



Portus
Supported Housing

Antisocial Behaviour Policy

Version: 1.0

Review

Date of this review	Date of last review	Author(s)	Owner	Next review date
25.11.2025	New	Sophie Hayward Customer Director	Sophie Hayward Customer Director	25.11.2028

Details of amendments

Version	Date	Update/ amendment detail	Resulting from

Approved by

Executive Team	SF CEO 21/11/2025
Board	[00/00/00]



1. Introduction

Portus Supported Housing (PSH) is committed to providing high-quality homes and services that promote safety, wellbeing, and positive community living. This policy outlines how PSH responds to antisocial behaviour (ASB) across its properties.

We recognise that the supported housing environment is unique. Many of our customers may have complex needs, vulnerabilities, or additional support requirements, and some behaviour may be linked to disability, trauma, or health conditions. Our approach therefore balances fairness and support with the need to protect individuals and communities.

This policy should be read alongside the Portus Supported Housing Antisocial Behaviour Procedure, which sets out the operational steps staff follow.

2. Purpose

The purpose of this policy is to set out how PSH defines, prevents, and responds to antisocial behaviour. It aims to clarify what customers, visitors, staff, contractors, and support providers can expect in terms of PSH's approach and responsibilities. The policy ensures that incidents of ASB are addressed consistently, fairly, and in a trauma-informed manner, balancing the need for enforcement with the provision of support where appropriate.

It also promotes safe, stable, and well-managed communities in which customers can enjoy their homes without harassment, nuisance, or harm. Furthermore, the policy outlines how PSH collaborates with partner agencies, including police, local authorities, and care providers, to manage risk, resolve issues effectively, and maintain the wellbeing of individuals and the wider community.

3. Scope

This policy applies to all Portus Supported Housing customers, visitors and guests, staff, contractors and agents, and care and support providers delivering services within PSH properties.

This policy covers behaviour that occurs inside a customer's home, in shared or communal areas, and in the surrounding area where PSH customers or property are affected.

The policy applies to behaviour linked to the use of PSH property or the wellbeing of the community. Issues unrelated to housing may be directed to appropriate partner agencies.

4. Policy Statement

Portus Supported Housing does not tolerate antisocial behaviour and will take reasonable, proportionate action to prevent and address it. Our response will consider vulnerability, support needs, intent, frequency, and impact.



We commit to:

- Responding promptly and appropriately to ASB concerns.
- Using early interventions wherever appropriate.
- Working closely with support staff to encourage positive behaviour.
- Taking enforcement action where ASB is serious, persistent, or causes harm.
- Protecting customers from harassment, hate crime, discrimination, and violence.
- Ensuring decisions are fair, transparent, and evidence based.
- Making reasonable adjustments to ensure that customers can participate meaningfully in the process.

PSH will not:

- Treat lifestyle differences or minor annoyances as ASB.
- Take sides in disputes where there is no tenancy impact.
- Take enforcement action without evidence or proportionality.
- Act on issues that fall solely within the remit of police, health, or support services.

5. Legal and Regulatory Framework

This policy aligns with relevant legislation, including:

- Antisocial Behaviour, Crime and Policing Act 2014
- Housing Act 1998 and Housing Act 1996
- Crime and Disorder Act 1998
- Equality Act 2010
- Human Rights Act 1998
- Data Protection Act 2018 and UK GDPR
- Care Act 2014
- Local Environmental Protection legislation
- Community Safety Partnership arrangements

This policy supports compliance with the Regulator of Social Housing's Neighbourhood and Community Standard.

6. Principles

Proportionality and fairness

Responses will be appropriate to the behaviour and its impact, taking into account vulnerability and support needs.

Trauma-informed and person-centred approach

Behaviour will be explored with curiosity, not judgement. Support interventions will be considered wherever safe to do so.

Prevention and early intervention



PSH prioritises prevention, problem-solving, mediation, and support before enforcement.

