

Anti-social Behaviour Policy

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1. Purpose

We are committed to supporting residents experiencing Anti-Social Behaviour (ASB). This policy sets out how we aim to manage and address ASB in a fair, reasonable, proportionate, and transparent way, that puts residents at the heart of what we do.

This policy also ensures our approach to ASB is in line with measures set out in the Anti-social Behaviour, Crime and Policing Act 2014¹, and provides a framework for how we tackle ASB through prevention, early intervention, enforcement action, partnership working, and support for residents.

2. Scope

This policy sets out our joined-up response to tackling ASB in the public realm, 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).

This policy is relevant to all Camden citizens. If Camden are your landlord, then it also applies to you, your household members and visitors, and staff who work in Camden neighbourhoods and Community Safety.

3. Definitions

¹ [Anti-Social Behaviour, Crime and Policing Act 2014 - Explanatory Notes \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2014/12)

ASB refers to a wide range of behaviours that can have a negative effect on the quality of community life, we define it as:

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

Examples of anti-social behaviour may include but are not limited to:

- Verbal abuse, harassment, intimidation, and threatening behaviour
- Hate related incidents
- Domestic violence and abuse
- Physical violence
- Drug / substance misuse and dealing where there is associated ASB
- Alcohol related nuisance
- Vehicle nuisance
- Pets and animal nuisance (e.g. dog fouling)
- Damaging, or putting graffiti on, any of our properties or within the neighbourhood
- Unreasonable noise

It is important that residents feel that they can enjoy their own home and surrounding areas, and some noise disturbance and other minor annoyances are to be expected when living close by to other people. There are some kinds of behaviour which would **not** normally be considered anti-social behaviour, and therefore would not be considered under this policy. For example:

- Actions that are considered to be normal everyday activities or household noise
- One off parties including BBQs (providing these don’t cause an unacceptable disturbance)
- DIY within sociable hours
- Noisy plumbing or appliances
- Parking disputes
- Children playing (unless also engaged in ASB)
- Actions which amount to people being unpleasant to each other but are not sufficiently serious considering the likely harm caused to justify action under this policy
- Cases of illegal drug use, production or supply when there is no associated ASB. Residents will be advised to report such issues to Metropolitan Police
- Environmental or other Housing issues such noise nuisance which doesn’t meet the threshold for statutory nuisance, fly tipping, overcrowding and disrepair. Other Council departments are responsible for investigating these types of problems and reports can be made via the Council’s website.

The locality, for the purpose of this policy, means:

- Within a Camden social housing estate/block/house boundaries
- or the immediate neighbouring estate/block/house (next door)
- within the shops serving the housing estate

Hate crime: the police and the CPS have agreed the following definition for identifying and flagging hate crimes:

"Any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice, based on a person's disability or perceived disability; race or perceived race; or religion or perceived religion; or sexual orientation or perceived sexual orientation or transgender identity or perceived transgender identity."

There is no legal definition of hostility so we use the everyday understanding of the word which includes ill-will, spite, contempt, prejudice, unfriendliness, antagonism, resentment and dislike.

4. Roles and responsibilities

Local Authorities and Social Landlords share responsibility with police to tackle ASB at a local level, empowering ASB victims, putting them at the heart of our work and involving them in our response to ASB. Camden is both a Local Authority and a Social Landlord. This means that as well as having the responsibilities and tools available to Local Authorities to tackle ASB, we also have additional duties and tools we can use as a landlord where relevant.

As a local authority

As a local authority, we have a responsibility to tackle ASB in the public realm. The Crime and Disorder Act 1998 requires responsible authorities to work with the police and other agencies to reduce crime and disorder in the local area. As a Council, we have a range of powers we can use to tackle ASB in the public realm.

As a landlord

We are also a registered provider of social housing regulated by the Regulator for Social Housing², and can act where ASB incidents occur within the locality of Camden estates and neighbourhoods where this is connected to our residents, their household or visitors.

5. Policy statement

We know that ASB from a few people can have a severe effect on the wellbeing of many others, and we have a duty to act where appropriate. We firmly support the rights of our citizens and residents to live free from fear or risk of intimidation, harassment, and abuse: We take all reports of ASB, domestic abuse and gender-based violence, and hate crime very seriously.

² [About us | Regulator of Social Housing](#)

5.1 What we expect

We expect our citizens and residents to show consideration for their neighbours and the wider community. If we are your landlord or freeholder (if you are a leaseholder), our [Tenancy Conditions and lease agreements](#) set out standards of behaviour expected from residents and their household members or visitors. ASB in any form will not be tolerated.

