

Anti-Social Behaviour Policy

1. What this policy is about

- 1.1 At Livv Housing Group, we aim to create safe and thriving communities. We are committed to tackling anti-social behaviour (ASB) and we adopt a harm-centred approach. This means considering the level of harm caused to the victims throughout our case management, ensuring our neighbourhoods remain places where people want to live.
- 1.2 We recognise that while most of our customers take pride in their homes and communities, a small number of people may engage in nuisance, anti-social or criminal behaviour. Our aim is to act early, offer support where possible, and take robust enforcement action when necessary.
- 1.3 This policy outlines our approach to managing and responding to anti-social behaviour, the roles and responsibilities of colleagues, and how we work with partners to resolve and prevent issues. It reflects our values of being customer-focused, collaborative, and caring, and embeds professional curiosity throughout our approach.
- 1.4 This policy should be considered alongside our Hate Incident and Crime Policy, Domestic Abuse Policy and Safeguarding Policy.
- 1.5 This policy applies to all Livv Housing Group customers, including tenants, shared owners, leaseholders, and household members. It also extends to those living in or visiting Livv-managed properties. While the policy primarily addresses the responsibilities and behaviours of our customers, it also recognises the impact of anti-social behaviour caused by non-customers. Where individuals who are not Livv customers engage in ASB that affects our housing management function, we will take appropriate action, which may include referring the matter to relevant partners such as the police, local authority, or other statutory agencies to ensure a coordinated and effective response.
- 1.6 What is Anti-Social Behaviour?

Anti-social behaviour is defined as behaviour that causes or is likely to cause harassment, alarm, or distress to others.

Examples of anti-social behaviour include:

- Excessive or unreasonable noise (e.g. loud music, shouting)
- Harassment and intimidation,
- Vandalism or property damage
- Pet or animal nuisance
- Vehicle-related nuisance
- Drug use or dealing
- Alcohol-related disorder

This policy applies from 11 July 2025
This policy applies to: Livv Housing Group, Livv Homes, Livv Maintenance

- Domestic abuse or violence
- Fly-tipping or rubbish accumulation
- Neglected gardens affecting others
- Misuse of communal spaces

The following are not generally considered anti-social behaviour:

- General living noise
- Children playing or crying
- Cultural or lifestyle differences
- Legal activities at reasonable times (e.g. DIY, cooking smells)
- Non-threatening parking disputes
- Isolated incidents

2. Our Approach

2.1 Policy Statement

We believe that everyone has the right to feel safe, secure, and respected in their home. Anti-social behaviour undermines that right and can have a profound and lasting impact on customers and communities.

At Livv, we are committed to taking early, proportionate, and effective action to tackle anti-social behaviour, working in partnership with customers, communities, and external agencies to find sustainable solutions.

We take all reports of anti-social behaviour seriously and deliver a harm-centred, victim-focused approach that supports those affected, addresses root causes, and challenges unacceptable behaviour.

2.2 Harm-Centred Approach

We do not view anti-social behaviour as a minor issue. We recognise it can have a negative impact on customers and communities. Through a harm-centred approach, we consider the level of harm experienced and the nature of the behaviour to guide our decisions and interventions.

Key principles of our harm-centred approach include:

- Individual Impact: Recognising people experience harm differently based on factors like age, health, trauma history, or caring responsibilities.
- Cumulative Harm: Assessing the short and long-term impact of repeated incidents, not just isolated behaviour.
- Risk-Informed Practice: Using risk assessments to prioritise urgent cases and tailor our response.
- Proportionate Action: Taking action that reflects the level of harm. This may include moving straight to legal remedies where appropriate.
- Victim Voice and Support: Ensuring victims feel heard and supported, regardless of risk scores.



We also apply a harm-centred approach to those responsible for anti-social behaviour. Some may have, unmet support needs, or safeguarding concerns. Our response balances enforcement with support, aiming to reduce harm and prevent reoccurrence.

We are committed to:

- Promoting early intervention and prevention
- Empowering and supporting customers experiencing anti-social behaviour
- Taking strong action against serious or persistent cases
- Embedding professional curiosity, so colleagues notice signs of harm and act appropriately
- Working with partners to resolve complex cases and safeguard those at risk

2.3 Customer Responsibilities and Prevention

All Livv customers have a responsibility under their tenancy agreement to behave respectfully and to ensure others living in or visiting their home do the same.

Prevention and early intervention are our priorities. We aim to stop issues escalating through timely, appropriate support. Legal action is used only when other remedies fail or where the behaviour is so serious that immediate action is required.

Our preventative approach includes:

- Early interventions such as warning letters, mediation, Acceptable Behaviour Contracts, and diversionary activities
- Partnership working for joined-up responses
- Helping customers manage low-level disputes through advice and support
- Promoting behavioural expectations and tenancy responsibilities
- Providing wraparound support tailored to need
- Using tenancy tools like starter tenancies and reviews
- Delivering Annual Living Well Plans to promote early identification of risks
- Raising awareness of the impact of anti-social behaviour and how to report it.

2.4 Reporting, Confidentiality, Investigation and Enforcement

We are committed to providing a safe, accessible, and responsive process for reporting anti-social behaviour, and ensuring victims are supported through timely, proportionate, and effective action.

