LHP

ANTI-SOCIAL BEHAVIOUR & COMMUNITY SAFETY POLICY

2026 - 2029

Anti-Social Behaviour & Community Safety Policy

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Contact Officer:	*Danielle Toyne* *Strategic Lead for Place*
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Policy Links	*Safeguarding Safeguarding Policy 2025.pdf* *Lettings Lettings Policy 2025.pdf* *Domestic Abuse Domestic Abuse Policy 2025.pdf* *Lone Working Lone Working Policy 2024.pdf* *Limited Contact Limited Contact Policy 2024.pdf*

Brief Policy Summary:

We are committed to listening to our customers, taking concerns seriously, and responding to reports of Anti-Social Behaviour (ASB) in a timely, fair, visible and consistent manner. We will work with those affected to understand the impact ASB is having on them, tailoring our approach where appropriate to reflect individual circumstances, communication needs and vulnerabilities, ensuring customers feel safe, supported and informed throughout their case.

We are committed to preventing ASB wherever possible through proactive neighbourhood management, early intervention and strong partnership working. Using Neighbourhood intelligence, customer insight, repeat reporting trends and local knowledge, we will identify emerging issues, hotspot areas and opportunities to intervene before problems escalate. Through a visible neighbourhood presence, targeted prevention activity and community engagement, we will help create safer, stronger neighbourhoods and increase customer confidence that concerns are being addressed.

Where ASB does occur, we will take proportionate and appropriate action using a range of interventions, including tenancy enforcement where necessary. We will work collaboratively with partner agencies, customers and local communities to resolve issues effectively, protect those affected and achieve sustainable outcomes.

We are committed to continuously improving our service by learning from customer feedback, complaints, neighbourhood intelligence and performance data. By using insight to shape our approach, we will deliver a service that is responsive, personalised and focused on improving wellbeing, sustaining tenancies and creating safe, inclusive and respectful communities.

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Purpose

1. *This policy provides the framework for how we prevent, manage and respond to Anti-Social Behaviour (ASB) within our neighbourhoods. We are committed to working with customers, communities and partner agencies to challenge unacceptable behaviour, improve quality of life and ensure customers feel safe, supported and able to enjoy their homes.*

2. *We will respond promptly and effectively to reports of ASB, keep customers informed throughout their case and work collaboratively with partner agencies to reduce crime, address anti-social behaviour and provide support to those affected. Alongside responding to reported incidents, we are committed to identifying emerging issues early and taking preventative action wherever possible to stop problems escalating.*

3. *This policy has been shaped by bringing together customer insight, complaints learning, performance information, operational experience and colleague feedback. By learning from these different sources, we have strengthened our focus on prevention, early intervention, personalised service delivery, partnership working and building customer confidence, ensuring our approach continues to evolve in response to customer needs and the changing challenges within our neighbourhoods.*

4. *We recognise that ASB can have a significant impact on individuals, families and communities. Everyone is entitled to the peaceful enjoyment of their home and, as a major social landlord, we have a responsibility not only to respond effectively when ASB occurs, but also to prevent issues wherever possible through proactive neighbourhood management, neighbourhood intelligence, early intervention, partnership working and a visible neighbourhood presence. Our approach is focused on supporting victims, sustaining tenancies, building customer confidence and creating safe, inclusive and respectful neighbourhoods.*

Scope

5. *This policy sets out how LHP will prevent, identify, investigate and respond to reports of Anti-Social Behaviour (ASB), including hate incidents and hate crime. It applies to all customers and outlines the principles that guide how we support those affected, work with partner agencies and take proportionate action to prevent and address ASB within our neighbourhoods.*

6. *Domestic Abuse is managed under our separate Domestic Abuse Policy, recognising the distinct risks, legal framework and support requirements associated with domestic abuse.*

7. *This Policy document should be read in conjunction with:*

   - *Lincolnshire County Wide ASB Strategy Lincolnshire County Wide ASB Strategy.docx*
   - *North East Lincolnshire Council "Feel Safe are Safe" ASB Strategy North East Lincolnshire Council "Feel Safe are Safe" ASB Strategy.docx*

