate) to tackle behaviour that blights communities.

We recognise that the decision to rule something as ASB is subjective. This is based on how the behaviour makes people feel. We understand that people have different tolerances, expectations and perceptions. Sometimes individuals will consider something to be ASB when it is not behaviour that could be considered unreasonable.

It is for this reason that when we decide whether something is to be defined as ASB we will consider not just the statutory definition of ASB, but also whether the behaviour is unreasonable.

We decide whether something is unreasonable based on several factors. This includes but is not limited to:

- The frequency of the problem – we are unlikely to consider something as ASB if it is a one-off incident unless it is particularly serious.
- How long each incident lasts and/or the times of day that an incident occurs.
- The impact upon the victim(s).
- The intention of the alleged perpetrator and whether they mean to cause harm.

When applying this test, there are some behaviours that are rarely considered by us to be ASB. These are mainly reports due to different lifestyles or every-day living situations which are not intended to cause nuisance or annoyance will generally not be considered as ASB. These include:

- Normal household noise, such as noise from household appliances, children playing inside, children crying, dogs barking, occasional door slamming, toilets flushing, or sexualised noises.
- Smells from cooking.
- One-off parties, including BBQs.
- DIY within sociable hours.
- Noisy plumbing or appliances.
- Parking disputes.
- Minor behavioural irritations – such as ‘dirty looks’, ‘staring’, or ‘non abusive’ comments.
- Household lifestyle clashes.
- Complaints about CCTV.

The Council can still help resolve these types of issues and try to stop them escalating by referring them to the NFS Mediation Assessment Service that supports the Council. However, these referrals will not be investigated as anti-social behaviour.

Housing Management Service's Approach to Anti-Social Behaviour

The central emphasis of the Council's Housing Management Service is to tackle ASB and bring about real changes wherever possible using a comprehensive toolkit of formal and informal measures aimed at changing behaviour.

We believe that prevention is better than the cure. By working with our partner agencies we aim to find ways of preventing ASB from happening. This can include making environmental improvements to our estates through our Decent Neighbourhood Projects and by providing diversionary activities through our highly successful Junior Neighbourhood Warden Scheme (see Preventative Measures in [Appendix B](#) for further examples).

Receiving Reports of Anti-Social Behaviour

Anti-social behaviour can be reported to Southampton City Council in a number of ways. This includes the Council website at: [Reporting antisocial behaviour \(southampton.gov.uk\)](https://www.southampton.gov.uk), or by calling the Housing Service Centre (023 8083 3006 and then **Option 7**).

If you are at risk of immediate danger or harm, report the anti-social behaviour to the police immediately by dialling 999.

Proportionality

The Council will take proportionate and timely action to deal with reports of anti-social behaviour. All actions considered will have due regard to the council's public sector equality duty under section 149 of the Equality Act 2010. The action taken will be proportionate to the severity, impact and frequency and frequency of the ASB, and the evidence available to support the case. In the majority of cases legal action is not necessary. However, the Council will take legal action if it is appropriate do so.

Assessing the Risk, Support Needs and Protection for Vulnerable People

We will provide help and support for victims and witnesses of ASB according to their requirements. This support may be offered directly by our officers or through referrals to agencies. This includes extra support to provide protection and reassurance to witnesses.

We will identify and act upon additional support needs for victims of hate crime and harassment, including racist, homophobic, transphobic and harassment towards people with disabilities. We will do this in a variety of ways both informally, and more formally through our Partnership Action Group (PAG), Multi Agency Risk Management (MARM) meetings and the Housing Complex Case Panel. This is a multi-agency panel where complex cases are discussed to aid decision making and to agree on the best way to support tenants. This is to help sustain their tenancy and prevent

homelessness.

When approaching perpetrators of ASB we will give consideration to issues of vulnerability (e.g. disability (including mental health) and substance misuse) and make referrals to agencies as necessary. Supporting perpetrators can have a positive impact for both the individual and the wider community and helps to prevent displacement of the ASB.

