

Slough Borough Council

Anti-Social Behaviour (ASB) Policy

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1. Introduction

Anti-Social Behaviour (ASB) can cause significant harm for its victims. It can affect self-esteem, mental and physical wellbeing, and perceptions of safety in both public and private. ASB undermines community cohesion and, in the most severe cases, it can have tragic consequences.

Slough Borough Council (SBC) acknowledges the right of individuals to live their life free from intimidation and fear, and is committed to identifying and protecting people who are suffering from harassment, alarm and distress, as a result of the behaviour of others.

SBC is therefore committed to reducing ASB within our communities as it recognises the damage that persistent ASB can cause to the stability, cohesiveness and health of communities that experience it.

Although ASB can be difficult to define because of its impact being perception led, the Council has set out in section three of this policy, the definition and general principles that it will work to when addressing issues and complaints about ASB.

The perception led nature of ASB has also required the Council to acknowledge the possibility of unreasonable complaints being made and, that in those circumstances, an investigation may be halted.

The Council also acknowledges the disproportionate impact that ASB can have upon vulnerable members of our communities, the link it has with safeguarding, the need for effective partnerships to exist, and that our primary responsibility is always to protect victims from further harassment, alarm and distress.

The Council is committed to working with partners and communities to ensure all victims, especially vulnerable victims, are listened to and kept informed and supported during any investigation.

This policy also provides an overview of the action(s) that the Council will take to deal with ASB and, what route a person can take if they are not satisfied with the service they have received.

We will not tolerate incidents of ASB. The Council will intervene appropriately where we can, and enforce matters relating to ASB when required. This approach will be made clear to all residents within and visitors to the borough.

This policy will apply to all SBC residents, their families and any other occupants or visitors.

Residents who rent or are leaseholders and their landlord is the Council and any of its associated housing companies or subsidiaries, there are conditions within tenancy agreements and leases in relation to ASB. Enforcement may be taken using those conditions.

SBC has a responsibility to protect staff members whilst they are undertaking Council business. The Council will not tolerate ASB or abuse directed towards

staff, and robust action will be taken against those that engage in such behaviour.

2. Objectives of this Policy

The three objectives of this policy are:

- To deliver a range of appropriate interventions when responding to incidents of ASB.
- To work with partners to support and protect victims of ASB.
- To use enforcement and legal powers with partners to target those who continue to cause ASB.

3. What is Anti-Social Behaviour

ASB is a general term and can be used to describe a variety of different incidents. Individual tolerance levels can differ to the extent that what may be considered as ASB to one person is not regarded as such to another.

SBC has adopted the definition of ASB as stated in in the Anti-Social Behaviour, Crime and Policing Act 2014, namely:

- conduct that has caused, or is likely to cause, harassment, alarm, or distress to any person
- 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.

ASB generally falls into these categories:

- **Personal harm** - where an individual or individuals are targeted and suffer physical, mental, or emotional harm. It is recognised that some people are more likely to be negatively impacted by ASB where there are specific vulnerabilities, or where they are repeat victims. Hate incidents fall within this category.
- **Public nuisance** – when an individual behaves in a way that has the potential to cause suffering or annoyance to a community.
- **Environmental harm** - behaviour that causes harm to the wider environment such as buildings and public spaces.

ASB can include a range of behaviours including but not limited to noise nuisance, intimidation, harassment, abusive language, threatening behaviour, fly-tipping, selling drugs, misuse of alcohol, use of CCTV to invade another's privacy and damage to property.

4. What is NOT considered to be Anti-Social Behaviour

There are some issues that are reported to the council that are not considered to be ASB. These include:

- Noise from children playing
- Low level neighbour disputes, e.g. boundaries
- Inconsiderate parking
- Family disputes
- Highway parking complaints, unless there is significant and repetitive obstruction involved
- People gathering socially
- Lifestyle choice differences
- One-off noise disturbances
- Reasonable noise from vehicles on the highway
- High hedge complaints.

It is also important to acknowledge that some complaints about ASB can be considered malicious, vexatious, trivial, or unreasonable. Children playing in an area designed for play e.g. a skate boarding park or multi use games area, may fall within this category. Other examples may be someone having a one off event such as a milestone birthday party with some associated noise, a baby crying for attention, or a misplaced wheelie bin temporarily blocking access or egress.

