



ASB Policy

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Person Responsible: Director of Homes and Communities

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1. Purpose

This policy aims to assist residents to live a life free from ASB and nuisance. We are committed to a restorative approach to building and maintaining relationships between neighbours and communities, and in repairing relationships where necessary.

This policy sets when and how BCG will intervene in cases of ASB. BCG is committed to a restorative approach, both in terms of using restorative techniques to build and maintain relationships between individuals, schemes and wider communities, and in using restorative interventions to acknowledge the harm caused by ASB, share the impact this has had and facilitate repair of relationships through mutual agreements. Reconciliation of conflict is essential to support healthy relationships between neighbours and communities and is our central offer to cases of ASB reported to us. Housing staff are trained in restorative practice and supported by trained managers and experts.

We are clear on the types of cases in which BCG can get involved, the types of cases in which we cannot, and, where we can get involved how we will do so.

This policy is owned and administered by the Director of Homes and Communities. The effectiveness of the policy and provision of training will be reviewed annually. This exercise will ensure that the policy is up to date and remains relevant to BCG's needs.

“Anti-social behaviour covers a broad spectrum... It can cause minor irritation or can be utterly devastating. Whilst anti-social behaviour is not just a housing issue, it is clear that the housing sector has an important role to play in preventing and responding to it. Indeed, in many cases social landlords have taken the lead on tackling anti-social behaviour in their communities. There are many examples of good practice within the sector. Much anti-social behaviour is not criminal in its nature, but this type of behaviour does undermine people's confidence that crime is being tackled and fuels a fear of crime.”

Welsh Government

2. What matters

We asked residents what mattered to them. Residents want to: -

- feel safe inside and outside of my home - both me and my visitors
- enjoy peace and quiet
- be kept informed if I've raised concerns and for staff to be proactive
- have respectful neighbours
- have a healthy quality of life

3. Abbreviations and Definitions

<i>Term</i>	<i>Abbreviation</i>
Beacon Cymru Group	BCG
Anti-Social Behaviour	ASB
Prejudice Motivated ASB	PMASB
Community Housing Officer	CHO

4. ASB Policy

4.1 Definition of Anti-Social Behaviour

BCG adopts the definition of ASB as set out in the Anti-Social Behaviour Crime and Policing Act 2014, that 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.

Examples of this conduct include, but are not limited to:

Drug related offences from a property or within the locality	Violence or threats of violence	Damage to property, including graffiti and vandalism	Harassment and victimisation
Hate incidents and prejudice motivated ASB	Verbal abuse	Noise nuisance	Littering, fly-tipping, rubbish dumping and misuse of communal areas
Nuisance from vehicles	Nuisance from animals		

4.2 Hate Incidents/Prejudice Motivated ASB

BCG defines hate incidents/prejudice motivated ASB (PMASB) as conduct that is motivated by an intolerance or prejudice towards a person or group of peoples' protected characteristics, as defined by the Equality Act 2010, or the protected characteristics of a person closely associated with them. In these circumstances, it does not matter whether the protected characteristics are present in the particular case - only that it is perceived to be so.

Cases aggravated by prejudice will be treated as a priority.

4.3 Circumstances When BCG Will Get Involved

BCG will implement this policy when ASB is carried by a resident(s), a member of the resident(s)'s household and/or visitors. It does not matter who the ASB is directed towards and includes towards our staff, agents and/or contractors. Each case will be dealt with according to its circumstances.

Where an alleged perpetrator is not a BCG resident, we will work closely with the police and local authority to reach an appropriate outcome.

We will assist owner-occupiers or private tenants where the alleged perpetrator is a BCG resident.

4.4 Circumstances when BCG Will Not Get Involved

Individual perceptions of ASB can include a wide variety of activities. The following are examples of the types of everyday living that would not, under normal circumstances, be considered to constitute ASB and will not, therefore, be investigated under the terms of this policy.

