



Anti-Social Behaviour Policy

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Anti-Social Behaviour Policy Quality Record

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**This Policy is available in large print.
Please contact Customer Services if you require
assistance.**

1. Policy Statement

- 1.1. The purpose of this document is to inform tenants, leaseholders, stakeholders and the wider community of Nuneaton and Bedworth Borough Council's Social Housing policy. This relates to managing reports of anti-social behaviour (ASB) about the Council's tenants and making clear the standards of behaviour expected from the Council's tenants.
- 1.2. Where an owner occupier is causing ASB, we will provide appropriate advice and guidance which may include contacting the Police or another housing provider.
- 1.3. Nuneaton and Bedworth Borough Council is committed to ensuring that all residents enjoy their right to peace and security in their homes.
- 1.4. This Policy sets out our commitment to meeting the Regulator of Social Housing (RSH) Neighbourhood and Community Standard, which states required outcomes must:
 - Work co-operatively with tenants, other landlords and relevant organisations to take reasonable steps to ensure the safety of shared spaces.
 - Co-operate with relevant partners to promote social environmental and economic wellbeing of residents.
 - Work in partnership with appropriate professionals and relevant organisations to deter and tackle ASB and hate incidents within our communities.
 - Work with other agencies to tackle domestic abuse and enable residents to access appropriate support and advice.

2. Our Commitments

To effectively tackle and deter hate incidents, domestic abuse and other ASB we will:

- 2.1. Demonstrate leadership, accountability, and commitment in working with partners to tackle and deter hate crime, domestic abuse and other ASB so that we all fulfil our responsibilities.
- 2.2. Ensure staff are well-trained, have the knowledge and confidence to identify and investigate reports of ASB and work collaboratively alongside appropriate agencies who are leading on such cases.
- 2.3. Clearly explain to all new tenants at the sign up of their tenancy and post tenancy visits, the terms of their tenancy that relate to ASB, so that expectations and consequences are clear.
- 2.4. Take reports seriously.
- 2.5. Ensure each report is assessed on its own merit when determining whether it is classed as ASB.
- 2.6. Recognise that ASB can have a detrimental impact upon individuals and communities and as such, we are committed to tackling ASB through taking reasonable and proportionate action in dealing with disruptive residents and any other visitors causing ASB within the borough.
- 2.7. Investigate reports of ASB, and, where there is clear, evidence, reasonable and proportionate action will be taken. We can only achieve this with the commitment of residents and as such, it is important to receive reports of ASB as part of the case management process.
- 2.8. Signpost residents to support services where appropriate.

- 2.9. Adopt a victim centered approach and support perpetrators of ASB with the view of resolving ASB reports.
- 2.10. Tackle ASB whilst meeting our duties under the Equality Act (2010). Under the Act we are required to have due regard for the need to:
 - Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
 - Advance equality of opportunity between people who share a protected characteristic and those who do not.
 - Foster good relations between people who share a protected characteristic and those who do not.
- 2.11. Make our services accessible to all residents and will take steps to overcome barriers when reporting ASB. For example, this may mean making reasonable adjustments to meet the residents specific need(s).
- 2.12. Use good practice and review lessons learned to minimise risk of recurrences, develop policy and procedure and improve residents satisfaction of our ASB service.
- 2.13. Where the behaviour is deemed not to be ASB, advice will be given to enable self-resolution and managed outside of the ASB policy. If we continue to receive repeated reports of non-ASB, we will refer the customer back to the original advice given.

3. Purpose

The purpose of this policy will set out our approach to:

- 3.1. Define ASB so staff and residents have an understanding of ASB and its impact.
- 3.2. Ensuring all residents can report ASB easily and manage resident expectations and responsibilities.
- 3.3. Ensure that Housing and Communities adopt a consistent, proportionate, and transparent approach in the way it deals with hate incidents, domestic abuse and other ASB within the borough.
- 3.4. To inform customers, staff and key partners of our approach to ASB. This will assist us to manage our housing stock and to ensure that our customers enjoy the right to use, enjoy and have security in their homes and in the communities in which they live.
- 3.5. To raise awareness amongst residents, staff and other relevant stakeholders of the tools and powers available, to both staff and residents, to tackle ASB.
- 3.6. Supporting complainants and vulnerable residents affected by ASB and those perpetrating ASB.
- 3.7. How we will work with partner agencies to deter and tackle ASB in the Borough.
- 3.8. Ensure that Housing and Communities are accountable for our actions and performance when managing ASB.

