



Department for Levelling Up,
Housing & Communities

Confederation of Co-operative Housing

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What is Anti-Social Behaviour?

Anti-social behaviour includes a range of nuisance and criminal behaviours which are causing distress to others. Whether someone's actions can be classed as anti-social behaviour relies heavily on the impact it has on other people.

Behaviour that is frequent or persistent is more likely to be considered as anti-social behaviour. The type and intensity of the behaviour is important to consider.

Examples of anti-social behaviour can include:

- noisy and/or abusive behaviour
- vandalism
- graffiti
- intimidation
- public drunkenness
- littering
- fly tipping
- illegal drug use
- excessively barking dogs

Examples of some behaviour, even though it may cause nuisance to individuals, may not be regarded as ASB include:

- one-off parties and barbecues
- infrequent and occasional noise or disturbances
- children's play
- occasional dog barking
- excessive noise from domestic appliances (e.g. washing machines, vacuum cleaners)
- minor vehicle repairs
- gossip
- escalated disputes.



[The Neighbourhood and Community Standard](#) sets expectations for registered providers of social housing to co-operate with relevant partners to promote the wellbeing of the local area and help prevent and tackle anti-social behaviour:

- Registered providers should make sure that tenants are made **aware of their responsibilities and rights** in relation to ASB
- They must provide **strong leadership, commitment and accountability** on preventing and tackling ASB that reflects a shared understanding of responsibilities with other local agencies
- There should be a focus on **preventative measures** tailored to tenant's needs
- Landlords should take **prompt, appropriate and decisive action** to deal with ASB and resolve the problem before it escalates
- All tenants should be able to **easily report ASB**, and should be **kept informed** about the status of their case
- Landlords must also **provide support to victims and witnesses**



In July 2021, DLUHC published a guidance on help with anti-social behaviour for social housing tenants. This was further updated in November 2021.

This guidance aims to make it easier for social housing tenants to know how to get help to tackle anti-social behaviour. It sets out the powers, roles and responsibilities of the different local organisations so tenants know where to get help in their situation.

Please see [guidance on help with anti-social behaviour](#) for more detail on the procedure for reporting anti-social behaviour.

Reporting Anti-Social Behaviour

- Social landlords, the police and local authorities all have responsibilities to support victims of anti-social behaviour.
- Residents should usually contact their landlord in the first instance for help. Landlord also advise residents on whether to report the incident to the local authority or police.
- If residents feel threatened, or if believe their safety or the safety of others is being put at risk, residents should firstly contact the police or call 999 in an emergency.
- The Anti-social Behaviour, Crime and Policing Act 2014 introduced specific measures designed to give victims and communities a say in the way that complaints of antisocial behaviour are dealt with.
- This includes the Anti-social Behaviour Case Review, formerly known as the Community Trigger, which gives victims the right to request a multi-agency case review where a local threshold is met.



Who is responsible for ASB Case Review?

Agencies, including local authorities, the police, local health teams and registered providers of social housing have a duty to carry out a case review when someone requests one and their case meets a locally defined threshold.

The review allows agencies, including the police, local authorities and housing providers, to:

- share information about the case
- review what action has been taken
- decide whether there are more actions that can be taken

Residents can find out more here: [guidance on Anti-social behaviour case review](#)

Other routes for complaint:

Housing Ombudsman:

Where an anti-social behaviour victim remains dissatisfied after having been through their landlord's internal complaints procedure, they may wish to seek redress through the Housing Ombudsman Service (HOS). The HOS is an independent complaints resolution service which handles complaints relating to social housing landlords who are members of the Housing Ombudsman Scheme.

Legal:

Independent legal advice can be sought from a law centre or a local Citizens Advice (CAB), or Civil Legal Advice, all of which provide free advice. These can be accessed via <https://www.lawcentres.org.uk/>, <https://www.citizensadvice.org.uk/>, or <https://www.gov.uk/civil-legal-advice>

In England and Wales, further support and advice on anti-social behaviour can be received from organisations such as [ASB Help](#), [Victim Support](#), [Victim Support in Wales](#) and [Our Watch](#).