Objectives

8. *To provide customers with a clear understanding of what constitutes Anti-Social Behaviour (ASB), what they can expect from our service, and how concerns will be assessed and managed.*

9. *To deliver a fair, consistent and proportionate approach to preventing and managing ASB, ensuring our service complies with legal and regulatory requirements and reflects the needs of our customers and communities.*

10. *To prevent ASB from escalating through early intervention, proactive neighbourhood management, partnership working and a personalised approach that recognises individual circumstances and supports those affected.*

11. *To use a range of proportionate interventions and legal powers to resolve ASB effectively, support victims, build customer confidence and contribute to safe, inclusive and respectful neighbourhoods.*

Definitions

12. *We adopt the definition set out in part 1, Section 2 – Anti- Social Behaviour, Crime and Police Act 2014 provides an overarching definition of ASB:*

    (1) In this part "anti-social behaviour" means:

    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 persons occupation of residential premises

    c) conduct capable of causing housing related nuisance or annoyance to any person.

13. *Hate Crime, we follow the definition used by the police and the Crown Prosecution Service. Hate Crime is "Any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice, based on a person's age or perceived age, disability or perceived disability; race or perceived race; or religion or perceived religion; or sexual orientation or perceived sexual orientation or transgender identity or perceived transgender identity."*

14. *We recognise that noise can have a significant impact on people's enjoyment of their home. We will consider noise to be anti-social behaviour where it is unreasonable, persistent or has a significant impact on others. Every report will be assessed on its individual circumstances, taking into account factors such as the frequency, duration, severity and impact of the noise on those affected.*

15. *As a general guide, noise is more likely to be considered anti-social behaviour where it occurs for more than one hour per day and on at least five days within a week. However, this is not a fixed threshold. We will always consider the individual circumstances of each case and the evidence available before deciding the most appropriate course of action.*

Legislation and Regulator of Social Housing (RSH) Consumer Standards

16. *In line with the Regulator of Social Housing's Neighbourhood and Community Standard, we will:*

- *Work collaboratively with relevant partner agencies to prevent and tackle Anti-Social Behaviour (ASB).*
- *Provide clear, accessible and inclusive ways for customers to report ASB and understand what they can expect from our service.*
- *Take prompt, proportionate and appropriate action to prevent and address ASB.*
- *Keep customers informed, supported and involved throughout the management of their case.*
- *Promote early intervention and preventative approaches to reduce the impact and escalation of ASB.*
- *Identify and respond appropriately to the needs of victims, witnesses and customers, providing support or referrals where required.*
- *Use customer insight, complaints learning, operational experience and performance information to continuously improve our service.*
- *Monitor our performance, report on outcomes and remain transparent and accountable in our approach.*

17. *17. We will comply with all relevant legislation, regulatory requirements and statutory guidance relating to the prevention and management of Anti-Social Behaviour, including but not limited to:*

- *Crime and Policing Act 2026*
- *Anti-Social Behaviour, Crime and Policing Act 2014*
- *Anti-Social Behaviour Act 2003*
- *Crime and Disorder Act 1998*
- *Housing Acts 1985, 1988 and 1996*
- *Equality Act 2010*
- *Human Rights Act 1998*
- *Care Act 2014*
- *Children Act 2004*
- *Regulation of Investigatory Powers Act 2000*
- *Data protection legislation and Information Commissioner's Office (ICO) guidance.*

What is Anti-Social Behaviour (ASB)?