4. Definitions and Categorisation of ASB

What is ASB? – The Definitions

4.1. Anti-Social Behaviour (ASB) is defined by Section 2(1) of the [Anti-social Behaviour, Crime and Policing Act 2014](#). It is defined as conduct that:

- Has caused or is likely to cause, harassment, alarm or distress to any person.
- Is capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises.
- Is capable of causing housing-related nuisance or annoyance to any person

4.2. Domestic Abuse

4.2.1. Domestic Abuse is defined as behaviour of a person (A) towards another person (B) if:

- A and B are each aged 16 or over and are personally connected to each other, and
- The behaviour is abusive.

4.2.2. Further definitions of what is considered abusive and what defines personally connected can be found in the [Domestic Abuse Act 2021](#).

4.3. Hate Incidents and Hate Crime

4.3.1. A hate incident is any incident perceived by the victim, or any other person, to be motivated by prejudice towards them due to a protected characteristic within the Equality Act 2010. This includes, but not limited to, race, religion, sexual orientation, disability or because they are transgender.

4.3.2. We promote and embrace an equal opportunity and diverse community. A hate crime is defined as 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 race, religion, sexual orientation, transgender identity or disability.

4.3.3. Where an incident of domestic abuse or a hate crime is reported to the Council, we will encourage the victim to report this to the Police and other relevant agencies so that they can investigate. We will make safeguarding referrals where appropriate. We will deal with such allegations in the context of breaches of tenancy and we will support victims by signposting to specialist services.

4.4. Noise Complaints

4.4.1. A noise complaint is a grievance about excessive, disturbing, or unreasonable noise coming from a neighbouring property.

4.4.2. Noise complaints can affect resident's quality of life, causing physical and emotional stress, sleep disturbance, and a decrease in concentration levels.

4.4.3. Where a report is made to us of excessive noise that takes place on a frequent basis, complaints about our social housing tenants will be investigated by an ASB Officer. All complaints of excessive noise received will be referred to our Environmental Health department for investigation, with consent of the complainant.

Categories of ASB

4.5. What could be ASB?

4.5.5. The table below outlines, but is not limited to, the types and examples of what is deemed ASB:

Type of ASB	Examples of ASB
Violence, abuse, intimidation, threatening behaviour, and harassment	Threats to cause and/or actual harm to an individual(s), persistent behaviours which cause alarm, fear, distress and/or upset.
Hate Crimes	Hate crimes incidents based on race, sexual orientation, belief, gender, disability
Domestic Abuse	Abuse of a partner or household member
Noise Nuisance	Where there is noise from persistent dog barking, persistently loud music during the day and the night. DIY during unsociable hours and noise from house and car alarms.
Communal Areas Nuisance	Where youths congregate and/or loiter within housing blocks and are causing rowdy and/or threatening behaviour or vandalism.
Animal Related Nuisance	Animals fouling communal areas or not under proper control
Environmental Abuse	Fly tipping, holding bonfires
Drugs, substance or alcohol abuse	Alcohol related ASB. Use of, supply and cultivation of illegal drugs is criminal offence and can cause ASB.
Other Criminal Behaviour	Violence against people and property Arson Prostitution and other sexual acts Gangs Gun, knife crime, and other weapons Malicious communications

4.6. What is not ASB?

- 4.6.1. Although we appreciate many situations can cause a nuisance to residents, not all reports are deemed to be anti-social.
- 4.6.2. Reports due to different lifestyles or every-day living situations which are not intended to cause nuisance or annoyance are not considered as ASB. The table below outlines, but is not limited to, the types and examples of what is not deemed to be ASB:

Issue	Examples
Children under 16	Children playing lawfully and babies crying
Animal Related Nuisance	Occasional dog barking

Noise Nuisance	Household noise due to everyday living (e.g. footfall and general movement around the property, proportionate sound from a TV, music/radio noise, noise from electrical items such as washing machines or vacuum cleaners and DIY during reasonable hours)
Personal, religious and/or cultural events	One-off parties, BBQs and celebrations Festivals for cultural reasons during usual celebration periods
Personal Preferences	Cooking odours and reasonable household smells
Legal personal tobacco usage	Vaping and smoking legal tobacco substances within a property
Vehicle Related Nuisance	Minor and/or occasional car maintenance Parking disputes
Neighbour Issues	Minor disputes between neighbours and/or personal differences Actions which amount to people being unpleasant (e.g. staring at or ignoring people) Gossip Escalated disputes between neighbours, unless the disputes amount to violence, abuse, threats, harassment and/or intimidation
Ball Games	That does not cause intentional damage
Boundary Disputes	This is a civil matter – seek legal advice
Untidy Gardens	Slightly unkempt garden, unless causing environmental issues such as vermin and pests
CCTV, video and audio surveillance	Detailed guidance is available from the Information Commissioners Office (ICO) .

