



Loreburn Group

# ASB POLICY

<b>Policy</b>	ASB Policy					
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<b>Policy champion</b>	Head of Housing					

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## 1 Purpose of this Policy

- This policy sets out Loreburn Housing Associations' approach to preventing, managing, and responding to anti-social behaviour. Its purpose is to make sure residents live in safe, secure, and respectful neighbourhoods where nuisance, harassment and intimidation are tackled promptly and proportionately. The policy supports early intervention, consistent decision-making and effective partnership working.
- This policy supports compliance with the Scottish Social Housing Charter, particularly Outcome 6 (Neighbourhood & Community) and Outcome 1 (Equalities), ensuring residents live in safe, secure and inclusive communities.

## 2 Scope

- This policy applies to:
  - All Loreburn Housing Association tenants, household members, visitors and contractors.
  - General needs, Later Living and supported housing.
  - Complaints from tenants, members of the public, partner agencies or support workers.
- Procedures and staff guidance documents contain operational instructions, workflows and system steps.

## 3 Legislative Framework



- This policy sits within a clear statutory and regulatory context, including:
  - Anti-Social Behaviour (Scotland) Act 2004
  - Housing (Scotland) Acts 2001 and 2014
  - Protection from Harassment Act 1997
  - Equality Act 2010
  - Data Protection Act 2018 and GDPR
  - Scottish Social Housing Charter (Outcome 6: Neighbourhood & Community)
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- Requirements for Short Scottish Secure Tenancies, eviction grounds and information-sharing are reflected throughout the policy.

## 4 What Counts as ASB

- Anti-social behaviour is behaviour that causes, or is likely to cause, harassment, alarm or distress to people not of the same household. Examples include:
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- Harassment, intimidation or threats
  - Serious noise disturbance including threats, intimidation, criminality, or behaviour creating immediate risk to safety.
  - Repeated noise that unreasonably interferes with the enjoyment of a home over time.
  - Criminal or drug-related activity
  - Vandalism or deliberate property damage
  - Hate-related conduct
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- Everyday noise, normal household activity (occasional footsteps, children playing, domestic appliances), minor disputes, minor parking issues is not considered ASB unless *persistent, deliberate or targeted*.

## 5 Principles

- Loreburn's approach is based on:



- Early intervention and prevention
- Fair, balanced and tenant centred decision-making
- Respect for all parties and a non-judgemental approach
- Proportionate action and proportionate escalation
- Appropriate evidence based investigation
- A risk and harm informed approach
- Support for victims and those affected
- Partnership working with relevant agencies
- Keeping accurate records and maintaining confidentiality
- Clear communication and transparency of decisions
- Learning from repeat and historical incidents
- Actions appropriate within the first weeks of a case may become inadequate if behaviour persists over months or years. Escalation must reflect duration, severity and impact.

## 6 Reporting ASB

- Anybody can report ASB. Reports may be received via phone, email online or in person and must be logged promptly. **Please note that if your ASB falls within urgent or high then you should contact the Police immediately.**
- All reports of ASB will be assessed through a harm lens, recognising that the impact, frequency, duration and vulnerability of those affected may increase risk over time, even where individual incidents appear low-level.
- Reports are prioritised as:

Priority	Typical Behaviours	Risk Indicators	Initial Contact	Ongoing Contact
Urgent	Threats of violence, physical assault, hate crime, serious criminal activity, domestic abuse, weapons, fire-setting	Immediate risk to safety; safeguarding concern; high likelihood of escalation	Within 1 working day*	Minimum weekly for 4 weeks



High	Repeated noise nuisance, intimidation, targeted harassment (non-violent), ongoing drug-related activity (non-immediate danger), escalating neighbour disputes	Pattern emerging; distress reported; vulnerability identified; behaviour persistent	Within 3 working days	Minimum fortnightly
Standard	Low-level but repeated nuisance, general neighbour disputes, intermittent noise, communal area issues, minor tenancy breaches	Limited immediate risk; no threats; no safeguarding concerns at present	Within 5 working days	As agreed in an action plan

\* Working days exclude weekends and public holidays.

