

# ASB Policy Review meeting 10/06/2025

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INTRODUCTIONS



PULLING TOGETHER  
WHAT WE DISCUSSED AT  
PREVIOUS MEETINGS



KEY PRINCIPALS TO BE  
INCLUDED IN THE DRAFT  
POLICY



CONSULTATION  
PROCESS

## Guiding Principals of an ASB Policy

Aim: Reduce ASB and promote a safe, inclusive environment.

Definition: ASB under Antisocial Behaviour etc. (Scotland) Act 2004.

Scope: Covers noise, harassment, vandalism, drug misuse, criminal behaviour.

# What is Anti-Social Behaviour?

Section 143 of the Antisocial Behaviour etc (Scotland) Act 2004:

*Acting in a manner that causes or is likely to cause alarm or distress; or*

*Pursuing a course of conduct that causes or is likely to cause alarm or distress to at least one person who is not of the same household.*

*“Conduct” includes speech and a course of conduct must involve conduct on at least two occasions.*

**In a housing context:**

Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises.

Or

Conduct capable of causing housing-related nuisance or annoyance to any person

# The Legal Framework

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Key Laws: Antisocial  
Behaviour etc.  
(Scotland) Act 2004,  
Housing (Scotland) Act  
2001.

Human Rights:  
Complies with ECHR,  
especially right to  
private and family life.

Lots of other legislation and guidance in the background, and we will list in the final draft of the policy.

# Preventative Measures

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Community Engagement:  
Resident meetings, focus groups.



Early Intervention: Mediation,  
support services.



Education: Raise awareness of  
ASB and prevention.

# How to Report ASB

How to Report:  
Phone, email,  
online, in  
person.

Anonymous  
Reporting:  
Understand  
this reduces  
fear of  
retaliation.

Confidentiality:  
All reports  
handled  
discreetly.

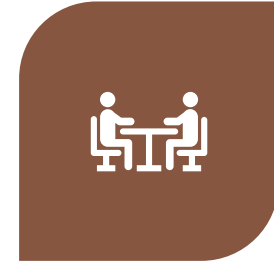
BUT

What about  
feedback  
and  
support?

# The Investigation Process



**INITIAL  
ASSESSMENT:**  
DETERMINE SEVERITY  
AND URGENCY.



**PROCEDURES:**  
INTERVIEWS, EVIDENCE  
GATHERING, AGENCY  
LIAISON.



**TIMEFRAMES:**  
PROMPT  
ACKNOWLEDGEMENT  
AND INVESTIGATION.

## Response & Resolution

Support for  
Victims:  
Counselling, legal  
advice, referrals.

Actions: Warnings,  
mediation, tenancy  
review, legal  
action.

Sanctions:  
Escalation to  
eviction if  
necessary.



# Partnership Working

Collaborations: Police, social services, councils, third-sector.

Multi-agency Approach: Holistic response to complex ASB.

## Monitoring & Review



Trend Monitoring:  
Identify hotspots and patterns.



Annual Review:  
Ensure policy remains effective.



Feedback: Resident  
input on ASB  
handling.

# Equality & Diversity

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Non-Discrimination: Fair application across all groups.

Cultural Sensitivity: Staff trained to handle diverse needs.



## Communication & Awareness



### **TENANT INFORMATION:**

LEAFLETS, WEBSITE,  
EVENTS.



### **STAFF TRAINING:**

DE-ESCALATION AND  
COMPLEX CASE HANDLING.

