



# **Anti-Social Behaviour Policy 2025 - 2027**

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## Introduction

Anti-social behaviour (ASB) is unacceptable. It can be distressing – particularly if it is persistent and on-going. Newark and Sherwood District Council (the Council) recognises that the problems created by anti-social behaviour need to be addressed in a proportionate manner. Residents should not be subjected to anti-social behaviour, and where appropriate, the Council will endeavour to tackle incidents quickly and efficiently, ensuring that our neighbourhoods and public spaces are safe and welcoming places to live, work and visit.

This document supports Newark and Sherwood District Council's Community Plan and gives a clear statement of our approach to ASB, not only in relation to social housing but the wider remit of private housing and public spaces. It also reflects the ASB Partnership Agreement and Protocol co-ordinated by the Nottinghamshire Office of the Police and Crime Commissioner (OPCC) with all Borough and District Councils within the County.

This policy will apply to all residents, visitors and those working within the Newark and Sherwood district regardless of tenure.

We will not tolerate incidents of ASB. We will intervene where we can and use our designated legislation and full range of tools to enforce appropriately when required. For those residents in council properties, this includes enforcement of the tenancy agreement, and this is made clear to all tenants within the district. We will also, where possible, provide appropriate support mechanisms for victims, witnesses and perpetrators of ASB where they are deemed to be vulnerable.

## Purpose

This policy is intended to address anti-social behaviour across the district, whether personal, nuisance or environmental, wherever it occurs. There is a wide range of legislation to consider both in our role as a local authority dealing with anti-social behaviour, as well as in the management of social housing across the district.

The Council's Community Plan 2023-2027 has set an ambition to reduce crime and ASB and improve feelings of safety within our communities. This encompasses a variety of aims to include reviewing infrastructure to reduce opportunity to commit crime and ASB, encouraging behavioural change, planned days/nights of action with partnership agencies and delivering an enhanced in-house CCTV control room which will allow increased proactive surveillance.

The Council is a signatory to the Responding Effectively to ASB in Nottinghamshire, Partnership Agreement and Roles and Responsibilities Protocol.

## **The signatories to this agreement are committed to ensuring that:**

1. ASB is considered strategically, across Nottingham and Nottinghamshire, giving priority attention to prevention, early intervention and tackling the drivers of ASB

2. Partner agencies work together to tackle ASB, cognisant of their respective roles, responsibilities, powers and resources
3. ASB issues are effectively prioritised based on the impact they have on individuals and communities
4. Residents and communities are made aware of what constitutes ASB, how to report it and what they can expect because of doing so
5. Pathways for reporting and triaging ASB cases are clear, accessible and effective, with a view to minimising multiple reporting and misplaced demand
6. Effective processes are in place to assess and manage risk and vulnerability among those reporting or affected by ASB
7. ASB-related data is consistently collected and shared where appropriate to inform profiling, problem solving and case management activity
8. The response to ASB is evidence-led and informed by our knowledge and understanding of 'what works'.

## **Partnerships**

To ensure the Council tackles ASB effectively we will work with several external partner and is committed to partnership working. Partners include:

- Nottinghamshire Police
- Registered providers of social housing
- Nottinghamshire County Council
- Nottinghamshire Youth Justice
- Victim Care
- Nottinghamshire Probation
- Health
- Change, Grow, Live (Nottinghamshire's commissioned drug and alcohol service)
- Schools and educational facilities
- Nottinghamshire Fire and Rescue Service
- Other local authorities, including town and parish councils
- The Environment Agency
- Voluntary agencies and the third sector

## **Responsibilities**

The Council's wide range of functions is reflected in its responsibilities to tackle anti-social behaviour. It should be noted, however, that much of the relevant legislation grants "powers" to local authorities to deal with anti-social behaviour as opposed to

imposing “duties”. It should also be noted that evidence of ASB relating to the complainant, gathered in investigations, will also be acted upon.