Although the incident may be annoying at the time, it is the role of the Council officers when investigating complaints, to decide whether the complaint is reasonable or not. An investigating officer will advise a complainant if they believe the complaint is unreasonable. This is done because persistent unreasonable complaints can often be perceived as harassment by the subject and lead to a counter complaint being made.

The Council will also work together with partners to utilise the resources and legal powers we have to reduce environmental crimes, problematic street drinking, graffiti, vandalism and all other types of ASB.

All of our activity to tackle ASB, is intended to help make people in Slough feel safe, welcome and that they have a pleasant place in which to live, work and visit.

Domestic abuse incidents should be reported to Thames Valley Police (999 for emergencies and 101 for non-emergencies).

5. How to report Anti-Social Behaviour

Reports or incidents of ASB can be made to SBC Council in the following ways:

- Online at: [Report antisocial behaviour – Slough Borough Council](#)
- By phone on 01753 475111

- By letter to the Council offices, addressed to: Community Safety Partnership Public Health and Public Protection, Slough Borough Council, Observatory House, 25 Windsor Road, Slough SL1 2EL

6. Methods and tools for tackling ASB

To deal effectively with ASB the Council recognises that it is necessary to affect a long-term change in people's behaviour, so that individuals are able to make alternative behavioural choices that are more acceptable to the communities within which they live.

The Council will take a balanced approach to the initiation of enforcement action for cases of ASB, in order to achieve this goal and protect victims. However, the Council also recognises that behavioural change can be achieved in many other ways. It will therefore explore all reasonable interventions that could bring about the desired change in behaviour. This will always be our initial focus whilst maintaining the right to take enforcement action, where appropriate.

The Council understand the importance of making our communities safer places to live and the need to address ASB as soon as we can.

6.1 Prevention and early interventions

The Council is committed to preventing incidents of ASB occurring in the first instance and will use a range of preventative actions to achieve this. Where incidents have occurred, we recognise that early intervention and/or prevention allows the alleged perpetrator an opportunity to address their behaviour.

In some circumstances, officers investigating complaints of ASB may recommend early intervention solutions to the complainant and where these are unreasonably refused, the Council may be unable to progress the case any further.

We will use a range of tools including carrying out warning interviews, issuing formal warnings (community protection warnings) and using Acceptable Behaviour Contracts (ABC's) as appropriate methods to provide the alleged perpetrator with an opportunity to remedy his or her behaviour.

The Council may signpost, offer, and make referrals to support services to address factors that may be contributing to the alleged behaviour. This may include referrals to mediation or Restorative Justice Services as a method of the parties resolving any dispute.

On some occasions we may adopt a multi-agency approach when dealing with complex cases or areas of high ASB. We may work with partner agencies such as the Police, Probation, Social Services, local housing providers, community groups and local schools and businesses to identify interventions and / or specific diversionary activities to address any reported behaviour.

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The Council will take an approach to dealing with ASB, which is proportionate and appropriate to the behaviour being produced or complained about. The table below outlines some of the main actions we will take. Whilst the Council will do all that it can to reasonably prevent ASB, at the same time it will take proportionate enforcement action and will do so at the same time as employing preventative measures if necessary.

Preventative Measures (not exhaustive)

Mediation: Using qualified experts in mediation to try to resolve issues and come to agreements on a way forward.

Good Neighbour Agreements: These are informal agreements where neighbours agree to certain types of behaviour and can be a lever to improving relationships.

Education within schools: This can be on a range of topics including: alcohol and drug awareness, healthy relationships, inter-generational work, cultural awareness. These are run either by internal staff, external agencies or a mix of partners

Referral to support services: There are a range of support services available, some of which are provided by the voluntary sector.

Warnings: Often it is appropriate to issue a warning, which could be either verbal or in writing. Warnings would be issued by either an individual agency e.g. social landlord, or from the partnership.

CCTV: The Council and Police have a network of monitored cameras that it provides to act as a deterrent for those who would commit acts of ASB. Evidence may also be collected on the cameras to support enforcement activity.

