

# ANTI-SOCIAL BEHAVIOUR (ASB) POLICY 2026–2029

## Introduction:

Everyone deserves to feel safe in their home and neighbourhood.

This policy explains how we prevent, respond to, and resolve anti-social behaviour (ASB). It sets out what you can expect from us, and what we expect from residents.

It supports safe, respectful communities and meets our legal and regulatory responsibilities.

## Our Approach

We will work with you and our partners to prevent problems early and take action when needed.

We are committed to:

- Acting quickly and fairly
- Listening to how ASB affects you
- Using evidence to guide decisions
- Supporting both victims and those causing harm
- Taking stronger action where serious harm occurs

## What Anti-Social Behaviour Means

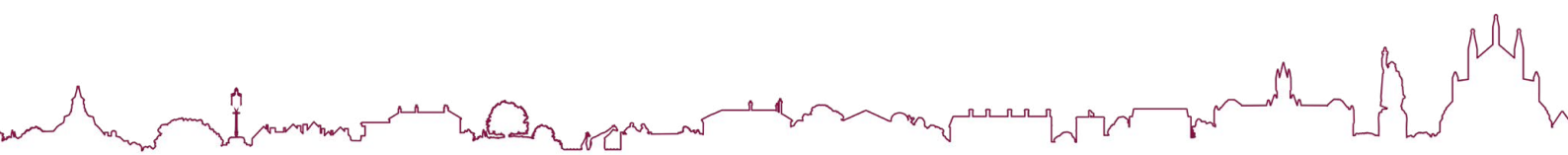
ASB includes behaviour that causes harm, distress, or nuisance, such as:

- Harassment, threats, or intimidation
- Hate incidents or hate crime
- Ongoing excessive noise
- Drug use or criminal activity
- Damage to property or vandalism
- Using a home for illegal purposes

Some issues are not usually ASB, for example:

- Everyday household noise
- Children playing or babies crying
- Cooking smells or DIY
- One-off events like parties
- Minor neighbour disagreements

Where possible, we will help resolve these issues informally.



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## Working Together

### Residents

You can help by:

- Reporting ASB when it happens
- Treating neighbours with respect
- Working with us to find solutions

### We will:

- Listen and take your concerns seriously
- Assess risk and prioritise urgent cases
- Investigate and keep you informed
- Take appropriate action

### Partner organisations (e.g. police, support services)

- Help manage serious or complex cases
- Provide specialist support
- Work with us to keep communities safe

## How to Report ASB

If you are in immediate danger, call **999**

For non-emergencies, contact the police on 101

You can report ASB to us:

By phone: **01962 848 400**

By email: **housingasb@winchester.gov.uk**

Online via our website

In person at council offices

**Please include as much detail as possible (dates, times, location, and what happened).**

## Our Response

We respond based on the level of risk and harm:

### Standard risk

Minor or one-off issues  
Advice, early resolution, monitoring

### Medium risk

Ongoing disturbance or disputes  
Investigation, mediation, agreements

### High risk

Threats, violence, or serious harm  
Urgent action, multi-agency response, possible legal action

## How We Support with ASB

We use a range of actions depending on the situation:

- Early intervention and advice
- Mediation and neighbour agreements
- Acceptable Behaviour Agreements (ABAs), Good Neighbour Agreements, Community Protection, Warnings
- Formal warnings
- Legal action where necessary

Safeguarding is always a priority.

## If You Are Not Satisfied (ASB Case Review)

If you feel your case has not been handled properly, you can request an ASB Case Review (also known as the Community Trigger) by calling 101.

This involves a multi-agency review of your case.

