



Nova-Star Care Anti-Social Behaviour Policy

1. Introduction

Nova-Star Care is committed to creating safe, supportive, and respectful living environments across all our supported housing schemes. We recognise that anti-social behaviour (ASB) can have a serious impact on individuals, families, and communities. This policy sets out our approach to preventing, managing, and responding to ASB in a fair, proportionate, and effective manner.

2. What is Anti-Social Behaviour?

Under the Anti-social Behaviour, Crime and Policing Act 2014, ASB is defined as:

- Conduct that has caused, or is likely to cause, harassment, alarm, or distress to any person.
- Conduct capable of causing nuisance or annoyance to a person in relation to their occupation of residential premises.
- Conduct capable of causing housing-related nuisance or annoyance to any person.

Harassment includes behaviour based on protected characteristics under the Equality Act 2010, such as age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, and other forms of discrimination or intimidation.

Examples of ASB may include rowdy behaviour, verbal abuse, noise nuisance, vandalism, threats, drug use, or domestic violence. This list is not exhaustive.

3. Policy Objectives

The key objectives of Nova-Star Care's Anti-Social Behaviour Policy are to:

- Prevent and address ASB effectively while protecting the rights of all tenants.
- Promote early intervention and problem-solving approaches.
- Work collaboratively with local authorities, the police, and other relevant agencies.
- Protect the wellbeing of residents, staff, and the wider community.

- Ensure actions are fair, proportionate, and compliant with relevant legislation.
- Take enforcement action, including tenancy enforcement or legal proceedings, only as a last resort.

4. Tenant Responsibilities

Tenants are expected to act responsibly and respectfully within their homes and communities. As outlined in the Tenancy Agreement, tenants must:

- Use the property only for residential purposes.
- Avoid causing nuisance or annoyance to neighbours, staff, or the public.
- Refrain from harassment, violence, or abusive behaviour.
- Take responsibility for the conduct of household members and visitors.
- Report incidents of ASB promptly to Nova-Star Care or relevant authorities.

5. Reporting Anti-Social Behaviour

Residents and members of the public can report ASB in several ways:

- In person or by phone.
- In writing or via email.
- Through a local authority or partner agency.
- Via a Nova-Star Care housing officer or support worker.
- Anonymously, if preferred.

All reports of ASB will be treated seriously, confidentially, and investigated promptly. Nova-Star Care will maintain accurate records of all reports and actions taken.

6. Classification of ASB

Nova-Star Care categorises ASB based on risk and severity:

Risk Rating	Examples / Action Required
Low	Minor noise, dog fouling, rubbish, or general nuisance. Investigation begins within a few working days.
Medium	Persistent nuisance, threats, or drug-related behaviour. Investigation begins promptly; action plan developed.
High	Violence, hate crime, or serious harassment. Immediate response required; multi-agency approach initiated.

7. Actions We Can Take

Nova-Star Care aims to resolve ASB issues at the earliest opportunity, using non-legal interventions whenever possible. Actions may include:

- Mediation between parties.
- Joint working with the police, local authorities, and support agencies.
- Written warnings or Acceptable Behaviour Agreements.
- Support referrals for individuals with underlying issues contributing to ASB.
- Environmental improvements or security measures.
- Legal action (e.g., injunctions, possession proceedings) if necessary.

8. Partnership Working

Nova-Star Care works closely with local authorities, the police, and other community partners to tackle ASB effectively. Through joint working, we ensure a coordinated response to protect individuals and promote safer communities.

9. Confidentiality and Data Protection

All information shared with Nova-Star Care will be handled sensitively and in compliance with the Data Protection Act 2018 and UK GDPR. Confidentiality will be maintained except where disclosure is required to protect individuals or prevent crime.

10. Legal Framework

Legislation	Application to Nova-Star Care
Anti-social Behaviour, Crime and Policing Act 2014	Defines ASB and provides tools for housing providers to respond to nuisance and harassment.
Housing Act 1985 & 1996	Outlines landlord powers to take possession action for breaches of tenancy caused by ASB.
Equality Act 2010	Ensures actions taken under this policy do not unlawfully discriminate against protected groups.
Human Rights Act 1998	Protects tenants' rights to respect, privacy, and fairness in ASB investigations and actions.

Data Protection Act 2018 & UK GDPR	Regulates how personal information is stored, used, and shared during ASB investigations.
Environmental Protection Act 1990	Empowers action against statutory nuisances such as noise and waste.
Crime and Disorder Act 1998	Requires cooperation between housing providers, local authorities, and police in tackling ASB.

11. Monitoring and Review

This policy will be reviewed every two years or earlier if there are changes in legislation, regulation, or operational practice. Performance will be monitored through incident data, outcomes, and feedback from residents and partners.

12. Impact and Equality Assessment

Nova-Star Care is committed to equality, diversity, and inclusion in all service delivery. This policy has been assessed to ensure it does not disadvantage any group with protected characteristics under the Equality Act 2010. Adjustments will be made where necessary to ensure accessibility and fairness.

13. Policy Information

Author	Version	Date Approved	Review Date
Head of Policy	1	Dec 2024	Dec 2026