



Bristol City Council – Housing & Landlord Services

ASB Policy (Housing Management and Estates)

Version 2

Approved by	Fiona Lester (Service Director) and Mark Kempt (Head of Service)
Author	Policy and Practice Team
Date approved	19 th Nov 2024
Date adopted	19 th Nov 2024
Date for Review	19 th Nov 2027
Service Area	Housing Management and Estates – Tenancy Management
Classification	Operational

History of most recent policy changes			
Date	Page(s)	Change	Origin of change (e.g. legislation)
	p4	1. Improved section on how Tenants influence have shaped the Policy	Consumer Standards 2024, Ombudsman Recommendations
	p12	5.3 Reference to Consumer Standards	

OFFICIAL

		<ul style="list-style-type: none"> Kept 'Preventative not punitive' as should not have been removed from Corporate Policy 	
	p14	5.4 Strengthened section on Trauma Informed Practice in line with Tenancy Sustainment Policy	
	p15	5.6 Added section on Reporting to align with Corporate Policy	
	p16	5.6.2 Alignment of ASB complaint response timescales with those published on the BCC website	
	p16-17	5.7 Reference to Tenant Responsibilities	
	p28	5.13 Change from 'Community Trigger' to 'ASB Case Review'	
	p31-32	5.16 Improved section on Performance and Monitoring (Consumer Standards) <ul style="list-style-type: none"> Introduction of Reference Tenant Satisfaction Measures 	
	p32	5.17 Improved section on resident feedback (Consumer Standards)	
	p33	5.18 Complaints (Ombudsman)	
	p34	5.21 Monitoring and Review (Corporate Policy)	

Contents

Bristol City Council – Housing & Landlord Services	0
1. Policy Statement	5
2. Aims and objectives	6
2.1 Aims	6
2.2 Objectives	6
3. Roles and Responsibilities and Authority	7
4. Scope	7
5. The Policy	8
5.1 Definition of ASB	8
5.2 Types of ASB	8
ASB: PERSONAL	8
ASB: NUISANCE	10
ASB: ENVIRONMENTAL	11
NOT ASB	13
5.3 Consumer Standards	13
5.3.1 Neighbourhood and Community Standard - Responsibilities of Social Landlords in Tackling Anti-Social Behaviour (ASB)	13
5.3.2 Transparency Influence and Accountability Standard (2024) - Responsibilities of Social Landlords in Tackling Anti-Social Behaviour (ASB)	14
5.3 Principles	14
Incremental Case Progression	14
5.4 Our Approach	14
Partnership Approach	15
Victim Centred Approach	15
Evidence Based Approach	15
Trauma Informed Practice	15
5.5 Strategic Context	15
Keeping Bristol Safe Partnership	15
5.6 Reporting	16
5.6.1 Bristol City Council Website	17
5.6.2 What you can expect from us	17
5.7 Tenant Responsibilities Regarding Anti-Social Behaviour (ASB)	17
5.7.1 Consequences of ASB	18

5.7.2 Support and Resources	18
5.8 ASB Case Management (Informal).....	18
Investigations	18
Risk Assessments	19
Action Plans	19
Agreeing Communication Method / How Future Incidents should be Logged.....	19
Case Reviews / Keeping Residents Informed	20
Interventions.....	20
Incident Diaries and Methods for Recording Future Incidents	20
Mediation.....	21
5.9 Escalation	21
Multi-Agency Meetings (MAM)	21
ASB Case Conference	22
5.10 ASB Case Management (Formal)	24
Publicity	24
5.11 Formal Action.....	24
Tenancy Action	24
Notice of Seeking Possession (NOSP) and Notice of Possession Proceeding (NOPP)	25
Enforcement Action / Antisocial Behaviour prevention tools and powers.....	26
5.12 Case Closure.....	28
5.13 ASB case review	28
5.14 Support	29
Support for Victims and Witnesses	29
Protecting Colleagues	29
Support for Vulnerable Reporters and Perpetrators.....	29
Tenancy Sustainment Policy	30
Concerns for Children, Young People or Adults at Risk of Harm.....	30
5.15 Neighbourhood Enforcement Team (NET)	30
Street Scene	30
Pollution Control.....	31
5.16 Performance and Monitoring	31
5.16.1 Data and Insight	31
5.16.2 Tenant Satisfaction Measures	32
5.17 Resident Feedback.....	32

5.18 Complaints	33
5.19 Staff Training	34
5.19.1 Lessons Learned	34
5.20 Equalities and Diversity statement	34
5.21 Monitoring and Evaluation	34
6. Appendices	34
Appendix A – Legal, Policy, and Regulatory Context	34
External	34
Internal	35
Additional sources	35
Appendix B – GLOSSARY	35
Appendix C – MAM Protocol (May 2022)	35

1. Policy Statement

Bristol City Council (BCC) recognises that anti-social behaviour (ASB) reduces the quality of life for residents and can have a detrimental impact on people's lives, not just on the victim(s) but also on the wider community. As a responsible social landlord, BCC's Housing Management and Estates Service aims to ensure that all tenants receive the services and support they need to enjoy their homes. We also recognise the important role that good quality housing conditions (both material and environmental) has in supporting people's health, wellbeing and ability to feel safe in their communities.

This policy sets out BCC's Housing Management and Landlord Services' approach to tackling ASB that impacts on its tenant and leaseholders (hereafter referred to as 'Resident' –[APPENDIX B – GLOSSARY](#)) and/or is perpetrated by them. The Council is committed to supporting those who have been affected by ASB and monitoring and evaluating the effectiveness of our services in addressing ASB, reporting our performance widely and making changes where necessary in relation to best practice and resident feedback.

Under the Anti-social Behaviour Act 2003¹ landlords have a duty to respond to ASB affecting our residents and the surrounding communities. The Anti-social Behaviour, Crime and Policing Act 2014² provides a range of powers we can, and will, utilise in order to prevent people causing ASB

Alongside the legal powers, our tenancy conditions provide a definition of ASB and sets out our expectations of residents and their responsibilities to behave in a reasonable manner. These are always reinforced when a Tenancy commences. We will investigate complaints and where appropriate take action against residents, members of their household or their visitors.