18. *The table below provides examples of behaviours that may, or may not, be considered anti-social behaviour (ASB). These examples are intended as a guide only and are not exhaustive.*

19. *We recognise that the impact of behaviour can vary depending on the individual circumstances of each case. When assessing reports, we will consider a range of factors, including the nature, frequency, persistence, severity, intent and impact of the behaviour, alongside any vulnerabilities, available evidence and the wider circumstances of those affected.*

20. *We are committed to listening to customers, understanding the impact the behaviour is having on them and assessing every report fairly, proportionately and on its own merits. Where appropriate, we will work with customers and partner agencies to identify the most suitable and effective response.*

Examples of behaviour we consider to be ASB:	***Examples of behaviour we do not consider to be ASB:***
Prolonged and persistent noise	*Everyday household noise such as children playing, household appliances, occasional social gatherings, babies crying, BBQs, or occasional dog barking*
Threats of physical violence	*General neighbour disagreements where there is no evidence of threats, harassment, or deliberate intimidation*
Intimidation and harassment like stalking and hate crimes	*Minor disputes between neighbours, including occasional arguments, staring, personality clashes, or social media disagreements that do not amount to harassment or intimidation*
Criminal behaviour or criminal damage linked to a property or neighbourhood	*Minor or isolated parking disputes where there is no ongoing obstruction, intimidation, or deliberate anti-social behaviour*
Drug related activity	*Cooking odours and normal household smells*
Dangerous, aggressive, or uncontrolled animals causing risk or nuisance	*Normal animal behaviour, including cats roaming or birds making noise*

21. *We recognise that not every neighbourhood concern will be considered Anti-Social Behaviour. However, this does not mean it will be ignored. Where appropriate, concerns may be managed through proactive neighbourhood management, tenancy management, early intervention or partnership working. By addressing lower-level neighbourhood concerns at an early stage, we aim to prevent issues from escalating, support positive relationships between neighbours and create safer, more respectful communities. We will always explain how concerns will be managed, what action can be taken and, where appropriate, direct customers to the organisation best placed to help.*

22. *Reports relating to suspected drug use, including cannabis use, will be assessed based on the nature, frequency, severity and wider impact of the behaviour. Where criminal or drug-related activity is suspected, we will work with the Police, Local Authority and other relevant partner agencies to determine the most appropriate response. While some enforcement powers sit with partner agencies, we will continue to consider any tenancy-related action available to us, support those affected and keep customers informed throughout the process where appropriate.*

Reports of ASB

23. *We provide a range of accessible ways for customers to report Anti-Social Behaviour (ASB). At LHP, we are committed to ensuring our ASB services is accessible to all customers. Where required, we will make reasonable adjustments to remove barriers to accessing our services, including providing information in alternative formats, using preferred communication methods, arranging interpretation or translation services and tailoring our approach to meet individual needs. Every Customer can request reasonable adjustments at any stage of their contact with us.*

24. *We recognise that every interaction with a customer is an opportunity to identify concerns and provide support. Customers can report ASB through any of our contact channels, including by calling our Contact Centre, using the website or speaking to any LHP colleague.*
25. *We will listen to every report of ASB, take concerns seriously and assess each report fairly and consistently. Anonymous reports will be recorded and considered alongside any available evidence. While anonymous reports may limit the action we are able to take, they can help us identify patterns, emerging concerns and areas requiring further investigation.*
26. *At the first point of contact, we will assess each report to ensure it is directed to the most appropriate service (e.g. Police, Neighbourhood Management or ASB Team), while keeping the customer informed of what will happen next.*
27. *Where a customer reports a concern that does not fall within LHP's responsibilities, we will not simply close the enquiry without support. We recognise that customers may not always know which organisation is best placed to help. We will explain why the issue is outside our remit, provide clear advice and signpost or refer the customer to the appropriate agency, such as the Police, Local Authority, Environmental Health, Adult Social Care, Children's Services, or other specialist support organisations. Where appropriate, and with the customer's consent, we may support them to access these services by assisting with referrals or making contact with the relevant organisation, particularly where the customer has additional support or communication needs. Where an issue has an impact on the customer's tenancy, wellbeing or the wider neighbourhood, we will continue to work collaboratively with partner agencies to support the customer and achieve the best possible outcome.*
28. *We will work with all parties involved to understand the circumstances of each case and the impact the behaviour is having on those affected. We will take a personalised approach, recognising that every situation is different and considering individual needs, vulnerabilities and the outcomes customers are seeking wherever appropriate.*
29. *We will agree a proportionate and appropriate action plan with the complainant where possible, setting out the actions to be taken, the support available and how we will communicate throughout the case.*
30. *We will not normally move complainants, witnesses or perpetrators as a means of resolving ASB. Wherever possible, we will work with those involved to address the underlying issues and resolve concerns within the community. In exceptional circumstances, where there is an immediate risk to safety or there is no other reasonable option, a move may be considered in consultation with senior managers and partner agencies.*