Mowing of lawns	Vacuuming / noise from domestic appliances	Smells (unless relating to drug activity)	Children playing
Walking across a wooden floor	Low level animal nuisance (e.g. cats entering gardens)	Lifestyle clashes	

We will work with residents reporting these types of issue to manage expectations and to suggest alternative methods of resolution.

4.5 What You Can Expect From BCG

BCG will review every ASB report received. Consideration will be given to the context of the report, whether it is the first time an incident has been reported, or whether it the latest in a series of ongoing reports.

Vulnerability and risk will be key to determining the most effective and proportionate response and BCG may use the risk assessment matrix at Appendix A to assess the real impact of ASB (which is not always the same as the assumed impact). This will help to ensure that those affected by ASB get the required support. Any suggested action to be taken will be discussed with the victim/witness and the options available and likely outcomes explained.

Our primary offer is to facilitate a restorative intervention, supporting the victim, witnesses, and perpetrators to engage in a supportive, safe conversation to reach a mutually agreeable solution.

BCG will make full use of the range of enforcement measures and legal options available to effectively address ASB, however we will not move victims, witnesses or perpetrators as a means of resolving ASB; we will deal with the ASB. The only exception to this is in very extreme situations, where there are fears for resident safety. The recommendations and assistance of statutory agencies will be required in considering such a move.

A preferred method of ongoing communication will be established from the outset with residents reporting ASB. Once received, the victim/witness will be provided with a single point of contact, usually the CHO for the area or a community safety officer. The CHO or community safety officer will be responsible for managing the case, establishing the facts, and determining whether the matter is actionable. The CHO or community safety officer will keep victims and witnesses updated proactively. BCG will ensure that residents have access to interpreters and signers and use appropriate formats of communication for anyone who has difficulty reading or writing.

4.6 Supporting Victims

BCG will take a trauma informed, victim led and proportionate approach to managing ASB and will, where possible and appropriate, work with the police and other agencies to address issues. This will ensure that the physical, psychological, and emotional impact of ASB on those affected is always considered and factored into how cases are managed.

Victims will be advised of the support services that we and other agencies such as the police, Victim Support, Citizens Advice, and mediation can provide, and make referrals as required.

Appropriate confidentiality will be maintained and will always seek the victim or witnesses' permission before contacting the alleged perpetrator, legal representatives or any other agencies.

If court action is taken we will:

- provide transport to court for witnesses, pay expenses for refreshments, childcare and any other reasonable costs, where these are needed to facilitate the attendance at court of the witness
- arrange for an accompanied visit to court, prior to attendance, to familiarise witnesses with the court environment and proceedings.
- work with support agencies when a complaint of ASB is made against an alleged perpetrator who is vulnerable, with the intention of encouraging a positive change in their behaviour.

BCG will make residents aware of the Anti-social Behaviour (ASB) Case Review (formally known as community trigger) process and their right to make an application and will act as an advocate in supporting residents to take an application forward to the relevant authority where appropriate for us to do so.

We aim to create a climate where people feel confident in coming forward with information, but should victims or witnesses wish to remain anonymous we will still investigate reports. Residents will be made aware, though, that by remaining anonymous, the types of action that we are able to take may be limited.

4.7 Supporting Vulnerable Perpetrators

BCG will consider whether the perpetrator may benefit from help and support from relevant support agencies and make such referrals as considered appropriate taking vulnerability into account.

Where ASB perpetrators are juveniles, we will attempt to work with other partner agencies and parents to manage the ASB. Early intervention and prevention will be the preferred option, but legal action will be taken where necessary.

4.8 Proactive Activity

Our Tenancy Agreements are clear about prohibiting nuisance and ASB and this is clearly explained to residents at sign up of their tenancy.

We will work in partnership with others to engage residents in activities aimed at reducing ASB.

BCG is committed to equal opportunities and this policy will be operated fairly and equally. BCG will not discriminate, harass or victimise any victim, witness, alleged perpetrator or other interested party on the grounds of any protected characteristic(s).