We will encourage and support residents to:

- Report incidents of anti-social behaviour, harassment and domestic violence and abuse using the contact methods below
- Report incidents to the Police as appropriate using 999 if there is an immediate risk and 101 for all other reports of crime

If reports are not ASB but relate to disputes between neighbours, we will look to deal with these in line with our neighbourhood management approach.

5.2 Reporting ASB

Residents can report ASB in several ways, including:

- Completing our [online form](#) to report anti-social behaviour
- Phone: 020 7974 4444 (9am to 5pm Monday - Friday)
- If you're a Camden council tenant or leaseholder and the antisocial behaviour is happening on council estate between 4pm and 4am you can call the Responsive Security Patrol on 020 7974 4444 (every day).

These details were correct at the time of writing, please see our [our website for up-to-date contact information](#).

Support is available to remove barriers to accessing services. This includes, but is not limited to:

- Translators
- BSL interpreting
- Assistance for blind residents, and residents with learning disabilities, or who require support with reading and writing.

Up-to-date information on how to report ASB can be found [on our website](#).

5.3 Preventing ASB

We actively promote prevention to foster an environment where ASB is less likely to arise in the first place. Preventative measures we may take include:

- Conversations with residents to help resolve disputes including access to mediation
- Early intervention and referral to support services
- Security improvements
- Tackling crime and disorder and working with police to prevent crime
- Creating opportunities for young people which help divert from anti-social behaviour
- Physical improvements where reasonable to design out crime including use of gates, eliminating recesses, and using lighting

- Working with the health and voluntary sectors
- Educating residents on responsibilities set out in tenancy conditions
- Operating a Community Safety Enforcement Team
- Working with Metropolitan Police Safer Neighbourhoods Teams
- Community engagement, promoting positive community values and cohesion
- Promoting good neighbourhood relationships

5.4 Responding to reports of ASB effectively

Proactive approach

We aim to resolve the complaints of ASB early on, through appropriate and timely intervention.

When we receive a report of ASB via our online reporting tool or via our telephone service (see 5.2 Reporting ASB) we will aim to:

- Acknowledge all reports within **2 working days**
- Contact the person reporting the ASB within **7 working days** providing the name and contact details of the investigating officer

When we receive a report by any other means, we will aim to respond within similar timescales where possible.

Where the report of ASB relates to noise nuisance, we will review this and work with our Environmental Health Team if there is a statutory nuisance.

Where we are your landlord and the noise complained of does not meet requirements for ASB or statutory nuisance, we will work with this as a neighbourhood management issue and work with you to resolve the issue.

What happens when you report ASB

We will:

- Carry out an ASB risk assessment to inform our action plan
- Where a victim/s may be vulnerable or there is a high risk of harm put in place support or act to mitigate the risk
- Create and share an action plan with the person reporting detailing how we will investigate the ASB report, which will include agreed timeframes for when we will contact the victim throughout the investigation
- Take account of the impact of the ASB on the victim and wider community
- Ensure that any action taken will be reasonable and proportionate to the nature and scale of the problem
- Have attention to any support needs that may be relevant in respect of the perpetrator/s but balance this with firm action as necessary
- Keep victims of ASB and witnesses updated as agreed in the action plan.
- We recognise individuals (both victims and perpetrators) may have protected characteristics (under the Equality Act 2010) and we put in place any reasonable adjustments needed

Investigating the report of ASB, we will:

- Speak directly to all parties involved first to understand the allegation and different perspectives including the perpetrator/s
- Carrying out interviews
- Collate evidence, such as asking victims to complete diary sheets, send photos or videos, witness statements, or provide a crime record number if applicable
- Use mediation where possible
- Give verbal or written warnings to the perpetrator/s
- Use Acceptable Behaviour Contracts (ABCs) or Acceptable Behaviour Agreements (ABAs)
- Making referrals to services or agencies who provide support around mental health, substance misuse, or domestic violence and abuse
- Request disclosure from the Police in respect of any criminal activity if there has been a crime reported
- Where possible bring together people harmed by a crime and those responsible to share how the actions impacted individuals and communities, supporting them to repair the harm or rebuild relationships

5.5 The most serious cases

When stronger enforcement action is needed

As a Local Authority and Social landlord, we use the enforcement powers granted to us by law. Consideration will be given to any formal processes where other informal arrangements have not had the desired effect or the behaviour warrants more serious action.

A decision to take more formal enforcement action will be evidence based and we will review this to make sure it meets any thresholds required under the specific legislation we are seeking to rely on.

