



ANTI-SOCIAL BEHAVIOUR, HATE INCIDENTS AND COMMUNITY SAFETY POLICY

Easy reporting • victim-centred response • proportionate action

PURPOSE

To provide a clear, fair and coordinated response to anti-social behaviour, hate incidents and community-safety concerns affecting NEWPOINT properties, residents, workers and partners.

Document owner	Applies to	Review
NEWPOINT Housing Group	Residents, workers, landlords, contractors and partners	At least annually and after material change

1. Commitment, scope and operating principles

NEWPOINT recognises that persistent or serious anti-social behaviour can damage safety, health, dignity and confidence in a home. We will make reporting straightforward, assess risk and vulnerability, keep affected people informed and work with the organisation best placed to act.

Principle	NEWPOINT approach
Easy access	Accept reports verbally, digitally, through an advocate or partner—no special form required.
Safety first	Prioritise immediate danger, hate, safeguarding, domestic abuse and serious harm.
Victim-centred	Understand impact, preferences, barriers and desired outcomes without promising a specific result.
Fairness	Keep an open mind, distinguish allegation from finding and give relevant people a fair opportunity to respond.
Proportionate action	Use the least intrusive effective response, escalating where risk or persistence requires.
Partnership	Coordinate with councils, police, landlords, prime contractors and support services.

ONE REPORT, THE RIGHT ROUTES

A person should not have to repeat the same account across multiple NEWPOINT forms. Record once, obtain necessary consent and route internally to complaints, safeguarding, repairs or other processes as required.

2. Definitions and boundaries

Term	Working meaning
Anti-social behaviour	Conduct causing or likely to cause harassment, alarm, distress, nuisance or annoyance, using the legal test applicable to the proposed response.
Hate incident	An incident perceived by the victim or another person to be motivated by hostility or prejudice linked to identity or perceived identity.
Hate crime	A criminal offence perceived to be motivated by hostility or prejudice; police decide crime recording and investigation.
Community safety	Risks affecting safe use and enjoyment of a home or neighbourhood, including crime, exploitation and environmental harm.
Complainant / affected person	The person reporting or experiencing the behaviour; they may also be a witness.
Subject of report	The person alleged to have caused the behaviour; this description does not predetermine a finding.

What may not be ASB

- Reasonable everyday living noise, children playing, one-off lifestyle differences or ordinary disagreement without unreasonable impact.
- A repair, property defect or service complaint with no behavioural element—route it correctly rather than dismiss it.
- Behaviour arising from disability or another need still requires impact management, support and reasonable adjustment; it is not automatically excused or punished.

USE THE CORRECT LEGAL TEST

Different tools use different definitions and evidence standards. Obtain competent legal advice before formal enforcement.

3. Scope, jurisdiction and responsibility

NEWPOINT responds where behaviour affects a property or service it manages, the safety or wellbeing of people connected with that service, or its contractual responsibilities. Our precise powers depend on the occupancy model, agreement and role agreed with the landlord, council or prime contractor.

Situation	Lead / NEWPOINT role
Immediate crime or danger	Police/emergency service leads; NEWPOINT supports safety, records and housing action.
Housing-related ASB within our control	NEWPOINT assesses and manages within its agreement and authority.
Council or partner placement	Coordinate promptly under the contract; do not assume allocation authority.
Neighbour not connected to NEWPOINT	Support reporting and evidence; council, police, landlord or environmental health may lead.
Property defect causing nuisance	Repairs/property route leads, with ASB case linked only where behaviour also matters.
Domestic abuse / safeguarding	Specialist safeguarding and domestic-abuse routes lead alongside safe housing action.
Worker or contractor conduct	Employment/contract management and complaint routes, plus police/safeguarding where needed.

BE HONEST ABOUT AUTHORITY

NEWPOINT must not promise eviction, prosecution, rehousing or another agency's action. Explain what we can do, what must be referred and who owns the next step.

4. Reporting and first response

How a report can be made

- Telephone, email, CRM/web route, face to face, through a council/partner, or through an advocate with appropriate authority.
- Anonymous reports are considered, although limited contact or evidence may restrict available action.

First-contact standard

Step	Action
1. Listen	Record what happened, location, dates, people, impact and immediate needs without blame.
2. Make safe	Ask about danger, injury, children, weapons, hate, domestic abuse, exploitation and urgent property risk.
3. Route	Use emergency, police, safeguarding, repair or medical routes immediately where indicated.
4. Agree contact	Confirm safe method, frequency, accessibility needs and whether messages may be left.
5. Preserve	Identify available messages, photographs, recordings, witnesses or professional evidence.
6. Confirm	Give case contact, next action and realistic timescale; correct any misunderstanding.

