

Report for: Cabinet - 9 December 2025

Title: Adopting a new Anti-Social Behaviour Policy

Report authorised by: Barry Francis, Corporate Director of Environment and Resident Experience

Lead Officer: Eubert Malcolm, Director of Environment

Ward(s) affected: All

**Report for Key/
Non Key Decision:** Key

1. Describe the issue under consideration

- 1.1 The Council is transforming landlord services for its own tenants and leaseholders. To support that process, the Council is undertaking a full review of all policies relating to its tenants and leaseholders in its role as the landlord.
- 1.2 The new Anti-Social Behaviour (ASB) Policy sets out the Council's response to tackling ASB in public spaces, as well as the way we deal with ASB in the homes and neighbourhoods we manage as a social landlord (Registered Provider of Social Housing).
- 1.3 This report seeks approval from Cabinet for adoption.

2. Cabinet Member Introduction

- 2.1 The Council's commitment to creating a safer environment for all residents and visitors is clear in our Borough vision. We want Haringey's residents to feel safe in their home and community.
- 2.2 Tackling Anti-Social Behaviour (ASB) is a key priority, and we are committed to working with partners to support those affected and holding individuals accountable for unacceptable behaviour. We recognise that ASB can seriously impact the quality of life for residents, communities, and visitors
- 2.3. This policy explains how we will address ASB in a fair, reasonable, proportionate, and transparent way, putting residents at the heart of what we do. It will apply to all Haringey residents, businesses, and visitors in the borough.
- 2.4 We have designed it to be read in conjunction with our Community Safety Strategy and Tackling Hate Crime Strategy, following their approval in 2024.
- 2.5 There are several Council teams who tackle ASB, and we have used

preparing this overdue policy as an opportunity to clarify our ASB procedures and to highlight the responsibility of each team.

- 2.6 It also helps us to meet the government's Social Housing Regulator's consumer standards by setting out how the Council works with relevant organisations to deter and tackle ASB in the neighbourhoods where we provide social housing.
- 2.7 The insights and experiences of our residents, particularly through the Resident Voice Board and online consultation have played a key role in shaping this policy. This Group, comprising tenants ensures ongoing resident engagement and co-creation in our policies. I want to express my gratitude to the Group and respondents for their invaluable input, which has helped this policy to better reflect the needs of our communities.
- 2.8 I am pleased to recommend the adoption of this policy by Cabinet.

3. Recommendations

That Cabinet

- 3.1 Adopt the draft Anti-Social Behaviour Policy to come into effect from 23 December 2025.
- 3.2 Delegate authority to the Director of Environment in consultation with the relevant Cabinet member for Communities to make any future modifications to this policy required by changes to legal or regulatory requirements or updates to the Council's ASB webpages arising in the three year period before the policy is due for review.

4. Reasons for decision

- 4.1 This newly drafted clear and accessible policy outlines the Council's approach to tackling ASB. It will apply to all Haringey residents, businesses, and visitors in the borough. It reflects our commitment to fostering safe, harmonious communities. It will also help the Council meet the Social Housing Regulator's consumer standards, specifically the Neighbourhood and Community Standard.

5. Alternative options considered

- 5.1 **We could have continued with an outdated ASB policy.** This option was rejected because it would not meet the Council's needs or those of its residents. Introducing this new policy will assist the Council to meet the Social Housing Regulator's Neighbourhood and Community Standard to have a policy on how the Council works with relevant organisations to deter and tackle ASB in the neighbourhoods where they provide social housing. This option would also not meet our commitment to introduce updated policies in the Housing Strategy 2024 – 2029 and the Housing Improvement Plan 2023.