Proactive Neighbourhood Management and Prevention

31. *We are committed to preventing Anti-Social Behaviour (ASB) wherever possible, recognising that early intervention, visible neighbourhood management and strong community relationships play an important role in creating safe, inclusive and respectful neighbourhoods.*

32. *Our approach will not rely solely on responding to reports of ASB after issues have escalated. We will use customer insight, neighbourhood intelligence, repeat reporting trends, complaints learning, operational data and partnership information to identify emerging concerns, hotspot locations and patterns of behaviour at the earliest opportunity. This enables us to take targeted action to prevent issues from escalating and reduce the likelihood of repeat incidents.*

33. *We will maintain a visible presence within our neighbourhoods and deliver targeted prevention, reassurance and engagement activities. This may include neighbourhood inspections, tenancy visits, community engagement, hotspot interventions, partnership initiatives, environmental improvements and early support where concerns have been identified.*

34. *We will proactively identify opportunities to provide support where customer insight, neighbourhood intelligence or local knowledge indicate that concerns may be emerging. Rather than waiting for customers to contact us or for issues to escalate, we will engage with individuals and communities at the earliest opportunity to offer support, resolve concerns and help prevent Anti-Social Behaviour from developing or becoming more serious.*

35. *We recognise that preventing Anti-Social Behaviour is a shared responsibility. We will work collaboratively with customers, communities and partner agencies to identify local priorities, address the underlying causes of Anti-Social Behaviour where possible and build confidence that concerns are listened to and acted upon. By taking a preventative and neighbourhood-focused approach, we aim to create places where people feel safe, respected and proud to live.*

36. *We provide a range of accessible ways for customers to report Anti-Social Behaviour (ASB). Customers can report concerns to any LHP colleague, who will ensure the information is passed to the appropriate team so that it can be assessed and acted upon. We are committed to making our service accessible to everyone and will provide alternative reporting methods or reasonable adjustments where required to meet individual communication or accessibility needs.*

Customer Confidence, Visibility and Reassurance

37. *34. We recognise that customer confidence in our Anti-Social Behaviour (ASB) service is influenced not only by individual case outcomes, but also by wider confidence that concerns are taken seriously and action is taken to improve neighbourhoods.*

38. *We are committed to being open and transparent about how we tackle ASB. Where appropriate, we will communicate the work we are undertaking, share the positive impact of our interventions and provide reassurance that concerns raised by customers are being addressed, while always respecting confidentiality and data protection requirements.*

39. *By increasing awareness of the action we take to prevent and address ASB, we aim to encourage customers to report concerns, strengthen confidence in our service and reassure communities that issues affecting their neighbourhoods will be taken seriously.*

40. *We will continue to learn from customer feedback, complaints and neighbourhood insight to improve how we communicate, engage with customers and build confidence in our service.*

Supporting Customers and Personalised Service Delivery

41. We recognise that anti-social behaviour can have a significant impact on individuals, families, and communities, particularly where customers may be require additional support. We are committed to delivering a personalised, trauma-informed, and customer-focused service that takes account of individual circumstances and the impact ASB may have on wellbeing, safety, and quality of life.

42. We will work with customers to understand their individual circumstances, the impact the behaviour is having on them, their communication needs and the outcomes they are seeking. We will tailor our approach wherever possible, recognising that a one-size-fits-all response is not appropriate. This may include agreeing how and when we communicate, providing more or less frequent updates, making reasonable adjustments to meet communication or accessibility needs, agreeing personalised action plans or working with partner agencies to provide additional support where appropriate.

43. We will identify and respond appropriately where customers may be at increased risk. This may include considering factors such as physical or mental health, disability, age, domestic abuse, safeguarding concerns, language or communication barriers, or other circumstances that may affect how they experience ASB or access our services. Where appropriate, we will work with partner agencies and make referrals to ensure customers receive the support they need.