- This reflects the investigation timescales described in the Procedural Guide.
- Out-of-hours reports will be signposted clearly to Police Scotland or relevant emergency services where appropriate.

## 7 Initial Reports & Early Action

- Staff will:
  - Contact the reporter within the priority timeframe
  - Clarify the issue and gather essential information
  - Explain what is and isn't ASB
  - Discuss requirements for evidence, timescales and consent to progress



- Signpost to other agencies where appropriate
  - Complete an action plan with expected next steps and contact
  - Provide support and safety advice where needed
- Where issues are not considered ASB, this will be confirmed with clear advice provided to the tenant.

## 8 Risk & Harm Assessment

- Recognising both those reporting and those accused of ASB may have experienced trauma, Loreburn Housing Association will apply a trauma-informed approach that avoids re-traumatisation and supports constructive resolution.
- All ASB cases will include a documented risk and harm assessment at case opening.

This will consider:

- Severity and frequency of incidents
  - Vulnerability of the reporter or alleged perpetrator
  - Cumulative impact of the behaviour
  - Risk of escalation
  - Safeguarding indicators
- Cases identified as high-risk will receive:
    - Shorter investigation timescales
    - Senior oversight
    - Enhanced contact standards
    - Where behaviours persist beyond 8-12 weeks, a case review will be conducted, triggering senior oversight for the case.
  - Long-running cases will not be allowed to drift; prolonged exposure to lower-level behaviour may constitute significant cumulative harm and trigger escalation.

## 9 Investigation

- Where ASB is confirmed, investigations will be:



- Evidence-based.
- Proportionate to the severity of the behaviour.
- Recorded fully on Loreburn Housing Association systems.
- Conducted with consideration for any known vulnerabilities.
  
- Officers will:
  - Consider patterns, not isolated incidents.
  - Consider underlying drivers for behaviour (mental ill health, addiction, domestic abuse).
    - Where reports indicate domestic abuse, coercive control or gender-based violence, cases will be managed in line with safeguarding procedures and partnership protocols, recognising that victims will not be treated as perpetrators of ASB.
  - Use historical cases to inform assessments of risk and harm.
  - Gather statements.,
  - Speak to relevant parties including close proximity residents.
  - Liaise with partners and review any available evidence such as logs, app recordings or CCTV where possible & lawful.
- Where counter-allegations arise, officers will assess each report independently and avoid closing cases solely based on mutual allegations.
  
- Contact is continued as per the guidance in the Procedural Guide.

## 10 Tools & Interventions

- A range of informal and formal tools may be used to resolve issues:

Early stage:

- Verbal advice
- Written warnings
- Mediation (where legally possible)
- Joint visits with the Community Safety Team or Police Scotland
- Support referrals (e.g., addiction services, Social Work)



Formal Stage - Where behaviour continues or is deemed to be serious, options include:

Acceptable Behaviour Contracts (ABCs)  
Notice of Proceedings for Anti-Social Behaviour  
Conversion to, or issue of, a Short Scottish Secure Tenancy  
Legal action up to and including eviction as a last resort

- Legal action will be pursued only where it is lawful, necessary and proportionate, and where all reasonable alternatives have been explored.
- These align with Sections 11–16 of the Procedural Guide, which set out detailed processes for ABCs, NOPs, SSSTs and legal action.

## 11 Multi-Agency Working

- ASB often requires coordinated intervention. Loreburn Housing Association works closely with:
  - Dumfries & Galloway Council's Community Safety Team
  - Police Scotland
  - Social Work
- Scottish Fire and Rescue Service
  - Victim Support Scotland
- Cases can be referred to Active Case Management meetings for joint planning, as outlined in the Procedural Guide.
- ASB will not be managed in isolation where wider community or safeguarding issues are identified.