Enforcement action may run alongside supportive measures, to help prevent a reoccurrence of the ASB. It is recognised that not all perpetrators will be aware of their underlying problems or willing to accept a support programme, but the Council will endeavour to encourage awareness and engagement as a means of helping to sustain tenancies.

Agreeing Action Plans and Taking Action

The Council's approach is to allow individuals to resolve low-level disputes with their neighbours where it is safe and reasonable to do so. Where it is possible, the Council will attempt to use mediation to try to resolve issues before they escalate. In most cases, the Council will refer cases of ASB to an independent assessment service, which is managed by [NFS Mediation](#). If this is not possible, the Council may take action.

This action may be through preventative or early intervention measures. On some occasions a single action may be taken, and sometimes a number of actions or measures may be undertaken to address the ASB. Full detail of each of these actions is shown in [Appendix B](#).

As part of the Council's action, where possible, we will work with the complainant and alleged perpetrator to agree a plan to tackle the ASB. This will outline the actions that the person and the Council will take to stop the ASB.

Where the Council's initial response to stop the ASB fails, we may decide to use legal measures to resolve the behaviour.

In each case, a named member of staff will keep complainants informed regularly regarding the action being taken, and the frequency of contact will be agreed with the complainant.

If complainants do not feel as though their case has been handled correctly they can opt for a Case Review. From this, the actions previously taken towards a report of ASB will be revisited. This will determine whether there is further action that can be taken.

Partnership Working

We recognise the importance of developing strong working relationships and links with agencies and services that support the needs of our residents when tackling the causes and effects of ASB. Our range of partners is wide and includes both formal and informal groups including:

- Stronger Communities Team
- Environmental Health Team
- Hampshire Constabulary
- Probation Services
- Housing Associations
- Youth Offending Service
- Children's and Adult's Social Care
- Mental Health Teams
- Drug and Alcohol Services
- Schools
- The Southampton & South Hampshire Hate Crime Network
- Safe Spaces Network

We work with our partners in a variety of ways to tackle ASB, including regular meetings of the Partnership Action Group (PAG) and other joint working initiatives. Of equal importance is our work with residents and residents' groups to look at ways to prevent, identify and resolve ASB. In this work we will use a variety of methods including, supporting resident led projects, estate meetings, estate inspections and the provision of diversionary activities.

Closing Cases

The Council will close an ASB case when the behaviour has improved to an acceptable level, when there is no further reasonable action that the Council can take to resolve the manner, or if it is requested by the complainant for the case to be closed.

ASB Case Reviews

Where members of the public have made three complaints of ASB or one complaint of Hate Crime in a six-month period where there has been no action, or an inadequate response from agencies, the complainant can make an application for an ASB Case Review by phoning 101. The ASB Case review webpage can be found [here](#).

The ASB Case Review gives victims of anti-social behaviour the right to request action to be revisited, starting with a review of their case.

To report an incident of ASB visit the Council website at: [Reporting antisocial behaviour \(southampton.gov.uk\)](https://www.southampton.gov.uk/reporting-antisocial-behaviour)

Staff Training

We will provide regular training, both for our customer-facing staff who may receive reports of ASB and for staff responsible for managing ASB cases.

Improving our services

We will regularly monitor the progress of ASB cases. We will conduct satisfaction

surveys when we close reports and analyse the data in order to improve and develop our services.

Tenant and Leaseholder Rights and Responsibilities

Council tenants and leaseholders have clear rights and responsibilities in relation to ASB under their tenancy agreement or lease with the Council.

In general, a tenant/leaseholder has the right to be able to live in their home as they choose and without interference from any person. They have a responsibility to ensure that neither they, nor anyone living with them, or visiting their property acts in an anti-social manner, and this includes the behaviour and actions of children and pets.

In the most serious cases, where other measures have been unsuccessful, tenants and leaseholders who persist in causing ASB can be evicted from their homes and the property returned to the Council's housing stock.