The responsibilities arise from the Council’s three distinct roles which are:

### Landlord

As a landlord, Newark and Sherwood District Council has a duty to respond and investigate to anti-social behaviour in properties owned and managed by the authority. The tenancy agreements and those of social housing providers with stock in our district, have additional requirements relating to the behaviour of tenants and that of their household members and visitors. These will be set out in individual tenancy agreements and are in addition to the rights and responsibilities of all residents in the district regarding anti-social behaviour.

The Regulator of Social Housing requires all registered housing providers to publish a policy which outlines how, in consultation with tenants and leaseholders, the Council will work to maintain and enhance the neighbourhoods surrounding their homes. In line with the Housing Services Good Neighbour Management Policy the Council are adopting a mediatory approach, fostering positive relationships between neighbours in our estates, blocks, and street properties across the district. This Policy is used where noise nuisance occurs but is not defined as ASB.

### Community Safety Partnership (CSP)

Under the Crime and Disorder Act 1998 and the Anti-Social Behaviour, Crime and Policing Act 2014 the Council must work with the police and other partnership agencies to reduce crime and disorder in the district. (Bassetlaw, Newark and Sherwood Community Safety Partnership). The Council plays a key part in dealing with anti-social behaviour of all kinds and facilitates project and preventative work, encouraging behavioural change.

The Community Safety Strategy 2024 – 2027 outlines the partnership’s commitment to community safety by way of a 3-year strategic plan, identifying the actions to be taken and what success will look like. Our communities can be assured that as a partnership we do all we can to build safer, stronger and more confident districts.

Joint Strategic Group (JSG) meetings take place on a quarterly basis. It represents the strategic level of the partnership and consists of senior representatives from each of the responsible authorities as named in the Crime and Disorder Act 1998 and Police Reform Act 2002.

### Environmental Protection

The Council has a range of responsibilities to deal with ‘environmental’ anti-social behaviour, such as noise, litter, bonfires, dumped waste and abandoned cars. These responsibilities arise from a number of pieces of legislation, including the

Environmental Protection Act 1990, and the Crime and Disorder Act 1998, which places a duty on a local authority to “exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent, (a)crime and disorder in its area (including anti-social and other behaviour adversely affecting the local environment).”

The above roles are intrinsically linked, and robust working arrangements have been developed between the teams that deliver the various services, however, the policies and procedures described in this document mainly refer to our role as a Landlord and the Community Safety Partnership.

## **What is Anti-Social Behaviour (ASB)**

### Definition

The Council uses the definition of ASB as defined in the Anti-Social Behaviour, Crime and Policing Act 2014.

Section 2(1) of the Act defines the meaning of ASB as:

- (a) Conduct that has caused, or is likely to cause, harassment, alarm or distress to any person
- (b) Conduct capable of causing nuisance or annoyance to a person in relation to that person’s occupation of residential premises, or
- (c) Conduct capable of causing housing-related nuisance or annoyance to any person.

The Council’s housing Tenancy Agreement includes conditions relating to ASB and defined using the same ASB definition criteria and the following additional criteria:

- Failure by tenants to prevent children or visitors from behaving anti-socially
- Failure by tenants to comply with any ASB related tenancy condition
- Any act (whether committed by a tenant or leaseholder) which directly or indirectly adversely affects the housing management function
- Misuse of communal areas (including parking areas)
- Use of motor vehicles in an anti-social manner by tenants and visitors

## Types of ASB

ASB can be categorised under these headings and some types of ASB can fit under more than one category. This list is not exhaustive.