6. Background information

- 6.1 In June 2022, the Council brought most of the landlord and housing services back in house that had been run on its behalf by Homes for Haringey, its Arm's Length Management Organisation. The Council immediately began a process of reviewing that service provision and in April 2023 Cabinet adopted a comprehensive Housing Improvement Plan backed by significant financial investment. Amongst many other commitments, that plan committed to reviewing housing policies including those covering tenancy management.
- 6.2 The Regulator of Social Housing's Consumer Standards (Neighbourhood and Community Standard) requires that Registered Providers of Social Housing (RPs) must have the following:
- a. A policy on how they work with relevant organisations to deter and tackle ASB in the neighbourhoods where they provide social housing.
 - b. Work in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle ASB and hate incidents in the neighbourhoods where they provide social housing.
- 6.3 The Council has included thorough research into best practice in ASB, social housing, and engagement in an interactive process of policy development with key stakeholders across the Council.
- 6.4 Council officer service leads from ASB, Community Safety, Hate Crime Estates and Neighbourhoods, Income Management, Tenancy Management, Home Ownership, Safeguarding, Support and Wellbeing and Information Management were all involved in the development of this policy.
- 6.5 Council tenants and leaseholders were engaged in the design of the policy's content as part of the resident engagement structure, which is overseen by the Resident Voice Board (RVB). The RVB is the resident forum that assists the Housing Service by providing strategic influence on customer-facing housing strategy and policy as well as giving a resident perspective on the quality of housing services with the aim of improving customer satisfaction and organisation performance (housing services).
- 6.6 The RVB inputted to the development the policy from an early stage with broad outlines and approach agreed in March 2025 by residents. Proposals for the policy were well-received and generated a range of feedback and recommendations that have been incorporated into the policy. This included confirming the following points:
- The importance of addressing ASB in supported housing and the need to outline the Council's approach.
 - Recognising that providing evidence of incidents can make someone uncomfortable and to emphasise the importance of effective multi-agency partnership working.
 - The policy approach to taking early action to prevent ASB in addition to taking earlier enforcement action where necessary, with the aim of

avoiding last minute enforcement action should be covered in the policy.

- Confirming that reports of ASB made by Resident Associations would be given equal weight to other reports and clarification was needed on how tenants of housing associations and private renters could report ASB.
- Cross council working and its role in addressing ASB

6.7 In May 2025, the RVB reviewed the newly developed policy incorporating their recommendations.

6.8 A consultation on the policy was held between 8 August 2025 and 2 October 2025 on the Council's online consultation platform, Commonplace. Details of this consultation can be found in Appendix 3. Some of the points made in the consultation responses are not directly addressed in the policy. This is because for example, licensing matters are either covered by the Licensing Act 2003 and included within the Council's Licensing policy or public urination and defecation are included in the Borough wide Public Spaces Protection Order. Following the approval of the policy, the Council are planning to make improvements to the Council's ASB webpages and prepare a noise nuisance protocol and cuckooing policy over the coming months.

Key provisions of the draft Anti-Social Behaviour Policy

6.9 The aim of the draft policy is to detail the Council's approach to tackling ASB in public spaces, as well as the way the Council deal with ASB in the homes and neighbourhoods they manage as a social landlord (Registered Provider of Social Housing).

6.10 A section on reporting incidents and the importance of reporting ASB to the appropriate organisation covers when crime and ASB should be reported to the Police. It also outlines the types of environmental ASB that the Council can investigate and the personal and nuisance ASB that should be reported to the Council. The response to reports section covers the measures the Council may take to intervene and seek to prevent ASB.

6.11 This is followed by a section on the types of behaviour not considered ASB which, although annoying to residents, may not meet the threshold or be persistent enough for investigation as ASB.

6.12 Haringey is both a Local Authority and a Social Landlord. This means it has the responsibilities and tools available to Local Authorities and additional duties and tools to use as a landlord where relevant to tackle ASB. This is covered under a section on roles and responsibilities which also includes the Council's expectations of other landlords in the borough and of residents, businesses and visitors. This section also confirms an expectation that everyone in Haringey shows consideration for their neighbours and the wider community.

6.13 A section covers the Council's responsibility to investigate matters that could be a statutory nuisance and take appropriate follow-up action. This includes

noise, smoke, fumes, odour and dust accumulations that are prejudicial to health or a nuisance from residents or businesses.