Before pursuing formal action, we will first try to help resolve conflict informally. This means encouraging, empowering, and supporting individuals and communities, where appropriate, to resolve issues themselves. We will work with reporters and those identified as causing ASB to assess and address support needs, but this will not prevent enforcement action being taken against perpetrators of ASB.

BCC is committed to developing trauma informed ways of working so this Policy has been developed based on our locally agreed principles for trauma informed practice³ ([APPENDIX C – TRAUMA INFORMED PRINCIPLES](#)). Trauma-informed organisations assume that people have had traumatic experiences, and as a result may find it difficult to feel safe within services and to develop trusting relationships with service providers. Consequently, services are structured, organised and delivered in ways that promote safety and trust, and aim to prevent re-traumatisation. This Policy sets out a clear process that Officers will follow in instances of ASB. We recognise that effective delivery of the policy relies on the development of good relationships between Housing Officers, tenants and the wider community. The arrangements in place to support delivery of this policy support practitioners to understand the impact of trauma both upon themselves and the people they work with.

¹ [Anti-social Behaviour Act 2003](#)

² [Anti-social Behaviour, Crime and Policing Act 2014](#)

³ [Keeping Bristol Safe Partnership - Adverse Childhood Experiences and Trauma Informed Practice in Bristol](#)

This Policy refers to but does not apply to instances where staff, resident representatives, contractors, partners or agents are subjected to abusive, threatening or intimidating behaviour (including hate behaviour) whilst working or acting on behalf of BCC, as this is (will be) covered by the BCC Corporate Violence and Aggression Policy (still in draft).

In developing this policy residents' views and feedback have been considered and influenced its content. Bristol City council have investigated cases and reflected on recommendations made by the Housing Ombudsman, around ways to strengthening the policy. Alongside this the current review was influenced by the introduction of the Consumer Standards 2024, which have been development with tenants to improve how services are delivered. We have also reflected on common these and areas for improvement that have been identified through Tenant Satisfaction surveys and will be sharing the draft policy with our involved Tenants (see [5.16 RESIDENT FEEDBACK](#)) ahead of publication.

Housing and Landlord Services also recognises its responsibility under the Equality Act 2010⁴ as a provider of a 'Public function' to protect people from discrimination and adhere to the 'Public Sector Equality Duty'⁵. We will act sensitively towards the diverse needs of individuals and communities, and we will take positive action to reduce discrimination and harassment.

2. Aims and objectives

This policy sets out Bristol City Council's approach to tackling ASB impacts upon or involves our residents and leaseholders.

2.1 Aims

- Reduce ASB
- Mitigate the impact of ASB on residents' lives
- Help residents to sustain their tenancies
- Promote safe communities

2.2 Objectives

- Identify the roles and responsibilities of people involved with managing ASB as a landlord of social housing
- Define what the policy covers and who is impacted by what it outlines
- Provide a general definition of ASB with specific examples of what 'would' and 'would not' fall within this definition
- Reflect on the principles that underpin our approach to ASB.
- Set out our responsibilities as a landlord and member of the Keeping Bristol Safe Partnership (KBSP)
- Contextualise how our objectives align to Corporate Strategy and Bristol's 'One City Plan'
- Highlight the importance of considering the support needs of vulnerable residents.

⁴ [Equality Act 2010 \(legislation.gov.uk\)](https://legislation.gov.uk)

⁵ [Public sector equality duty - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

3. Roles and Responsibilities and Authority

Role	Responsibility
Director of Housing and Landlord Services	Responsible for the implementation of this policy.
Head of Housing Management and Estates	
Estates Management Service Manager	Shared responsibility for delivering the Policy
Deputy Manager - Safer Communities	
Housing Officer	Is the 'Lead Role' when managing ASB at the informal stage when it involves a council resident.
ASB Officer	Is the 'Lead Role' when managing ASB at the formal stage
Team Leader (Estate Management)	Support Housing Officers
Neighbourhood Enforcement Officer	Responsible for taking action on <u>some</u> aspects of NUISANCE and ENVIRONMENTAL ASB

4. Scope

This policy is specifically focused on tenants of Council homes. Separately, our **CORPORATE ASB POLICY**⁶ applies to all citizens, including homeowners, private tenants, local authority tenants and leaseholders, businesses, visitors and licensees.

applies to: -

Residents

- Residents with BCC Secure, Demoted, and Introductory tenancies
- Persons in 'Use and Occupation' of a BCC residential property
- BCC licensees including licensees in HRA funded temporary accommodation.
- Families of tenants and other occupants

Staff

- Staff members in Landlord Services with a responsibility for managing ASB cases
- Team Leaders with a responsibility for overseeing staff managing ASB cases
- Team Managers responsible for the performance of teams managing ASB cases
- Staff members in the Neighbourhood Enforcement Team

⁶ [Corporate Anti-social Behaviour \(ASB\) Policy \(bristol.gov.uk\)](https://www.bristol.gov.uk/corporate-anti-social-behaviour-asb-policy)

- Staff members in the Safer Communities Team
- Legal services

5. The Policy

5.1 Definition of ASB

Anti-social behaviour (ASB) includes a range of nuisance and criminal behaviours that cause distress or harm to individuals, communities, or the environment. The Council adopts the definitions of anti-social behaviour as outlined in the Anti-social Behaviour, Crime and Policing Act 2014⁷;

ASB is defined in the ASB Crime and Policing Act 2014⁸ in several ways. Section 2 states “anti-social behaviour” means—

- 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 person⁹

In the main, this is the definition that we work to. However, because we also make use of the Community Protection Notice under Part 4 of the Act, it is also useful to be aware of the following definition:

- the conduct of the individual or body is having a detrimental effect, of a persistent or continuing nature, on the quality of life of those in the locality, and
- the conduct is unreasonable¹⁰

5.2 Types of ASB

The following is not an exhaustive list but provides examples of types of ASB¹¹. Where a Partnership organisation has been identified it is about who may be involved not who will be involved

ASB: PERSONAL

‘Personal’ refers to ASB incidents that are either deliberately targeted at an individual or group or having an impact on an individual or group rather than the community at large. Examples include: -