Category	A Misuse of Public Space [Nuisance]	B Disregard for community / personal well-being [Nuisance]	C Acts directed at people [Personal]	D Environmental damage [Environmental]
Sub-category 1	1. Drug / substance use and dealing 2. Street drinking 3. Anti-social/aggressive begging 4. Kerb crawling and prostitution 5. Sexual Acts 6. Vehicle-related nuisance / inappropriate use	1. Noise 2. Rowdy behaviour 3. Unreasonable behaviour 4. Hoax calls 5. Animal-related problems ( <i>Stray Dogs/ Dog Noise</i> )	1. Intimidation / harassment 2. Hate crime related	1. Criminal damage / vandalism / graffiti; Litter / rubbish 2. Abandoned vehicles ( <i>Parking, Pound</i> ) 3. Unkempt Properties / Gardens
Sub-category 2	1.1 Drug use 1.2 Drug dealing 4.1 Kerb crawling 4.2 Prostitution	1.1 Domestic noise: DIY, music ( <i>CPOs</i> ) 1.2 Non-domestic noise ( <i>Environmental Health and Safer Places</i> ) 3.1 Firework-related		1.1 Damage 1.2 Graffiti 1.3 Litter 1.4 Fly-tipping 1.5 Flyposting

The term ASB can be applied to a wide range of behaviours, impacting on a persons or community's quality of life. It is essential that we manage expectations, providing clear guidance around what is **not** ASB and will therefore not be investigated by officers of the Council.

The Council is unable to accept anonymous reports of anti-social behaviour as it is unable to gather witness statements from the complainant as evidence to proceed, the complainant is unable to provide continued monitoring to show the persistent and ongoing nature of the ASB.

### What is **not** ASB

- Essential construction work carried out by contractors during reasonable hours of the day. (On occasion some works may have to happen at anti-social hours)



- Reasonable levels of household or highway noise during reasonable hours of the day including noise from domestic appliances, DIY, lawnmowers, car repairs or vehicles carrying out their routine activities
- One off/occasional household activity which may cause temporary annoyance such as parties, BBQ's, bonfires, incinerators or cooking smells
- Young people gathering or playing in their own gardens or other public places or falling out with each other in public.
- Young people playing ball games in the street
- Low level neighbour disputes (civil disputes) relating to issues such as land boundaries, trees, bins, shared driveways or parking
- Disputes between members of individual houses (Neighbour Dispute) – where there is a reported neighbour or family disagreement which by their nature are based on intolerance or prejudice associated with intergenerational, individual and lifestyle differences
- Activity of emergency vehicles and essential services

Exceptions will apply where any such behaviour continues for a period that makes it unreasonable or leads to damage, continued trespass, nuisance, intimidation or violation of a formal agreement or order.

Some of these issues may have implications in respect of tenancy agreements and as such, may be investigated by Housing Services in relation to the Council's housing stock.

Incidents that can be classed as criminal offences such as drugs, criminal damage, theft, attempted theft, assaults and incidents believed to be a hate related incident should be reported to the police.

If any of the following are a motivating factor in the behaviour that is being displayed, this will be considered a **HATE INCIDENT** and should be reported as such:

- Race or perceived race
- Religion or perceived religion (or no religion)
- Sexuality or perceived sexuality
- Transgender or perceived transgender
- Disability or perceived disability
- Alternative lifestyles (dress style, physical appearance, culture)
- Gender – misogyny/misandry

## Vulnerabilities

It should be noted that it may be inappropriate to act against someone with a diagnosed physical or mental health condition which prevents them from moderating their behaviours or complying with any order.

## Reporting Routes

It is not always clear which of these issues need to be managed by which service due to the varying circumstances surrounding them, but the following reporting routes are advised:



**CrimeStoppers.**

**0800 555111**

100% anonymous. Always.



- Any criminal activity that is happening there and then or if someone is in immediate danger the police should be contacted on 999.
- Where non-urgent crimes have been committed such as criminal damage, threatening/abusive behaviour the police should be contacted on 101 or reported online [Report | Nottinghamshire Police](#)
- If you want to report a crime or incidents of ASB such as drug dealing, off road vehicle nuisance but wish to remain anonymous, call Crimestoppers on 0800 555111 or report online [Giving information anonymously | Crimestoppers](#)
- Environmental ASB including fly tipping, dog fouling, littering, graffiti need to be reported to the Environmental Protection Team via Customer Services on 01636650000 or report online [Report | Newark & Sherwood District Council](#)
- If the ASB being committed involves a council property, whether it be tenants or visitors the Housing team can be contacted via Customer Services on 01636650000 or via email, [Housing@newark-sherwooddc.gov.uk](mailto:Housing@newark-sherwooddc.gov.uk) or report online [Report | Newark & Sherwood District Council](#)
- Any other ASB should be reported to the Council ASB team via Customer Services on 01636 650000 or via email, [Communitysafety@newark-sherwooddc.gov.uk](mailto:Communitysafety@newark-sherwooddc.gov.uk) or report online [Report | Newark & Sherwood District Council](#)