Acceptable Behaviour Contracts (ABCs): A more formal agreement, which outlines expected behaviour and highlights potential repercussions if they are breached. ABCs are formally signed by the offender, the Council and Police staff.

If early intervention and preventative measures are not successful in resolving issues, then proportionate enforcement actions will be considered. Enforcement may be taken, for example, under the Anti-Social Behaviour, Crime and Policing Act 2014.

Court cases may be taken, which can result in fines, the issue of court orders, injunctions, and even imprisonment. In all cases these powers will be used proportionately and only when considered appropriate.

Whenever enforcement powers are used, they will be in accordance with the principles set out in the SBC Corporate Enforcement Policy. Generally, preventative measures will be pursued either before or alongside formal enforcement action. Eg working closely with Homelessness team.

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- 6.2 As a landlord, the Council understands the importance of making our neighbourhoods safer places to live and the need to address ASB as soon as we can.

The Council's tenancy conditions (including associated housing companies and subsidiaries) clearly state tenant responsibility with regards to nuisance behaviour relating to the tenant, household members and any visitor(s) to the property. We will ensure that tenants are made aware of their responsibilities with regards to ASB at tenancy sign up and any subsequent visits.

Housing management's focus with tenants of the council (including associated housing companies and subsidiaries) will focus on supporting changes in unacceptable behaviours. This is in line with the Council's duties towards preventing homelessness where possible. An incremental approach will be taken to tenancy enforcement with reference to the Tenancy Agreement. (As best practice, to include notifying Homelessness team in the early stages and prior to enforcement is being taken- joint visit)

Action can also be taken under housing legislation e.g. possession proceedings.

This would be done in partnership with the relevant landlord or managing agents. There are also sanctions under criminal law, such as Harassment Warnings or Public Order offences.

Enforcement Measures - People

Community Protection Warning: To stop a person, business or organisation causing ASB which spoils the community's quality of life. A Community Protection Warning can be issued by police or authorised officers of the council with delegated powers to do so. The officer must be satisfied that the behaviour has a detrimental effect on the quality of life of those in the locality, be persistent in nature, and be unreasonable. Proportionality eg one person blighting the lives of 50/100?

Community Protection Notice: If there is evidence that a Community Protection Warning is not adhered to, a Community Protection Notice may be issued.

The notice can direct any individual over the age of 16, business or organisation responsible to stop causing the problem. It could also require the person responsible to take reasonable steps to ensure that it does not occur again.

It would be a criminal offence if a person did not comply, with a sanction of a fine (or fixed penalty notice) or, summons to court for non-compliance.

Criminal Behaviour Orders: Issued within the criminal court, whereby an individual has engaged in criminal and ASB. Evidence based that has to satisfy the Court beyond reasonable doubt. That the individual has engaged in behaviour that has, or is likely to cause, nuisance, harassment and distress to any person(s) and that an Order will stop the individual's behaviour.

Civil/ASB Injunctions: To stop or prevent individuals engaging in ASB. Issued in the County Court for over 18's and in the Youth Court for under 18's, and to meet legal test Evidence shows that, on the balance of probabilities, the individual has engaged or likely to engage in behaviour that causes nuisance or annoyance and the Court finds it just to impose an Injunction.

Injunctions, with or without powers of arrest, can be applied where there is immediate risk to protect victims and communities

Mandatory Possession Proceedings Notice: Where ASB has already been proven in court against the tenant, a member of the tenants' household, or a person visiting the property and meets at least one of the following conditions: 1. Convicted of a serious offence, specified in Schedule 2A of the Housing Act 1985 (see Appendix 8) 2. Found by a court to have breached a civil injunction 3. Convicted for breaching a CBO 4. Convicted for breaching a noise abatement notice, or 5. Closure Order, we can serve notice in order to regain possession of their property.

Tenancy Recovery through possession proceedings: Where there has been a breach of tenancy due to ASB, the council can serve notice and seek recovery of a secure tenancy through the Housing Act 1985, and where an assured tenancy, the Housing Act 1988.