ASB ‘TYPE’	EXAMPLES	PARTNERSHIP INVOLVEMENT
	Behaviour which is violent, aggressive, threatening or causes intimidation or harassment	BCC Estates Management BCC Safer Communities Police
	Verbal abuse or acts or threats of violence	BCC Estates Management

⁷ [Anti-social Behaviour, Crime and Policing Act 2014 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2014/122/section/2)

⁸ [Anti-social Behaviour, Crime and Policing Act 2014 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2014/122/section/2)

⁹ [Section 2 'Meaning of "anti-social behaviour" - Anti-social Behaviour, Crime and Policing Act 2014 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2014/122/section/2)

¹⁰ [Section 43 'Power to issue notices' - Anti-social Behaviour, Crime and Policing Act 2014 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2014/122/section/43)

¹¹ [What is antisocial behaviour? | Metropolitan Police](https://www.met.police.uk/what-is-antisocial-behaviour/)

PERSONAL		BCC Safer Communities Police
	Hate behaviour (including harassment)	BCC Estates Management BCC Safer Communities Police
	ASB because of misuse of drugs or alcohol	BCC Estates Management BCC Safer Communities Police
	Domestic abuse	BCC Estates Management BCC Safer Communities Police

ASB: NUISANCE

‘Nuisance’ refers those incidents where an act, condition, thing, or person causes trouble, annoyance, inconvenience, offence or suffering to the local community in general rather than to individual victims.

ASB ‘TYPE’	EXAMPLES	PARTNERSHIP INVOLVEMENT
NUISANCE	Noise nuisance	BCC Estates Management BCC Neighbourhood Enforcement Team (NET)
	Loitering	Police
	Drug dealing or other criminal activity which affects the community	BCC Estates Management BCC Safer Communities Police
	Drunk and rowdy behaviour	BCC Estates Management BCC Safer Communities Police
	General gang related activity	BCC Estates Management BCC Safer Communities Police
	Misuse of communal areas and communal equipment	BCC Estates Management BCC Safer Communities
	Problems caused by animals - uncontrolled behaviour	BCC Estates Management BCC Neighbourhood Enforcement Team (NET) Police
	Problems caused by animals - persistent barking	BCC Estates Management BCC Neighbourhood Enforcement Team (NET)

ASB: ENVIRONMENTAL

'Environmental' deals with the interface between people and places. It includes incidents where individuals and groups have an impact on their surroundings including natural, built and social environments.

ASB 'TYPE'	EXAMPLES	PARTNERSHIP INVOLVEMENT
ENVIRONMENTAL	Graffiti	BCC Estates Management BCC Neighbourhood Enforcement Team (NET)
	Vandalism (to vehicles and property)	BCC Estates Management BCC Safer Communities Police
	Fly-tipping	BCC Neighbourhood Enforcement Team (NET) *where evidence of offender BCC Estates Management *arrange clearance
	Fly-posting	Report a street issue - bristol.gov.uk
	Trespassing	Police
	Litter	BCC Neighbourhood Enforcement Team (NET) BCC Estates Management *where evidence of offender and of a persistent nature or Report a street issue - bristol.gov.uk
	Storing rubbish in gardens/untidy gardens	BCC Estates Management BCC Neighbourhood Enforcement Team (NET)
	Dog fouling	BCC Neighbourhood Enforcement Team (NET) BCC Estates Management *where evidence of offender and of a persistent nature or

	Report a street issue - bristol.gov.uk
Discarded syringes and condoms	Report a street issue - bristol.gov.uk
Abandoned vehicles	BCC Estates Management BCC Neighbourhood Enforcement Team (NET)
Obstruction on the road	FixMyStreet (bristol.gov.uk)
Blocked driveways	Police * no right to access driveway, obstruction only if you cannot get out of driveway
Excessive vehicle repairs and maintenance carried out in gardens	BCC Estates Management

NOT ASB

There are some types of behaviour that are unlikely to be considered as ASB, such as: -

ASB 'TYPE'	EXAMPLES	PARTNERSHIP INVOLVEMENT
NOT ASB	A baby crying	N/A
	People completing DIY at a reasonable time of the day	N/A
	Dogs barking intermittently	N/A
	Children playing in their home, garden or communal areas at reasonable times of the day	N/A
	Cooking smells	N/A
	The use of unallocated parking spaces	N/A
	Everyday living noises such as opening and closing of doors, going up and down stairs	N/A
	One-off parties such as BBQ's, birthday or Christmas parties providing they don't cause an unacceptable disturbance	N/A
	Minor personal differences such as dirty looks or fall outs between children	N/A
	Clashes of lifestyles, including cultural differences	N/A
	Putting rubbish out on the wrong day	N/A

5. 3 Consumer Standards**5.3.1 Neighbourhood and Community Standard - Responsibilities of Social Landlords in Tackling Anti-Social Behaviour (ASB)**

In accordance with the [NEIGHBOURHOOD AND COMMUNITY STANDARD \(2024\)](#) social landlords must collaborate with local authorities, police, and other organisations to prevent and address anti-social behaviour (ASB) and hate incidents. They need a clear ASB policy, ensure easy reporting and keep tenants informed about case progress. Prompt action using all available tools and legal powers is required. Social landlords must also support affected tenants by directing them to appropriate services. This aims to create safer, more cohesive communities and improve overall wellbeing.

5.3.2 Transparency Influence and Accountability Standard (2024) - Responsibilities of Social Landlords in Tackling Anti-Social Behaviour (ASB)

In accordance with the [TRANSPARENCY INFLUENCE AND ACCOUNTABILITY STANDARD \(2024\)](#), social housing providers must collect, process, and publish accurate and transparent performance data annually, making it accessible to tenants. They must submit this data to the regulator on time and inform tenants about their performance, service improvements, and how tenant feedback has influenced these changes. Providers must also disclose financial details, including income, expenditure, and directors' remuneration. This approach ensures accountability and continuous service improvement.

5.3 Principles

When tackling ASB we have 7 core principles:

- Victim oriented
- Preventative not punitive
- Proportionate
- Evidence led
- Partnership
- Non-judgmental
- Trauma Informed
- Incremental case progression

Incremental Case Progression

A stepped approach that seeks to resolve the issue using the least intrusive interventions (e.g. putting the complaint to the alleged perpetrator, verbal warnings, leveraging in support with underlying issues) in the first instance followed by increasing levels of intervention (ABC, CPW, Formal Warning, leveraging in support - see [INTERVENTIONS](#)) all the way up to court action.