44. We will work collaboratively with customers, colleagues and partner agencies to provide coordinated and proportionate support, ensuring our response reflects both the seriousness of the behaviour and the individual needs of those affected. Our approach will focus on early intervention, prevention, reassurance and achieving positive, sustainable outcomes.

45. We are committed to providing a service that is fair, accessible, inclusive and responsive to the diverse needs of our customers and communities. We will regularly review customer insight, complaints learning and performance information to help ensure our services continue to meet the needs of those we serve.

What You Can Expect When You Report ASB

46. When a customer reports Anti-Social Behaviour, we will:

- *Assess the report at the first point of contact to identify any immediate risks, safeguarding concerns, vulnerabilities or reasonable adjustments required.*
- *Where the initial assessment identifies a high risk of harm, contact the customer within **one working day** and, where appropriate, offer or arrange a visit. We will take any immediate safeguarding action required and involve the Police or other partner agencies where necessary.*
- *In all other cases, contact the customer within **three working days** to understand what has happened, discuss the impact and gather further information.*
- *Complete a risk assessment and, wherever possible, agree an action plan and communication plan with the customer.*
- *The risk assessment will consider the nature, frequency and severity of the behaviour; its impact on those affected; any additional needs or circumstances that may increase risk; repeat incidents or victimisation; and the likelihood of further or escalating harm. The level of risk identified will inform the urgency of our response, the support offered and how the case is managed. We will review the risk assessment throughout the life of the case and whenever circumstances or new information indicate that the level of risk may have changed.*
- *Where it is safe and appropriate, contact the person alleged to be responsible within **five working days**. Contact may be delayed where it could increase risk, compromise an investigation or conflict with advice from the Police or another partner agency.*
- *Complete the agreed actions, work with relevant partner agencies and review the available evidence.*

- *Keep the customer updated at least every* ***14 days****, or at least every* ***seven days*** *where the customer is assessed as being at increased risk. We may agree different communication arrangements based on the customer's needs and circumstances.*
- *Discuss the outcome with the customer before closing the case, explain the reasons for closure and advise them of any further action or support available.*
- *Invite the customer to provide feedback about how their case was handled.*

What we may ask customers to provide

47. *We will explain what information or evidence may help us understand and investigate the concern. Depending on the circumstances, this may include:*

- *Dates, times, locations and descriptions of incidents.*
- *Details of how frequently the behaviour occurs and how it is affecting the customer or their household.*
- *Diary sheets or incident records.*
- *Photographs, video or audio recordings obtained safely and lawfully.*
- *Details of witnesses or reports made to the Police, Local Authority or another agency.*
- *Permission to share relevant information with partner agencies where appropriate.*

48. *We will be clear about what is needed, why it may be helpful and how it can be provided. We will not expect customers to place themselves at risk to gather evidence, confront another person or undertake surveillance. Where required, we will provide support or reasonable adjustments to help customers record and provide information.*
49. *These timescales relate to initial contact and ongoing communication. The time required to resolve a case will vary depending on its complexity, the evidence available and whether action is required from partner agencies or the courts. Where there is an immediate risk of harm or a crime is taking place, customers should contact the Police on* ***999****.*
50. *44. The following Table provide details of the legislation and legal enforcement powers available for ASB:*

Legislation	***Power***	***Accountable Body***	***ASB Activity***
Crime and Policing Act 2026	*Respect Orders*	*Police*	*Serious or persistent ASB, subject to statutory criteria and commencement*
Crime and Policing Act 2026	*Housing Injunctions*	*LHP/Courts*	*Housing related anti-social conduct subject to statutory criteria*