EMERGENCY

Call 999 where there is immediate danger or a crime in progress. NEWPOINT is not an emergency service and reporting to us does not replace contacting the police.

5. Triage, risk and vulnerability

Factor	Consider
Behaviour	Type, frequency, persistence, escalation, targeting, threats, weapons and criminal indicators.
Impact	Fear, sleep, health, school/work, ability to use the home and risk of homelessness.
Vulnerability	Disability, age, pregnancy, isolation, language, mental health, prior victimisation or dependency.
Hate / targeting	Identity-related hostility, repeat locations, group behaviour and wider community impact.
Household	Children, dependants, alleged perpetrator access and safe communication.
Evidence / history	Previous reports to any agency, known orders, property issues and prior interventions.
Protective factors	Support network, security, professional involvement and safe alternatives.

Priority response

- Emergency: immediate police/emergency/safeguarding action and senior notification.
- High risk: same-day ownership, safety plan and partner contact where appropriate.
- Standard: timely contact and proportionate plan based on impact and evidence—not simply report volume.

REASSESS, DO NOT SET AND FORGET

Review risk after every significant incident, escalation, new vulnerability, failed action or loss of contact.

6. Hate incidents, harassment and discrimination

Treat a report as hate-related where the affected person or another person perceives hostility or prejudice connected with race, religion, disability, sexual orientation, transgender identity or another identity factor. Record the perception; do not require the reporter to prove motive before support begins.

Control	Required approach
Safety	Consider repeat targeting, threats, symbols, online conduct, community tension and safe contact.
Police	Encourage or support police reporting where a crime may have occurred; share without consent only where lawful and necessary.
Evidence	Preserve exact words, images, graffiti, messages, dates, witnesses and location; avoid paraphrasing material language.
Support	Offer accessible contact and signposting to suitable hate-crime or advocacy services.
Property	Address security, graffiti or damage promptly while preserving evidence where needed.
Action	Use housing/contract remedies only within authority, based on evidence and proportionality.
Monitoring	Flag repeat victimisation, locations and patterns without discriminatory profiling.

BELIEVE THE IMPACT, INVESTIGATE THE FACTS

A respectful response does not require prejudging the allegation. Support the affected person while maintaining a fair evidence-led process.

7. Domestic abuse, safeguarding and exploitation

Domestic abuse, coercive control, stalking, sexual harm, cuckooing, criminal exploitation and safeguarding concerns may first appear as noise, visitors, damage, rent or neighbour reports. Do not treat these solely as nuisance or mutual conflict.

Safe response

- Speak privately where possible; never arrange joint mediation between a victim and suspected perpetrator of domestic abuse.
- Confirm a safe contact method and whether the alleged perpetrator has access to devices, accounts or the home.
- Use safeguarding, domestic-abuse, police and emergency routes based on risk; record decisions and necessary sharing.
- Avoid action that could reveal a disclosure, increase danger or penalise a victim for behaviour caused by abuse or exploitation.

Indicator	Possible response
Frequent unknown visitors / loss of control	Consider cuckooing, exploitation and safeguarding—not only visitor nuisance.
Damage, shouting or repeated police calls	Screen for domestic abuse and household safety.
Missed contact / another person speaking for resident	Check privately for coercion, communication barriers or capacity concerns.
Children present	Consider their welfare and use child-safeguarding routes where indicated.
Threatened homelessness	Coordinate safe housing advice; do not promise an outcome outside NEWPOINT authority.

SAFEGUARDING OVERRIDES ROUTINE CASE FLOW

Where harm or abuse is suspected, follow the NEWPOINT Safeguarding Adults and Children Policy immediately.

8. Investigation and evidence

Proportionate case plan

Element	Record
Issue and outcome	Alleged behaviour, impact, scope and realistic desired outcome.
Risk and support	Current rating, safety actions, adjustments and referral choices.
Evidence	Existing material, gaps, lawful collection methods and owners.
Interviews	People to contact, safe sequence, confidentiality limits and fair opportunity to respond.
Partners	Lead agency, information-sharing authority and joint actions.
Decision point	Review date, evidence standard for the proposed action and approval level.