5.4 Our Approach

These principles underpin our approach to ASB:

1. Bristol City Council does not tolerate ASB
2. We recognise the impact of ASB on the quality of life of individuals, families, and communities
3. We use a combination of 'ASB tools' and powers and accountability to our tenancy conditions to tackle ASB – see [ENFORCEMENT ACTION / ANTISOCIAL BEHAVIOUR PREVENTION TOOLS AND POWERS](#).
4. We take a [PARTNERSHIP APPROACH](#) to tackling ASB
5. We take a [VICTIM CENTRED APPROACH](#)
6. We take an [EVIDENCE BASED APPROACH](#)
7. We promote and support [TRAUMA INFORMED PRACTICE](#)
8. We aim to respond to complaints of ASB swiftly

9. We keep victims and witnesses informed using their preferred method of contact.
10. We will take proportionate action against perpetrators
11. We will work to identify wider issues and support needs affecting perpetrators and intervene / signpost / refer into services who can provide support
12. We encourage, empower, and support individuals and communities who are affected by ASB
13. We invest in long term solutions to tackling the causes of ASB because we want to prevent ASB occurring in the first instance

Partnership Approach

We work collaboratively with other members of the KBSP to tackle ASB and support those involved.

Victim Centred Approach

A victim centred approach means we focus on ensuring the safety, rights, wellbeing and expressed needs and choices of reporters when responding to ASB.

We will take the victims views into consideration when deciding what action to take.

Evidence Based Approach

This means we must be able to evidence that ASB is occurring before we can begin to deal with it. Where we are unable to evidence that ASB is occurring we will work with victims to enable and empower them to build evidence whilst ensuring they are supported with the impact that any ASB maybe having on them.

Trauma Informed Practice

Bristol City Council Housing and Landlord Services adopt a Trauma Informed Approach to support tenants, recognising the impact of trauma on tenancy sustainment, especially where ASB is involved. This approach helps identify and address barriers to successful tenancy management, working preventatively where possible. Trauma can be a single event (e.g., assault, accident) or a series of events (e.g., domestic violence, neglect), affecting the nervous system and often misinterpreted as behavioural issues.

Trauma Informed Practice promotes positive relational experiences, a supportive environment, and builds trust through consistent decisions while addressing inequalities. For more details, visit the Keeping Bristol Safe Partnership website and the BNSSG principles for Trauma Informed Practice.

The Bristol, North Somerset, and South Gloucestershire Integrated Care Board (BNSSG ICG) have developed trauma informed principles, which can be found here: [BNSSG principles for Trauma Informed Practice](#)

Additional information about our local approach to trauma informed practice is available here: [Welcome to the Keeping Bristol Safe Partnership website. \(bristolsafeguarding.org\)](#)

5.5 Strategic Context

Keeping Bristol Safe Partnership

The Keeping Bristol Safe Partnership ([KBSP](#)) is the statutory crime and disorder partnership set up to promote safety and safeguarding across Bristol tackle crime, the fear of crime, anti-social behaviour, domestic abuse, sexual violence, and substance misuse.

The Partnership is made up of:

- [Avon and Somerset Constabulary](#)
- [Avon and Somerset Police and Crime Commissioner](#)
- [Avon Fire and Rescue Service](#)
- [Bristol City Council](#)
- [NHS Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group](#)
- [Voscur](#)
- [Probation Service](#)

BCC is a member the Keeping Bristol Safe Partnership¹² (KBSP) and takes a '**PARTNERSHIP APPROACH**' to tackling ASB. This means, for each case, identifying partner agencies and working together on collaborative interventions.

Corporate and Citywide Aims and Objectives

This Anti-Social Behaviour Policy aligns with the Homes and Communities theme in both Bristol City Council's [Corporate Strategy](#) and the citywide [One City Plan](#) and supports the Corporate Strategy objective for 'Healthy, resilient, and inclusive neighbourhoods with fair access to decent, affordable homes' and the One City vision that 'In 2050 everyone in Bristol will live in a home that meets their needs within a thriving and safe community which is accessible to all.'

We want all Bristol residents to be able to experience communities that are safe and healthy and will continue to work with our partner agencies to ensure we tackle ASB, harassment, hate crime, and discrimination and promote people's wellbeing.

The Policy also aligns with Sustainable Development Goal 16: [Peace, Justice and Strong Institutions](#) and forms part of our commitment to 'Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels'.

5.6 Reporting

BCC encourages and supports residents, staff, contractors, and visitors where appropriate, to report problems of ASB and to work with us to resolve problems.

Initial dialogue is encouraged to resolve ASB issues as a first option. The perpetrator may not realise they are being anti-social and could change their behaviour quickly and resolve the problem. This should only be done if it is felt to be safe and comfortable to do so.

[Resolve West](#) (formerly Bristol Mediation Service) could assist in such situations. They have trained specialists who can help people involved in or affected by ASB including resolving conflict and restorative justice. Resolve's services are confidential, impartial and can be used by BCC tenants, private rented and owner-occupied households.

¹² [Keeping Bristol Safe Partnership](#)

5.6.1 Bristol City Council Website

The public website provides advice and guidance around contacting BCC and other Partnership Agencies.

It covers:

- What to do if a crime is happening now or there is immediate danger
- A definition of ASB
- Information about mediation
- How to report
 - Street Issues
 - Pollution and noise
 - Other ASB
- ASB involving a council resident
- What to do if the problem isn't resolved (['ASB CASE REVIEWS'](#))

For ASB involving a council resident you can complete a Web Form.

5.6.2 What you can expect from us

In an emergency situation, meaning a real risk or threat of harm and use or threat of violence we'll respond in **1 working day** of a report being made.

For other anti-social behaviour complaints we'll respond within **10 working days**.

For street issues, pollution and noise we'll respond within **15 working days**.

