



Anti Social Behaviour

The Teams

Community Safety

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Housing

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What is ASB

A widely used **definition of anti-social behaviour** is the **definition** under the UK's Anti-Social Behaviour, Crime and Policing Act 2014)

'Acting in a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as (the defendant).'

Housing

conduct that causes, or is likely to cause, nuisance, annoyance, harassment, alarm, or distress to others in their homes or the surrounding community.

Types of ASB

Nuisance - involves behaviour that causes, annoyance, or suffering to the wider local community rather than being aimed at a single targeted individual.

- ▶ Drug/Substance misuse and dealing
- ▶ Street drinking
- ▶ Begging
- ▶ Prostitution
- ▶ Sexual acts
- ▶ Vehicle related nuisance
- ▶ Off road motorbikes
- ▶ Persistent loud music/parties

Types of ASB

Personal - when an individual or group specifically targets a specific person or household,

- ▶ Intimidation/ harassment
- ▶ Bullying
- ▶ Sending offensive or nasty letters
- ▶ Obscene/ nuisance phone calls
- ▶ Cyber bullying
- ▶ Menacing gestures
- ▶ Neighbour disputes

Types of ASB

Environmental - actions that negatively impact the physical environment, public spaces, or shared areas, affecting the quality of life for the wider neighbourhood.

- ▶ Criminal damage/vandalism
- ▶ Graffiti
- ▶ Damage to public spaces/building/ street furniture
- ▶ Litter / fly-tipping
- ▶ Abandoned vehicles
- ▶ Dog fouling

What the Police investigate

- ▶ Animal behaving aggressively, has injured someone or animals being used illegally i.e. dog fighting, hare coursing
- ▶ Drug usage, dealing or you have found drugs
- ▶ Neighbours - threats, assaults (including domestic incidents)
- ▶ Fireworks
- ▶ Vandalism of private property or public property (in progress)
- ▶ Aggressive or threatening begging
- ▶ Prostitution related offences
- ▶ Vehicle obstruction

What is not ASB

- ▶ Boundary or civil disputes
- ▶ Children playing in gardens, street, communal areas or parks
- ▶ Parking issues ie, pavement, grass verges, double yellow lines
- ▶ Ball games
- ▶ Lifestyle noise, doors closing, washing machine noise, babies crying,
- ▶ DIY
- ▶ Occasional dog barking
- ▶ One off parties or seasonal ie New Years Eve
- ▶ Off road car repairs
- ▶ People gathering ie teens, unless they are causing damage, rowdy or abusive

Safeguarding

- ▶ ASB can often mask deeper safeguarding issues
 - ▶ Reporting helps agencies identify patterns and intervene early
 - ▶ You do not need proof—just a genuine concern
 - ▶ Reporting anti-social behaviour (ASB) where there may be safeguarding or domestic abuse concerns:
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- ▶ The safeguarding team is a referral agency and will make referrals to the appropriate agencies.



Domestic abuse indicators to be aware of

- ▶ Repeated shouting, screaming, or sounds of violence or distress
- ▶ Patterns of controlling or coercive behaviour (e.g. isolation, monitoring movements)
- ▶ Frequent police attendance at the same address
- ▶ Someone appearing fearful, withdrawn, or injured
- ▶ Children who seem distressed or exposed to conflict

Safeguarding children and young people

- ▶ Children left unsupervised late at night or in unsafe situations
- ▶ Signs of neglect (poor hygiene, inappropriate clothing, lack of supervision)
- ▶ Exposure to substance misuse, violence, or unsafe environments
- ▶ ASB involving young people who may themselves be at risk or exploited

 If anyone is in immediate danger, always call 999

 For non-emergencies, report to 101 (police) or your local council ASB team

How we investigate

Investigating Anti-Social Behaviour (ASB) typically involves five structured stages:

- ▶ reporting
- ▶ initial assessment
- ▶ evidence gathering
- ▶ formal action
- ▶ and monitoring

The investigation is designed to assess the severity of the issue, protect vulnerable victims, and find long-term resolutions.

