



Group Anti-Social Behaviour Policy

Group Anti-Social Behaviour Policy

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Last reviewed – December 2025

Version: 3.1



Group Anti-Social Behaviour Policy

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H&S Risks Assessed	
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Group Anti-Social Behaviour Policy

1. Introduction

The purpose of this Policy Statement is to set out the Group's policy in respect of anti-social behaviour and to provide a framework within which incidents of anti-social behaviour (ASB) will be dealt with by the Group's staff.

Caledonia Housing Group is committed to ensuring that its homes and communities are pleasant and secure places to live. The Group recognises the rights of its tenants and their neighbours to peaceful enjoyment of their homes. The Group expects its tenants to respect the values and lifestyles of others within the community and to act reasonably and with consideration for others.

Caledonia Housing Group will use all available legal and procedural powers to address anti-social behaviour involving or affecting its tenants. Where appropriate, the Group will work closely and cooperate with other agencies whose functions and remits extend to dealing with any aspects of anti-social behaviour.

This policy applies to those tenants who hold a Scottish Secure Tenancy Agreement or a Short Scottish Secure Tenancy Agreement.

2. Principles, Aims and Objectives

Through this policy Caledonia Housing Group aims to:

- Take effective action to assist and support those affected by or experiencing ASB.
- Deal effectively and robustly with the perpetrators of ASB by using appropriate enforcement remedies where necessary.
- Respond promptly and appropriately to ASB cases
- Provide an environment where everyone understands their role in recognising, responding to and addressing ASB when it occurs.
- Work with partner agencies to address issues of ASB in our communities.

This policy aligns with legislative and good practice requirements including but not limited to:

- Equality Act 2010
- Housing (Scotland) Act 2001 as amended
- Housing (Scotland) Act 2010
- Housing (Scotland) Act 2014



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- Data Protection Act 2018
- Criminal Justice (Scotland) Act 2003
- Anti-social Behaviour Etc. (Scotland) Act 2004
- Scottish Social Housing Charter
- Human Rights Act 1998

The Anti-social Behaviour Policy supports the strategic requirements of the Group's Business Plan and links to the Group's Tenant Engagement Strategy, Estate Management Policy, Equalities, Diversity and Inclusion Policy and Risk Management Strategy.

This policy statement will be supported by detailed procedures which will assist staff dealing with incidents of anti-social behaviour to offer appropriate responses, support and action. The Group will ensure that all staff receive the appropriate training and support in order to meet the requirements of this policy and related procedures.

3. Definitions

Anti-Social Behaviour (ASB) – causing, or likely to cause alarm, distress, nuisance or annoyance to any person or causing damage to anyone's property. Harassment of a person includes causing the person alarm or distress. Conduct includes speech. A course of conduct must involve conduct on at least two occasions.

4. Policy Statement

What is Anti-Social Behaviour

The law says that someone is behaving in an anti-social manner if they:

- act in a manner that causes or is likely to cause alarm or distress.
- pursue a course of conduct that causes or is likely to cause alarm or distress and to at least one person not of the same household as them.

The law further states that:

- "conduct" includes speech.
- "a course of conduct" must involve conduct on at least two occasions.



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Examples of anti-social behaviour could be:

- Harassment and intimidating behaviour.
- Behaviour that creates alarm, distress or fear.
- Hate crimes
- Noisy neighbours.
- Drunken and abusive behaviour.
- Use or sale of drugs or other substances.
- Vandalism, graffiti and other deliberate damage to property.

What is not Anti-Social Behaviour?

Activity that does not constitute a course of conduct or does not fall within the legal definition of anti-social behaviour, will not be treated as anti-social behaviour. This includes noise related to reasonable household or everyday activity or occasional disputes or differences in lifestyle preferences. Examples include:

- A neighbour using a washing machine
- The sound of a neighbour moving around normally in their adjoining property
- Children playing

Relatively minor breaches of the Group's Tenancy Agreement, such as failure to maintain garden areas satisfactorily, will not be classed as anti-social behaviour but will be dealt with under the Group's estate management procedures

We recognise that behaviour which may be upsetting and cause offence to one individual may not be a problem to someone else. We will consider all allegations of anti-social behaviour based on the merits and context of each case. However, the legal definition of anti-social behaviour forms the basis of our efforts to manage it.