## Our Approach

The Council takes a victim-based approach to tackling ASB whereby the impact of behaviour on the victim(s) is considered and not just the presenting behaviour of the offender(s). It is recognised that some cases will require minimal intervention whilst others need a more complex multi-agency approach. The action taken in each case will be determined by the officer assigned the case, in consultation with their line manager if necessary. The action will be appropriate and proportionate, and an incremental approach will be adopted. As stated earlier, officers will seek to resolve cases at the lowest level of intervention, there is no duty on Local Authorities to escalate action where this is deemed unnecessary, inappropriate or is judged not to be a good use of public funds.

There is a robust process in place to ensure that there is a timely response to complaints, risk assessments are completed, and evidence is captured as soon and in as much detail as possible to enable us to consider the most effective approach to successfully resolving the issue(s). The expectations of customers will be managed with advice and signposting given where the issues reported are something that will not result in any action by the Council.

This is completed with the legislative framework, including data protection and GDPR and any other appropriate Council policies and procedures. It is recognised that communication is key with effective case management to adhere to our service standards.

Enforcement action should not be a last resort but a proportionate response to anti-social behaviour which will stop problems. The provisions of the Council's Enforcement Policy will also be referenced.

## Preventative Measures

<b>Mediation</b>	The council have trained members of staff within Housing Services and Public Protection who are able to facilitate mediation to try and resolve issues and agree on a way forward.
<b>Good Neighbour Agreements</b>	Informal agreements where neighbours agree to an agreed standard of behaviour to alleviate issues being caused.
<b>Education within Schools</b>	Often delivered during personal development days on a range of topics including substance misuse, knife crime, healthy relationships and cultural awareness. Delivered by ASB Officers in conjunction with various partner agencies and contractors who specialise in this area.
<b>Referral to support services</b>	A range of support services are available, some of which are provided by the voluntary sector

<b>CCTV</b>	The council has a network of monitored cameras which act as a deterrent in addition to the provision of some CCTV via the Victim Care Fund. On 01/04/2026 a new enhanced in-house control room will be opened and will provide a greater ability for proactive surveillance.
<b>Tenancy Warning Notices</b>	An incremental, informal approach advising tenants that they've breached the terms of their Tenancy Agreement.
<b>Youth Warning Letters</b>	The Council and police take a stage approach to enforcement on young people and always in junction with referrals to support agencies if appropriate.
<b>Acceptable Behaviour Contracts (ABC's)</b>	An Acceptable Behaviour Contract is an agreement between agencies and the individual behaving in an anti-social manner, used to set out what is expected from the individual to prevent further nuisance behaviour.
<b>Diversionary Activities</b>	The Council and partners, where funding permits, provide a range of diversionary activities throughout our communities such as cooking, boxing, extreme wheels, school safety challenge, graffiti projects. These activities are often delivered by Community Engagement colleagues, Community Safety Team, external partners or specialist providers.