## 12 Support for Victims

- Loreburn Housing Association commits to:



- Providing regular updates
  - Offering practical support and reassurance
  - Making referrals to Victim Support Scotland and other agencies
  - Considering temporary measures where required for safety
- Victim support is highlighted throughout the Policy and in the Procedural Guide.

## 13 Case Closure

- Following an appropriate and proportionate investigation, cases may be closed when:
  - Behaviour has demonstrably stopped or;
  - There is insufficient evidence despite reasonable investigation or;
  - The complainant disengages after reasonable attempts to maintain contact or;
  - Further action is not proportionate following risk assessment.
  - The complainant is anonymous and no further information is available.

In all cases:

- Closure reasons must be clearly explained.
  - Complainants will be invited to confirm their understanding of the position.
  - Historical information will remain linked for future reports.
  - Residents have the right to request review where new evidence emerges.
- Closure outcomes and reasons will always be explained to tenants and recorded via the Housing Management system for future reference.

## 14 Escalation and Oversight

- To ensure that ASB is not managed in isolation or allowed to drift without resolution, Loreburn Housing Association will apply clear escalation and oversight arrangements that strengthen accountability, maintain momentum, and ensure that risk and harm are actively reviewed at key stages of a case.
  - Persistent cases (over 3 months) require documented escalation review
  - High-risk cases require manager sign-off
  - Legal action must demonstrate harm-based justification
  - Eviction decisions require senior authorisation

## 15 Performance reporting and accountability



- Loreburn Housing Association is committed to transparency and accountability in how anti-social behaviour is managed. Performance information will be regularly monitored to ensure cases are handled consistently, proportionately and in line with agreed service standards.

This will include monitoring:

- Response times against priority categories
  - Case duration and escalation patterns
  - Outcomes achieved (informal resolution, formal action, legal action)
  - Repeat cases and cumulative harm indicators
  - Resident satisfaction and feedback
- Performance information will be reported to senior management and Board level to support oversight and continuous improvement.
- Loreburn Housing Association will also share relevant performance information with residents demonstrating how feedback, complaints and case outcomes are used to improve service delivery.
- Residents will be offered opportunities to scrutinise ASB performance information and contribute to service improvements.

## 16 Complaints

- Loreburn Housing Association is committed to valuing complaints and ensuring the organisation benefits from feedback provided.
- Loreburn Housing Association is fully compliant with the Model Complaints Handling Procedure set by the Scottish Public Services Ombudsman (SPSO). Any complainant that has exhausted internal procedures has the right to escalate their complaint to the SPSO.

## 17 Equality, Diversity & Inclusion

- Loreburn Housing Association recognises that ASB can disproportionately impact vulnerable residents. The organisation will:



- Make reasonable adjustments.
- Consider mental health, age, disability and trauma.
- Avoid disproportionate enforcement where support is more appropriate.
  
- Loreburn Housing Association aims to ensure that equality, fairness, dignity and respect are central to how tenants are treated. Loreburn Housing Association support diversity and uphold equal opportunities in all areas of work, as an employer and service provider.
  
- Loreburn Housing Association will not discriminate against tenants, staff, visitors or others based on their age, sex, sexual orientation, race, disability, religion or belief, marital status, pregnancy and maternity or gender reassignment (collectively referred to as 'protected characteristics' in the Equality Act 2010)

## 18 Policy Review

- The Policy Champion is the Head of Housing.
  
- This policy will be reviewed every three years or sooner due to legislative or substantive changes occurring.

## 19 Staff Training

- Loreburn Housing Association will ensure that all staff responsible for managing anti-social behaviour are appropriately trained and supported to carry out their duties effectively and consistently.
  
- Managers will provide regular supervision and oversight to ensure practice aligns with policy, reflects current legislation, and supports continuous improvement.