Evidence standards

- Use contemporaneous records, professional observations, messages, lawful recordings, photographs, repair history and corroborating accounts where available.
- Do not require endless diary sheets where other evidence or a focused period is enough. Offer assistance and accessible alternatives.
- Separate fact, allegation, opinion and hearsay. Record inconsistencies fairly and avoid discriminatory assumptions.
- Keep disclosure proportionate and protect third-party, safeguarding and confidential information.

NO AUTOMATIC CLOSURE FOR 'NO EVIDENCE'

If formal action is not currently supported, consider safety, support, repairs, targeted monitoring, partnership work and what would justify review.

9. Support, communication and case updates

Need	Possible support
Personal safety	Safety planning, police contact, property-security assessment and emergency advice.
Communication barrier	Interpreter, advocate, accessible format, extra time or agreed representative.
Health / wellbeing impact	Signpost or refer with consent to suitable health, advocacy or victim support.
Evidence burden	Focused reporting method, assisted statement, planned contact or professional corroboration.
Housing concern	Explain agreement position and coordinate with the landlord/council/partner within authority.
Repeat victimisation	Single named contact, risk review, partnership escalation and ASB Case Review information.
Witness anxiety	Explain confidentiality limits, evidence options and realistic court/disclosure risks.

Keeping people informed

- Agree update frequency according to risk and activity; update even when there is no material change.
- Explain delays, decisions, closed actions and who is responsible for the next step.
- Do not disclose another person's confidential information, health, sanctions or legal advice without authority.

NO FALSE EXPECTATIONS

Explain what action is being considered and the evidence needed. Never guarantee confidentiality, eviction, arrest, prosecution or rehousing.

10. Early intervention and informal resolution

Where safe and appropriate, early action may resolve harm faster and preserve relationships. Informal action is not a lesser response when it is evidence-led, agreed and monitored.

Option	When it may help
Clear advice / reminder	Low-level behaviour where expectations were unclear and risk is limited.
Problem-solving visit	Property layout, repairs, household needs or misunderstandings contribute to impact.
Acceptable-behaviour agreement	Specific conduct and consequences can be clearly recorded voluntarily.
Support referral	Health, substance use, parenting, financial or tenancy support may address contributing needs.
Restorative approach / mediation	Only where voluntary, safe, balanced and not domestic abuse, coercion or serious hate/violence.
Environmental action	Lighting, locks, waste, sound transmission or communal management can reduce opportunity or impact.
Joint agency plan	Several services hold relevant powers, support or evidence.

SUPPORT AND ACCOUNTABILITY TOGETHER

A need, disability or crisis may shape the response and require adjustment. It does not mean harmful impact is ignored.

11. Formal and partnership action

Formal action is considered where risk, seriousness, persistence or failed early intervention justifies it and NEWPOINT or a partner has legal or contractual authority. The specific tool, legal test, evidence and approval must be confirmed at the time.

Action family	Control
Housing / contractual	Warnings, undertakings, agreement action or possession-related steps only within the actual letting structure and with legal review.
Civil ASB powers	Council, police or eligible housing-provider tools under current law; confirm NEWPOINT's standing before use.
Criminal justice	Police investigation, bail/order information and evidence preservation; NEWPOINT does not determine criminal guilt.
Environmental / licensing	Council environmental health, noise, waste, licensing or statutory nuisance routes.
Safeguarding / domestic abuse	Multi-agency protection, advocacy and safe-accommodation routes.
Property controls	Security, access, repairs or temporary safety measures without using them as disguised punishment.
Contractor / staff	Performance, disciplinary or exclusion action under the relevant fair process.

Decision safeguards

- Necessity, proportionality, equality impact, reasonable adjustments, resident/child impact and less intrusive alternatives.
- Senior approval and legal advice before high-impact housing or court action.

OCCUPANCY MODEL MATTERS

NEWPOINT must not use landlord powers it does not hold. Coordinate formal action with the legal landlord, council or contract partner as required.

12. ASB Case Review, complaints and review routes

ASB Case Review

The ASB Case Review, previously called the Community Trigger, enables a victim or community to request a multi-agency review where the locally published threshold is met. Thresholds and application routes are set locally and must be checked at the time.

Situation	NEWPOINT response
Persistent reports / perceived ineffective response	Explain the local ASB Case Review route and provide reasonable help to apply.
Request received by NEWPOINT	Pass promptly to the published point of contact or relevant bodies where within the local arrangement.
Information requested for a review	Cooperate lawfully, share necessary information and protect confidential third-party material.
Recommendation made	Consider it seriously, assign actions and record the response within NEWPOINT authority.
Dissatisfaction with NEWPOINT service	Use the Complaints and Service Resolution Policy without delaying current safety action.
New PCC / local policing body review route	Check current local procedures and commencement before advising the person.