## Enforcement Measures

<b>Community Protection Warning/Notice</b>	<p>To stop a person, business or organisation causing anti-social behaviour which spoils the community's quality of life. A Community Protection Warning can be issued by police or authorised officers of the council with delegated powers to do so. The officer must be satisfied that the behaviour has a detrimental effect on the quality of life of those in the locality, be persistent in nature, and be unreasonable.</p> <p>If there is evidence that a Community Protection Warning is not adhered to, a Community Protection Notice may be issued.</p> <p>The notice can direct any individual over the age of 16, business or organisation responsible to stop causing the problem and it could also require the person responsible to take reasonable steps to ensure that it does not occur again.</p> <p>It would be a criminal offence if a person did not comply, with a sanction of a fine (or fixed penalty notice) or summons to court for non-compliance.</p>
<b>Criminal Behaviour Orders</b>	<p>Issued within the criminal court whereby an individual has engaged in criminal and anti-social behaviour. Evidence based that must satisfy the Court beyond reasonable doubt that the individual has engaged in behaviour that has, or is likely to cause, nuisance, harassment and distress to any person(s) and that an Order will stop the individual's behaviour.</p>
<b>Civil/ASB Injunctions</b>	<p>To stop or prevent individuals engaging in anti-social behaviour. Issued in the County Court for over 18's and in the Youth Court for under 18's and to meet legal test, evidence shows that, on the balance of probabilities, the individual has engaged or likely to engage in behaviour that causes nuisance or annoyance, and the Court finds it just to impose an Injunction.</p>
<b>Possession Proceedings</b>	<p>Where severe and/or continued ASB has occurred, and the perpetrator is a Council tenant or a member or visitor to the household we can commence legal proceedings to regain possession of the property</p>
<b>Mandatory/Possession Proceedings Notice</b>	<p>Where ASB has already been proven in court, and the perpetrator is a Council tenant or a household member of a Council tenancy we can serve notice to regain possession of their property.</p> <p>As a result of amendments to the 1985 and 1988 Housing Acts brought in by the Anti-social Behaviour, Crime and Policing Act 2014, the Council can seek</p>

	possession where a tenant (or person living in or visiting the tenant's home) is guilty of conduct likely to cause nuisance or annoyance to the Council, or someone employed in connection with the Council's management functions, where the conduct relates to, or affects, those housing management functions. There is no requirement for this conduct to have taken place within the locality of the tenant's home
<b>Closure Order</b>	An Order which provides the police or Local Authority to close a premises, which is being used, or likely to be used, to commit nuisance or disorder. An initial Closure Order can close a premises for 48 hours however, if the disorder is of such a level, the police or Local Authority can apply to the Magistrates Court for an Order for up to a period of maximum 6 months, which can see a premises closed and access to the premises restricted.
<b>Public Space Protection Order</b>	An Order designed to stop individuals or groups causing anti-social behaviour in a public space. Local Authorities have the powers to implements a PSPO and must be satisfied that the behaviour has a detrimental effect on the quality of life of those in the locality, be persistent in nature, and be unreasonable. <a href="#">Public space protection orders   Newark &amp; Sherwood District Council</a>
<b>Abatement Notice</b>	An Abatement Notice can be served under the provisions of the Environmental Protection Act 1990 where the Council is satisfied that a statutory nuisance exists. These are often served in cases of noise nuisance.

## Press/Social Media

Where appropriate the Council will publish enforcement action outcomes in the press or via the Council's social media platforms, considering public interest and the level of enforcement taken. Some ASB tools require the public to be informed so that they can 'police' the conditions of the action taken e.g. Injunctions, Criminal Behaviour Orders and Closure Orders.

## Service Standards

The Council is committed to responding promptly and effectively to reports of ASB and will use all available tools and powers where appropriate. Complainants can expect that we will:

- Acknowledge receipt of reports of ASB within 1-5 working days

- Each complaint will be investigated and taken seriously
- All information you give us will be treated in confidence and in accordance with data protection/GDPR legislation
- Our staff will be trained appropriately to provide the correct advice
- Respond promptly to urgent/high risk cases
- Make contact to discuss the issue and agree a course of action and carry out a risk assessment
- Will consult/work with our partners and other service providers where necessary
- Provide a named officer and contact number throughout the investigation
- Maintain contact and provide updates regularly throughout the investigation
- Offer appropriate referrals and signposting to support services
- Take appropriate enforcement action against individuals engaging in ASB
- Communicate clearly with all parties on closure of an investigation
- Keep communities informed of what is happening within their neighbourhood through a range of means including social media, newsletters and leaflet distribution where appropriate
- Where an agency has failed to act to curb ongoing ASB directed towards an individual(s) a ASB Case Review can be requested