ASB Crime and Policing Act 2014	*Criminal Behaviour Order (CBO)*	*Police*	*Serious or persistent ASB following conviction*
ASB Crime and Policing Act 2014	*Dispersal Powers*	*Police*	*Immediate nuisance or disorder in public spaces*
ASB Crime and Policing Act 2014	*Community Protection Warning (CPW) and Notice (CPN*	*Police/Local Authority (Delegated to LHP where applicable*	*Persistent low level nuisance*
ASB Crime and Policing Act 2014	*Public Spaces Protection Order (PSPO)*	*Local Authority*	*Ongoing anti social behaviour in public areas*
ASB Crime and Policing Act 2014	*Closure Power*	*Police/Local Authority*	*Serious nuisance linked to a property*
ASB Crime and Policing Act 2014	*Civil Injunction Order*	*Police/Local Authority/LHP (via Courts)*	*Prevent ongoing ASB*
Housing Act 1985	*Possession Orders* *Warrants of Eviction* *Demotions*	*LHP/Courts*	*Serious or persistent tenancy breaches*
Housing Act 1988	*Section 21 Notices*	*LHP/Courts*	
Environmental Protection Act 1990	*Noise Abatement Notice*	*Local Authority*	*Statutory Noise Nuisance*

Partnership Working and Exchange of Information

51. *45. We recognise that tackling ASB requires a coordinated approach. We will work closely with partner agencies to ensure customers receive a timely, effective and joined up response, helping to keep our communities safe.*

52. *46. We will work with a range of external partners, including the Police, Local Authority and support services to prevent and manage ASB and provide appropriate support to those affected.*

53. *47. We will share relevant information with partner agencies, in line with data protection requirements to help prevent and address ASB and crime. We will ensure that information is shared responsibly and that customers privacy and confidentiality are respected*

Case Review (Community Trigger)

54. Customers have a right to request a review of their ASB case and where they feel their concerns have not been addressed. This is known as Case review as set out in the Antil Social Behaviour, Crime and Policing Act 2014. Where a Case review is activated, we will work with partner agencies to review the actions taken and ensure that an appropriate and coordinated response is provided. We will take all concerns seriously and use the review process to identify any improvements needed in how the case has been managed.

55. We will ensure that customers are made aware of their right to request a Case review and support customers in accessing this process where required.

Measures of Success and Monitoring

56. Our aim is for customers to live in neighbourhoods that are safe, inclusive and well maintained, where they feel respected, supported and confident that concerns will be listened to and acted upon. We are committed to continuously improving our approach to preventing and tackling Anti-Social Behaviour (ASB) by using customer insight, complaints learning, neighbourhood intelligence and performance information to identify wider themes, target resources and shape neighbourhood interventions.

57. We will measure the effectiveness of our service using a range of information and insight, including:

- *Customer satisfaction with how we handle ASB.*
- *Customer confidence that concerns are taken seriously and acted upon.*
- *Customer perceptions of fairness, safety and respect.*
- *How well we listen to and act on customer feedback.*
- *Operational performance measures.*
- *Complaints, compliments and the learning they provide.*
- *Neighbourhood inspections and local insight.*
- *Repeat reports and repeat victimisation.*
- *Hotspot locations and emerging trends.*
- *Partnership intelligence and collaborative outcomes.*

58. We will regularly review this information alongside operational experience to identify opportunities for improvement, strengthen prevention and early intervention, improve communication and engagement, and ensure our services remain responsive to the needs of customers and communities. Learning from individual cases, customer feedback and wider neighbourhood insight will be used to continually improve how we prevent, manage and respond to ASB.

59. *Performance and service outcomes will be monitored through regular reporting to Leadership Team, Customer Focus Committe and Board to provide assurance, accountability and oversight of our approach to preventing and tackling ASB.*
60. *This policy will be reviewed every three years, or sooner where customer insight, complaints learning, operational experience, performance trends, legislative changes or other learning indicates that improvements are required.*

Lincolnshire Housing Partnership (LHP) Equality and Quality Impact Assessment (EQIA)

Title of Policy/Event/Decision: ASB Policy
Lead Officer(s): Danielle Toyne – Strategic Lead for Place – Susan Sendall – ASB Manager
Date of EQIA: 29.06.26