Abatement Notices: Abatement notices can be issued by the council to address statutory nuisances under the Environmental Protection Act 1990. These notices inform property owners and tenants of violations and specify corrective actions. They may require the responsible party to stop the activity causing the nuisance or limit it to certain times to avoid further issues. For example, abatement notices can be used for issues like noise, smoke, smells, light pollution and insect infestations.

Enforcement Measures – Places

Closure Order: An Order, which provides the police or Local Authority the power to close a premises, which is being used, or likely to be used, to commit nuisance or disorder.

An initial Closure Order can close a premises for 48 hours. However, if the disorder is of such a level, the police or Local Authority can apply to the Magistrates Court for an Order for up to an initial period of 3 months extendable for a further 3 months, which can see a premises closed and access to the premises restricted.

A partial closure order is an order that closes the property, but restricts access to the resident of the property and anyone else named on it.

Public Space Protection Order (PSPO): An Order designed to stop individuals or groups causing ASB in a public space. Local Authorities have the powers to implement a PSPO and must be satisfied that the behaviour has a detrimental effect on the quality of life of those in the locality, be persistent in nature, and be unreasonable.

Special Interim Management Orders under the Housing Act 2004: The Council can take over management of privately rented properties that are persistently poorly managed and are a source of ASB and/or are persistent health and safety risk.

Where appropriate, the Council will publish enforcement action outcomes in the press or via the Council's social media platforms on a case per case bases - taking into account public interest, and the level of enforcement taken.

Although the Council will employ a range of measures to tackle ASB, its overriding principle is that victims must be protected from those who perpetrate ASB, and the Council is committed to reducing ASB in its communities. This means that the Council will use all legal powers at its disposal and, also encourage partners

to do likewise. To do this, we may use various techniques including collation of evidence using both covert and overt CCTV, diary records and witness statements.

7. Partnership working

By working with partners and sharing information, the Council is able to adopt the best method to deal with each individual case and in many cases enforcement action is jointly taken forward. Sometimes the Council may be the lead enforcement agency, whereas on other occasions it may play a supporting role. This depends on the nature of the ASB and the matters being enforced.

The Council is an active partner of the Safer Slough Partnership (SSP) and will support this partnership to improve community safety generally and tackle ASB across Slough. Community Safety Partnerships (CSPs) are an important feature of the network of partnerships that help to tackle crime and reduce reoffending and were set up under Sections 5-7 of the Crime & Disorder Act 1998 in addition section 17 C&D Act 1998 local authorities have a Duty to consider crime and disorder implications:

- (1) Without prejudice to any other obligation imposed on it, it shall be the duty of each authority to which this section applies to exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent, crime and disorder in its area.
- (2) This section applies to a local authority, a joint authority, a police authority, a National Park authority and the Broads Authority.

- (3) In this section—

“local authority” means a local authority within the meaning given by section 270(1) of the [1972 c. 70.] Local Government Act 1972 or the Common Council of the City of London;

“joint authority” has the same meaning as in the [1985 c. 51.] Local Government Act 1985;

“National Park authority” means an authority established under section 63 of the [1995 c. 25.] Environment Act 1995.

8. Information Sharing

Secure and efficient information sharing is crucial to effective partnership working. All disclosures of personal and sensitive information by agencies for the purpose of tackling ASB, From early and informal interventions to formal enforcement interventions are made in accordance with the SSP Information Sharing Agreement and SBC’s own Data Sharing Policy.

This agreement is made under the Crime and Disorder Act 1998 under section 115, which grants powers to disclose data (personal and depersonalised) to a relevant authority to facilitate the prevention and detection of crime.

9. Slough ASB Priority settings (SAPS)

The Slough ASB Priority Settings Group (SAPs) The SAPS meeting is monthly, multi-agency group that discusses persistent and resistant ASB cases. A problem solving approach is taken to solve ongoing issues and identify the best options that can be considered to reduce the risks of further threat, harm or risk of ASB. All case details are discussed, and actions are agreed.

