



torus

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**Anti-Social Behaviour Policy
April 2026**

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CONTENTS	PAGE
1. Executive Summary	4
2. Introduction	4
3. Policy Statement	5
4. Implementation	5-7
5. Consultation	8
6. Inclusion	8
7. Monitoring and Review	8
Appendix 1	9
Appendix 2	10-14

1. EXECUTIVE SUMMARY

Torus manages approximately 41,000 homes across the Northwest, including Warrington, St Helens, Liverpool, and surrounding areas. Maintaining safe, respectful, and sustainable neighbourhoods is central to our mission of creating strong, thriving communities.

This Anti-Social Behaviour (ASB) Policy sets out Torus's approach to preventing, investigating, and resolving anti-social behaviour. It provides a clear framework that combines early intervention, support, partnership working, and enforcement, while recognising that each case must be assessed on its individual circumstances.

The policy places a strong emphasis on protecting victims and witnesses, supporting vulnerable individuals, and holding perpetrators to account in a fair and proportionate way. Torus adopts a trauma-informed approach and collaborates closely with partner agencies such as local authorities, the police, and specialist support services to achieve sustainable outcomes.

Torus uses a full range of non-legal and legal powers where appropriate, ensuring compliance with relevant legislation, equality duties, and human rights obligations. Performance is monitored through case management, customer feedback, audits, and data analysis to drive continuous improvement and provide assurance to customers, partners, and regulators.

2. INTRODUCTION

This ASB Policy provides a clear framework for action while recognising that each case will be assessed on its individual circumstances using professional judgement and supporting procedures.

The policy is publicly available and accessible, published on our website and available at all Torus offices. Alternative formats, including large print, Braille, translations, and hard copies, are available on request. The policy is reviewed bi-annually. This policy is designed to comply with all relevant legislation, including housing, equality, data protection, and anti-social behaviour law. Torus welcomes feedback on this policy and our services, which can be provided by telephone, in person, online, in writing, or by email.

This Policy document contains Torus' Policy for the management of its Anti-Social-Behaviour Services (ASB) across its neighbourhoods and Heartlands. The ASB policy is the responsibility of the Group Director of Housing and delivered via Torus housing and neighbourhood management services incorporating a specialist Safer Estates Team. The ASB policy supports Torus's corporate objectives under three strategic pillars.

- 1) **People & Services:** Delivering an effective, efficient, and responsive anti-social behaviour service remains a clear customer priority. We work to ensure services are high quality, accessible, and tailored to support community well-being.
- 2) **Homes & Communities:** Tackling ASB is essential to creating safe, inclusive neighbourhoods where residents can thrive. We maximise partnership approaches with police, fire & rescue, community safety teams, and local authorities to address nuisance, restore confidence, and foster vibrant, resilient communities.
- 3) **Viability & Sustainability:** Robust ASB management underpins long-term trust in Torus and protects our brand and financial stability. By driving best practice, shaping national regulatory standards, and reducing reputational and compliance risks, we safeguard the sustainability of our service offer.

3. POLICY STATEMENT

Torus is committed to creating and maintaining safe, respectful, and sustainable communities. As an active member of local Community Safety Partnerships, we work to prevent and address anti-social behaviour and promote environments where people feel secure in their homes and neighbourhoods. We expect individuals and groups to behave in a way that does not interfere with the comfort, safety, or wellbeing of others living in, working in, or lawfully visiting our communities.

We recognise that anti-social behaviour can have a serious and lasting impact on individuals, families, and communities if left unchallenged. Such behaviour is often complex in nature and may involve multiple contributing factors. Our approach is therefore flexible and responsive, using a range of prevention, support, and enforcement tools to deliver fair, proportionate, and effective outcomes.

Torus aims to address anti-social behaviour at the earliest opportunity wherever possible, as early intervention can prevent escalation and reduce harm. However, where behaviour is serious, persistent, or presents a risk to individuals or communities, we will take robust and timely enforcement action. Our priority is always to protect victims and witnesses while preventing further harm and disruption.

In delivering this policy, we make use of the powers available under the Anti-Social Behaviour, Crime and Policing Act 2014 and other relevant legislation. These powers may be used by Torus directly or in partnership with agencies such as the police and local authorities. Any action taken will be lawful, evidence-based, and proportionate, with full regard to equality and human rights obligations.

We are committed to continuous improvement in the way we manage anti-social behaviour. Our staff receive appropriate training to ensure they remain informed about changes in legislation, best practice, and emerging risks. Training provisions will be reviewed each year. We collaborate closely with partner agencies, communities, and residents, and we monitor performance and customer satisfaction to ensure our services remain effective, accessible, and focused on achieving positive outcomes.