5. How to report ASB and How we will Respond

- 5.1. We aim to create sustainable neighbourhoods where people feel safe, confident and empowered to come forward and report ASB. We will encourage the reporting of ASB in a number of different ways, including:
- Contacting Warwickshire Police via telephone by calling 999 in an emergency or 101 in a non-emergency. Alternatively, you can also report an incident on their [website](#).
 - In person at our Town Hall, Coton Road, Nuneaton, CV11 5AA (between 10am and 2pm, Monday to Friday)
 - Telephone: 024 7637 6406 (between 9am and 5pm, Monday to Friday)
 - E-mail: asb.team@nuneatonandbedworth.gov.uk (24 hours a day, 7 days a week – responses provided during Monday to Friday, 9am to 5pm)
 - On-line: www.nuneatonandbedworth.gov.uk/asb (24 hours a day, 7 days a week)
 - A third party, such as a local Councillor.

5.2. When our residents report incidents to us, we encourage them to do so as they occur. Any delay in reporting may limit any action we can take if the report relates to historic events. This will be discussed with the resident as part of the reporting process.

5.3. **How do we categorise ASB?**

5.3.1. We group ASB into 3 categories of severity and respond accordingly as follows:

- **High Risk** - This includes, but is not limited to, hate related incidents, domestic abuse, physical violence, threatening behaviour with an immediate risk to life, drug production or supply.

We will make first contact within one working day and agree an action plan, taking agreed actions within one working day.

- **Medium Risk** - This includes, but is not limited to, verbal abuse, harassment, alcohol or illegal drug related ASB, noise (depending on type/impact) and criminal behaviour.

We will make contact within five working days and agree an action plan.

- **Low Risk** - this includes, but is not limited to, vandalism, animal related ASB and fly tipping.

We will make contact within 10 working days and agree an action plan.

5.4. **How do we respond to ASB?**

5.4.1. We will ensure that complainants are kept up to date with the progress of their case, and any ongoing action or investigations. Officers will agree a specific action plan with each complainant, including timescales for how often they would like to be contacted.

5.4.2. We can only investigate incidents recently, and/or that have taken place within the last 6 months. We urge residents to make reports to us as soon as incidents occur to prevent delay.

5.4.3. We will also carry out a risk assessment of each complainant, to assess whether there is any additional support they need.

5.4.4. Reasonable adjustments will be made as reasonably practicable.

5.4.5. We aim to work with customers and to close cases when the complaint has been resolved to the customer's satisfaction. However, where we are satisfied that we have carried out all actions reasonably and appropriately, we may close cases even though the complainant may not agree. If no reports have been received within the last 28 days, depending upon the severity and nature of the case, we reserve the right to close cases. We will re-open them if residents make contact and report new incidents, but this will be based on our judgement. We will not leave cases open indefinitely.

5.4.6. We will advise complainants of when we close a case; either verbally or in writing and we will advise them of the reason for closing the case and what action they can take themselves. Complainants always have the option to take their own personal action against an alleged perpetrator.

5.4.7. If any party to a complaint of ASB is dissatisfied with our handling of an investigation, they can make a complaint through the Council's [Complaint procedure](#), and they also have right to take their complaint about our service to the Housing Ombudsman.

5.4.8. We will deal with all reports of ASB in a sensitive manner. We appreciate that some residents will be concerned about revealing their details when reporting ASB issues; however, in most cases, we will need this to take effective action. We will treat all reports as confidential, unless we have permission to

share information, if there is an immediate risk to the complainant and/or other residents, or if there are safeguarding concerns.

- 5.4.9. In some cases, where legal action is required, it may be necessary to reveal the identities of complainants (with prior agreement) as, without firsthand evidence, it may not be possible to put forward a strong legal case. We do receive anonymous complaints and will, where we can, investigate these complaints; however, we may be limited in the action that we can take without having a named complainant.
- 5.5. Should we commence legal proceedings in any ASB case which requires full disclosure, we will comply with the [Civil Procedural Rules](#).