To assist the Council and our partner agencies to investigate complaints of ASB we ask that our customers help us by:

- Reporting incidents within a timely manner and to do so via the recommended reporting methods
- Being open and transparent when supplying details of the complaint
- Support the gathering of evidence including diary sheets and providing access for the installation of investigatory equipment
- Provide a statement and attend court if required to do so

The service provided by the council is not for immediate response or emergency situations. We ask that our customers who are victim to or witness incidents of ASB/Crime report these to Nottinghamshire Police via 101/999 as appropriate.

A case can be closed if any of the following apply:

- It is evident from monitoring sheets that anti-social behaviour is no longer taking place
- There is insufficient evidence to act
- Where evidence provided by the complainant is assessed as not relating to ASB or is deemed to be due to low tolerance levels
- If evidence within monitoring sheets is not returned in the stated period
- It has been assessed that the behaviour complained of is not anti-social behaviour and therefore does not fall within the Council's Anti-social Behaviour Policy
- Where the complainant does not provide information that is requested and in a timely fashion
- Where the victim or alleged perpetrator moves out and away from the area

- If the lead officer has made several reasonable attempts to contact the complainant without success and therefore can no longer monitor the case  
Where the complainant refuses to consent to information sharing with other agencies to facilitate the investigation

The complainant will be informed why and when their case has been closed along with other parties involved in the case where appropriate.

### Discretion

This policy commits the Council to dealing with ASB in Newark and Sherwood in a way that is fair and, in all important respects, consistent across cases of a similar kind. However, the service is constantly evolving and each ASB case is likely to be unique. We use our discretion to vary our approach whilst following the process.

## **Safeguarding**

People with vulnerabilities are likely to be disproportionately affected by ASB. This can involve a wide range of factors such as isolation, domestic abuse, mental health, disability, age, and substance misuse. Investigating officers are trained to identify vulnerabilities and are confident to take appropriate action and refer for further support if necessary.

Vulnerable victims of ASB can expect the following:

- Referral to the Victim Care commissioned service, where appropriate
- Case may be discussed at multi agency meetings to establish how victims can be best supported and take agreed actions. Information will be shared with partner agencies where appropriate
- Repeated risk assessments to establish vulnerable victims at an early stage and ensure that actions being taken is reducing the risk

It is acknowledged that some perpetrators of ASB are themselves vulnerable or have previously been victims of ASB. We will work with these individuals to ensure they have access to appropriate support. We will also work with perpetrators to establish the reasons behind their behaviour and provide an opportunity to engage with services to assist in modifying their behaviour and the effect it has on others.

A person may be identified as vulnerable for many reasons and can become vulnerable at any stage of an enforcement investigation. Vulnerability is defined as a person who, by characteristics and/or circumstances, is unable to act or respond appropriately to the normal enforcement investigation procedures, or for the same reason is unreasonably affected by them.

The Council recognises that vulnerability can come in many forms, and it can also be multi layered. Vulnerability can be temporary, permanent or come in a series of episodes and anyone at any time could potentially be identified as vulnerable.



The Council recognises that consideration should be given to individuals who are vulnerable at the beginning and throughout any enforcement investigation procedure. A vulnerability assessment will be undertaken by the case officer once it becomes apparent that either the complainant or alleged offender may be identified vulnerable. Consideration will be given when an individual has been identified as vulnerable and appropriate steps taken based on the circumstances and situation. Determination of vulnerability does not mean that enforcement action won't be taken. However, a person's vulnerability will be considered as part of the process.

## Protection of Staff

Unfortunately, officers of the Council investigating complaints of anti-social behaviour may from time to time be threatened, abused or physically harmed by both complainants and perpetrators in the course of their duties. Such threats against staff are criminal acts will be reported to the Police in addition to any enforcement action that we take directly against the perpetrator. Anyone who attacks or abuses a member of staff, or threatens to, can expect action to follow as such behaviour is unacceptable.