4. IMPLEMENTATION

4.1 Definition of Anti-Social Behaviour (ASB)

In responding to ASB, we will always ensure appropriate safeguarding action is taken when and where appropriate

ASB is conduct that causes or risks causing nuisance or annoyance to any person, relating to the occupation of residential premises or affecting Torus's housing management functions. It can also include using or threatening to use housing accommodation for unlawful purposes. We consider hate crime and harassment within scope. ASB may be criminal or non-criminal and will be assessed case by case, with the impact on others a key (but not the only) consideration.

Examples include harassment, violence or threats, bullying and intimidation, repeated abusive language, hate incidents/crime, persistent or unreasonable noise, dog fouling and nuisance, malicious complaints, and using a property for illegal or immoral purposes, including abuse of or threats toward staff or contractors. Some reports will not be classed as ASB (e.g., a one-off party, children playing, proportionate household noise, routine parking disagreements unless escalating into abuse/harassment/violence).

4.2 Principles of Response

We act early wherever possible to prevent escalation, balancing support with proportionate enforcement. Each case is assessed on its facts using professional judgement and supported by procedures that emphasize victim safety, fairness, and sustainable outcomes.

4.3 Expected Standards of Behaviour

Tenants are responsible for their own conduct, the conduct of household members, and lawful visitors. We will act to protect residents and communities from ASB caused by our tenants and were. Appropriate, act against non-Torus residents to protect our tenants.

4.4 Supporting Complainants and Witnesses

We make reporting simple, respond promptly, agree action plans, and keep people informed via their preferred method. We conduct risk assessments for complainants and alleged perpetrators, make referrals for support and target-hardening where appropriate, and provide practical support through legal processes (e.g., transport and court support). We liaise with Police as needed and offer appropriate aftercare once cases conclude.

4.5 Hate-Related Incidents

We take harassment and hate crime extremely seriously and work to eliminate unlawful discrimination, promote good relations, maximize reporting, support victims, act against perpetrators, and monitor incidents and outcomes by type and geography, reporting key data to Board.

4.6 Domestic Abuse

Domestic abuse may fall within ASB. Torus has a separate domestic abuse policy and procedure, covering support for victims and action against perpetrators.

4.7 Early Intervention and Prevention

We prioritise early, problem-solving approaches including: (a) clear pre-tenancy information on rights and responsibilities; (b) mediation and conflict coaching for neighbour disputes; (c) Acceptable Behaviour Contracts (ABCs); and (d) Parenting Contracts where children are involved, with safeguarding considerations as required.

4.8 Specialist Support and Trauma-Informed Practice

We use in-house tenancy support and external specialist agencies (e.g., mental health, drug/alcohol services, Youth Offending Service) to address underlying causes and sustain tenancies. With young people, we involve parents/guardians and schools where appropriate and use behaviour contracts to achieve lasting change. Our practice is trauma-informed: staff recognise signs of trauma, respond empathetically, avoid re-traumatisation, and connect individuals to support.

4.9 Multi-Agency Partnerships

We collaborate with local authorities, Police, Fire & Rescue, Victim Support and other statutory and community partners through operational forums and strategic Community Safety Partnerships, enabling coordinated responses that protect victims, change perpetrator's behaviour, and reduce community harm.

4.10 Enforcement

We use the full range of non-legal and legal actions to prevent escalation and protect communities, acting lawfully, proportionately, and based on evidence with due regard to the Equality Act 2010, Human Rights Act 1998, and relevant statutory guidance. We also consider action by other agencies where appropriate (e.g., criminal matters, owner-occupiers, private sector cases).

4.11 Tools and Powers

Available tools include Civil Injunctions (with prohibitions/positive requirements and, where justified, a power of arrest), and possession proceedings using discretionary grounds (e.g., tenancy breach, nuisance/annoyance, indictable offences in the locality) or mandatory ground 7A where statutory conditions are met. Breach of injunctions may lead to committal; we may also seek possession where appropriate. We will comply with the Pre-Action Protocol before issuing proceedings on mandatory grounds. We will produce a 'toolkit' in Appendix 2 for officers on an extensive list of powers available.

4.12 Closing the Case

Cases are closed once proportionate actions have resolved the reported behavior. Closure is discussed with the complainant in advance; a closure letter confirms actions taken, outcomes, and reasons, and gives 14 days to respond if they disagree or issues recur.

4.13 ASB Case Review (Community Trigger)

Victims who have reported three or more ASB incidents in six months to relevant agencies and feel the response was inadequate may request a multi-agency ASB Case Review via the relevant local authority. Agencies will share information and agree a coordinated plan to resolve issues.