Where we can provide solutions to issues which do not fall within the legal definition of ASB, we will do so through mediation and other common-sense solutions.

Preventing Anti-Social Behaviour

The Group will seek to minimise the potential effects of anti-social behaviour through the design, construction, and improvement of its properties. This will include designing all new projects to "Secure by Design" standards and providing adequate sound insulation between properties where practical.



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Our Anti-Social Behaviour Policy will be publicised to existing tenants, for example, through our website, information leaflets, the tenant handbook and newsletters.

All new tenants will be made aware of their responsibilities when they sign their tenancy agreement. By doing so we will seek to ensure that all our tenants are aware of our views on anti-social behaviour and the standards of conduct expected of our tenants.

Responding to Anti-Social Behaviour

The following framework of aims and principles will guide the Group's response to reports of anti-social behaviour.

Taking ASB Seriously

- All reports of anti-social behaviour will be taken seriously, and individuals will be provided with the opportunity to discuss their concerns with staff over the phone, in person, via email or via translation services if required.
- The Group will often need evidence in order to take action against someone who is behaving anti-socially. Those reporting ASB may be required to record the incident via a noise monitoring service, complete diary sheets to record what has been seen or heard or provide Police incident numbers if reported to Police Scotland. In serious cases complainants may be required to give evidence in Court.
- Anonymous reports of ASB will be followed up where the matter is serious and there is independent evidence available to the group– e.g. obvious vandalism, damage or graffiti to a property. We acknowledge that anonymous reports are sometimes an indication of fear of reprisal or intimidation.

Responding Promptly

- The Group will respond promptly to reports of anti-social behaviour as we recognise that a speedy response can often result in issues being resolved before they escalate into more serious incidents.
- When dealing with reports of anti-social behaviour we will log every instance reported and aim to provide an acknowledgement within 1 working day of receipt of the report.
- We will carry out investigations in accordance with the timescales listed below, which may include escalating a case if it becomes more serious:



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Category 1

This will relate to cases where there is a real threat of violence, an attempt on the life of the reporter or a hate crime - Police involvement will be required, and the Group will only become actively involved with the support of the Police and relevant evidence from them. Target for completion of investigation and determination on course of action is 5 working days.

Category 2

This will relate to cases where there are frequent or persistent incidents, or the incidents are serious and cause alarm or distress but are not life threatening. Target for completion of investigation and determination on course of action is within 10 working days.

Category 3

This relates to cases where there are occasional incidents that are breaches of tenancy which are likely to cause a nuisance rather than alarm or distress. Target for completion of investigation and determination on course of action is within 20 working days.

Fairness and Impartiality

- A consistent approach will be adopted to reports of ASB which respects the rights of both the reporter and the alleged perpetrator(s).
- Where the Group is satisfied that one of its tenants is involved in anti-social behaviour then it will be proactive in trying to resolve the problems being caused.

Support

- Support, including regular feedback/updates on action taken or progress of cases, will be provided to the victims of anti-social behaviour.
- This feedback may include advice on the limitations of the Group's powers to deal with specific incidents or circumstances and on the most appropriate alternative agency to be contacted or involved.
- Perpetrators of ASB will be offered support in line with best practice. This may be formalised through the conversion of their tenancy to a SSST (asb). The support can be defined within the SSST.



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- We will refer victim and perpetrator to the relevant local authority for support / social work assistance where appropriate to do so.

Confidentiality

- The confidentiality of all parties involved in cases of anti-social behaviour will be respected. It is recognised, however, that parties involved in cases can often be identified from the nature of the report made. Information will be managed in accordance with the Data Protection Act 2018.

Collaboration

- In responding to reports of anti-social behaviour the Group's staff may be required to approach other tenants or residents to seek confirmation or corroboration of events
- The legislative framework means that many other agencies have a role to play in dealing with anti-social behaviour. This includes agencies such as Police Scotland, Social Work Services, Environmental Health Services, Schools/Education Departments, Cleansing Services and specialist Anti-social Behaviour Teams. The Group will work with all such agencies to seek effective responses to anti-social behaviour.
- The specific statutory duty placed on Police Scotland and local authorities to prepare anti- social behaviour strategies for their areas is acknowledged by the Group, which will co-operate in the preparation and implementation of these. In implementation of such strategies the Group will work with other agencies, including other local landlords, in appropriate community-wide initiatives aimed at achieving a consistent approach to tackling anti-social behaviour.
- The Group may pay for external agencies such as mediation services, professional witness services or noise monitoring services where it is considered that the involvement of such services would assist in resolving, or provide information which might assist in resolving, cases of anti-social behaviour.