The protected characteristics under the quality Act are:

Age	Pregnancy / Maternity	Sex
Race	Sexual Orientation	Gender Reassignment
Disability	Religion of Belief	Marriage / Civil Partnership

4.9 Equality and Diversity

BCG must, in the exercise of its housing management functions, have due regard to the need to:

- a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
- b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;

This includes the need to:

- (i) remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic;

- (ii) take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it;
 - (iii) encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.
- c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
- This includes the need to:
- (i) tackle prejudice, and
 - (ii) promote understanding.

We are not a public authority, but we do exercise public functions when we allocate and manage social housing. This means that we must have regard to the matters mentioned above.

Compliance with the duties in this section may involve treating some persons more favourably than others; but that is not to be taken as permitting conduct that would otherwise be prohibited by or under this Act.

5. Monitoring and measures

The basis of all learning and study is quality data and BCG commits to keeping proportionate, purposeful, person-centered ASB records. We strive to produce leading measures that study how we are performing to purpose (e.g. 'a life free of ASB' and 'building restorative communities') and lagging measures (e.g. satisfaction with response and time taken to resolve).

Measures are captured to understand specific details relating to ASB (e.g. location, type, etc.) and these are regularly reviewed both in teams and at management level. This data assists us to identify hotspots, design interventions and identify partners (internal and external) to work collaboratively with. Cases of ASB are reviewed, using a reflective practice 'fishbowl' approach, on a regular basis. These exercises are undertaken in teams to share examples and invite reflection from colleagues to assist with sharing good practice, designing interventions and improving how we work

6. Linked policies

Complaints Policy

7. Relevant legislation

This policy takes into account the requirements of:

- Anti-Social Behaviour Crime and Policing Act 2014
- Equality Act 2010
- Housing Wales Act 2014
- Housing Acts 1985, 1988, 1996, 2004
- Renting Homes (Wales) Act 2016

and the requirements of the Welsh Government's Regulatory Framework: -

- RS3 - high quality services are delivered to tenants. The social landlord keeps tenants safe in their homes, delivers services which meet the diverse needs of tenants and achieves and maintains high levels of tenant satisfaction with services.

8. Data protection statement

BCG operates a specific Data Protection Policy which governs how the organisation will manage the collection, retention, processing, management and disposal of individual's personal data and special category data. The policy is designed to incorporate all the legal requirements contained in Data Protection Act 2018, the GDPR, Data (Use and Access) Act 2025 and guidance and best practice issued by the Information Commissioners Office.

When dealing with information relating to ASB, BCG will be careful to differentiate between what information it is able to use and share in investigations and that which it is not.

9. Welsh Language

The Group acknowledges that members of the public can express their opinions and needs better in their chosen language. Therefore, we will ensure that services are available through the medium of Welsh if requested, are of a high quality and are provided in a timely manner.

10. Equality Impact Assessment Screening

What are the day-to-day activities under this policy, function, decision or process?	
Case management of ASB	
Are you assessing changes to one of the following policies, practices, decisions or services?	Tick Here
Strategic budgetary decision	
Grant-making activity	
A change to service delivery	
ASB	
Repairs, maintenance and/or WHQS	
Rent	
Allocations or lettings	
A recruitment or pay policy	
Communications or contact with tenants	
A policy or decision that affects tenants, employees or the wider community	
A major policy or practice that significantly affects how functions are delivered in terms of people with protected characteristics	
Relates to activities that have previously been shown as important to particular characteristics	
Relates to a policy/practice where there is significant potential for reducing inequalities or improving outcomes	
Relates to an area where there are known inequalities e.g. accessible housing, pay gaps, racist or homophobic harassment, communications	
Relates to an area where there is a lack of data, evidence or published research	

If any of the above are ticked – proceed to full EQiA (to follow this page)

Is a full EQiA required?	No
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If a full EQiA is not required, please provide an explanation for the decision below:
No change to policy; this is a refresh and update that the former Coastal ASB policy applies to all Beacon properties.