4.14 Confidentiality, Data Protection, and Information Exchange

We respect privacy and comply with data protection law while recognising that tackling ASB requires robust, lawful information sharing. We operate information-sharing protocols with local partners and may share details (e.g., incident nature/location, parties' details, agency visits, criminal justice progress) where lawful and necessary to prevent crime and protect communities. Where anonymity is requested, we will explain limitations if content could reveal identity and may still share information with agencies for lawful purposes (e.g., crime prevention).

4.15 Protection of Staff

We will not tolerate ASB, abuse, threats, or violence towards staff or contractors. We will act robustly, including seeking injunctions (with/without power of arrest), possession action, and/or Police referral.

5. Consultation

This interim policy is considered by the Landlord Operations Committee (majority tenant members). drafts may be published on the Torus website and shared via social media for customer comment.

6. Inclusion

We are committed to ensuring that this policy is applied in a fair, consistent, and proportionate way. In managing anti-social behaviour, we take account of individual circumstances and consider any support needs that may be relevant to how cases are managed.

Our approach includes making reasonable adjustments where appropriate and working with relevant services to support effective case management.

We recognise that a range of factors may influence both the experience and causes of anti-social behaviour. Our approach therefore emphasises early intervention, prevention, and proportionate enforcement.

We will keep our approach under review to ensure it remains fair, consistent and in line with our legal and regulatory responsibilities.

7. Monitoring and Review

7.1 Monitoring and Outcomes

We record all reports on our case management system, categorise and action them appropriately, document all case activity, and complete monthly progress reviews and caseload supervision. We collect customer satisfaction feedback at case closure, and we record and learn from complaints, compliments, and comments.

7.2 Using Data

We analyse ASB type and location, identify hotspots and priorities, evaluate initiatives, track performance against aims and timescales, benchmark against best practice, and report quarterly ASB performance to the Landlord Operations Committee, with escalation to Board as required.

7.3 Case Audits

We undertake regular DIP sample audits of open and closed cases to test compliance with policy/procedure and legal obligations, identify learning needs, and drive service improvement. Findings inform staff development and policy refinement.

We provide services to protect people and prevent anti-social behaviour. Effective monitoring will enable us to:

- Distinguish between distinct types of ASB in our area
- Identify the areas where ASB is prevalent and gain an understanding of the nature and location of these areas
- Identify and develop action plans to tackle key priorities and issues
- Evaluate the effectiveness of initiatives intended to tackle ASB

APPENDIX 1

Torus' Registered Office

Central, 4 Corporation Street, St Helens, WA9 1LD Open
Monday to Friday 9am to 5pm.

Torus' Head Office

The Observatory, 1 Old Haymarket, Liverpool L1 6RA Open
Monday to Friday 8.30am to 5.30pm

Warrington Heartland Office

Bank Park House, Kendrick Street, Warrington WA1 1UZ Open
Monday to Friday 9am to 5pm.



Appendix 2 - Anti-Social Behaviour Toolkit

1. Purpose

This toolkit provides a clear, practical approach for managing anti-social behaviour (ASB) using the principles of:

Prevention → Enforcement → Support

It outlines what officers should do at each stage of an ASB case, from receiving a report through to resolution or legal action.

2. What counts as ASB?

ASB IS:

Behaviors that cause or are likely to cause:

- Harassment, alarm, or distress
 - Nuisance or annoyance to anyone in their home or neighbourhood
 - Housing-related nuisance or annoyance linked to our housing functions
- Examples:
- Harassment, threats, intimidation
 - Hate incidents / hate crime
 - Persistent loud noise
 - Drug-related nuisance
 - Violence or threats of violence
 - Dog fouling/barking that causes nuisance
 - Malicious or false allegations
 - Illegal or immoral use of the property
 - Abuse of staff or contractors

ASB IS NOT:

We anticipate that people will be patient with typical daily sounds and ordinary activities. Not ASB:

- One-off parties
- Children playing
- Everyday household noise
- Minor neighbour disputes
- Reports of “staring”
- General unpleasantness
- Social media name-calling unless escalating

For unavoidable household noise, simple interventions such as anti-vibration pads or door soft-close pads may be considered.

3. Making and logging reports

Reports can be made:

- By phone
- Email
- In person
- Via website or social media
- Through staff on site
- Anonymously (though response may be limited)

If reports relate to crime → advise reporter to contact Police.

If vulnerable individual at risk → advise Social Services where appropriate.

After a report is made, the appropriate officer/team should be identified and contact arranged.