## **ASB Case Review**

### What is an ASB Case Review?

The ASB Case Review (formerly the Community Trigger) was introduced by the Anti-Social Behaviour Crime and Policing Act 2014. It provides victims and communities with the right to request a review of their ASB complaints and brings agencies together to take a joined up, problem solving approach to find a solution. If a submission meets the defined threshold a case review will be undertaken by the local Community Safety Partnership (CSP). Agencies will share information; review action taken and decide whether additional actions are possible.

### Who can use the ASB Case Review?

- A victim of Anti-Social Behaviour (ASB) or another person acting on behalf of the victim such as a carer or family member, MP or councillor or professional person.
- The victim could be an individual, a business or a community group.

### Purpose

- To provide a high-level multi-agency case review panel for ASB cases (once the threshold is met).
- Provide victims and witnesses of ASB with a comprehensive action plan for how the ASB will be addressed.

## Threshold

- ✓ A victim has reported three times in the last six months separate, but related, anti-social incidents to agencies and the problem persists, or
- ✓ A victim is aware that other people in the local community have reported separate, but related, anti-social incidents to agencies in the last six months and the problem persists
- ✓ The trigger will be started if five or more individuals have made separate, but related reports over a six-month period.

**Please note: a qualifying complaint of ASB is if the complaint is made within the period of one month beginning with the date on which the behaviour is alleged to have occurred.**

**An ASB Case Review request should not be submitted where:**

- The agency/agencies involved have given a timeframe for actions to be completed and this has not yet expired.
- The agency/agencies involved have acted and the victim is unhappy with the conduct of a particular agency. This should be directed back to senior officers within the relevant agency dealing with the issue and dealt with through their usual complaint procedure.

## **Roles and Responsibilities**

Business Manager, Public Protection – responsible for the overall anti-social behaviour strategic response for the council. Ensuring there are sufficient resources to deal with all reports of ASB and seek a reduction in ASB district wide.

Business Manager, Housing Services – responsible for the anti-social behaviour strategic response for the council's responsibilities as a landlord.

Community Protection Manager – responsible for the implementation and delivery of the strategic response from the council, management of effective use of available resources

Community Safety Support Officer (CSP Support Officer) – responsible for the initial triage of non-council tenant complaints, creating cases and maintenance of ASB enforcement database.

ASB Officers – responsible for the investigation of reported incidents and safeguarding. Working with our partnership agencies to resolve the complaints received. Responsible for legal interventions such as Closure Orders and Injunctions.

Tenancy Officers - responsible for the investigation of reported incidents and safeguarding. Working with our partner agencies to resolve the complaints received.

Senior Housing Officers – responsible for instigating action where the severity of the ASB results in legal intervention such as Closure Orders, Injunctions or Possession Proceedings.

There are other posts within the council that also play a role in reducing ASB:

- Environmental Protection Officers
- Environmental Health Officers
- Licensing Officers
- Community Protection Officers
- Street Wardens
- Park Wardens
- Legal Team
- Elected Members

### Safer Nottinghamshire Board

The Safer Nottinghamshire Board is a countywide strategic group that is required under The Crime and Disorder (Formulation and Implementation of Strategy) Regulations 2007 to ensure the delivery of shared priorities and a community safety agreement.

The Board supports local Community Safety Partnerships, which were set up as statutory bodies under the provisions of the Crime and Disorder Act 1998 and aims to bring together agencies and communities to tackle crime and anti-social behaviour in local areas.

### Social Housing providers

The Council recognises that housing providers have powers to address anti-social behaviour caused by tenants or leaseholders, their household members and their visitors, through tenancy and lease enforcement and anti-social behaviour legislation. The Council will signpost all relevant cases to housing providers for a response. Where such cases have escalated, the Council will ensure they are discussed with relevant partners and joint action plans put in place where appropriate.