The meeting is co-chaired by Thames Valley Police (TVP) and SBC Community Safety. It involves for example, representatives from TVP, SBC departments such as Resilience and Enforcement Team, Community Safety, Housing Regulation, Environmental Services, Housing Teams, Adult and Children Social Care, Registered Social Landlords, Youth Offending Team, Probation, Turning Point, Community Mental Health staff and other partners within the Borough involved in dealing with ASB.

10. Working with other Housing Providers

Social housing tenants who are responsible for behaving in an anti-social manner, put themselves at risk of tenancy enforcement action. For those who live in accommodation provided by private landlords will also put themselves at risk of similar action. In these cases, the relevant Housing Provider will lead on any action relating to the ASB of their tenants.

The Council will share information and support other Housing providers, to enable their use of early intervention tools and offer guidance and support to them in developing effective policies in order to deal with ASB. The use of legal remedies by other housing providers will be the responsibility of that landlord, however the Council will provide supporting evidence to them subject to the provisions of the Data Protection Act 1990, as amended and other relevant legislation.

11. Summary operational procedures

11.1 Case management

- Where it is understood that ASB is likely to have taken place, a case is opened and full details are recorded onto the relevant SBC case management system. It is urged that early intervention is used to avoid the case escalating unnecessarily.
- An officer/caseworker is allocated to the case and will investigate the case, being the single point of contact for the victim and other enquires.. In many cases, diary sheets will be sent out to the victim to record further occurrences. Initial investigations may include

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interviews or further discussions with the victim and the alleged perpetrator and any other parties, e.g. witnesses, to establish a full picture. From this they will be able to assess the level of harm to the victim and identify appropriate actions.

- There may be occasions when the alleged perpetrator will not be approached/contacted due to fear of reprisals and/or if a complaint is very serious.
- The caseworker will work closely with the victim, taking their wishes into account, determining whether they require any additional support from other service providers and keeping them up to date on progress.
- Where the case requires a multi-agency involvement (such as Police and/or Registered Social Landlords), a co-ordinated approach is required and SBC will work closely with other agencies to agree appropriate measures. Medium and high risk cases will be discussed at the monthly Joint Sector Tasking meetings as well as discussions outside of these meetings between partners where appropriate.
- For multi-agency cases, a lead agency will be agreed who will own the case and coordinate the activities of other partner agencies. Encourage joint visits to the perpetrator to ensure clear communications and understand the implications of legal action and intentional outcomes.
- Cases are reviewed on a monthly basis.
- Any blockages or further support required, to contact the Community Safety Partnership Manager for independent assistance.

11.2 Support for Victims and Witnesses

Residents are best placed to identify perpetrators of ASB and describe the effect it has had on their daily lives. ASB can become harder to deal with if not dealt with quickly and robustly. The stress of such behaviour can damage the physical and emotional health of customers and their families and the impact on the communities can be, and often is, severe.

The Council wants to encourage and support customers when making complaints about ASB. We recognise that the fears and anxieties of any witnesses need to be addressed and that customers need to have confidence in the Council and its partner agencies.

To assist in encouraging customers to provide information, the Council is committed to providing a victim centred approach to customers making complaints of ASB.

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Where the behaviour requires further investigation and where the self-help option is not appropriate or hasn't worked then a Risk Assessment and an Action Plan will be agreed with the customer. There may be cases where this is not appropriate (e.g. anonymous reports, or where the reporter does not want to be engaged with the process).

This Risk Assessment and Action Plan, as well as assessing the most appropriate way of collecting evidence of any future behaviour, may also include the level of contact, referrals to any additional support services or requests for translation services or the need for additional security and target hardening measures.

The Council recognises the importance of supporting both complainants and alleged perpetrators of ASB. Additionally, if there are Safeguarding concerns or concerns regarding Domestic Abuse then the Council will ensure that we will follow our policies to support those affected.

Where either a complainant or alleged perpetrator has a known service need, e.g. substance misuse, mental health impairment or is a care leaver, then the officer investigating any complaints will assess and discuss whether they may benefit from help and support from the relevant support services and make referrals where appropriate. Where the alleged perpetrator is already known to support services, we will discuss making this service aware of the complaints.