- 6.14 Recognising the importance of the Council's internal partnership working with services across the Council and the external relationships developed to keep residents and communities safe is highlighted in a section on multi agency and partnership working.
- 6.15 The Council's focus on addressing ASB as early as possible and to fostering an environment where ASB is less likely to arise in the first place is outlined in a section on preventing ASB. This includes a range of actions that the Council undertake to proactively address ASB and its root causes across the borough such as conducting estate drop-ins in different areas of the borough attend regular ward panel meetings which are Police led and are forums for residents to discuss their concerns with officers.
- 6.16 Supporting victims and their wellbeing as part of reducing the harm ASB is causing is confirmed as the priority. The policy also outlines that victims will be signposted to support agencies as appropriate including ASB Help and Victim Support.
- 6.17 A section on safeguarding children, young people and vulnerable adults confirms that the safeguarding of vulnerable people will always be prioritised. This covers vulnerable tenants and leaseholders, ASB in supported housing and supporting vulnerable perpetrators.
- 6.18 Communication and the role of publicity as an essential part of tackling ASB is covered in its own section. This includes providing information so that residents know how to report ASB to the appropriate organisation alongside reassuring the community that the Council and its partners work together and take reports of ASB seriously.
- 6.19 A section on ASB Case Reviews outlines that where a report of ASB has been made but the problem hasn't been resolved, it may qualify for a review. The Council's response to complaints and feedback and how to make a complaint are outlined in the next section.
- 6.20 The main part of the policy ends with a section emphasising the importance of not mistaking domestic abuse as ASB, with those at risk or experiencing the abuse being four times more likely to have ASB complaints made against them¹.

7 Contribution to the Corporate Delivery Plan 2024-2026 High level Strategic outcomes'?

- 7.1 The recommendations in this report will support the Corporate Delivery

¹ [Kelda Henderson, The role of housing in a coordinated community response to domestic abuse. Thesis 2018 December Formatted 2019.pdf](#)

Plan's theme 5, "Homes for the Future", and in particular its commitment to provide reliable, customer focused resident housing services and to undertake a full review of all policies relating to our tenants and leaseholders in our role as their landlord.

- 7.2 The recommendations in this report will also support the 2024-2029 Housing Strategy's second strategic objective, improving housing quality and resident services in the social housing sector, in particular commitments around transforming services to our tenants and leaseholders, and designing those services with them.

8 Carbon and Climate Change

- 8.1 The recommendation to adopt this proposed new policy supports the Council's commitments in its 2021 Climate Action Plan to the delivery of homes that are healthy, comfortable, and affordable places to heat and power.

9 Statutory Officers comments (Director of Finance (procurement), Director of Legal and Governance, Equalities)

Finance

- 9.1 The adoption of the ASB policy will not involve any immediate financial implications. The enforcement of the policy will be met from existing resources.

Procurement

- 9.2 Strategic Procurement has been consulted in the preparation of this report and notes the contents herein. There are no imminent procurement implications arising from the recommendations at paragraph 3 of this report

Director of Legal & Governance

- 9.3 Comments by Sadikur Rahman – Acting Principal Lawyer on behalf of the Director of Legal and Governance:
- 9.4 The Director of Legal and Governance has been consulted in the drafting of this report and comments as follows.
- 9.5 S.218A of the Housing Act 1996, implemented by s.12 of the Antisocial Behaviour Act 2003 requires all Social Landlords, including Local Authorities to:
- (2) prepare (a) a policy in relation to anti-social behaviour; & (b) procedures for dealing with occurrences of anti-social behaviour.
 - (4) The landlord must from time to time keep the policy and procedures under review and, when it thinks appropriate, publish a revised statement.
 - (5) A copy of a statement published under subsection (4) (a) must be available for inspection at all reasonable hours at the landlord's principal office; & (b)

must be provided on payment of a reasonable fee to any person who requests it.

(6) The landlord must also (a) prepare a summary of its current policy and procedures; & (b) provide without charge a copy of the summary to any person who requests it.