We'll agree:

- how we'll keep in touch, phone, email
- how often we should keep in touch
- our next steps such as gathering evidence, issuing a warning, speaking to partners or referring the people involved for support or mediation
- what we'll ask you to do such as keeping a record, reporting incidents, using support or going to mediation.
- a review date

5.7 Tenant Responsibilities Regarding Anti-Social Behaviour (ASB)

BCCs [TENANCY AGREEMENT](#) sets out the expectations and responsibilities of tenants in preventing and addressing ASB. Tenants are responsible for ensuring that they, their household members, and visitors do not engage in ASB. Specifically, tenants must:

- **Refrain from engaging in ASB:** Tenants must not participate in any activities that constitute ASB.
- **Prevent ASB by others:** Tenants must take reasonable steps to prevent household members and visitors from engaging in ASB.

- **Report ASB:** Tenants should promptly report any incidents of ASB to the appropriate authorities, such as the landlord, local council, or police.
- **Cooperate with investigations:** Tenants must cooperate with any investigations into ASB, including providing information and attending meetings if required. Non-cooperation may lead to Tenancy Action being taken.

5.7.1 Consequences of ASB

Failure to adhere to these responsibilities may result in enforcement actions, which can include:

- **Warnings and mediation:** Initial steps may involve warnings or mediation to resolve issues amicably.
- **Legal action:** Persistent or severe ASB may lead to legal action, including injunctions or possession proceedings.
- **Eviction:** In extreme cases, tenants may face eviction for serious or repeated breaches of their tenancy agreement related to ASB.

5.7.2 Support and Resources

Tenants experiencing ASB or struggling to manage their behaviour can access support services, including:

- **Mediation services:** To help resolve disputes with neighbours.
- **Support agencies:** For assistance with substance misuse, mental health issues, or other underlying causes of ASB.
- **Local authority services:** For additional support and guidance on dealing with ASB.

By adhering to these responsibilities, tenants contribute to a safer, more harmonious community for all residents.

5.8 ASB Case Management (Informal)

Our primary goal is to handle anti-social behaviour (ASB) complaints in a supportive, collaborative, and effective manner without immediately resorting to formal actions. This involves addressing issues early to prevent escalation, providing supportive interventions, maintaining regular and agreed-upon communication, and working with other agencies and the community to find solutions. The approach is flexible, using a variety of tools and methods tailored to the specific situation and needs of those involved, aiming to resolve conflicts amicably and efficiently while ensuring the well-being of the community.

Investigations

BCC will investigate complaints fairly and impartially; this usually involves engaging with the subject as well as the reporter.

Our **PARTNERSHIP APPROACH** means we work collaboratively with other members of the KBSP to tackle ASB and support those involved.

VICTIM CENTRED APPROACH means that if a reporter does not want the subject to be contacted this will be honoured, however, this can make it extremely difficult to resolve ASB issues. This may not

apply where there is serious safeguarding, crime prevention, risk management, or other statutory obligations that would require BCC to act to protect people.

From the outset we need to manage complainants' expectations around what can and cannot be achieved and be realistic about possible outcomes.

Gathering evidence may include witness statements, officer observations, incident diaries, CCTV and communications with other agencies.

Risk Assessments

BCC uses a Risk Assessment Matrix (RAM) that provides a framework for measuring the severity and persistence of issues and can be used to assess anyone involved in a case.

As well as considering the immediate risk of what is being reported the RAM cross-references other factors that may disproportionately and negatively affect the reporter or subject e.g. vulnerability, the absence of a support networks.

It is not a definitive needs assessment but more an indicator to help the user consider possible courses of action.

Using the RAM means we:

- Provide a consistent approach,
- Capture the seriousness of the issues at a specific point,
- Establish the frequency of events,
- Identify vulnerabilities,
- Establish the level of current support,
- Identify additional support needs,
- Guide our actions and interventions.

Risk is dynamic and **will be re-assessed at different stages of the process**. The RAM score will identify if there has been a positive or negative change

Action Plans

An Action Plan is the outcome of a discussion with a resident following:

- a) a complaint being made,
- b) review points throughout process.

Or to capture agreed actions from:

- c) a **MULTI-AGENCY MEETINGS (MAM)**
- d) a **ASB CASE CONFERENCE**

It captures next steps (actions) for both parties and confirms the point when a case will be reviewed and acts as a formal record of agreed actions.

Agreeing Communication Method / How Future Incidents should be Logged

For anyone suffering ASB, and the subject of ASB reports, the situation can be stressful and distressing. We understand the importance of regular communication and keeping in contact and

how building a professional relationship with residents going through this will be a key supportive measure.

We will ensure that we discuss and agree preferred communications methods and determine how future incidents should be logged (see [INCIDENT DIARIES / METHODS FOR RECORDING FUTURE INCIDENTS](#)) within a maximum of **10 days** from the report being made.

Case Reviews / Keeping Residents Informed

Case reviews will take place on the agreed date and time.

If there are additional reports of serious incidents in the intervening period, we will make contact in reasonable time and where necessary complete a further RAM, Action Plan with new / additional actions, and agree a review date.

If the actions of Housing Officers, ASB officers, or NET officers mean, we need to contact a resident outside of the agreed frequency then we will do so where appropriate.

Interventions

‘Intervention’ is used to describe how we fulfil agreed actions. Interventions are always intended to be supportive. Our actions either help support the complainant directly or support the perpetrator by providing clear boundaries that will prevent them from putting their tenancy of whatever type including private at any greater risk. Information sharing with other teams can also mean we check if this is a piece of the ‘jigsaw’ in a wider story. Examples might include.

- Referrals for support
- Contacting partner agencies
- referrals
- Collaborating with partner agencies
- Mediation
- Verbal Warnings
- Written Warning
- Acceptable Behaviour Contracts (ABC)
- Community Protection Warning (CPW)
- Parental Control Contract (PCC)
- Neighbourhood Agreements
- Tenancy Action Plan

There is not a prescriptive approach to what interventions a Housing Officer ASB officer will use. However, the planned interventions will be made alongside reporters and (barring safeguarding considerations as mentioned above) incorporate how they wish to proceed.

Incident Diaries and Methods for Recording Future Incidents

These are used to gather more information gain a clear picture of exactly what is going on. It helps us better understand the frequency and the persistence of the issues, assess risks, and build a body of evidence to support possible future interventions.

Incident diaries provide a good basis for statement building when we are pursuing formal action.