The Council will balance the need to act against alleged perpetrators where we are aware of their service needs or support needs. There may be occasions where we still act because of the severity of the behaviour or because the alleged perpetrator does not engage with support agencies, or the behaviour continues to affect an individual or community despite their engagement.

When considering action against a perpetrator with service needs, we will carry out a Proportionality Review to ensure any action we decide to take is a proportionate means to achieving our legitimate aims.

11.3 Risk Assessment

All complaints of ASB made to the Council are categorised according to their level of seriousness as set out in the following table, using the ASB Risk Assessment Tool. How a case is rated is an important judgement, which may affect how quickly we deal with a case. Although, we will always keep an open mind and change the rating of a case if we feel it has become more or less serious.

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Category	Definition	Response
High	<ul style="list-style-type: none"> • Behaviour that is a serious risk to individuals or the peace of the neighbourhood and which may include violence, serious threats of violence or other criminal activity. • Any complaint (including those that would otherwise be classed 'Medium') where the victim or perpetrator is a "vulnerable adult" as defined by the Safeguarding Vulnerable Groups Act 2006 • Any complaint that would otherwise be classed 'Medium' but where there have been previous incidents and it appears to the officer concerned that, taking these together, a more serious position has developed or may be developing. 	1 working day
Medium	<ul style="list-style-type: none"> • Unreasonable and/or prolonged disturbance, such as verbal abuse or persistent noise nuisance. 	2 to 5 working days
Low	<ul style="list-style-type: none"> • Disputes between neighbours such as disagreements about parking, boundaries, minor noise issues, children, pets and minor lifestyle differences. 	5 to 10 working days

When determining risk, officers will consider the frequency of the ASB, as it is important to understand that a cumulative effect of relatively minor incidents can have a significant impact on a victim if they are repeatedly subjected to them.

The vulnerability of those impacted by ASB is also taken into consideration. Those with a longstanding illness, infirmity or disability are most likely to be victims of ASB, are more likely to suffer greater harm from ASB, and are the people who have least confidence to report incidents. When assessing vulnerability consideration will be given that:

- Some characteristics can make people more susceptible to harm from ASB, eg. people who have long term illnesses, disabilities, the elderly or people who are isolated from help.
- Those where the behaviour, or the likely effect of the behaviour is further increasing the vulnerability of an individual.
- Where an individual's identity (protected characteristic) is the subject of victimisation (this must be recorded as a hate incident and will require a multi-agency approach).

11.4 Case progression

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The Council believe that everyone has the right to live the way they wish if they do not spoil the quality of life for others. This means being tolerant, accepting and respecting of the needs and choices of other people, providing these do not create anti-social behaviour.

Our approach is to take reasonable and proportionate action, following the completion of a Risk Assessment with the complainant, agreeing an Action Plan with them and then conducting an appropriate investigation to establish the credibility of the complaint.

The Council will look to promote community engagement and mutual responsibility between residents and there will be several occasions where customers report incidents of low-harm nuisance.

In these cases, the Council will not get involved but instead provide advice and guidance to the customer and advise them to approach their neighbour and speak directly to the alleged perpetrator, to see if the issue can be resolved. These may include (but are not limited to) complaints about:

- Feeding birds – unless this creates nuisance or hygiene issues
- Normal day-to-day living noises i.e., children playing
- DIY (unless at an unreasonable time)
- Cooking odours

The Council may signpost, offer, and make referrals to support services to address factors that may be contributing to the alleged behaviour. This may include referrals to mediation or Restorative Justice Services as a method of the parties resolving any dispute.

We will investigate anonymous complaints, however there may be limited action that we can take based on the information. If another organisation is better placed to investigate the complaint, then we will refer this information to this agency to investigate.

11.5 Enforcement

Where warnings and attempts at early intervention have not worked or where the ASB is serious then the Council will consider enforcement action.

When considering enforcement action, we will review all the evidence and decide what action is most appropriate on a case-by-case basis. There may be occasions where we pursue more than one enforcement method simultaneously to ensure protection for customers and/or a swift resolution.

Matters considered relevant in determining whether to take enforcement action include history of interventions, number of people impacted by the ASB and the impact and level of harm.