The Council's Lettings Policy enables the Council to determine people as ineligible in certain circumstances from the Council's Housing register. This may include those evicted from a property for ASB..

Non-tenants or leaseholders causing ASB

Housing Management Services will work with the tools and powers available and with partner agencies to take appropriate action in such cases.

Information Sharing & Data Handling

We can only tackle ASB effectively by working with our partners. A key element of this approach is the sharing of information. We are mindful of the requirement to share and store information lawfully with due regard for the provisions of:

- The Data Protection Act 2018.
- The Human Rights Act 1998.
- Southampton City Council's Data Protection Policy and related 'Records Retention Schedule Guidance'.

Complaints

If members of the public would like to file any other type of formal complaint, this can be achieved through the Council's complaints portal on the Council website. This can be found at: [How to make a complaint \(southampton.gov.uk\)](https://www.southampton.gov.uk).

Once submitted, the complaint will be sent to the service area, where they will launch an investigation and decide upon the most appropriate course of action.

Appendix A – Definitions

Term	Description
ASB Case Review	<p>This is a mechanism for victims of persistent anti-social behaviour to request that relevant bodies undertake a case review. A case review would entail the relevant bodies sharing information in relation to the case, discussing what action has previously been taken, and collectively deciding whether any further action could be taken. Relevant bodies are set out in the Anti-social Behaviour, Crime and Policing Act 2014 and include local authorities, the police, health providers and providers of social housing.</p> <p>Any individual, community or business can make an application for a case review, and the relevant bodies must carry out a case review if the threshold is met. The threshold will be set by the relevant bodies and could, for example, be three reports of separate incidents of anti-social behaviour in a six-month period, where there has not been an adequate response to that behaviour. The threshold may also be set with reference to the persistence of the behaviour, the potential for harm to the victim, and the adequacy of response from agencies.</p>
Hate Crime	<p>Any criminal offence which the victim, or any other person, views as being caused by prejudice or hate because of a person's actual or perceived disability, gender reassignment, race, religion, or sexual orientation.</p> <p>Hate crimes can include:</p> <ul style="list-style-type: none"> - Assault - Criminal damage - Robbery - Sexual assault - Theft - Inciting others to commit hate crimes - Harassment <p>Hate crime comes with a heavier sentence than anti-social behaviour, if proven.</p>
Hate Incident	<p>Any incident which is viewed by the victim or anyone else as being caused by prejudice or hate because of their disability, gender identity, race, religion or belief, or sexual orientation. Not all hate incidents are criminal offences. The individual does not need to personally perceive the incident to be hate related. It is enough if another person thought that the incident was hate related.</p> <p>Hate incidents can include:</p> <ul style="list-style-type: none"> - Verbal abuse or insults - Isolation and exclusion - Abusive phone calls or text messages/hate mail - Online abuse - Distributing discriminatory literature

	<ul style="list-style-type: none">- Bullying or intimidation- Damage to home, pets, vehicle, etc.
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Appendix B – Preventative, Early Intervention and Legal Measures

Developing Preventative Measures

- **Settling in Visits** - these take place within 12 weeks of the tenancy start date and are used to emphasise tenant obligations and to highlight any current complaints. They are also an opportunity to follow up any support or vulnerability issues already identified at sign up.
- **Use of Introductory Tenancies** –all first time Council tenants are Introductory Tenants unless there is good reason for them not to be. This type of tenancy is a useful management tool enabling us to take action to evict the tenant during the lifetime of the Introductory Tenancy for any breach of the tenancy including ASB.
- **Employing Neighbourhood Wardens** – the wardens provide a uniformed presence on the estates engaging with local people, monitoring for potential ASB hot spots, and helping to improve the environment.
- **Diversionsary Projects** – such as the Council’s Junior Neighbourhood Warden Scheme, aimed to promote good citizenship and various intergenerational projects.
- **Estate Inspections with residents and partner agencies** - to enable the identification of areas which could benefit from environmental improvements.
- **Decent Neighbourhood projects** - aimed towards environmental improvements, increasing pride in the neighbourhoods, and designing out crime.
- **Concierge Security Systems** in high rise blocks – aimed at reducing crime and the fear of crime.
- **Community Payback** - working with Probation Services to assign offenders to work on environmental projects including those to improve our estates.
- **Publicity** - We promote a firm stance and confirm intent to take action in publicity such as our Tenants Link publication.