Remedies

- Except in cases of serious criminal activity or persistent serious anti-social behaviour the Group will attempt to achieve a resolution without recourse to legal action.



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- This will be done with reference to the terms of the Tenancy Agreement and by working with appropriate voluntary and statutory agencies such as Community Safety Teams, Mediation Services, Police and Environmental Services.
- Measures such as warnings/advice, Acceptable Behaviour Contracts, Parental Control Contracts and good neighbour agreements will be used where appropriate.
- Where preventative or management approaches fail to resolve cases, then more formal action will be considered. The legal remedies include but are not limited to the following:
 - Notice of Proceedings for the Recovery of Possession
 - Anti-Social Behaviour Orders
 - Conversion to Short Scottish Secure Tenancy
 - Expedited possession proceedings following conviction of a serious offence
 - Eviction

Drugs

- The Group recognises that the misuse of drugs can have a serious effect on those who misuse them, their families and their communities. Involvement with drugs can often have a direct link to anti-social behaviour, particularly where the supply or sale of drugs is taking place.
- While each case will be considered on its merits, the Group will normally seek eviction in cases where its tenants or members of their families have been convicted of the sale or supply of drugs to others.
- Convictions for the possession of drugs for personal use will not normally result in the Group seeking eviction unless there are other aspects of anti-social behaviour involved, such as nuisance to neighbours or damage to property.

5. Roles and Responsibilities

The Group Anti-Social Behaviour policy shall be enacted through frontline staff. The Neighbourhood Officer will typically be the point of contact for tenants. Scheme Managers may also record the details of Anti-Social Behaviour incidents in Retirement



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Housing. Neighbourhood Officers will be supported by Area Leaders, Regional Managers and the Head of Frontline Services where appropriate.

Regular performance reports on ASB cases and outcomes will be submitted to the Executive Management Team and Governing Bodies.

Caledonia Housing Group will submit an Annual Return on the Charter (ARC) each year to the Scottish Housing Regulator (SHR) to detail how they have performed against the prescribed standards they have set including indicators relating to Anti-Social Behaviour.

6. Procedures

The Group has a corresponding Anti-Social Behaviour Procedure which will detail the practical steps to be taken by frontline staff.

7. Compliance and Enforcement

We have a standard compliance statement: *It is important that all members of staff, in carrying out their duties for the Group, do so in accordance with the Group's policy framework. Our policy framework ensures we comply with laws and regulation, while giving guidance to inform operations and decision-making. Our policies have been designed to be clear and easy to understand and are available on our website and intranet. If any member of staff is unclear as to their responsibilities under this policy, then they should refer to their line manager and / or the policy author for further guidance. A failure to comply with Group policies can have serious consequences for the Group. Should an employee become concerned about serious non-compliance with the policy, they should speak to their line manager or refer to the guidance set out in the Group Whistleblowing policy*

8. Review and Revision

This policy will be reviewed by The Regional Manager or equivalent grade, three years from the date it is approved by the Management Board, or sooner if legislation or operational needs change.



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9. Approval and Effective Date

This policy was initially approved by the Caledonia Management Board in February 2019 and last reviewed in December 2025, when only minor amendments were made.



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Appendix 1

EQUALITY IMPACT ASSESSMENT TEMPLATE

PART 1 – INITIAL CHECKLIST

Title of proposal or policy	Group Anti-Social Behaviour Policy
Lead Directorate / Service / Team	Frontline Services
Lead person	Andy Dorrat
Responsible officer	Jill Fraser
EIA contributors	EDI Action Group – Nicola MacLeod and Anne-Marie Fox-Smith
Reference No.	

