



Anti-Social Behaviour Strategy 2023 - 2025

Issued by Social Housing & Community Safety

Anti-Social Behaviour Strategy Quality Record

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Forward

I am pleased to share Nuneaton and Bedworth Borough Council’s new Anti-Social Behaviour (ASB) Strategy 2023 - 2025. ASB can cause acute distress to those whose lives are affected by it, it is an issue that we take extremely seriously and one we are determined to address. As a social landlord, we know that providing a decent quality housing services goes beyond bricks and mortar and that failing to address anti-social behaviour correctly can have a significant impact upon the cohesion of our communities. Tackling ASB is a priority for Nuneaton and Bedworth Borough Council. We are determined to deliver the best possible service to our residents, by learning from others, sharing good practice and working with partners and residents to ensure that this ever-evolving concern is given the time and attention it deserves.

This strategy provides the framework by which public services, voluntary agencies, registered social landlords and third-party agencies will work together to tackle ASB across the borough of Nuneaton and Bedworth.

Signed..... Date.....

Strategic Director- Housing & Community Safety

Signed..... Date.....

Housing & Communities Portfolio Holder

Introduction

The Nuneaton and Bedworth Borough Council (NBBC) Anti-Social Behaviour Strategy covers the period between 2023 and 2025 and details our commitment to making Nuneaton and Bedworth a safe place to live, where residents and visitors are not adversely impacted by the effects of crime and anti-social behaviour.

The term anti-social behaviour (ASB) can relate to a range of activities: for the purpose of this strategy, we refer to Part 1 of the Anti-social Behaviour, Crime and Policing Act 2014, relating to our responsibilities as a Local Authority and as a social housing provider, which defines ASB as being:

- (a) conduct that has caused, or is likely to cause, harassment, alarm, 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 ASB Strategy will be supported by an ASB Policy and ASB Service Standards to ensure our key commitments are delivered operationally within the Strategy.

Purpose

The ASB Strategy sets out how we will tackle ASB through a framework of early intervention, support, and enforcement. It also sets out how we will do this in partnership with other agencies (statutory, non-statutory and voluntary) to reduce both the volume and the impact of ASB, and to ensure that victims and perpetrators receive support relevant to their needs and circumstances.

National Context

1. The Regulator of Social Housing

Nuneaton and Bedworth Borough Council are required to comply with the Regulator of Social Housing Consumer Standards, which have been refreshed and will be launched in April 2024. The standards were set out by the Regulator of Social Housing through the Social Housing Regulation Act 2023.

There are four Consumer Standards, including:

- Neighbourhood and Community Standard
- Safety and Quality Standard
- Tenancy Standard
- Transparency, Influence and Accountability Standard

The primary consumer standard for the ASB Strategy is the Neighbourhood and Community Standard which sets out the key requirements expected of social housing providers in their approach to managing reports of ASB, with expectations to:

- Work co-operatively with tenants, other landlords and relevant organisations to take all reasonable steps to ensure the safety of shared spaces.
- Co-operate with relevant partners to promote social, environmental and economic wellbeing in the areas where we provide social housing.

- Work in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle ASB and hate incidents in the neighbourhoods where we provide social housing.
- Work co-operatively with other agencies tackling domestic abuse and enable tenants to access appropriate support and advice.

The other Consumer Standards set out the key requirements expected of social housing providers with expectations including:

- Registered Providers must treat all tenants and leaseholders with fairness and respect.
- Utilising relevant data to understand tenant and leaseholder needs and requirements.
- Ensuring communication is timely, relevant and accessible.
- Making sure that services are accessible.
- Taking the views of tenants and leaseholders into account about how services are delivered.
- Giving tenants and leaseholders meaningful opportunities to influence and scrutinise strategies, policies and services.
- Carrying out a Tenant Satisfaction Measures (TSM) programme, made up of a perception survey and other management information.
- Publishing performance information to show tenants and leaseholders how the landlord is performing.
- Improving the complaints process, to ensure that it is easily accessible and complaints are responded to in a timely and effective manner. Landlords must also be able to evidence how they understand and utilise the learning from complaints that they receive to improve services.