Scope and Purpose	
Briefly describe the policy/event/decision being assessed:	*This policy provides a framework in which we will manage Anti-Social Behaviour (ASB) within our neighbourhoods, setting out our commitment to challenge unacceptable behaviour to improve our customers lives.*
What is the aim or purpose of this policy/decision?	*This Policy addresses how we will respond to acts of Anti-Social Behaviour (ASB) that are perpetrated within our properties and in our Neighbourhoods. It sets out how we will seek to keep complainants/witnesses of ASB safe and secure whilst they reside within our properties and how through the use of our tenancy agreements we will take enforcement action against those responsible for perpetrating acts of ASB..*
Which departments or groups will be affected by this policy/event/decision?	*This policy outlines how we will deal with reports of ASB, including Hate Crime, and applies to all customers of LHP*
Data Collection and Evidence	
What data or evidence have you used to identify how different groups may be affected? *(e.g., tenant demographic data, service usage statistics, consultation feedback)*	*EDI analysis reports for the ASB complainants, perpetrators and the LHP EDI customer data*
What does this data tell you about the	***Characteristic Customer Base Complainants Perpetrators*** *Female 65.4% 60.8% 64.0%*

potential impacts on different equality groups?	*Age 25-54 43.9% 57.8% 64.8%* *Age 65+ 33.4% 12.4% 9.6%* *Single 43.9% 47.1% 47.2%* *Disability 57.0% 54.1% 43.2%* *White 96.1% 94.0% 94.4%** *Overall, the data doesn't identify any significant disproportionality relating to gender, ethnicity, or disability. Whilst there are some differences in the raw data, these broadly reflect the makeup of our customer base when comparisons are made.*

RAG Impact Assessment on Protected Characteristics

Use the RAG system to assess the level of potential impact for each protected characteristic:

- *Red **(High Risk):** Significant potential for negative impact requiring immediate action to mitigate.*
- *Amber **(Medium Risk):** Some potential for negative impact, which can be mitigated with changes.*
- *Green **(Low or No Risk):** Little to no negative impact identified.*

Ensure that you state reasons (the why) for your justifications.

Protected Characteristic	*Impact (Positive, Negative, Neutral)*	RAG Rating	*Description of Potential Impact*	*Mitigation/Enhancement Actions*	*Responsible Officer*
Age	*Negative* *Age group 65+* *Age groups 25-34*	*Amber*	*Working-age customers (25-54) are overrepresented amongst both complainants and perpetrators when compared to the wider customer population. Conversely, customers aged 65+ make up around a third of our customer base but account for a much smaller proportion of*	• *Potential targeted marketing campaign for that age group.* • *Complete engagement exercise within sheltered housing schemes.* • *Review reporting methods used by older customers.* • *Offer telephone and face-to-face reporting options.* • *Monitor reporting rates for over-65s annually.*	*Susan Sendall - ASB Manager*

			both complainants and perpetrators.		
Disability	*Positive & Potential Negative*	*Amber*	*A significant proportion of both complainants and perpetrators have recorded disabilities or vulnerabilities*	• *Record and implement reasonable adjustments.* • *Provide alternative communication channels.* • *Ensure vulnerability and risk assessments are completed at case opening.* • *Monitor satisfaction and outcomes for disabled customers.*	*Susan Sendall - ASB Manager*
Gender Reassignment	*Neutral/potential positive*	*Green*	*Whilst no robust monitoring data is currently available, customers with this protected characteristic may be disproportionately affected by hate incidents, harassment or barriers to reporting. Continued monitoring and collection of equality data will be undertaken to better understand customer experiences and inform*	*Monitoring of hate-related ASB cases should be undertaken to identify any disproportionality and inform service improvements.*	*Susan Sendall - ASB Manager*