Physical diaries can be provided but it is not essential for reporters to use the diaries we provide so long as the relevant information is captured. The important thing is agreeing on a method for recording incidents, agreeing a method of contact and contact frequency and a review date.

Mediation

Mediation is a very effective tool used to support parties to resolve a conflict or dispute. BCC has a contract with Resolve West¹³ (formerly Bristol Mediation) to provide independent support for:

- Neighbour disputes
- Friendship breakdown / a falling out where people have known each other for a long time
- Lifestyle differences
- Managing conflict

Mediation is proven to be extremely successful in situations where it is difficult to identify the victim and the perpetrator, and therefore enact ASB Powers or use Breaches of Tenancy Conditions to manage behaviour.

Resolve West work with people to help:

- Sort out disagreements
- People to feel heard
- People improve communication and move forward with their lives
- Enable people to ask questions and have some closure on what has happened
- People come to an understanding about how to live near each other without future problems
- People feel more secure in their home and community
- People feel more confident in dealing with future problems together
- People have increased health and wellbeing by reducing stress
- Break cycles of accusation and hostility

Using a third-party organisation means people can open up in a way they may not wish to with council representatives.

5.9 Escalation

Where initial interventions have not led to a resolution / where ASB has not improved or deteriorated it may require escalation via **MULTI-AGENCY MEETINGS (MAM)** or **ASB CASE CONFERENCE** to determine the best course of action.

Multi-Agency Meetings (MAM)

MAM is a meeting chaired by Police used to raise and discuss cases of persistent ASB. The three key objectives are to:

- monitor and review cases
- consider how ASB tools and powers can be used
- agree actions for partner agencies

¹³ [Resolve West](#)

The aim of the MAM is to discuss and set problem solving actions for cases where there is current/ongoing ASB that is affecting the community as set out in the MAM Protocol (See [APPENDIX C – MAM PROTOCOL \(MAY 2022\)](#)).

It also provides a regular review and check-in point that ensures ASB cases can be progressed and ultimately resolved.

It is an opportunity to have a face-to-face (online) meeting with partner agencies

Attendance

Attendance at the meetings usually includes the Police ASB team, Bristol City Council's ASB team, the neighbourhood policing team, Bristol City Council Estate Management, Police ADDER Team (Class A drug related harm), Registered Social Landlords, Families in Focus and occasionally other departments or agencies such as youth intervention workers, NET, YOT, probation etc.

Beat Managers and PCSOs and Estate Management Supervisors and Housing Officers commit to attending their area MAMs. Police ASB Team are responsible for administration of the distribution list.

If a subject of MAM is known to be working with Adult Social Care or Children's Services representatives from these departments are expected to attend MAM.

ASB Case Conference

An ASB case conference is initiated where informal action has failed. It is typically agreed by the local MAM.

The ASB Case Conference provides a consultative framework for members of the partnership to evaluate a case and decide upon the best course of action. It provides a consistent approach across the city and is a necessary step should a case require formal action.

Attendees

Where a BCC resident is the victim or perpetrator of ASB, the Case Conference will always be attended by people in these roles:

Partnership Agency	Attendees
Bristol City Council	Safer Communities Team Manager (Chair) ASB Admin ASB Officer Housing Officer Team Leader (Estate Management)
Avon and Somerset Police	ASB Coordinator ASB Support Officer Neighbourhood Police Team

It may also be necessary to invite representative from other partner agencies to provide supporting evidence, insight and pick up actions. Examples could include:

Partnership Agency	Attendees
<p>Other Agencies</p>	<p>Adult Social Care Children’s Service Mental Health Services Drug and Alcohol services Domestic Abuse Support Services Other Housing providers YOT/Probation Charities</p>

Case Conference Aims and Objectives

The group will consider:

- a) What **informal interventions** have been attempted in this case and why have they failed?
- b) Has the relevant **support** been put in place for witnesses / victims?
- c) Have the causes of the behaviour been identified and understood?
- d) Has the relevant **support** been put in place for the perpetrator?
- e) Have they been able to engage with support offered?
- f) Has every effort been made to stop the ASB and, if possible, change the perpetrators behaviour?
- g) Have any **other relevant legislative implications** been considered, e.g.
 - the impact of human rights on the witnesses and perpetrator
 - the element of community regard (ASB act 2003)
 - the Vulnerable Adults Policy and our Duty of Care?
- h) That the appropriate and updated information regarding a **child in need** or at risk is provided.
- i) That the appropriate and updated information regarding vulnerable adult’s **mental health** and any other protected characteristics under to Equalities Act 2010¹⁴
- j) Is the course of **formal action** agreed necessary, appropriate, and proportionate to address the ASB? And is consistent Human Rights Act 1998 ¹⁵and Equalities Act 2010¹⁶

Case Conference Actions

There are various possible outcomes and recommendations following a Case Conference, but they will typically fall into these 3 categories:

1. Supportive Interventions

¹⁴ [Equality Act 2010 \(legislation.gov.uk\)](http://legislation.gov.uk)

¹⁵ [Human Rights Act 1998 \(legislation.gov.uk\)](http://legislation.gov.uk)

¹⁶ [Equality Act 2010 \(legislation.gov.uk\)](http://legislation.gov.uk)

2. Informal Action ('preventative support')
3. Formal Action (as advised by legal services)

Partner agencies will undertake agreed actions but if formal action is agreed then BCC **ASB Officer** will take over management of the case.

5.10 ASB Case Management (Formal)

BCC **ASB Officer** will lead on the case once formal action is agreed. They will:

- Represent the case at future MAMs
- Prepare Witness Statement
- Support witnesses to give evidence
- Liaise with partners re; provision of evidence
- Collate documents needed for evidential purposes
- Identify themselves as the main point of contact for reporters and witnesses
- Risk assess - if further escalations occur
- Construct action plans
- Identify themselves as the main point of contact for the perpetrator
- Work with perpetrators and make support referrals and check perpetrators are accessing support, where relevant
- Complete Referrals
- Develop and distribute publicity (if agreed)

Publicity

We may choose to publicise the formal actions. This decision is made on a case-by-case basis and will be done with the support of the Public Relations team.

5.11 Formal Action

There are two types of formal action we can take with the powers available.

