

Anti-Social Behaviour (ASB) Procedure

ASB reported in:

When a tenant contacts SDC to report Anti-Social (ASB), the Housing Officer should complete the following tasks:

1. Record full details of the complaint, including:
 - Nature of the ASB.
 - Date, time and location of incidents.
 - Details of alleged perpetrator(s), where known.
 - Impact on the complainant.
 - Any immediate safeguarding or risk concerns.
2. Open an ASB case on NEC
3. Discuss available support and resolution options with the complainant, including:
 - Diary sheets/evidence gathering.
 - Victim Support services.
 - Mediation services.
 - Invitation to the ASB App
4. Issue the **ASB Letter 1 Pack** to the complainant, which must include:
 - Diary sheets.
 - Victim Support information.
 - Mediation information.
 - Advice on reporting further incidents and submitting evidence
 - Diarise to review evidence in 2 weeks (unless high level concerns)

Evidence Gathering and Assessment

1. Receive and review all evidence provided by the complainant, which may include:
 - Diary sheets.
 - Photographs.
 - Video or audio recordings.
 - Witness statements.
 - Police or partner agency information.
 - Downloads on ASB App
2. Assess the severity, frequency and impact of the reported behaviour.
3. Complete:
 - **A risk assessment** with the complainant.
 - **An agreed action plan** outlining proposed interventions and responsibilities.
4. Discuss findings and next steps with the complainant, ensuring they understand the proposed course of action.

Initial Intervention with Alleged Perpetrator

Where appropriate and proportionate:

1. Send an initial warning/advisory letter to the alleged perpetrator outlining:
 - The nature of the allegations.
 - Expected standards of behaviour.
 - Potential consequences if behaviour continues.
 - Reminder of tenancy conditions
2. Arrange and conduct a meeting with the alleged perpetrator to:
 - Discuss the allegations.
 - Provide an opportunity for them to respond.
 - Reinforce tenancy obligations and acceptable behaviour expectations.
3. Record all actions and outcomes on NEC

Ongoing Case Management

1. Continue to monitor reports and evidence received.
2. Review the effectiveness of interventions already implemented.
3. Keep the complainant informed throughout the investigation and provide regular updates on actions taken where appropriate and lawful.
4. Ensure a referral to **Victim Support** is made where the complainant agrees or where additional support is required.

Mediation

Where suitable and both parties are willing to participate:

1. Discuss mediation with the complainant and alleged perpetrator.
2. Make a referral to Restorative Gloucestershire
3. Monitor outcomes and review whether the ASB has ceased.

Acceptable Behaviour Agreement (ABA)

If ASB continues despite initial interventions:

1. Consider the use of an **Acceptable Behaviour Agreement (ABA)**.
2. Meet with the perpetrator to explain:
 - The concerns raised.
 - The behaviours that must stop.
 - The consequences of breaching the agreement.
3. Obtain signed agreement where possible and provide copies to relevant parties.
4. Monitor compliance with the ABA and record any breaches.

Escalation and Enforcement

If the perpetrator breaches the ABA or the ASB continues:

1. Gather and review all available evidence.
 2. Refer the case to the **ASB & Enforcement Officer**.
 3. The ASB & Enforcement Officer will consider appropriate legal remedies, including:
 - Injunction proceedings.
 - Other enforcement action available under tenancy or housing legislation.
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1. Continue supporting the complainant throughout the enforcement process and ensure they are kept up to date with progress and if possible timescales

Case Closure

An ASB case may be closed when:

- The behaviour has ceased and no further reports have been received.
- Interventions have been successful.
- There is insufficient evidence to progress further action after all reasonable enquiries have been completed.
- The case has been escalated to legal proceedings and responsibility transferred to the ASB & Enforcement Officer.

Before closure:

1. Inform the complainant of the outcome.
2. Confirm any ongoing support arrangements.
3. Record the closure reason and outcome on NEC
4. Ensure all documentation, risk assessments and action plans are completed and saved to the case file
5. Ensure closure letter is sent.