			service improvements		
Marriage and Civil Partnership	*Neutral*	*Green*	*N/A*	*N/A*	*Susan Sendall - ASB Manager*
Pregnancy and maternity	*Neutral*	*Green*	*N/A*	*N/A*	*Susan Sendall - ASB Manager*
Race	*Neutral/potential positive*	*Green*	*Whilst no robust monitoring data is currently available, customers with this protected characteristic may be disproportionately affected by hate incidents, harassment or barriers to reporting. Continued monitoring and collection of equality data will be undertaken to better understand customer experiences and inform service improvements*	*Monitor hate incident reports and ensure accessible reporting routes*	*Susan Sendall - ASB Manager*
Religion or Belief	*Neutral/potential positive*	*Green*	*Whilst no robust monitoring data is currently available, customers with this protected characteristic may be*	*Monitoring of hate-related ASB cases should be undertaken to identify any disproportionality and inform service improvements.*	*Susan Sendall - ASB Manager*

			disproportionately affected by hate incidents, harassment or barriers to reporting. Continued monitoring and collection of equality data will be undertaken to better understand customer experiences and inform service improvements		
Sex	*Neutral*	*Green*	*N/A*	*N/A*	*Susan Sendall - ASB Manager*
Sexual Orientation	*Neutral/potential positive*	*Green*	*Whilst no robust monitoring data is currently available, customers with this protected characteristic may be disproportionately affected by hate incidents, harassment or barriers to reporting. Continued monitoring and collection of equality data will be undertaken to better understand customer experiences and inform*	*Monitoring of hate-related ASB cases should be undertaken to identify any disproportionality and inform service improvements.*	*Susan Sendall - ASB Manager*

			service improvements		

Mitigating Negative Impact	
What actions will you take to reduce or mitigate any identified negative impacts? *Provide specific mitigation measures for each characteristic where a negative impact (Red or Amber rating) was identified.*	*Through our existing sheltered scheme meetings by incorporating some simple questions, such as whether customers know how to report ASB, whether they would feel comfortable doing so, and whether they have experienced behaviour that concerned them but chose not to report. This would help us better understand whether there are any barriers to reporting before considering any wider awareness activity.* *Might just be a simple MS forms document that you ask the Neighbourhood Officers and ILAs to do at their next meetings:* • *Do you know how to report ASB?* • *Would you feel comfortable reporting ASB?* • *Have you experienced behaviour that bothered you but chose not to report?*
Who is responsible for implementing these actions?	*Susan Sendall - ASB Manager*
Consultation and Engagement	
Have you consulted any stakeholders or equality groups? If so, who and how?	*Customer feedback from forum, complaints learning, operational insights and performance information were reviewed during policy development. The policy reflects customer expectations around accessibility, communication, early intervention and support for vulnerable customers. Further engagement with residents will continue through customer panels, scrutiny activities and satisfaction surveys.*
What feedback have you received, and how has this influenced your assessment?	***ASB Policy Feedback Summary - Customer Forum 1 July 2026*** *The overall feedback on the ASB Policy was very positive. Customers felt the policy was clear, easy to read, well structured and easier to understand than many other policy documents. Most suggestions focused on adding practical examples and clarifying some processes.*
Decision Making	
How has this EQIA informed or influenced the final decision?	*The EQIA identified the need to strengthen accessibility, personalised service delivery and consideration of vulnerable customers. It also highlighted the need to improve understanding of reporting behaviours amongst older customers.*
Were any changes made to the policy/decision as	*Yes. The policy was updated to strengthen commitments relating to reasonable adjustments, accessible reporting methods, personalised communication and support for vulnerable customers.*

a result of the EQIA?	
Monitoring and Review	
How will you monitor the actual impact of the policy/decision once it is implemented?	• *Monthly monitoring of Customer Satisfaction Survey – ease of access question.* • *ASB reports by protected characteristic.* • *Hate incident and hate crime reports.* • *Reasonable adjustment requests.* • *Customer satisfaction by protected characteristic.* • *Repeat victimisation rates.* • *Complaints relating to accessibility or discrimination.* • *Sheltered housing engagement outcomes.*
When will the policy/decision be reviewed?	*This policy is on a 3-year review cycle with 6 monthly monitoring EQIA actions.*
Sign-Off EQIA Completed By: *Lead Officer(s) Name(s):* *Date:*	*Danielle Toyne* *Strategic Lead for place* *29.06.26*
Approved By: *Approval Name:* *Date:*	Abigail Iyaho Strategic Inclusion Lead 29/07/2026