2. Government Context

Social housing landlords, other local authority departments and the police share responsibility for tackling ASB at a local level. We have a range of powers, set out in Parts 1 to 4 of the Anti-Social Behaviour, Crime and Policing Act 2014, to tackle ASB.

The Government published documentation relating to ASB including:

- [Social Housing White Paper](#)
- [Anti-social Behaviour Principles](#)
- [revised statutory guidance](#)
- [ASB Action Plan](#)

All documents published emphasise the need for victims to be at the heart of the response to ASB. Victims should be able to report incidents easily and expect to be taken seriously.

2.1 Social Housing White Paper

The Social Housing White Paper was published in 2020 and includes seven standards that every social tenant in England is entitled to expect from their landlords.

In respect of the ASB Strategy, our primary focus is Chapter 6 of the Social Housing White Paper, which states *“To have a good quality home and neighbourhood to live in”*.

Chapter 6 of the Social Housing White Paper sets out clear expectations for all social housing landlords to support tenants facing ASB and crime by:

- Taking all reasonable steps to ensure residents feel safe in their homes and communities are secure.
- Making it clear to residents who and how to report ASB.
- Take concerns seriously.
- Focus on the impact of ASB on victims and their support needs.

2.2 ASB Action Plan

The Action Plan has three main focus areas:

1. To ensure anti-social behaviour is treated with the urgency it deserves.
2. To change laws and systems to take a zero-tolerance approach to anti-social behaviour.
3. To give the police and other agencies the tools they need to discourage anti-social behaviour.

Revised guidance was also issued for conducting an [Anti-social behaviour case review](#) (formerly known as the Community Trigger). The case review gives victims of persistent ASB the right to request a review of their case where the locally defined threshold is met.

2.3 Warwickshire Police and Crime Commissioners Police and Crime Plan 2021 – 2025

The Police Reform and Social Responsibility Act 2011 introduced significant changes in police governance and accountability. Police Authorities have now been replaced by directly elected Police and Crime Commissioners (PCC). PCCs are required to produce a Police and Crime Plan which sets out how they intend to work with the police and other statutory and voluntary agencies to deliver their priorities. The current objectives which link to ASB are:

- fight crime and reduce re-offending.
- keep people safe and reduce harm.
- strengthen communities.
- deliver better justice for all.

Our Corporate Focus

1. Corporate Plan (2022)

The Council's Corporate Plan, Building a Better Borough, sets out three overarching corporate objectives and the ASB Strategy is linked to the following corporate objectives:

- Promote residents' health and wellbeing.
- Enable appropriate housing development.
- Prioritise community safety and empowerment.

2. NABSCOP

The Nuneaton and Bedworth Safer Communities Partnership (NABSCOP) works closely with partner agencies to reduce crime and the fear of crime in the Borough. Developed with partner agencies, NABSCOP publish a list of priorities for Nuneaton and Bedworth to focus on to tackle ASB.

What have we done in 2019 - 2022?

NBBC have worked hard to enhance our management of ASB to our tenants, leaseholders and residents within the private sector, giving us a strong base with which to develop and launch this strategy. Some of our highlights include:

- The Landlord Services team restructured to ensure that ASB is given the time and professionalism it deserves. NBBC have a dedicated team of Anti-Social Behaviour Officers covering the Borough.
- An objective outlined to gain accreditation in ASB that once achieved, will remain in place for three years. We will receive certification and can display the RESOLVE Standard Logo. We will also be listed on the RESOLVE Website as Standard bearers and featured in their best practice gallery.
- Recruited Engagement Officers to empower our residents to engage with us.
- Reporting on our performance monthly and use the statistical data derived to ensure that resources are deployed effectively.
- Neighbourhood Walkabouts and Community Events.
- Targeted ASB Surveys.
- Partnership working with Warwickshire Police and Warwickshire Fire Service to strengthen relationships, deliver joint drop-in surgeries, ad hoc walkabouts, and safe & well talks / checks.
- Various tenant and leaseholder projects, such as creating allotment spaces, and garden projects.
- Installation of new CCTV within ASB hot spots across our neighbourhood.
- Upgraded 20 NOMAD cameras that have been deployed to ASB hot spots across the Borough.
- Implementation of *"the Noise App"*. An electronic way of recording and reporting a noise nuisance. Currently, any resident living within a property owned and managed by the NBBC can access the app to record a noise nuisance and submit the recordings for review by an ASB officer.
- Promoted and publicised successful ASB case management outcomes.
- Sought Local Lettings Plans and Sensitive Lets to provide respite to the community from perpetrators of serious ASB.
- Issue of a Begging Public Space Protection Order (PSPO) effective from 21st March 2022.
- Issue of an Alcohol Public Space Protection Order (PSPO) effective from 11th October 2022.