NOTES

- The **Brief Description** should include information on whether this is a budget saving, new proposal, change to an existing proposal or a review of an existing proposal
- The **lead person** is the individual tasked with completing the checklist. This will involve liaising with relevant contributors and collecting any other relevant information to inform this initial assessment. In some cases, the **Responsible Officer** will also fulfil this role.
- **The Responsible officer** is the Executive Management Team member with overall responsibility for the policy or service area being assessed. They have responsibility for signing off the completed checklist.
- In identifying **EIA contributors**, consider all relevant stakeholders including people internal and/or external to the organisation
- The **Reference No.** is the unique identifier for each assessment recorded in the EIA register.
- Identify the impact of the proposal or policy on those with each listed characteristic and determine whether this is positive (the group benefits from it), negative (the group is disadvantaged by it) or neutral (there is no over-riding



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positive or negative aspects to it).

- Highlight where there could be overlaps between the groups, for example, older and disabled people.
- You should also provide an explanation (including referring to relevant evidence of why a positive or negative impact has been chosen – where there is no impact, record this decision in the form.
- Where there is a positive impact, there could also be a negative impact on others. Consider whether this is proportionate and or can be justified.

1. Briefly describe the aims, objectives and purpose of the policy, practice, or service.	<p>This EIA is being carried out as part of the review of an existing policy. The policy sets out the Group's responsibilities in relation to the handling of Anti-Social Behaviour cases.</p> <p>The policy supports the Group's commitment to customer service and placing the Customer 1st by ensuring that Anti-Social Behaviour is properly managed and acted upon.</p>
2. Who is intended to benefit from the policy, practice, or service? (e.g., applicants, tenants, staff, contractors)	<p>It is our intention that all tenants benefit from this Policy, as it clearly defines what we consider to be Anti-Social Behaviour (ASB) and provides an overview of how we will work to resolve it.</p> <p>We recognise that ASB can affect different groups of people in different ways, depending on their circumstances and characteristics. This Policy reflects that by committing to a fair and consistent approach, assessing each incident on a case-by-case basis, and offering appropriate support to all parties involved.</p>
3. What outcomes are wanted from this policy, practice, or service? (e.g., the benefits to customers)	<p>Clear definition of Anti-Social Behaviour along with an understanding of the way the Group manages and resolves Anti-Social Behaviour in line with good practice and relevant legislation.</p>

Protected Characteristic/ Equality Group	Impact (explain the benefit, including relevant evidence used to identify the positive impact)	Rating for negative impact (low, medium or high)
Age (including older and younger)	Anti-Social Behaviour reports can be made in any format; in person; in a letter; in an email; online via our website or via the Connect Portal; via the Noise App; or by calling us.	None



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Protected Characteristic/ Equality Group	Impact (explain the benefit, including relevant evidence used to identify the positive impact)	Rating for negative impact (low, medium or high)
people)	<p>The policy acknowledges what is not anti-social behaviour, i.e. children playing, and noise related to everyday living and confirms that where possible we will support both victim and alleged perpetrator to resolve the issue through mediation and other practical solutions.</p> <p>Our Neighbourhood Officers are trained in the management of Anti-Social Behaviour cases, and our Scheme Managers can assist residents in Retirement and Sheltered Housing with reporting and potentially resolving the case.</p> <p>Under this policy, Hate Crimes are classified under Category 1, reflecting the seriousness with which we treat them. These reports of ASB must be resolved within five days.</p>	
Gender Reassignment	<p>Anti-Social Behaviour can be reported in any format; in person; in a letter; in an email; online via our website or via the Connect Portal; via the Noise App; or by calling us.</p> <p>Making it easy to contact us in a format and time that suits the reporter, allows them to choose the method that they are most comfortable with, which could have a positive impact on someone undergoing gender reassignment.</p> <p>Under this policy, Hate Crimes are classified under Category 1, reflecting the seriousness with which we treat them. These reports of ASB must be resolved within five days.</p>	None
Sex	<p>Anti-Social Behaviour can be reported in any format; in person; in a letter; in an email; online via our website or via the Connect Portal; via the Noise App; or by calling us. This ensures tenants can report issues easily, regardless of their caregiving or work commitments.</p>	None