6. Resident Responsibility

- 6.1. If you are made to feel uncomfortable or inconvenienced by other people's behaviour around your home, **where it is safe to do so**, you should first try to approach the other party involved to explain to them how their actions are affecting you and ask them to change their behaviour. Sometimes, other people may not be aware that their behaviour is causing distress or nuisance and letting them know may resolve the issues.
- 6.2. However, if you feel threatened, intimidated, or witness a crime, you should always contact the Police first. You can contact the police by calling 999 to report emergencies or by calling 101 for non-emergencies.
- 6.3. It is crucial that residents work with us to resolve their complaints. We expect residents to:
- Respond to our calls and letters
 - Keep accurate incident report throughout the duration of the case management
 - Provide us with clear and timely reports. We cannot act on reports of historic incidents.
 - Be available to meet with us. We have a flexible approach to arranging meetings.
 - Be prepared to attend Court if necessary. Greater weight is given by the court to evidence if the customer attends in person rather than an Officer giving hearsay evidence.
- 6.4. Working together is a two-way process. Residents must recognise that they have a role to play and can take steps to resolve a problem.
- 6.5. In some instances, we can offer and use a mediation service as a means to working with customers to help them resolve neighbour disputes.

7. Tools and Powers to tackle ASB

- 7.1. Under the Anti-Social Behaviour, Crime and Policing Act 2014, local authorities are given tools and powers to tackle ASB.
- 7.2. We have several options available to us to resolve reports of ASB from early intervention through to legal action. The list below outlines, but is not limited to, the tools and powers available to us. However, the use of these tools are subject to the alleged preparators housing type and nature of the issues.
- 7.3. The options of intervention include:
- Verbal and written warnings
 - Good Neighbour Agreement
 - Acceptable Behaviour Contracts (ABC)
 - Mediation
 - Community Protection Warning (CPW)

- Community Protection Notice (CPN)
- Criminal Behaviour Order (CBO)
- Undertakings (agree to certain actions and behaviours)

7.4. The legal interventions include:

- Notice of Intent – to commence legal proceedings of any type
- Notice Seeking Possession (NOSP) – social housing tenants only
- Notice of Possession Proceedings (NPP) – social housing tenants only
- Notice to Extend Introductory Tenancies – social housing tenants only
- Civil Injunction order
- Partial and Full Closure Order
- Possession Proceedings – social housing tenants only

7.5. Before taking any legal action, warnings can be issued to the perpetrator(s), where evidenced. All warnings issued are recorded and monitored.

7.6. Any Court action will be a last resort.

7.7. Any legal interventions will only be taken once an Equality and Impact Assessment and a Public Sector Equality Duty Review has been completed and referred to our Legal Services Team, and these assessments deem legal action appropriate and proportionate.

7.8. Where ASB endangers life or property and requires immediate legal protection, urgent action will be taken. Court action can include Injunctions and ultimately Possession Proceedings. However, Possession Proceedings will only be pursued where all other actions to tackle the ASB have failed or where a tenant has been convicted of a serious criminal offence.

7.9. Legal action will take into account a perpetrator's capacity as well as issues raised under the Equality Act 2010.

7.10. Investigating reports of ASB takes time and resources. If we consider a report to be malicious and/or vexatious, we may take action against the person reporting it.

8. Surveillance

8.1. Should any complaints be made that the use of a premises is interfering with the reasonable enjoyment of another's property, or affecting their wellbeing, we reserve the right to provide complainants with access to record intrusive and unreasonable noise with a view to providing this information to us so that appropriate action can be taken.

8.2. Where it is deemed necessary, such equipment includes the Noise App, and our Environmental Health Department may install a DAT machine within the complainants property. In this circumstance, the alleged perpetrator will be advised of this possibility.

8.3. Many social housing neighbourhoods have CCTV installed. Such CCTV will be clearly signposted to all. This will be monitored by our CCTV Control Room.

8.4. We may also consider the use of covert CCTV cameras in order to lift the burden of gathering evidence from the complainant. This can include the use of NOMAD cameras, within housing estates and public areas. However, this must be reasonable and, proportionate. Any use of overt CCTV will be in line with our Data Protection Information Governance Framework and CCTV guidance.

9. Supporting Complainants and Perpetrators of ASB

9.1. We appreciate that it can be unnerving for witnesses when we are preparing to take legal action against

someone who has allegedly committed anti-social behaviour. We will do our best to provide appropriate and relevant support.