### Victim Care

Victim Care is an independent charity which provides emotional and practical help to people who have been affected by crime in Nottinghamshire. They can be contacted for support regardless of whether or not the police have been contacted, and no matter how long ago the crime took place. They provide help for victims for as long as it takes to overcome the impact of crime. [Home - Remedi Victimcare](#)

## Youth ASB Panel

The ASB Panel is held monthly on the 1<sup>st</sup> Tuesday of each month and chaired by the Community Protection Manager, Newark & Sherwood District Council. If the Chair cannot attend, then a deputy will be appointed and this will usually be Shareen Bashir, Team Manager, Nottinghamshire Youth Justice Service, or Police Inspector, District Commander, Newark & Sherwood.

The purpose of the ASB Panel meeting is to facilitate a partnership approach to managing and engaging with young people involved in anti-social behaviour and to strive for the best possible outcome for them. It also,

- Ensures there is a consistent approach to managing young people involved in or at risk of being involved in anti-social behaviour.
- Ensure there is a consistent approach to working with parents/guardians of young offenders.
- Share information to increase the safeguarding, safety, and wellbeing of young people.
- Construct jointly, and implement, an ASB action plan that provides professional support to all those young people involved in anti-social behaviour.
- Ensure agencies are aware of the support and activity being provided, and any other agency involvement to ensure information sharing and providing a structured approach to a young person and their families.
- Reduce repeat anti-social behaviour.
- Reduce risk of escalation to crime.
- Improve agency accountability.

## Newark and Sherwood Safeguarding and Disruption Meeting

The purpose of the 'Neighbourhood Safeguarding and Disruption' meeting is to facilitate a partnership approach to managing and disrupting risk towards young people involved in or linked to;

- Knife Crime (including knife carrying)
- Serious Violence,
- Child Criminal Exploitation (including County Lines)
- Urban Street Gangs
- Behaviour or actions, in the opinion of meeting professionals, that are likely to be pre-cursors to the above listed criminality and early intervention is required to prevent escalation.

Implicit within the purpose of the NSD meeting is the requirement for Policing Interventions in response to criminal activity, intelligence or information from policing partners. These interventions take place with partners to provide, as best as possible, a wholistic outcome to safeguard the young person in question and divert from crime/exploitation.

## Vulnerable Person Panel (VPP)

The minimum standards for the VPP throughout the County were set by the Safer Nottinghamshire Board (SNF) in September 2014. The meeting is held on the 3<sup>rd</sup> Thursday of every month and each panel is shaped by the local need and operational practices.

### The Vulnerable Person Panel (VPP)

- Ensure agencies are aware of individuals considered to be vulnerable and assessed as at risk which are identified by any partner agency.
- Share information to increase the safety and wellbeing of victims of anti-social behaviour.
- Construct jointly, and implement, a risk management plan that provides professional support to all those at risk and that reduces this risk of harm.
- Ensure agencies are aware of the support and activity being provided, and any other agency involvement.
- Reduce repeat victimisation.
- Improve agency accountability.
- Review cases and agree additional actions that need to be put in place by partners to protect such vulnerable people from harassment and anti-social behaviour that are considered likely to have a disproportionately negative impact upon them.

## Hoarding Panel

The Newark and Sherwood Hoarders Panel takes place on a monthly basis and exists to:

- Ensure agencies are aware of individuals considered to be involved in ongoing Hoarding
- Ensure any agency can submit and refer hoarding concerns to the multi-agency meeting.
- Ensure information is shared appropriately and that agencies are aware of the support and activity being provided, and any other agency involvement.
- Review cases and agree additional actions that need to be put in place by partners to manage such behaviours
- Ensure safeguarding is well considered and managed

## **Policy Review and Updates**

This policy will be reviewed every three years however interim amendments may also be required to reflect any legislative or procedural changes.

## **Complaints and Feedback**

Any complaints or comments regarding this policy can be sent to the Council via the website or via Customer Services on 01636 650000. Complaints can also be made in writing and more information can be found here - [Customer complaints and feedback | Newark & Sherwood District Council](#)