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Protected Characteristic/ Equality Group	Impact (explain the benefit, including relevant evidence used to identify the positive impact)	Rating for negative impact (low, medium or high)
Race	<p>The Group is a member Happy to Translate scheme and displays the logo on its websites.</p> <p>Our websites also uses ReachDeck which enables website users to translate the website text into a range of other languages, which the software can then read aloud in that language.</p> <p>Under this policy, Hate Crimes are classified under Category 1, reflecting the seriousness with which we treat them. These reports of ASB must be resolved within five days.</p>	None
Disability	<p>Anti-Social Behaviour can be reported in any format; in person; in a letter; in an email; online via our website or via the Connect Portal; via the Noise App; or by calling us.</p> <p>Our Neighbourhood Officers are trained in the management of Anti-Social Behaviour, and our Scheme Managers can assist residents in Retirement and Sheltered Housing with making and potentially resolving the issue(s).</p> <p>When a customer has a disability that affects their understanding or ability to communicate easily, we will try to explain the process of making or handling an issue to them in a way that is easy to understand.</p> <p>We will work with a person's representative if they have a mandate to discuss or Power of Attorney.</p> <p>Updates on case management will be provided to people in an appropriate format, and discussions can take place to suit the tenant's needs, for example, at home, in the office, on the phone.</p> <p>Our websites uses the accessibility software, ReachDeck,</p>	None



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Protected Characteristic/ Equality Group	Impact (explain the benefit, including relevant evidence used to identify the positive impact)	Rating for negative impact (low, medium or high)
	<p>which enables website users to adjust the way in which the website is displayed and can read aloud the website text.</p> <p>Under this policy, Hate Crimes are classified under Category 1, reflecting the seriousness with which we treat them. These reports of ASB must be resolved within five days.</p>	
Religion or Belief	<p>Anti-Social Behaviour can be reported in any format; in person; in a letter; in an email; online via our website or via the Connect Portal; via the Noise App; or by calling us.</p> <p>Our Neighbourhood Officers are trained in the management of Anti-Social Behaviour, and our Scheme Managers can assist residents in Retirement and Sheltered Housing with making and potentially resolving the issue(s).</p> <p>We will take account of someone's religion if we need to meet with them, for example, we would not expect a Muslim woman to receive a visit from an unaccompanied male member of staff.</p> <p>Under this policy, Hate Crimes are classified under Category 1, reflecting the seriousness with which we treat them. These reports of ASB must be resolved within five days.</p>	None
Pregnancy & maternity	<p>Anti-Social Behaviour can be reported in any format; in person; in a letter; in an email; online via our website or via the Connect Portal; via the Noise App; or by calling us.</p> <p>Our Neighbourhood Officers are trained in the management of Anti-Social Behaviour complaints, and our Scheme Managers can assist residents in Retirement and Sheltered Housing with making and potentially resolving the issue(s).</p>	None
Sexual	Anti-Social Behaviour can be reported in any format; in	None



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Protected Characteristic/ Equality Group	Impact (explain the benefit, including relevant evidence used to identify the positive impact)	Rating for negative impact (low, medium or high)
Orientation	<p>person; in a letter; in an email; online via our website or via the Connect Portal; via the Noise App; or by calling us.</p> <p>Under this policy, Hate Crimes are classified under Category 1, reflecting the seriousness with which we treat them. These reports of ASB must be resolved within five days.</p>	
Marriage & civil partnership	<p>Anti-Social Behaviour can be reported in any format; in person; in a letter; in an email; online via our website or via the Connect Portal; via the Noise App; or by calling us.</p> <p>Under this policy, Hate Crimes are classified under Category 1, reflecting the seriousness with which we treat them. These reports of ASB must be resolved within five days.</p>	None
Any other issues / characteristics	<p>The Policy states that we will work collaboratively with other relevant agencies, for example, we will work with Social Work services, community mental health teams or any other relevant agency.</p> <p>We will consider circumstances relating to Domestic Abuse, and ensure if the person receives a visit, this is carried out by an appropriate member(s) of staff.</p> <p>Risks for staff are assessed, and our systems provide an alert when a visit has restrictions or needs to be carried out by specific people.</p>	None



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Please list below any actions that you plan to take because of any impact identified above

Action to remove or minimise impact	Lead Person	Timescale	Any other comments (including any resource implications e.g. staffing, training etc.)
N/a	N/a	N/a	N/a

Completed By (Name and Job Title):	Andy Dorrat
Date completed:	28 August 2025
Date reviewed by Responsible Officer:	
Date recorded in EIA Register:	
Date of 6 month review:	
6 month review completed by:	

All proposals which have been identified as having negative impacts (either high or medium) must be subjected to full equality impact assessment.