- 9.2. Where we require witnesses to attend court, we will explain fully what information will be shared to the parties and Court, and what is expected when the witness attends court. We will provide witnesses with support throughout these proceedings.
- 9.3. To support residents, we will work with Warwickshire County Council's Adult Social Care and Children's Social Services teams to meet the aims of our safeguarding strategies.
- 9.4. We will ensure that staff understand safeguarding issues and are trained to recognise the signs and symptoms of abuse and know how to report their concerns to the appropriate department. All staff working on behalf of the Council, whether permanent or temporary, directly employed by the Council or a contractor, are expected to be vigilant for signs of abuse when visiting customers in their home and they should report their concerns in accordance with agreed policies and procedures.
- 9.5. In cases of repeat or vulnerable victims we will work with them to ensure that there is a support network to help them manage the situation. With permission, this can include referrals to Victim Support, ASB Help, health and wellbeing professionals and charities.
- 9.6. In the most serious of cases where there is an immediate risk to life that is supported by the Police, we can consider interim the appropriateness of offering interim accommodation and/or an emergency transfer.
- 9.7. Where there is a report of domestic abuse and the victim wishes to remain in their residential property, we will work with the Police and any domestic abuse organisations to request additional safety measures to be installed to secure the property. Referrals will also be offered to specialist charities such as Refuge and our Domestic Abuse Co- Ordinator.
- 9.8. Where there is a report of hate crime, we will work the Police and any supporting organisations to ensure the victim receives the necessary support.
- 9.9. It is also important to offer support to perpetrators of ASB to assist them to resolve problems on a longer-term basis. Where support is offered, with permission, referrals are made to health and wellbeing professionals and charities.
- 9.10. However, in some serious cases, we may proceed immediately with legal action without offering support, should the ASB be of a significantly serious nature.
- 9.11. Where a report of ASB involves someone under the age of 18, we will work closely with their parents or guardians, and with other appropriate agencies such as Police, Children's Services, Youth Justice or the relevant educational setting to challenge their behaviour and try to prevent any further issues in the future.

10. Partnership Working

- 10.1. We recognise that dealing with ASB is not the sole responsibility of one agency. Multi-agency working is an important tool in taking a holistic approach to tackling ASB in our communities. Where possible, we will work with other agencies to combine resources, and take a partnership approach to find a suitable resolution to ASB issues.
- 10.2. The Powers under [Section 115 of the Crime and Disorder Act 1998, and the under Schedule Prevention of Crime and Anti-Social Behaviour](#), we will ensure that we have signed information sharing protocols so that information about perpetrators may be shared with other agencies for the purpose of preventing ASB or crime.

- 10.3. We will regularly review (with partner agencies where relevant) the areas where ASB is reported, in order to identify any trends or 'hot spots'. Action plans may then be agreed and will outline what measures will be put in place to tackle the problems.
- 10.4. Examples of our partner agencies include, but are not limited to:
- Warwickshire Police
 - Warwickshire Fire & Rescue Service
 - Warwickshire County Council and other relevant Local Authorities departments (including Environmental Health, Children and Adult Services, Housing and Education)
 - Probation Service
 - Youth Justice
 - Refuge and other domestic abuse support services
 - Substance misuse support services
 - Warwickshire Modern Day Slavery Network
- 10.5. We work in conjunction with the Safer Communities Partnership, the Nuneaton and Bedworth Safer Communities Partnership (NABSCOP). There is a dedicated case management meeting once a month to consider ASB interventions and support to vulnerable victims and further scheduled task meetings. NABSCOP have a Crime and Disorder Plan which will be used by those agencies within the partnership to commit resources to best ensure the partnership meet their objectives of reducing crime and disorder and the fear of crime in the Borough.

11. The ASB Case Review

- 11.1. We are committed to work in partnership with other agencies where customers request the ASB Case Review (formally known as the "Community Trigger") or the Community Remedy.
- 11.2. Victims of persistent ASB, who do not think they have had a satisfactory response to their reports of ASB, have the right to ask for a multi-agency review of their case. However, certain thresholds must be met for cases to qualify for ASB Case Reviews.
- 11.3. During an ASB case review, agencies will consider the action taken so far and will come together to try to find a solution. They may include all public sector organisations, e.g. us, the Police, NHS, and other registered providers of social housing.
- 11.4. The review body, usually us, must keep applicants informed of the progress of the case, including:
- the decision on whether the threshold is met for the review to go proceed
 - the result of the review
 - any recommendations made as a result of the review.