Partnership working

We work collaboratively with support providers, police, local authorities, health partners, and community safety organisations.

Safety and safeguarding

Safety is paramount. Safeguarding referrals will be made when concerns indicate risk of harm, abuse, exploitation, or neglect.

Equality, diversity, and inclusion

We treat individuals fairly, with dignity and respect, and comply with equality legislation. Reasonable adjustments will be made where required.

Transparency and accountability

We communicate decisions clearly, record actions accurately, and ensure customers understand the process.

7. Definitions

For the purposes of this policy, PSH defines ASB in line with the Antisocial Behaviour, Crime and Policing Act 2014. ASB includes any conduct that causes, or is likely to cause, harassment, alarm, or distress to any person. It also covers conduct capable of causing nuisance or annoyance to individuals in their homes or to the wider community and behaviour that impacts housing management, such as damage to property, threats, or criminal activity.

Harassment is defined as behaviour that threatens, intimidates, or abuses another person, including verbal abuse, social media abuse, property damage, stalking, or violent conduct. Many forms of harassment are criminal offences and may require involvement of the police, though PSH may take tenancy enforcement action where supported by evidence.

Hate crime refers to any criminal offence perceived to be motivated by hostility or prejudice based on a person's disability, gender identity, race, religion or belief, or sexual orientation. This includes crimes against both individuals and property. Hate incidents that do not meet the criminal threshold but involve repeated intimidation, distress, or fear may still be addressed through PSH's ASB procedure if they cause harm or disruption.

Although domestic abuse is not classified as ASB under this policy, it may be indicated by ASB reports such as excessive noise, threats, or substance misuse. Portus considers these indicators carefully during investigations and will take appropriate action, including safeguarding referrals.

PSH also recognises that some behaviour may appear antisocial but is linked to disability, trauma, or unmet support needs. These cases require careful consideration, proportionality, and engagement with care providers before any enforcement action is taken.



Finally, this policy distinguishes ASB from everyday living differences, minor noise, cultural practices, or temporary personal disputes, unless such behaviour is persistent, deliberate, and causes significant harm to others.

8. Responsibilities

All PSH staff share responsibility for responding to reports of antisocial behaviour. Staff must take concerns seriously, record information promptly and accurately, and follow the ASB procedure consistently. They are expected to act fairly and proportionately, maintain professionalism, and escalate any safeguarding concerns immediately. Housing management leads oversee complex or high-risk cases, provide guidance to colleagues, and ensure that decisions—particularly those involving enforcement—are made consistently and in line with legislation and best practice.

Support and care providers play a central role in addressing behaviour linked to a customer's needs. They are expected to work collaboratively with PSH, share relevant risk information, support customers to understand their responsibilities, and help prevent issues from escalating. Customers themselves are responsible for treating others with respect, complying with their occupancy agreement, reporting concerns when they arise, and ensuring that their visitors behave appropriately. Contractors and visitors are expected to act professionally and report any concerns to PSH staff.

9. Monitoring and reporting

Portus Supported Housing monitors all reports of antisocial behaviour to ensure a consistent, fair and effective response. Monitoring includes reviewing the number and type of reports received, how quickly we respond, the actions taken, and whether those actions result in a satisfactory resolution. We also assess the effectiveness of early interventions, trends emerging across our services, and any learning that can be used to improve practice.

We record all ASB cases within our case management system, ensuring information is accurate, lawful, and compliant with data protection requirements. Regular internal reports are produced for senior management and, where appropriate, for the Board. This oversight allows PSH to remain accountable, identify areas for improvement, and ensure that the policy continues to protect our customers and communities effectively.

10. Review

This policy will be formally reviewed every three years, or sooner if there are changes in legislation, regulatory expectations, or organisational requirements. Reviews will also take place if monitoring data indicates new risks or emerging patterns of behaviour, or if learning from complaints, incidents or partnership feedback suggests improvements are needed.