Local authority powers

As a local authority, we may use powers under the Anti-social Behaviour, Crime and Policing Act 2014 in line with our enforcement approach.

Landlord powers

As a social landlord we also have access to powers in respect of the tenancy or lease agreement. We will always look at the most proportionate action to deal with the ASB, this may include civil injunctions (with or without notice) with powers of arrest and custodial penalties if breached.

As a last resort or in the most serious cases we will seek possession of the perpetrator's home. For example, in cases which are of a serious or criminal nature and the cause of significant upset/distress to the community. We can under certain circumstances seek mandatory possession under Section 84A of the Housing Act 1985. This will mean the court must grant possession if:

A tenant/member of their household has met one of the following conditions:

- Convicted for serious criminal offence.
- Found by a court to have breached a civil injunction.
- Convicted for breach of CBO.
- Convicted for breach of Noise Abatement Notice.
- Tenant's property closed under Closure Order.

In the case of Leasehold properties where Camden are the Freeholder, we will consider forfeiture action if all other measures have failed to resolve the situation. Under forfeiture the lessee loses their home, receives no compensation for loss of capital investment and remains liable for any monies secured against the property (e.g. any outstanding mortgage).

As such, the courts are reluctant to grant forfeiture orders unless all other avenues have been pursued in the first instance - e.g. injunction. Only where a lessee has ignored such orders and is likely to continue to be in breach of their lease, then forfeiture will be considered.

Where we take tenancy or lease enforcement action, we do this in line with our usual Housing approach to enforcement.

5.6 Closing a case

When a complaint of ASB is received, we aim to investigate, monitor and progress the case to its conclusion as soon as possible. There are several circumstances when a case will be closed including where:

- the ASB has stopped
- there is insufficient evidence to take any action
- the behaviour cannot be reasonably classed as ASB or a nuisance
- the perpetrator has moved
- the complainant (victim) has moved
- where no reports of nuisance or ASB have been received for four weeks

If no complaints of nuisance or ASB have been received for four weeks, a letter may be sent to the complainant (victim) indicating the intention to close the case and inviting any comments. If there is no response within that time, the case will generally be considered as closed. There may be occasions when cases are closed before the expiry of four weeks.

If there are further incidents of ASB, then we will review reports of any incidents line with this policy.

5.7 Multi-agency and partnership working

We work with our partners wherever necessary to achieve the best possible outcome for victims of ASB. This may mean your case is discussed in a multi-agency forum with all relevant parties present.

Anti-social behaviour case review

As part of The Anti-social Behaviour, Crime and Policing Act 2014, the Community Trigger introduced the right for victims of persistent anti-social to request a multi-agency case review, where the local threshold has been met. This measure is designed to give residents and communities a say in how ASB is dealt with. This process has now been replaced with the mandatory ASB Case Review.

As a local authority, we recognise our duty to carry out a case review when requested, where the threshold is met.

ASB Case Review threshold

To meet the threshold for an ASB review to take place, one or more of the following conditions must be met:

- There have been at least 3 separate incidents regarding anti-social behaviour or hate incidents reported in the last 6 months, or 5 individuals have separately reported the same issue in the last 6 months, and;
- The complaints relate to the same behaviour, nuisance or problem
- The incidents were reported within 1 month of them happening
- The request to activate a review must be made within 6 months from when the original complaint was made
- The response to deal with the ASB has not been effective
- There is potential harm to the victim or victims making the complaint

When to request an ASB Case Review

You can request an ASB Case Review if:

- you have been the victim of ASB or are an advocate legitimately acting on the victim's behalf and you have already reported it to the Council, Police and/or your Registered Housing Provider a minimum of three separate incidents in the last 6 months and no action has been taken

Details of how to request a case review are published [on our website](#).

5.8 Supporting residents

We take a joined-up approach to supporting residents when we investigate ASB complaints, putting victims at the heart of our ASB response.

When we believe that there may be support needs to consider, or these are identified as part of our ASB Risk Assessment, we will speak with the resident who has made the report to identify how we can put support in place. It may be the victim or perpetrator who requires support, or both.

Support may include providing information in a different and appropriate format for all parties involved, including formats which use plain English and are easy to understand.

General support

If you have been a victim of ASB, we may make a referral to the Victim Support ASB service to support you if needed. We will ask your consent before doing this.

Domestic Violence and Abuse (DVA) and ASB

No one should experience the trauma of abuse or feel unsafe at home.