Completed by: Louise Bolam

Date: 11/9/25

11. Complaints, disputes and concerns

Complaints regarding any aspect of how BCG has responded to ASB reports can be made through the company's complaints process by contacting BCG by telephone, email, live chat, visit or by letter.

Appendix: ASB Risk Matrix

See over.

Name:	Address:
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Incident No.
 This scorecard is designed to help you identify vulnerable victims, witnesses, and complainants. It should be used as a guide, and in combination with your own judgement (and that of your neighbourhood partnership) to help ascertain what support and protection is required in a given situation. All action taken as a result of your assessment should be discussed with the witness to ensure it meets their needs.

History	1. Other than this occasion – how often do you have problems?	5 3 2 1 0	Daily Most days Most weeks Most months Only occasionally
	2. Do you think the current incident is linked to previous incidents? If so why?	2 0	Yes No
	3. Do you think that incidents are happening more often and/or are getting worse?	2 0	Yes No
	4. Do you know the offender/s	2 1 0	They know each other well They are 'known' to each other They do not know each other
	5. Does the perpetrator (or their associates) have history of or reputation for intimidation or harassment?	6 4 2 0	Perpetrator or their associates are currently harassing the complainant Perpetrator or their associates has harassed the complainant in the past Perpetrator or their associates have not harassed the complainant, but have a history or reputation for harassment or violent behaviour Perpetrator or their associates have no history or reputation for harassment or intimidation
	6. Have you informed any other agencies about what has happened? If yes, are you happy for us to discuss this problem with them? Details:	0 1	Yes No

Vulnerability	7. Which of the following do you think that this incident targeted. Specify	4 3 1 0	You Your family Your community None
	8. Do you feel that this incident is associated with your faith, nationality, ethnicity, sexuality, gender or disability? Details:	3 0	Yes No
	9. In addition to what has happened, do you feel that there is anything that is increasing you or your household's personal risk (e.g. because of personal circumstances). Details:	3 0	Yes No
	10. How affected do you feel by what has happened? Details:	0 1 2 3 5	Not at all Affected a little Moderately affected Affected a lot Extremely affected

11. Has yours or anyone's health been affected as a result of this and any previous incidents? Details:	3 3	Physical health Mental health
12. Do you have a social worker, health visitor or any other type of professional support? Can we speak to them about this? Details:	0 1	No Yes
13. Do you have any friends and family to support you?	3 3 1 0	Complainant lives alone and is isolated The complainant is isolated from people who can offer support The complainant has a few people to draw on for support The complainant has a close network of people to draw on for support
14. Apart from any effect on you, do you think anyone else has been affected by what has happened? Details:	1 3	Your family Local community Other

TOTAL SCORE

Based on these factors and your own judgement, adjust the scoring accordingly.

0
Low

4

8

12

16

20

22

24

26

28

30

Medium

High

The agencies are there as a guide, and should be used in combination with other local resources, and your own judgement of what support and protection are required in any given situation. All action taken as a result of your assessment should be discussed with the witness to ensure it meets their needs.

34 High	<p>Police</p> <p>Housing Team / ASB team</p> <p>Neighbourhood wardens</p> <p>Victim support / Victim witness champion / Other support services</p>
26 Medium	<p>Police</p> <p>Housing Team / ASB team</p> <p>Neighbourhood wardens</p> <p>Victim support / Victim witness champion / Other support services</p>
0 Low	<p>Police</p> <p>Housing Team / ASB team</p> <p>Neighbourhood wardens</p> <p>Victim support / Victim witness champion / Other support services</p>

Consent to information sharing

I consent to agencies obtaining and sharing. Information as part of the multi-agency work to help and secure my safety and that of my family.
 If there are child protection concerns, information will be shared regardless of whether this form is signed.

Signature: _____

Date: _____

Print name: _____