## Evaluation & Effectiveness

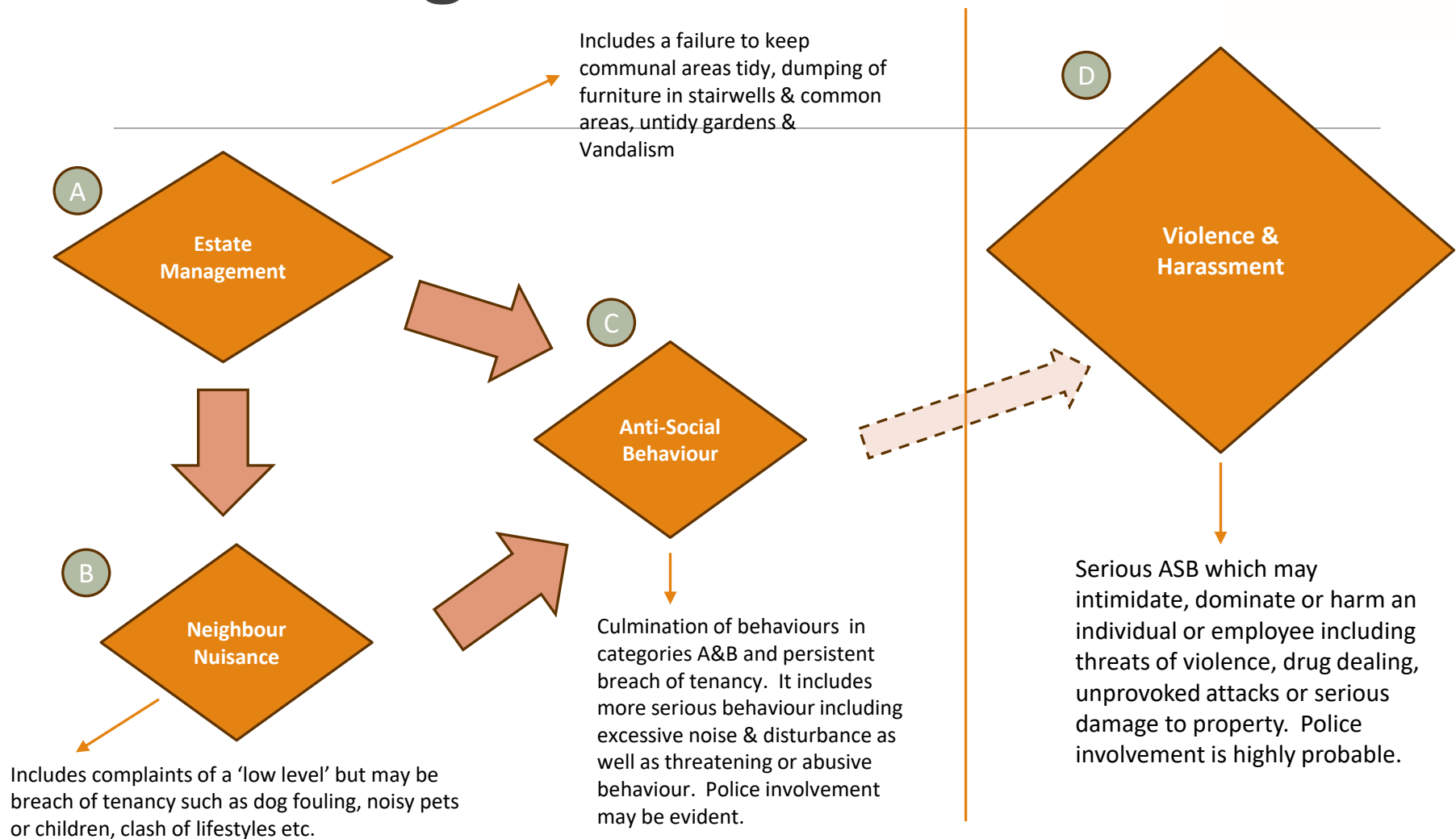


KPIs: Track incidents, resolution rates, satisfaction.



Continuous Improvement: Learn from all interventions.

# ASB Categorisation



# RISK ASSESSMENT

Used for Category C & D, or vulnerable complainants.

Criteria: Severity, vulnerability, history, behaviour, escalation.

Informs response plan and safeguarding



Risk Assessment Matrix		Vulnerability Level				
Level & Type of ASB	Very High	Very High	High	Moderate	Low	Very Low
	High	Very High	High	Moderate	Moderate	Low
	Moderate	High	Moderate	Moderate	Moderate	Low
	Low	High	Moderate	Moderate	Low	Very Low
	Very Low	Moderate	Low	Low	Very Low	Very Low

Very High Risk

High Risk

Moderate Risk

Low Risk

Very Low Risk

# ACTS Model



**ASSESS:** UNDERSTAND  
SITUATION, IMPACT,  
URGENCY.



**COMMUNICATE:**  
ENGAGE ALL PARTIES  
CLEARLY.



**TAKE ACTION:**  
PROPORTIONATE AND  
TIMELY INTERVENTION.



**SUPPORT/SUSTAIN:**  
HELP BOTH SIDES MOVE  
FORWARD.



# What next:

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- ☐ Draft to Management Cttee 16<sup>th</sup> July 2025
- ☐ Consultation
  - ☐ Newsletter
  - ☐ Survey
  - ☐ Focus Group
  - ☐ ? Any other ideas
- ☐ Feedback to working Group November / December 2025
- ☐ Policy to Management Committee for approval January 2026
- ☐ Implementation of new policy April 2026