Early Intervention Measures

Non-Legal Measures

Early intervention is important when tackling ASB to stop the situation from escalating. In all but the most serious cases our initial approach will be to use non-legal measures of intervention including:

- **Mediation Assessment Service** - used as a first step in the majority of ASB complaints and provides a swift early assessment and informal intervention to minimise chances of escalation and the use of more formal procedures.
- **Warning Letters** - warnings are effective to alert individuals that they (or someone for whom they are responsible) is engaging in ASB and can serve to reduce the need for formal measures.
- **Acceptable Behaviour Contracts** - a written agreement made between a perpetrator of ASB and the Council and the police with the aim of stopping that behaviour.

- **Joint actions agreed with partners in the Partnership Action Group process** – other actions to work in partnership with other agencies to help prevent ASB in a particular area.

Legal Enforcement Measures

In the majority of cases non-legal measures will resolve issues of ASB. However, where informal measures have not worked or the ASB is deemed to be very serious, appropriate legal action will be taken.

Although not an exhaustive list, a range of legal measures include:

- **Civil Injunctions** - certain bodies, including the police and the Council, are able to apply to court for an injunction against those aged 10 or over to prevent or restrain antisocial behaviour and to impose positive requirements upon those individuals to lessen the chance of a reoccurrence;
- **Demotion Orders against secure tenants** - the Council can look to “demote” a secure tenancy to a less secure status via the court process, enabling outright possession to be ordered in the event of a breach
- **NOSP** – Notices of Seeking Possession served by the Council in cases of ASB to warn a Council tenant to improve their behaviour and/or that of their family and/or visitors. A failure to improve the behaviour may result in an application being made to the court for a possession order.
- **Possession Proceedings** – the Council can seek court orders to evict individuals and families from their homes following ASB in the most serious cases or where all other measures have been explored and/or exhausted.
- **Absolute Ground for Possession** – this works to expedite the eviction of the most anti-social tenants, in order to bring faster relief for victims. The absolute ground is intended for the most serious cases of anti-social behaviour and it should be ensured that the ground is used selectively. Where the absolute ground is relied upon, the Court must grant possession, provided the Council has followed the correct procedure.
- **Community Protection Notices** – can be issued against a persistent antisocial behaviour perpetrator, and a breach of which can result in fine or criminal prosecution.
- **Closure Notices and Orders** - enable Councils and/or the police to “close” premises associated with serious nuisance or disorder making it a criminal offence for anyone to enter the premises within a specified period of time, of up to 3 months which can be extended.
- **Public Spaces Protection Order** – is intended to deal with a particular nuisance or problem in a specific area that is detrimental to the local community’s quality of life, by imposing conditions on the use of that area which apply to everyone.

In addition, the police are able to use a range of other tools to combat ASB such as:

- **Dispersal Directions** - for a person or group to leave an area (if

ASB is being committed or is likely to be committed) and not return within 48 hours

- **Criminal Behaviour Orders** – which can be made against an individual convicted of an offence and where that individual persistently engages in ASB.

Appendix C – Equality and Safety Impact Assessment



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Equality and Safety Impact Assessment

The **Public Sector Equality Duty** (Section 149 of the Equality Act) requires public bodies to have due regard to the need to eliminate discrimination, advance equality of opportunity, and foster good relations between different people carrying out their activities.