4. First response & triage

Priority cases (same day or within 24 hours):

- Violence or threats of violence
- Hate-related incidents
- Serious harassment
- High-risk domestic abuse

All other cases:

Contact the reporter within **5 working days** to collect full details.

5. First interview with the reporter

When taking full details, officers should:

- Record the nature, location and frequency of issues
- Confirm involvement of Police/other agencies
- Identify any witnesses
- Complete a risk assessment (DASH where domestic abuse suspected)
- Identify any required service adjustments
- Agree next steps
- Explain realistic expectations

Follow-up:

Send an Action Plan to the reporter within 5 working days.

6. Action Plans

Each plan should set out:

- How evidence will be gathered (diary sheets, email logs, noise app, etc.)
- How and when the officer will contact the reporter
- Investigative steps the officer will take
- Any early intervention options (mediation, support referrals, etc.)
- Any agreed service adjustments

Action plans must be updated if circumstances change.

7. Supporting the reporter

Depending on risk level, this could include:

- Referral to wellbeing services
- Police reassurance visits
- Victim Support referral
- Temporary phone

- Emergency repairs or rapid boarding up
 - Target hardening (locks, fireproof letterboxes, video doorbells)
 - Fire Service home safety checks
 - Emergency accommodation where necessary
 - Exceptional let *only* where life is at risk and supported by evidence
- Officers must maintain regular contact, typically weekly or fortnightly.

8. Investigation methods

Evidence may be gathered by:

- Speaking to neighbours/witnesses
- Contacting Police, Environmental Health, Social Services
- Home visits
- Noise App recordings
- Dictaphone recordings (noise only)
- Overt CCTV or sound equipment (covert only with formal approval)
- Interviewing the reported party

Anonymous evidence can be used where appropriate.

9. Contacting the reported party

Officers should:

- Check all internal systems for background info
- Consider support needs or advocacy
- Agree interview arrangements in writing
- Attend visits in pairs if there is any safety risk

10. Interviewing the reported party

During the interview:

- Present the concerns factually
- Maintain confidentiality
- Allow them to respond fully
- Discuss support needs using the risk assessment
- Offer relevant support referrals
- Clarify expectations of tenancy behaviour

Outcomes may include:

- Acceptance of behaviour and willingness to change
- Counter-allegations
- Denial
- Non-attendance (which does not stop enforcement)

Follow-up letter sent within 10 working days.

11. Working with the reported party

Support may be required due to:

- Mental health issues
- Learning difficulties
- Drug/alcohol misuse
- Relationship breakdown
- Family dysfunction

Officer responsibilities:

- Offer referrals early

- Record refusals
- Engage with existing support providers
- Ensure tenancy enforcement continues if behaviour persists

Equality Act:

Any disability or support needs must be considered when making decisions, including any legal action.

12. Early Interventions

Tools include:

- Mediation (internal or external)
- Warning interviews
- Acceptable Behaviour Contracts (ABCs)
- Community/Good Neighbour Agreements
- Parenting Contracts
- Early help referrals
- Partnership working with Police, LA, YOS, Probation, Education

13. Legal action

Used where:

- Early interventions fail
- Behaviour is serious or dangerous
- Tenancy breach cannot be remedied

Legal tools include:

- Injunctions (with or without notice)
- Positive requirements
- Undertakings
- Power of arrest / exclusion zones
- Domestic abuse injunctions
- Possession proceedings (discretionary and mandatory)
- Demotion orders
- Closure orders (via Police/LA)

High-quality, factual evidence and properly prepared statements are essential.

14. Case Management & Monitoring

A case should remain open where:

- Investigation is ongoing
- Incidents continue
- Legal action is underway
- Court orders are being monitored

A case can be closed where:

- Issues have been resolved
- Threatened legal action has worked
- Injunction or eviction has resolved the matter
- No incidents have occurred for 3 weeks, and the reporter agrees

Reporters may reopen cases if issues recur.

15. ASB case reviews (community trigger)

Victims can request a multi-agency case review if they believe their ASB concerns have not been handled appropriately. Local authority thresholds apply.

16. Publicity

Publicity may be used (where no reporting restrictions apply) to:

- Reassure communities
- Highlight successful enforcement
- Prevent further ASB

Management must approve articles.

17. Complaints

If a customer is unhappy with how their case was managed, they can use the Complaints Policy.

18. Confidentiality & Data Sharing

- Confidentiality must be respected
- Safeguarding concerns must be reported immediately
- Sensitive data should only be recorded where relevant
- Information must be stored securely and only shared where lawful
- Police information must only be used for its intended purpose