At times, DVA can be incorrectly identified as ASB: research has found that tenants experiencing domestic abuse are four times more likely than other tenants to have ASB complaints made against them. It is important to understand the difference and deal with DVA appropriately.

All our Housing staff are trained in domestic abuse awareness. Officers will exercise professional curiosity for all ASB cases to consider whether DVA could be an underlying or contributing factor. Where we identify that DVA is present, we act in line with our DVA procedure and DVA Policy to reduce risks to DVA survivors and offer support

Hate crime and ASB

Camden is 'No Place for Hate': We do not tolerate hate crime and we take any ASB reports which we identify as hate crimes very seriously to help protect victims and the community.

When we identify that a hate crime has taken place through an ASB report, we take actions including but not limited to:

- Supporting hate crime victims to make a report to the police
- Referring to Victim Support
- Carrying out high visibility patrolling via our Integrated Enforcement Team

Information on hate crime, including how to report an incident, is on our [website](#).

Disabled residents, mental health, drugs and alcohol and ASB

ASB has many effects and many causes. We know that the mental health and/or learning disability or other support needs of victims can sometimes be affected by ASB. We also recognise that the mental health and/or learning disability or other support needs of a perpetrator can sometimes be a factor in ASB. Support needs around drugs or alcohol may also be a factor in some ASB cases. Where this is the case, we aim to offer support to the victim and/or perpetrator.

Zero Tolerance for abuse

In delivering services to the community, we expect that citizens and residents will treat our employees with courtesy and respect.

Exposure to violence and assault is not an acceptable part of an employee's everyday working life and we will take all reasonably practicable measures to prevent or reduce the risk of such exposure.

5.9 Discretion

We aim to address ASB in a way which is fair, transparent, and consistent across cases of a similar nature. However, each case of ASB is likely to have its own unique set of individual circumstances. This means that we may use our discretion to vary our approach. Where this is required, we will always act in the spirit of this policy.

5.10 Complaints

If you are not satisfied with the way we have handled a report of ASB, you can make a complaint in line with our [Complaints Policy](#).

You can make a complaint to us:

- By phone
- By email
- By letter
- By using the online form on our [Complaints page on our website](#).

You can also contact your local Councillor or Member of Parliament.

The Anti-Social Behaviour Care Review does not replace Camden's, or your opportunity to complain to the Local Government Ombudsman, Housing Ombudsman or Independent Police Complaints Commission.

6. Information sharing

We will share information with police if we need to, we don't need your consent to share the data. We may share your data with other agencies where necessary. You can find more information about how we use your data in our Privacy Notice at www.camden.gov.uk/privacy and a list of our Data Sharing Agreements at [Data Sharing Agreements \(DSAs\) | Open Data Portal \(camden.gov.uk\)](#).

7. Diversity, inclusion and holistic services

We know that ASB has many causes and effects, and our response to ASB is important to residents.

Our ASB approach is intended to adapt in response to residents' circumstances and needs including where residents are vulnerable or experiencing multiple disadvantages.

We understand there could be a range of factors at play in ASB reports, so we aim to gather a full picture of the situation surrounding each report, so we can offer a tailored service.

This includes the use of risk assessments, Action Plans, triaging noise reports and offering support so that the right action can be taken at the right time to support residents and reduce risk, making reasonable adjustments where needed.

An Equality Impact Assessment has been carried out in respect of this policy. In Camden, we have chosen locally to also consider our Equality Act duties in respect of Care Leavers as a cohort specifically.

8. Review

This policy will be reviewed every 3 years or sooner.

This document may be reviewed more frequently if required by changes in legislation, regulation, or the service.

9. Related documents

Good Neighbourhood Management Policy (TBC)

Domestic Violence and Abuse Policy (TBC)

[Complaints Policy](#)

Anti-social Behaviour, Crime and Policing Act 2014³

Crime and Disorder Act 1998⁴

Equality Act 2010⁵

Housing Act 1985⁶

10. Information and version control

10.1. Information

Title	Anti-social Behaviour Policy	
Author	Beatrice McGuire	
Responsible officer	Maria Jacobs, Head of Neighbourhoods	
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Policy Area	Neighbourhood management	
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Approval date	17 09 2024	

³ [Anti-Social Behaviour, Crime and Policing Act 2014 - Explanatory Notes \(legislation.gov.uk\)](#)

⁴ [Crime and Disorder Act 1998 \(legislation.gov.uk\)](#)

⁵ [Equality Act 2010 \(legislation.gov.uk\)](#)

⁶ [Housing Act 1985 \(legislation.gov.uk\)](#)

10.2. **Version control**