The Equality Duty supports good decision making – it encourages public bodies to be more efficient and effective by understanding how different people will be affected by their activities, so that their policies and services are appropriate and accessible to all and meet different people’s needs. The Council’s Equality and Safety Impact Assessment (ESIA) includes an assessment of the community safety impact assessment to comply with Section 17 of the Crime and Disorder Act and will enable the Council to better understand the potential impact of proposals and consider mitigating action.

Name or Brief Description of Proposal	Housing Anti-Social Behaviour Policy. This Policy was last updated in 2018 and was due for a review. The updated policy contains minimal changes
Brief Service Profile (including number of customers)	
Housing Management (as part of Housing Services) currently manage the tenancies of 15500 households in social housing within the city and the leases of 2200 leaseholder homes. Housing Management also manage the neighbourhoods and estates for these homes.	
Summary of Impact and Issues	
The Housing Anti-Social Behaviour Policy details the Council’s policy for preventing and dealing with Anti Social Behaviour (ASB) on Council estates and in or in the locality of Council owned property. It also provides the policy framework upon which the best practice procedures are based.	
<p>The changes to the updated Policy include new sections on:</p> <ul style="list-style-type: none"> • The use of a ASB Case Review which gives victims and communities the chance to address antisocial behaviour that they have reported but feel has not been reviewed properly. • Proportionality • Action plans • Closing Cases • Staff training • The use of satisfaction surveys and analysing data to improve and develop the service • Definitions which now includes examples of what we do not consider anti-social behaviour. 	
There are no negative impacts caused by these changes.	
Potential Positive Impacts	
<p>The Policy :</p> <ul style="list-style-type: none"> • Is easier for residents to understand. • Gives residents a clearer explanation of what we consider anti-social behaviour and how we will respond to reports. 	

<ul style="list-style-type: none"> • Provides information on using the Anti-Social Behaviour Case Review which allows residents the right to request a multi-agency review of their case. • Includes definition of hate crime/incidents raising awareness of these incidents to our residents including those with protected characteristics. 	
Responsible Service Manager	Helen Prohett
Date	17.10.23
Approved by Senior Manager	Jamie Brenchley
Date	14.06.24

Potential Impact

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
Age	Those aged 18 to 34 are more likely to feel a significant negative impact from ASB compared with other age groups overall. Nationally 29% of participants in this age group reported feeling a significant negative impact on their quality of life from ASB, compared 22% of those aged 35 to 54 and 10% of those who were aged 55 and above (Antisocial Behaviour: Impacts on Individuals and Local Communities, Home Office, 2023).	The Policy, and associated Procedure, provide a framework that helps support residents. This includes those with protected characteristics. The framework includes referrals to support agencies including to Children and Adult Social Care as appropriate, the use of vulnerability and Equality Impact Assessments, Assessments, as well as the Housing Complex Case Panel and Multi-Agency Risk Management (MARM)* to ensure that, any safeguarding, Public Sector Equality Duties, and care and support needs have been taken into account. This is tailored to support both victims and perpetrators of ASB.
Disability	Those with long-term physical or mental health conditions are more likely to have experienced or witnessed ASB than those without the same conditions. In addition, there were 14,000 Hate Crimes/ Incidents recorded nationally in 2021/2022 (Antisocial Behaviour: Impacts on Individuals and Local Communities, Home Office, 2023).	The Policy, and associated Procedure, provide a framework that helps support residents. This includes those with protected characteristics. The framework includes referrals to support agencies including to Children and Adult Social Care as appropriate, the use of vulnerability and Equality Impact Assessments,