- 9.6 The policy as drafted complies with the above and the legislation cited in section 19 of the policy, taking into account its Equality Act & Public Sector Equality Act duties (PSED), the statutory guidance for ASB, in particular the ASB case review requirement under the Anti-social Behaviour, Crime and Policing Act 2014, consultation requirements, as well as implementing various Council policies such as the Housing Strategy & Housing Services improvement plan.
- 9.7 Cabinet should conscientiously take into account the responses to the consultation in making its decision.
- 9.8 There is no legal reason why Cabinet should not adopt the recommendation made in this report.

Equality

- 9.8 The Council has a Public Sector Equality Duty (PSED) under the Equality Act (2010) to have due regard to the need to:
- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act
 - Advance equality of opportunity between people who share protected characteristics and people who do not
 - Foster good relations between people who share those characteristics and people who do not.
- 9.9 The three parts of the duty apply to the following protected characteristics: age, disability, gender reassignment, pregnancy/maternity, race, religion/faith, sex, and sexual orientation. Marriage and civil partnership status applies to the first part of the duty.
- 9.10 Although it is not enforced in legislation as a protected characteristic, Haringey Council treats socioeconomic status as a local protected characteristic.
- 9.11 The policy considered here will apply to all Haringey residents, businesses, and visitors in the borough.
- 9.12 Data from the 2021 Census data showed that Haringey has:
- a population gender split of males 51.8% to females 48.2%.
 - There are 54,422 children in Haringey aged 0-17 years, representing 21% of the population.
 - Haringey has 27,706 residents aged 65+ (10%).
 - 65.1% of the Haringey population are from a BME group or Other White ethnic groups compared to 60.9% in London.

- Around 17.6% of residents in Haringey are from Black ethnic groups and one in eleven are Asian (8.7%).

9.13 Haringey Council's tenant population shows the following characteristics compared to the wider borough population:

- a significantly higher proportion of young people (under 24) and older people (over 50).
- a significantly higher proportion of individuals who have a disability under the Equalities Act.
- a slightly higher proportion of individuals who report their gender identity as different from sex registered at birth.
- a significantly lower proportion of individuals who are married or in a registered civil partnership.
- a significantly higher proportion of individuals who identify as Muslim, and slightly higher proportion of individual who identify as Christian, Buddhist or another religion. This is countered by a significantly lower proportion of tenants who don't associate with any religion or identify as Jewish, Hindu or Sikh.
- a significantly higher proportion of female individuals.
- a significantly lower proportion of individuals who report their sexual identity as something other than Straight or Heterosexual.

9.14 A full analysis of the impact of the policy on people with protected characteristics is contained in the Equality Impact Assessment found at Appendix 2.

9.15 The ASB policy makes the following changes which are likely to have the most positive impact on Haringey residents including businesses, and visitors in the borough with the protected characteristics of age, disability race and religion because it does the following:

- Outlines that hate and racism find no refuge in Haringey and confirms that the policy should be read in conjunction with the Council's dedicated strategy for tackling hate crime. The strategy focuses on raising awareness and reinforcing our support for those affected.
- Contributes to addressing the fears from the impact of ASB experienced by all age groups such as loss of confidence, difficulty sleeping and anxiety by clarifying the Council's approach to tackling ASB and making it clearer how to report ASB incidents.
- Confirms that the Council work closely with our mental health partners at North London Foundation Trust sharing concerns about vulnerable persons where mental health may be indicated in ASB, so that they may be appropriately assessed and supported.

9.16 It is anticipated that the policy will have a positive impact on the protected characteristics of age, disability, religion and race. It will have a neutral impact on those with other protected characteristics.

10. Use of Appendices

Appendix 1 — Anti – Social Behaviour Policy
Appendix 2 — Equality Impact Assessment of the ASB Policy
Appendix 3 — Consultation report

11 Background papers

- **Haringey Housing Strategy 2024 – 2029:**
[https://new.haringey.gov.uk/sites/default/files/202405/haringey_housing_strategy_2024 - 2029.pdf](https://new.haringey.gov.uk/sites/default/files/202405/haringey_housing_strategy_2024_-_2029.pdf)
- **Housing Services Improvement Plan:**
<https://www.minutes.haringey.gov.uk/documents/s138660/Appendix%201.pdf>