- Issue of a Psycho Active Substance Public Space Protection Order (PSPO) effective from 11th October 2022.

Along with the above highlights, NBBC also achieved the following results:

	2019	2020**	2021**	2022
Early Interventions*	22	84	38	62
Possession Notices	52	52	35	31
Possession Orders	2	0	11	7
Evictions	No data available	No data available	No data available	8
Injunction Orders	6	4	8	4
Closure and Partial Closure Orders	1	0	0	0

*Early interventions include Formal and Final Warnings, Acceptable Behaviour Contracts (ABC) and Community Protection Notice Warnings (CPW).

**Due to the COVID-19 pandemic, there were national restrictions on submitting application for possession to the County Courts. This also meant there was a stay from carrying out evictions.

Commitments for 2023 - 2025

Our ASB Strategy commitments for 2023 – 2025 are:

1. For residents to feel safe, empowered, and confident to easily report ASB.
2. To develop and undertake a series of projects and initiatives across the Borough with an outcome of designing out ASB in our communities.
3. To enhance and upskill our ASB Officers to manage reports of ASB proactively and effectively.
4. To provide support to victims of ASB to reduce the possibility of the impact it could have to their health and wellbeing; to provide support to perpetrators of ASB with the aim of preventing ASB from reoccurring.

Commitment 1: Empowering Engagement

“Residents to feel safe, empowered, and confident to easily report ASB.”

One of our key strategic targets is to empower our residents to engage with us about ASB and their communities. This follows the direction of the upcoming regulatory framework and ASB principles and will ensure residents have a voice to air concerns about what matters most to them.

Where do we want to be?

We want residents to have an increased understanding of ASB, have a good awareness of who and how to easily report incidents of ASB and have confidence in our handling and management of ASB.

As these groups become more confident and aware, they are more likely to engage with us on matters of ASB, and more frequently.

How will we get there?

- We will develop our website to include an ASB toolkit, share information on ASB policy, service standards and the ASB case review.
- We will develop training packages for our tenants and leaseholders to build knowledge and understanding on ASB to facilitate meaningful engagement and build confidence to report ASB.
- We will engage with residents in a meaningful and consistent way to re-enforce responsible behaviour and take prompt and effective action where necessary.
- We will improve and increase awareness of the various routes to report ASB.
- We will do more to understand the barriers of why residents do not feel confident to report ASB, break them down to ensure that all residents can engage with us on the issues that matter to them.
- We will develop a strategic communication plan for tenant and leaseholder communications, making sure that our resident base is well informed with timely and relevant information about our ASB performance.
- We will increase and publicise our presence within our communities.

How will we know when we have got there?

We will have successfully increased the number of residents who have meaningfully engaged with us to report ASB. The levels of satisfaction with our management of ASB will improve, and this will be evident via the monthly ASB statistics and the annual Tenant Satisfaction Measures.

Commitment 2: Safer Communities

“To develop and undertake a series of projects and initiatives across the Borough with an outcome of designing out ASB in our communities.”

Another of our key strategic commitments is to assess statistics and trends using data collected from our case management system and partnership agencies. We will use this data to develop an action plan to deliver projects and initiatives across specific geographical areas to target ASB hot spots within the borough. We want all residents who are residing, visiting and/or working in the borough to feel safe. This follows the direction of the upcoming regulatory framework and ASB principles and will ensure residents have a safe community and neighbourhood.

Where do we want to be?

We want to have completed several community improvements that have reduced and/or mitigated the volume and severity of ASB incidents. As a result of these improvements, communities will feel safer and have improved health and wellbeing.