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
	<p>In some cases of ASB the behaviour of the perpetrator can be linked to their disability eg mental illness.</p>	<p>Assessments, as well as the Housing Complex Case Panel and Multi-Agency Risk Management (MARM)* to ensure that, any safeguarding, Public Sector Equality Duties, and care and support needs have been taken into account. This is tailored to support both victims and perpetrators of ASB.</p> <p>We also have a specific procedure for supporting victims of Hate Crime and are able to make referrals to NFS Restorative Justice as well as supporting victims by referring to specialist support services including for people with disabilities in the city. In Southampton there are also Hate Crime Third Party Reporting Centres and a Reporting App.</p> <p>Enforcement action may run alongside supportive measures, to help prevent a reoccurrence of the ASB. It is recognised that not all perpetrators will be aware of their underlying problems or willing to accept a support programme, but the Council will endeavour to encourage awareness and engagement as a means of helping to sustain tenancies.</p>
<p>Care Experienced</p>	<p>More than half (52%) of people who have been in care had a criminal conviction by age 24 compared to 13% who had not been in care.</p> <p>People who have been in care are also more likely to been subject to criminal and sexual exploitation ('Reducing criminalisation of looked after children and care leavers',</p>	<p>The framework includes referrals to support agencies including to Children and Adult Social Care as appropriate, the use of vulnerability and Equality Impact Assessments, Assessments, as well as the Housing Complex Case Panel and Multi-Agency Risk</p>

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
	Mayor of London, Office of Policing and Crime, 2021).	Management (MARM)* to ensure that, any safeguarding, Public Sector Equality Duties, and care and support needs have been taken into account. This is tailored to support both victims and perpetrators of ASB.
Gender Reassignment	Transgender people are disproportionately affected by ASB and crime. In 2021/22 there was a 56% increase nationally in Hate Crime towards the transgender community (Hate Crime, England and Wales, 2021-2022, Home Office).	<p>The Policy, and associated Procedure, provide a framework that helps support residents, including those with protected characteristics.</p> <p>The framework includes referrals to support agencies including to Children and Social Adult Care as appropriate, the use of vulnerability and Equality Impact Assessments, Assessments, as well as the Housing Complex Case Panel and Multi-Agency Risk Management (MARM)* to ensure that, any safeguarding, Public Sector Equality Duties, and care and support needs have been taken into account. This is tailored to support both victims and perpetrators of ASB. We also have a specific procedure for supporting victims of Hate Crimes and are able to make referrals to NFS Restorative Justice to support with mediation. We can also support victims by referring to specialist support services, such as services for transgender people in the city. In Southampton, there are also Hate Crime Third Party Reporting Centres and a Reporting App titled "Hate Crime – Love Don't Hate" which is available on all app stores.</p>
Marriage and Civil	No identified impact	

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
Partnership		
Pregnancy and Maternity	No identified impact	
Race	National statistics indicate people from black ethnic backgrounds had experienced or witnessed a significantly higher number of different types of ASB (an average of 4.8 types of ASB per person) than people from white ethnic backgrounds (an average of 3.7 types of ASB per person). ((Antisocial Behaviour: Impacts on Individuals and Local Communities, Home Office, 2023)) In addition, nationally race is the most reported type of Hate Crime base (110,000 case in 2021/2022). (Hate Crime, England and Wales, 2021-2022, Home Office).	The framework includes referrals to support agencies including to Children and Adult Social Care as appropriate, the use of vulnerability and Equality Impact Assessments, Assessments, as well as the Housing Complex Case Panel and Multi-Agency Risk Management (MARM)* to ensure that, any safeguarding, Public Sector Equality Duties, and care and support needs have been taken into account. This is tailored to support both victims and perpetrators of ASB. We also have a specific procedure for supporting victims of Hate Crime and are able to make referrals to NFS Restorative Justice Hate Crime service as well as supporting victims by referring to specialist support services. In Southampton, there are also Hate Crime Third Party Reporting Centres and a Reporting App titled "Hate Crime – Love Don't Hate" which is available on all app stores.
Religion or Belief	Nationally in 2021/22 there were 8700 Hate Crimes based on religion – a 37% increase on the previous year. These crimes often relate to ASB (Hate Crime, England and Wales, 2021-2022, Home Office).	The Policy, and associated Procedure, provide a framework that helps support residents, including those with protected characteristics. The framework includes referrals to support agencies including to Children and Adult Social Care as appropriate, the use of vulnerability and Equality Impact Assessments, Assessments, as well as the