Customers can report anti-social behaviour via:

- Our website
- Phone, email, or webchat
- In person through a Housing Advisor or Livv representative

Reports are handled promptly and confidentially. We also accept reports from a representative, provided they have the consent of the affected person. In some cases, we may act on third-party reports without explicit consent where necessary to



safeguard their wellbeing. Anonymous reports are accepted and investigated as far as possible.

Our response includes:

- Triage of all reports to assess risk and urgency
- Assignment of a named case Advisor
- Co-produced action plans with clear steps and agreed communication preferences
- Tailored support, including safety planning, safeguarding referrals, and links to specialist services
- Proportionate actions based on harm and individual needs
- Practical measures such as home security improvements or re-housing, in line with the Lettings Policy

We are committed to promoting responsible and accessible reporting by:

- Running community engagement and awareness campaigns
- Providing information in alternative formats or languages where needed
- Clearly explaining rights, responsibilities, and case processes

We respect confidentiality. The identity of complainants is never disclosed without their consent, unless required by law or necessary for safety reasons.

Where necessary to protect individuals and communities, we take enforcement action. This may include:

- Warnings
- Injunctions
- Possession proceedings
- Other legal remedies as appropriate

Our approach is guided by the level of harm, risk, and vulnerability involved, ensuring all actions are proportionate, timely, and aimed at delivering lasting, positive outcomes.

2.5 Partnership Working

Many anti-social behaviour cases involve complex issues requiring multi-agency solutions. We work collaboratively with:

- Merseyside Police
- Local Authority Safer Communities Teams
- Health and Mental Health services
- Probation and rehabilitation services
- Children and Adult Services
- The Police and Crime Commissioner's Office
- The Anthony Walker Foundation and other specialist agencies

We have data-sharing agreements to support lawful, effective information exchange and are active partners in the Knowsley Community Safety Partnership.



We also support the Anti-Social Behaviour Case Review (formerly the Community Trigger), which allows victims to request a case review if they feel their concerns haven't been properly addressed.

2.6 Safeguarding

We are fully committed to safeguarding adults and children. Where abuse, neglect, or exploitation is suspected, we:

- Refer to the Multi-Agency Safeguarding Hub (MASH)
- Ensure Advisors are trained to identify and respond to safeguarding concerns

We also prioritise the safety of our colleagues and contractors by:

- Implementing lone working procedures
- Enforcing our Unacceptable Behaviour Procedure
- Using risk alerts and safety plans where needed.

2.7 Supporting Customers

We support everyone involved in anti-social behaviour cases.

For victims and witnesses:

- Advice, safety planning, and emotional support
- Referrals to specialist agencies
- Regular contact and updates

For perpetrators (where appropriate):

- Support to understand and change behaviour
- Access to mediation, behavioural contracts, and relevant support
- Enforcement where behaviour is serious or continues.

2.8 Training and Support

We ensure colleagues are skilled and confident in dealing with anti-social behaviour by:

- Delivering regular training on law, safeguarding, case management, and professional curiosity
- Supporting colleagues to respond to complex needs
- Promoting reflective practice and access to expert guidance
- Sharing learning and good practice across the service.



3. Responsibilities

- 3.1 All colleagues are responsible for conducting their work in line with this policy and associated procedures. The Director of Communities is responsible for overall implementation of this policy. Specific responsibilities are set out below:

Role	Responsibility
Customer Services Committee	Final approval of the policy
Community Safety Manager	Reviewing the policy and amending accordingly so that it supports the associated strategic aims and legal and regulatory requirements
Community Safety Team	Monitoring success and delivering the approach. Providing support and guidance to colleagues and customers.

4. Monitoring and review

- 4.1 We will review this policy every three years, or sooner if our monitoring of the policy identifies that changes are required, for example because of changes to law, regulation or related Livv strategies and policies.
- 4.2 To ensure that the policy is effective the following Key Performance Indicators (KPIs) are in place to monitor the performance of the policy:
- Number of open (active) anti-social behaviour cases each month.
 - Number of anti-social behaviour cases per 1000 homes.
 - Number of legal cases YTD
 - Types of anti-social behaviour reported.
 - Customer Satisfaction with anti-social behaviour handling.



Control framework

Compliance

This policy supports compliance with:

- Housing Act 1996
- Anti-Social Behaviour, Crime and Policing Act 2014
- Consumer Standards 2024
- Tenant Satisfaction Measures 2023

Document control	
Version	1.0
Policy applies from	11 July 2025
Policy applies to	Livv Housing Group; Livv Homes; Livv Maintenance
Approved by	Customer Services Committee
Approved on	10 July 2025
Replacing	Anti-Social Behaviour and Hate Crime Policy 2022-2025 v1.1
Next review due by	July 2028
Responsible Executive Director	Executive Director – Customer Insight
Policy author	Manager – Community Safety
Equality Analysis	May 2025
Environmental Impact Assessment	Not required
Circulation	Intranet; Livv Housing Group website

Version control		
Version	Date of Review	Summary of changes made
1.0	July 2025	Scheduled three-year review. Hate Crime content replaced by a standalone Hate Incident and Crime Policy. Detailed outline of our harm-based approach and areas strengthened around partnership working, Safeguarding and customer support.