How will we get there?

- We will make better use of our data to understand the trends and hot spots for ASB across the Borough.
- We will work with partners of NABSCOP to develop and support community-led ASB prevention activities.
- We will reduce the opportunity for crime and ASB by being proactive with mobile patrols, participating in tenant and resident engagement events, targeting hotspots areas with target hardening measures and enforcement action.

How will we know when we have got there?

We will have successfully reduced the volume and severity of ASB incidents reported across the Borough and this will be demonstrated within the ASB statistics.

Commitment 3: Advancing Capabilities

“Enhance and upskill our ASB Officers to manage reports of ASB proactively and effectively.”

We believe that all Officers who are involved in investigating and enforcing ASB, as well as prevention and overall management of ASB must be continually upskilled by being given the opportunity to diversify their skills to give them the confidence to flourish in ASB case management.

Where do we want to be?

We want to have suitably trained, qualified ASB, Engagement and Community Safety Officers who can confidently and effectively manage ASB cases. They will be able to deliver formal and informal resolutions to reports of ASB, explore prevention and diversionary solutions to work effectively with partner and enforcement agencies to support victims and where appropriate, vulnerable perpetrators.

We want all Officers managing ASB to have the necessary skills to be resilient when faced with emotive and sensitive situations.

How will we get there?

- We will provide additional training, mentoring or peer coaching.
- We will provide debriefing sessions for ASB case management Officers.
- We will share good practice and up to date case law.
- We will undertake quality and assurance exercises.
- We will identify service improvements.
- We will continuously develop our policies and procedures.

How will we know when we have got there?

This commitment will be ever evolving due to case law, good practice, government frameworks and the expectations and vulnerabilities of our residents. As such, we will never cease to stop advancing the capabilities of our Officers that manage cases of ASB. We will ensure all Officers that manage ASB will always be up to date with all ASB guidance and documentation.

Commitment 4: Amplifying Support

“Provide support to victims of ASB to reduce the possibility of the impact it could have to their health and wellbeing; to provide support to perpetrators of ASB with the aim of preventing ASB from reoccurring.”

Putting the victim first and having due regard for the detrimental impact ASB can have on the mental, physical health and wellbeing of residents is a critical component of ASB case management. We also recognise that poor mental and physical health can drive ASB and therefore the health and wellbeing of perpetrators must be supported to reduce the likelihood of further incidents of ASB.

Where do we want to be?

We will ensure that every victim of ASB is offered relevant, appropriate and specialist support whilst investigations into their reports of ASB are made. We will also ensure that every perpetrator is being offered the same opportunities as a victim, and where medical information is disclosed, reasonable adjustments will be made.

How will we get there?

- We will focus on the harm and impact that an incident of ASB or crime has upon the victim, by carrying out and developing risk assessments.
- We will carry out thorough equality assessments for perpetrators when determining proportionality and appropriateness in decision making.
- We will develop positive relationships with commissioned services and professional supporting agencies to ensure residents can access services.
- We will review our systems to ensure they can store and report on the vulnerabilities of residents.
- We will ensure all Officers are trained to request information about resident’s disabilities and vulnerabilities; be able to identify residents needs and signpost to the appropriate supporting professionals.

How will we know when we have got there?

We will have offered support to victims and perpetrators throughout the ASB investigation process and be able to evidence all referrals made for specialist support. We will have met our responsibilities under the Equality Act 2010 and made reasonable adjustments where identified.

Monitoring and Continuous Improvement

The Strategic Director for the Social Housing & Community Safety will be responsible for implementing and monitoring this strategy.

The Landlord Services and Community Safety teams will meet on a quarterly basis and will review progress against the strategy and evaluate on an annual basis. There will be performance reports monthly that will be monitored at an operational level. These performance reports will be informed by NBBC, and other data gathered and analysed by NABSCOP.

Complaints about our management of ASB will be monitored quarterly by the Customer Experience and Data Protection Officer for NBBC; this will be used to learn any lessons which may improve our management of ASB and to identify any training needs and potential improvements to our ASB policy and procedures. We will also use the feedback gained from the Tenant Satisfaction Measures to inform and improve our performance when managing ASB cases.