Case decision review

- A person may question risk handling, communication, delay or closure without using legal terminology.
- A reviewer not responsible for the original decision should consider proportionality, evidence, support and missed actions where practicable.

COMPLAINT AND ASB CASE CAN RUN TOGETHER

A service complaint must not replace action on continuing risk, and an open ASB case must not prevent a complaint about NEWPOINT's handling.

13. Case closure, learning and information control

Closure standard

Requirement	Evidence
Risk review	Current harm, vulnerability, repeat risk and outstanding safety action considered.
Outcome	What was substantiated, unresolved or not supported, expressed fairly.
Affected person	Views sought where safe; outcome and return route explained.
Subject of report	Relevant outcome communicated within confidentiality and fairness limits.
Partners	Lead agencies and incomplete actions confirmed; ownership transferred clearly.
Records	Decision, reasons, evidence, sharing, restrictions and retention category recorded.
Learning	Repair, contract, training, policy or partnership improvement identified and assigned.

Reopening

- Reopen or link the case where new incidents, evidence, vulnerability, escalation or partner information materially changes risk or options.
- Do not label repeat reporting as unreasonable simply because previous action was limited; reassess impact and pattern.

Data and confidentiality

Restrict case information to those who need it. Record lawful basis and necessity for sharing, use safe contact details and avoid exposing confidential addresses, health, immigration, safeguarding or witness information.

CLOSURE IS A DECISION, NOT SILENCE

No case should drift closed solely because there has been no recent contact. Confirm the reasoning, safety position and route back.

14. Roles, assurance and quick-reference card

Role	Responsibility
Directors	Approve policy, resources, serious-risk governance and partnership expectations.
ASB / community-safety lead	Advise on risk, case plans, reviews, legal routes, data and quality assurance.
Case owner	Maintain contact, plan actions, coordinate evidence and record decisions.
Safeguarding lead	Direct safeguarding and domestic-abuse risk response.
Property / repairs team	Address defects, security and contractor actions linked to harm.
All workers	Recognise reports, make safe, record accurately and escalate promptly.
Partners / contractors	Cooperate within agreements, preserve evidence and protect confidentiality.

Quick-reference

Situation	Action now
Immediate danger / crime in progress	Call 999; make safe; notify NEWPOINT after emergency action.
Hate language or targeting	Record exact details, assess repeat risk, preserve evidence and offer police/support route.
Possible domestic abuse / exploitation	Use safe private contact and safeguarding/specialist routes; no mediation.
Everyday living issue	Explain boundary, check repairs/adjustments and use proportionate problem-solving.
Persistent reports with limited progress	Senior review and explain the local ASB Case Review route.
Formal housing action proposed	Confirm authority, evidence, equality, proportionality and legal advice.
Unsure who leads	Protect safety, keep ownership until a named agency accepts the referral.

15. Document control and authoritative sources

Version	Date	Owner	Review
1.0	August 2026	NEWPOINT Housing Group	August 2027 or earlier trigger

Authoritative framework

- **GOV.UK — Anti-social behaviour guidance for professionals**
<https://www.gov.uk/government/collections/antisocial-behaviour-guidance-for-professionals>
- **Legislation.gov.uk — Anti-social Behaviour, Crime and Policing Act 2014**
<https://www.legislation.gov.uk/ukpga/2014/12/contents>
- **GOV.UK — Crime and Policing Act 2026: ASB factsheet**
<https://www.gov.uk/government/publications/crime-and-policing-act-2026-factsheets/crime-and-policing-act-2026-anti-social-behaviour-asb-factsheet>
- **GOV.UK — Neighbourhood and Community Standard**
<https://www.gov.uk/government/publications/neighbourhood-and-community-standard>
- **Legislation.gov.uk — Anti-social Behaviour Act 2003**
<https://www.legislation.gov.uk/ukpga/2003/38/contents>
- **GOV.UK — ASB incident journey research**
<https://www.gov.uk/government/publications/incident-journey-of-anti-social-behaviour-from-reporting-to-resolution>

CONTROL NOTE

Before formal adoption, name the ASB and safeguarding leads; confirm safe reporting and out-of-hours routes; map NEWPOINT's authority under each occupancy model; agree council, police and prime-contractor contacts; confirm local ASB Case Review procedures; and obtain legal review of formal-action pathways and 2026 Act commencement changes.