1. **TENANCY ACTION** – possession and eviction
2. **ENFORCEMENT ACTION** – legal powers / sanctions

Tenancy Action

Housing possession action is a civil action that gives the local authority a right to ask the court for an order to evict a resident from their home providing they can demonstrate that it is reasonable to do so.

For ASB we can seek possession on both '**Discretionary**' and '**Mandatory**' grounds.

Discretionary Grounds

The statutory grounds for possession are contained in **Schedule 2 of the Housing Act 1985¹⁷** and would be sought, in these circumstances, on **Ground 2 – Nuisance or annoyance/illegal or immoral use of the property.**

¹⁷ [Housing Act 1985 \(legislation.gov.uk\)](https://www.legislation.gov.uk)

This ground applies where the resident, or anyone living in or visiting the property, has been:

- guilty of behaviour causing or likely to cause nuisance or annoyance to anyone living in, visiting or carrying out a lawful activity in the locality
- convicted for using the premises, or allowing them to be used, for illegal or immoral purposes
- convicted of an indictable offence committed in the locality
- guilty of behaviour causing or likely to cause nuisance or annoyance to the landlord or someone employed (whether or not by the landlord) in connection with the landlord's housing management functions

For behaviour causing or likely to cause nuisance or annoyance to the landlord or someone employed by the landlord, the behaviour is not restricted to the locality.

Mandatory Grounds

This ground is available for seeking possession of secure tenancies where antisocial behaviour has already been proved by the court.

In the legislation the ground is referred to as the 'absolute ground for possession for anti-social behaviour'¹⁸.

The court must award possession if:

1. Any one of five conditions specified below have been met.
2. The landlord has served a notice of seeking possession (NOSP)
3. The landlord has complied with its obligations in respect of the resident's right of review.

The conditions for mandatory grounds are:

Condition 1: Conviction of serious offence

Condition 2: Breach of Injunctions to Prevent Nuisance or Annoyance (IPNA)

Condition 3: Breach of a criminal behaviour order

Condition 4: Closure order

Condition 5: Noise nuisance

Notice of Seeking Possession (NOSP) and Notice of Possession Proceeding (NOPP)

When tenancy action is agreed then a BCC representative will serve the resident with as NOSP of NOPP if an Introductory Tenant.

The ground/s that the landlord intends to rely upon must be stated in the NOSP and the NOSP must explain why those grounds are being relied upon.

The Notice will specify the date after which possession proceedings can be commenced.

¹⁸ [Housing Act 1985 \(legislation.gov.uk\)](https://www.legislation.gov.uk)

Where Ground 2 (antisocial behaviour) is relied upon, the Notice is to state that proceedings for possession:

- a) may be begun immediately, and
- b) specify the date sought by the landlord as the date on which the tenant is to give up possession of the dwelling-house¹⁹

NOSPs which rely on Ground 2 are valid for a period of 12 months from the date specified for the giving up of possession.

Enforcement Action / Antisocial Behaviour prevention tools and powers.

Injunctions, Community Protection Notice (CPN) or Criminal Behaviour Order (CBO) are some of the tools that are used to try and prevent ASB from continuing.

Civil injunctions, CPNs and CBOs replaced Antisocial Behaviour Orders (ASBOs) in England.

A court may make civil injunction or a CPN if it gets reports of persistent antisocial behaviour from the police, a council, or a landlord. You can only get a CBO if you’ve been convicted of a crime²⁰.

You can get a civil injunction or CBO if you’re 10 or over and a CPN if you’re 16 or over.

Type of Sanction Explained

Sanction	What you have to do	How long it lasts	If you don’t follow the rules
Community Protection Notice (CPN)	You must follow certain rules or you could get a more severe sanctions.	There’s no maximum amount of time a CPN can last.	The sanctions for not following your CPN is a fine between £100 and £2,500.
Civil Injunctions	For example, you might need to: <ul style="list-style-type: none"> • stay away from a particular place, like your local town centre • stop spending time with certain people • work on improving your 	How long civil injunctions and CBOs can last depends on your age. If you’re under 18: a civil injunction can last for up to 12 months	The sanctions for not following your civil injunction is: a 3 month detention order if you’re under 18 up to 2 years’ imprisonment or unlimited fine if you’re 18 or over

¹⁹ [Housing Act 1985 \(legislation.gov.uk\)](http://legislation.gov.uk)

²⁰ [Anti-social Behaviour, Crime and Policing Act 2014 \(legislation.gov.uk\)](http://legislation.gov.uk)

Community Behaviour Order (CBO)	behaviour, for example by going to a support group <ul style="list-style-type: none"> • fix damage you caused to someone's property 	a CBO lasts between 12 months and 3 years There's no maximum amount of time if you're 18 or over. If you have a CBO it'll be reviewed every year and either stopped or extended.	The sanctions for not following your CBO is: up to 2 years in a detention centre if you're under 18 up to 5 years in prison or an unlimited fine (or both) if you're 18 or over
--	--	---	---

Closure Notices

A closure notice prohibits access to the premises which are causing antisocial behaviour, if they reasonably believe that there is, or is likely to be either:

- a nuisance to members of the public
- disorder relating to the premises and in its vicinity

A closure notice may prohibit access:

- by all persons except those specified, or by all persons except those of a specified description;
- at all times, or at all times except those specified;
- in all circumstances, or in all circumstances except those specified.

A closure notice may be issued only if reasonable efforts have been made to inform people who live on the premises (whether habitually or not).

A notice is valid for a maximum of 48 hours. It can be cancelled or varied. In order to be confirmed as a closure order, the police or local authority must apply to the Magistrates' Court²¹.

Closure Orders

A closure order can prohibit access to the premises, or part of them:

- at all times, or at specified times only
- by everyone (including the tenant and other residents), or by specified persons only

A closure order can be made for a maximum of three months. However, the police or local authority can apply, before expiry of the original term, for an extension up to a (overall) maximum of six months.

²¹ [Anti-social Behaviour, Crime and Policing Act 2014 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2014/12)

A Magistrates' Court can make a closure order only if it is satisfied that

- a person has engaged, or is likely to engage, in disorder, antisocial or criminal behaviour on the premises
- the use of the premises is, or is likely to be, associated with disorder or nuisance to members of the public
- the order is necessary to prevent the occurrence, or re-occurrence, of the disorder, nuisance or antisocial/criminal behaviour

Breach of a closure order without reasonable excuse is a criminal offence punishable with imprisonment and/or a fine.