What is the threshold for an ASB Case Review?

- 11.5. You can apply for an ASB case review, but we will decide whether the review will take place. We will consider:
- the number of incidents you have reported and the frequency of reports to agencies, such as us, the Police, other public authorities or the housing provider
 - the effectiveness of their responses
 - the potential harm of ASB to you and/or the victim.
- 11.6. A national threshold means a review is likely to go ahead if you have made three qualifying reports within 30 days of incidents, in a six-month period.

- 11.7. The ASB case review is not a complaints procedure. If you have a complaints about our handling of your ASB report, or if the response you have received from another service provider, you should follow their complaints procedure. If you are unhappy with the way we or your landlord has dealt with your complaint you can refer your complaint to the [Housing Ombudsman Service](#).

12. Accountability and Publishing

- 12.1. We will publicise results of cases, whether there have been non-legal or legal resolutions involved. We will do this on our social media platforms, our newsletters, including our “In House” publication, Annual Reports and presentations at relevant meetings.
- 12.2. We may also, where appropriate, publicise high profile cases in the local press.
- 12.3. We will, always, ensure that anonymity of complainants is maintained in any public documents, but it is important that we publicise outcomes of successful cases to maintain community support for our work and to encourage resident’s support in enforcing court orders.
- 12.4. Where court cases have concluded and a court order has been made, they are in most cases in the public domain and we reserve the right to publicise full details of the case, and this may include the names of evidenced perpetrators.
- 12.5. The Regulator of Social Housing (RSH) requires us to collect and provide information to support effective scrutiny by tenants of our performance in delivering services. The RSH also requires us to must meet their requirements in relation to the Tenant Satisfaction Measures set by the Regulator.
- 12.6. Upon reporting on ASB statistics, our performance within our housing stock, managed by Tenancy Services, and our performance within the private and third sector, managed by Community Safety, are separated in line with the requirements set out by the RSH. Both Departments report separately on early interventions, enforcement tools used, supporting referrals made and the number of cases received on a monthly and annual basis. In addition to this, the Tenancy Services Team also report on ASB satisfaction measures.
- 12.7. We will always listen and respond to any complaints you may have about our housing services, and complaints can be submitted via our [online complaints handling form](#). Further information on making a complaint about our service can be viewed within our [housing complaints policy](#).
- 12.8. Tenants of any Registered Housing Provider can contact the Housing Ombudsman for any advice, support and guidance that you may require, in relation to the housing service you have received. The Housing Ombudsman Service is set up by law to look at complaints about the housing organisations that are registered with them. Their service is free, independent, and impartial. They can be emailed at info@housing-ombudman.org.uk or you can complete an online form.

13. Responsible Person(s)

- 13.1. The Assistant Director of Social Housing and Community Safety shall be responsible for the implementation and review of this policy.
- 13.2.
- 13.3. The operational day to day delivery of the policy is the responsibility of the Landlord Services Manager and Communities and Community Safety Manager.
- 13.4. Compliance with this policy from Officers will be randomly monitored through monthly 1-2-1s and quality and assurance exercises by the ASB Team Leader.
- 13.5. All staff managing ASB cases are responsible for reading and familiarising themselves with this policy and the associated procedures.

14. Related Legislation and Documentation

This policy incorporates a number of legislative and regulatory guidance. The following is a list of documents and associated policies/publications.

- Housing Act 1985/1988
- Housing Act 1996/2004
- Equality Act 2010
- Human Rights Act 1998
- Crime and Disorder Act 1998
- Landlord and Tenant Act 1985
- Data Protection Act 2018
- Safeguarding Vulnerable Adults Act 2006
- Safeguarding Vulnerable Groups Act 2006
- Mental Capacity Act 2005
- Criminal Justice Act 2003
- Anti-Social Behaviour, Crime and Policing Act 2014
- Anti-Social Behaviour Act 2003
- Protection from Harassment Act 1997
- Domestic Abuse Act 2021
- The Charter for Social Housing Residents: social housing white paper
- Social Housing Regulation Act 2023
- Anti-Social Behaviour Strategy 2023 – 2025
- Delivering our Future 2019 – 2031 (Review 2022)
- Nuneaton and Bedworth Housing Strategy 2024-2029
- The NABSCOP Partnership Plan 2023 – 2025

15. Review

Every three years, or on the introduction of new legislation, regulation and/or good practice guidance.