Data collection / Evidence gathering

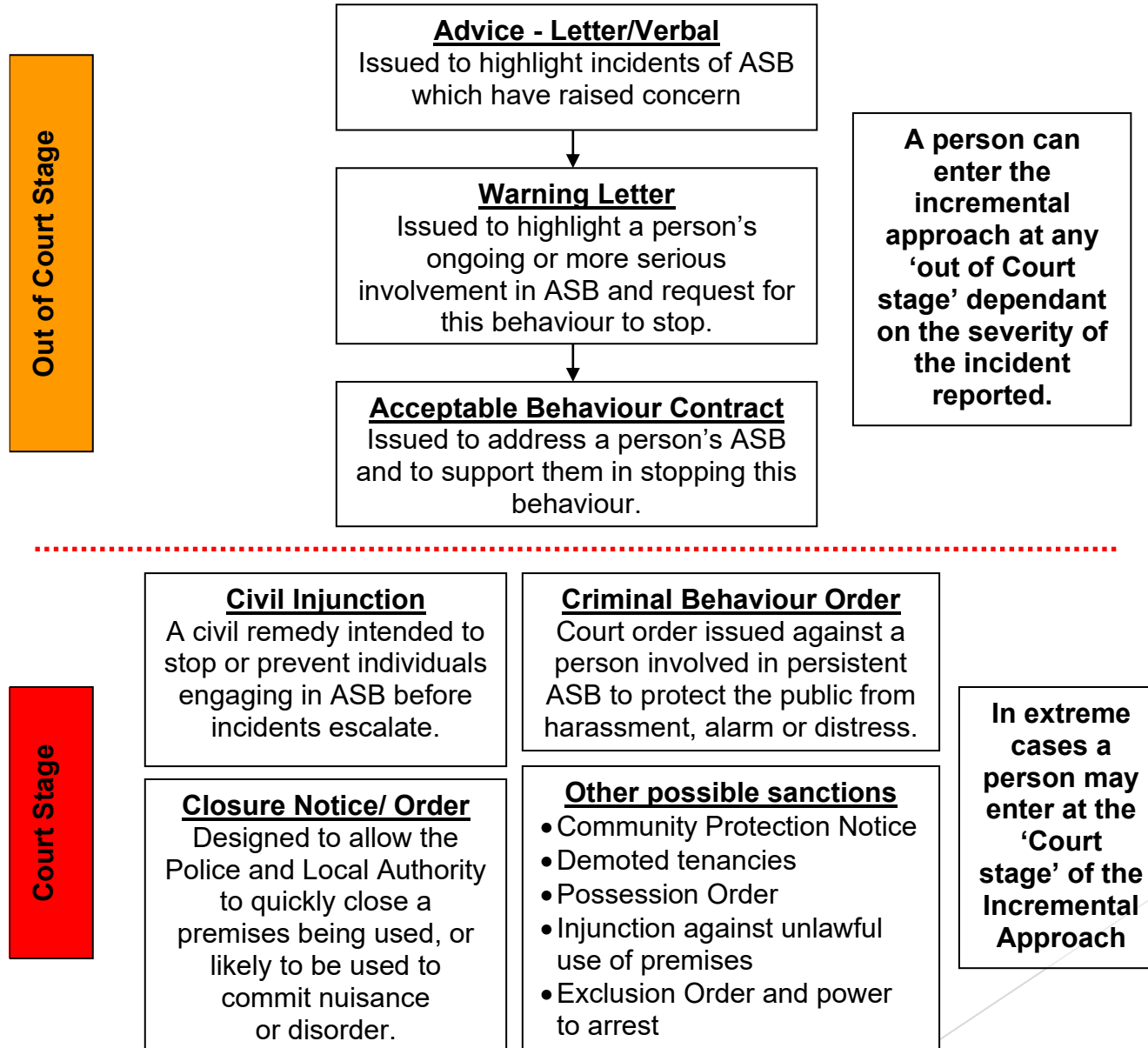
What supports successful investigation

- ▶ Report directly to the Council using the online form
- ▶ In person or call the Customer Contact Centre
- ▶ Contact the police on 101 or complete the form online
- ▶ We need as much detail as possible including times and dates of incidents
- ▶ Photos, phone recordings, CCTV, door bell footage & descriptions of individuals
- ▶ Diary sheets may be sent
- ▶ Noise monitoring equipment may be installed
- ▶ Willing to make statements and provide evidence

How we tackle ASB

The tiered approach

Anti-Social Behaviour (ASB) Incremental Approach



How we tackle ASB

Hotspot Area/locational issues

- ▶ Work together in partnership with police, youth offending service, probation, social services, parish/other district councils, environmental protection, planning, Children & Families Wellbeing Service, social housing providers/landlords
- ▶ Public Space Protection Orders (PSPO)
- ▶ Gather evidence over a period of time to form a portfolio to work with
- ▶ Encourage prevention work where possible (longer term benefits)
- ▶ Increase patrols/ initiatives where needed
- ▶ Encourage community cohesion
- ▶ Patch walks
- ▶ Social media / press releases
- ▶ Outreach services

Housing ASB & Powers

When We Are the Landlord of the Perpetrator

We have additional Powers and Responsibilities

- ▶ We take action under the tenancy agreement
- ▶ Expectations are clearly set through tenancy conditions
- ▶ Breaches can lead directly to enforcement action if unresolved

Tenancy Condition

You, relatives or anyone living with you, your animals and your visitors must not cause, or act in a way which is likely to cause, nuisance, annoyance or disturbance to people living, visiting or working in the locality of the Property. Examples of nuisance, annoyance or disturbance