Ordinarily we will instigate enforcement action using the tools available directly to the Council, however, there may be occasions where we approach our partner agencies and request their assistance to tackle the behaviour.

12. How We Will Monitor this Policy

In order to understand the volume and severity of ASB within the Borough and to determine the effectiveness of the actions being taken to resolve incidents, it is important that we have robust monitoring systems in place.

Consistent and accurate data collection enables repeat victims and alleged perpetrators to be identified when incidents have been reported to more than one agency or on more than one occasion.

Once a course of action has been determined and then taken, the lead officer will monitor the case to see if the situation is improving or, if any remedial actions or further interventions are required. Information regarding the alleged perpetrators and victims, the type and level of interventions undertaken together with any enforcement activity, are recorded and regularly updated within our internal systems.

Cases are reviewed monthly and will be closed once the behaviour stops or reduces to a tolerable level or, if the victim does not wish to communicate with officers. The caseworker will communicate with the victim about closing a case, but can reopen it at any time if the behaviour recommences.

13. Complaints

If a complaint is made about the **handling** of an ASB related matter, this will be dealt with by the lead agency handling the case, the lead agency will follow their own complaints procedure. Further information on the Council's complaints procedure can be found at our website here: [Complaints procedure – Slough Borough Council](#)

14. ASB Case Review

Victims can also request an ASB Case Review (also known as a Community Trigger) if they feel that agencies have not taken appropriate action regarding their complaint. When a case review is requested, agencies involved in the case are required to review the actions taken and assess whether any further action is appropriate to tackle any ongoing issues. This process will be overseen by an independent Chair, who has had no prior involvement in the case. The victim will have an opportunity for their voice to be heard in any review meeting. It is best practice that the victim have the choice to attend the review meeting, to ensure open communications and understanding of decisions and actions agreed.

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Victims can request an ASB Case Review if:

- you (as an individual) have complained to SBC, Thames Valley Police and/or a Registered Housing Provider (social landlord) at least three times about separate incidents in the last six months, and you think that no action has been taken.
- there have been five related reports from a combination of people in the local community, who have complained separately to the Council, Thames Valley Police and/or a Registered Housing Provider (social landlord) in the last six months about related incidents of ASB and no action has been taken.

A manager within one of the relevant agencies may also decide that a review is necessary to safeguard a vulnerable victim of ASB.

Further information on how and when to use the ASB Case Review, the ASB Case Review Policy and a link to the online form can be found here: [Antisocial behaviour – Slough Borough Council](#)

15. Equality and Diversity

The Council has made a commitment to ensuring that it complies with the requirements of the Equalities Act 2010. Part of this commitment requires an understanding of how policies may affect people with 'protected characteristics' under the legislation.

It also recognises that people with 'protected characteristics', such as those who are older or younger, who have disabilities or who are from a minority ethnicity, may be particularly vulnerable to ASB. The Council will work to ensure that any risk assessments or consultation takes this into account and that our response is tailored accordingly.

Hate motivated ASB or behaviour that is malicious in nature, offensive, or targeted towards a particular group of society will be dealt with as a high priority because of the elevated risk

When investigating reports of ASB, officers are required to satisfy themselves that complaints have not been motivated on any discriminatory grounds (such as race, disability, gender, sexual orientation, religion, age or any other protected characteristic).

16. Legal, Regulatory, and Relevant Policies

As a minimum, the Council's approach to ASB affecting the Council including:

- Anti-Social Behaviour, Policing & Crime Act, 2014
- Anti-Social Behaviour Act, 2003

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- Housing Act, 1996
- Data Protection Act 1998 and 2003
- Environmental Protection Act 1990
- The Crime and Disorder Act 1998 (as amended)
- Human Rights Act 1998
- Police Reform Act 2002
- Police and Criminal Evidence Act (PACE)
- Mental Health Act 1983 (amended 2007)
- Criminal Justice and Police Act, 2001
- The Noise Act 1996, as amended by ASB Act 2003
- Clean Neighbourhoods and Environment Act 2005
- Children's Act 2004
- Harassment Act 1997
- Homelessness Act 2002
- Freedom of Information Act 2000
- Equalities Act 2010
- Housing Act 1985
- Housing Act 1988