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
		<p>Housing Complex Case Panel and Multi-Agency Risk Management (MARM)* to ensure that, any safeguarding, Public Sector Equality Duties, and care and support needs have been taken into account. This is tailored to support both victims and perpetrators of ASB. We also have a specific procedure for supporting victims of Hate Crime and are able to make referrals to NFS Restorative Justice Hate Crime service as well as supporting victims by referring to specialist support services including for people with disabilities. In Southampton, there are also Hate Crime Third Party Reporting Centres and a Reporting App titled "Hate Crime – Love Don't Hate" which is available on all app stores.</p>
Sex	No identified impact	
Sexual Orientation	<p>In 2021/22 there was a 56% increase nationally in Hate Crime towards based on sexual orientation (Hate Crime, England and Wales, 2021-2022, Home Office).</p>	<p>The framework includes referrals to support agencies including to Children and Adult Social Care as appropriate, the use of vulnerability and Equality Impact Assessments, Assessments, as well as the Housing Complex Case Panel and Multi-Agency Risk Management (MARM)* to ensure that, any safeguarding, Public Sector Equality Duties, and care and support needs have been taken into account. This is tailored to support both victims and perpetrators of ASB.</p>
Community Safety	<p>Investigations of ASB will be sensitive to differing lifestyles and cultures, whilst recognising the right of all to live peacefully with quiet enjoyment in their homes and neighbourhoods.</p>	<p>We do not consider low-level neighbour disputes and day to day living noise, which is not excessive or unreasonable, as ASB. To provide further clarity, the Policy section</p>

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
		'What is Ant-Social Behaviour' notes examples of what the Council constitutes as ASB.
Poverty	Most of our housing stock is within the most deprived areas of the city. Nationally it has been found those living in the most deprived areas were more likely to have personally experienced or witnessed ASB (Antisocial Behaviour: impacts on individual and local Communities, Home Office, 2023).	The services and support outlined in the Policy and associated Procedure are available to all SCC tenants regardless of income/debts, Specific help with debt is available through the Customer Payment and Debt Team and Welfare Rights.
Health & Wellbeing	Anti-social Behaviour impacts on communities in various ways and there is a strong correlation poor health outcomes and deprivation (Antisocial Behaviour: Impacts on Individuals and Local Communities, Home Office, 2023).	<p>The Policy, and associated Procedure, provide a framework that helps support residents, including those with protected characteristics.</p> <p>The framework includes referrals to support agencies including to Children and Adult Social Care as appropriate, the use of vulnerability and Equality Impact Assessments, Assessments, as well as the Housing Complex Case Panel and Multi-Agency Risk Management (MARM) * to ensure that, any safeguarding, Public Sector Equality Duties, and care and support needs have been taken into account. This is tailored to support both victims and perpetrators of ASB..</p>
Other Significant Impacts	<p>Complex information in the Policy may be more difficult to understand for those where English is not their first language.</p> <p>Some of the actions proposed in the Policy (such as possession action) could be viewed as an</p>	<p>To support individuals to read the Policy and associated documents, the council use translation services when needed/requested. Our website also allows documents to be translated online.</p> <p>Housing uses a number of mitigating actions such as ASB Case Reviews, Equality Impact Assessments and the</p>

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
	<p>infringement on a person's human rights.</p>	<p>Housing Complex case Panel to ensure that actions taken are necessary and proportionate in accordance with the Human Rights Act.</p> <p>Additionally, the central emphasis of the Council's management service is that prevention is better than the cure. By working with our partner agencies we aim to find ways of preventing ASB from happening. This can include making environmental improvements to our estates through our Decent Neighbourhood Projects and by providing diversionary activities through our highly successful Junior Neighbourhood Warden Scheme. Other examples of preventative measures that the Council may undertake to prevent ASB are detailed in Appendix B of the policy.</p>

* MARM should only be used where there are high risks but the statutory S42 enquiry is not met. If it is then Adult Social Care should be asked to lead a S42 enquiry.