Our Approach

- ▶ Early intervention is key
- ▶ Proportionate and fair action
- ▶ Strong focus on support and enforcement balance
- ▶ Eviction is always a last resort

How This Shapes Our Approach

Clear link between behaviour and tenancy breach

Wider Range of Early Interventions and Enforcement Tools

- ▶ Tenancy warnings and breach letters
- ▶ Mediation, Good Neighbourhood agreements
- ▶ Notice Seeking Possession
- ▶ Injunctions linked to tenancy conduct, Closure Order, Possession of Property

Our Enforcement Powers are stronger when the individual is our tenant

Supporting Victims

- ▶ Victim-centred approach
- ▶ Regular updates and reassurance
- ▶ Risk assessments completed
- ▶ Referrals to support agencies where needed

Evidence, Equality & Decision Making

Why evidence matters

- ▶ Enables proportionate and effective action
- ▶ Ensures decisions are fair, consistent, and legally defensible
- ▶ Supports partnership working (Police, ASC, Turning Point, Legal, Mental Health Support)

Types of evidence - Diary Sheet, Professional Observations, Witness Statements, Digital Evidence, Multi-agency Information

Equality and EIA Considerations (Equality Act 2010)

- ▶ Ensures actions are fair, lawful, and non-discriminatory
- ▶ Protects both victims and alleged perpetrators
- ▶ Supports defensible decision making and reduces legal risk

In Practice

- ▶ Consider vulnerabilities or protected characteristics
- ▶ Apply reasonable adjustments where justified
- ▶ Ensure action remains proportionate and justified

ASB Case Study - Report to Resolution

Scenario

- ▶ Ongoing noise nuisance and verbal abuse in a block of flats
- ▶ Multiple reports from neighbours over several weeks
- ▶ Alleged perpetrator is a council tenant

Action Taken

1. Early Intervention

- ▶ Contact with complainants
- ▶ Diary sheets issued
- ▶ Early warning given to tenant
- ▶ Mediation

2. Evidence & assessment

- ▶ Consistent diary sheet entries
- ▶ Officer visits and observations
- ▶ Reports of escalation (verbal abuse)
- ▶ Risk assessment completed

3. Support & EIA considerations

- ▶ Vulnerability explored and referrals made to support services
- ▶ Reasonable adjustments considered and offered
- ▶ Engagement attempted but behaviour continued

4. Escalation to enforcement

- ▶ Formal tenancy warning issued
- ▶ Multi-agency involvement (Police & support services)
- ▶ Continued evidence gathering

Outcome

- ▶ Behaviour improved following sustained engagement and warning
- ▶ Ongoing monitoring in place
- ▶ Legal action not required at this stage

Case Study - Escalation to Legal Action

Scenario

- ▶ Persistent noise nuisance, threats, and intimidation within a housing block
- ▶ Multiple residents affected over a prolonged period
- ▶ Alleged perpetrator is a council tenant

Action Taken

1. Early intervention -

- ▶ Advice and initial warning issued
- ▶ Diary sheets and reports gathered
- ▶ Contact with complainants and reassurance provided

2. Evidence & case building

- ▶ Consistent, corroborated reports from multiple residents -digital evidence provided
- ▶ Officer observations and visits
- ▶ Police involvement due to reports of threats
- ▶ Risk assessments identified high impact on victims

3. Support & EIA considerations

- ▶ Vulnerability explored and referrals made to support services
- ▶ Reasonable adjustments considered and offered
- ▶ Engagement attempted but behaviour continued
- ▶ Escalation to enforcement
- ▶ Formal tenancy warning and breach action
- ▶ Multi-agency case management

4. Legal action initiated

- ▶ Injunction obtained
- ▶ Breach of injunction evidenced
- ▶ Notice Seeking Possession served

Outcome

- ▶ Court granted possession order following continued breach
- ▶ Tenancy ended due to sustained ASB
- ▶ Improved safety and stability for affected residents

Information Sharing

Data Protection

- ▶ A lawful basis must be identified before sharing personal data (e.g consent) and cannot be shared without a valid lawful basis
- ▶ Constituents may involve Councillors in their enquiries and concerns however, this does not automatically permit the sharing of personal data
- ▶ Request through member enquiry form.

Councillors act on behalf of their constituents and required awareness of local issues. The ASB Team can provide:

- ▶ General updates
- ▶ Processes which the ASB Team follow when in ASB cases
- ▶ Confirmation of action taken (where appropriate)
- ▶ Anonymised or non-identifiable information

This approach ensures:

Compliance with data protection legislation

Adherence to lawful, fairness and data minimisation principles

Reporting ASB

- ▶ In an emergency call 999
- ▶ If it is not an emergency, the following options are available:
- ▶ Call the Police on telephone number 101. [Report online](#).
- ▶ Report online using the Report tab at the top of the [NWLDC webpage](#).
- ▶ Call into the Customer Contact Centre and they will complete the form.