A closure order satisfies **Ground 4** of the conditions required to seek Possession on **MANDATORY GROUNDS**.

5.12 Case Closure

An ASB case will be closed when:

1. ASB has ceased or been resolved to the satisfaction of the reporter(s) and/or
2. ASB has diminished to such a level that it is no longer reasonably possible to evidence it is continuing and/or
3. BCC has explored all the possible actions available and are satisfied that there is no risk of ASB present / continuing support is no longer required

When a case is closed BCC representatives will:

1. have a discussion with tenants about the decision,
2. send correspondence, by the reporters 'preferred method of contact', communicating the outcome,
3. send a letter communicating the outcome.

If the same ASB issue re-occurs then, depending on the specifics of the situation, a case can be re-opened and ASB action can be picked up from when the case was closed.

Once a case has been closed a third part will contact all and conduct a Satisfaction Survey to understand the tenants perception of their experience.

5.13 ASB case review

The ASB Case Review is a legal provision from the Anti-Social Behaviour, Crime and Policing Act 2014, serving as a safety net for victims of anti-social behaviour (ASB). It allows victims to request a review if they feel no effective action has been taken. The focus is on solving the problem with the help of local authorities, police, and housing providers.

If you've reported anti-social behaviour (ASB) but feel that no action has been taken you can ask for an ASB review.

This is used to be called a community trigger.

This means the case will be reviewed by the agencies involved, such as, us, the police, health teams and social housing providers.

You can ask for an ASB case review if you've reported three separate instances of the same problem over the last six months.

Each incident of anti-social behaviour must have been reported within one month of it happening.

Case reviews will not start if these conditions are not met. We'll write to tell you if that's the case.

For more information see [ASK FOR AN ASB CASE REVIEW \(WWW.BRISTOL.GOV.UK\)](http://WWW.BRISTOL.GOV.UK).

5.14 Support

Support for Victims and Witnesses

Victims must be at the centre of the process. The evidence provided by victim showcases the actual impact ASB has upon them and the community. Photos and videos (CCTV) etc. are useful but cannot convey the experience of victims in quite the same way. Good evidence will provide a stronger case and support possible legal action. Effective work with victims and witnesses will be empowering and set an example for the community to take a stand.

Good support is about:-

- Building trust
- Empathising
- Managing expectations - be realistic about what can be achieved
- Don't make promises you can't keep
- Say what you will do... and do it
- Fully explain processes – refer online
- Keep them informed every step of the way
 - Set review dates and stick to them
 - Communicate progress with your investigations
 - Agreed actions should be explicitly referenced in action plan
- Keeping people Safe and Secure
 - Has there been a direct threat?
 - Is their security at risk?

Protecting Colleagues

We will not tolerate abuse or threats towards our colleagues and/or contractors. Tenancy and/or enforcement action may be taken against residents who assault, threaten to harm or who verbally abuse our internal or external colleagues.

Support for Vulnerable Reporters and Perpetrators

As a social landlord we have a duty to consider and, where possible, remedy the issues of those causing anti-social and nuisance behaviour. As well as supporting victims we must also consider the support needs and welfare of perpetrators of ASB in line with objective of the [TENANCY SUSTAINMENT POLICY](#). We will work to identify and assess support needs, as provision of appropriate support can help prevent unacceptable behaviour by tackling underlying causes and any unmet support needs.

It is important to remember that providing support for the subject of a report of nuisance or anti-social behaviour does not prevent enforcement action being taken against them. Sometimes support and enforcement need to go hand in hand to be most effective. However, if a person fails to work with, or stops engaging with the support agency to improve their behaviour, then this can be used as evidence of their unwillingness to improve their behaviour in and be evidenced in future enforcement action.

When engaging with perpetrators we should pay particular attention to the risks associated with their behaviour and ensure we work with partner agencies to mitigate these risks. Key to this is to:

1. Emphasising the impact their actions have on victims.
2. Highlighting the possible implications of problematic behaviour on sustaining their tenancies.
3. Refer, signpost, and work with partnership agencies to achieve the best outcomes for all residents.

Tenancy Sustainment Policy

The **TENANCY SUSTAINMENT POLICY** is designed support Tenants in maintaining their tenancies and keep their homes. We consider factors that might affect a tenant's ability to manage a tenancy. We think of this in terms of 'additional care and support needs', which means characteristics (such as a physical or mental impairment or illness) or circumstances (such as a history of homelessness or rough sleeping, being a Care Leaver, a victim of Domestic Abuse) that may impact their ability to sustain their tenancy. Ultimately, we want to help find ways to reduce any possible risks and help build upon the strengths, skills, and abilities tenants already have.

The policy provides a clear guide for both staff and tenants. It ensures that tenants' needs and situations are understood, potential obstacles are identified, and appropriate support services are referred into or recommended. Our goal is to help tenants access resources that might assist them and reduce any negative impacts on themselves and the community.

Concerns for Children, Young People or Adults at Risk of Harm

During an investigation an Officer may come across a person whose welfare may raise concerns. Whether or not the subject has a direct connection to the case under investigation, it remains the duty of Officers to ensure that these concerns are properly reported and the Council's Safeguarding Policy²² is adhered to.

Anyone concerned about potential adult abuse, including those who may be victims of ASB, can call the Care Direct on 0117 9222700 or may complete a safeguarding adult form [here](#).

On occasions an investigation into a complaint of ASB raises concerns that a child or young person may be directly affected by the ASB or being harmed through abuse or neglect, the Officer must report this to the Children's First Response Team [here](#).

In cases where there are concerns about the immediate safety of an adult or a child or young person the Police should always be called, by dialling 999.

²² [Safeguarding and Child Protection Policy and Procedures \(2021\)](#)

5.15 Neighbourhood Enforcement Team (NET)

We will work with NET to manage some ASB complaints. These will mostly be related to instances of [ASB: NUISANCE](#) or [ASB: ENVIRONMENTAL](#).

Street Scene

Responsible for tackling all the environmental related to:

- Graffiti
- Abandoned cars
- Drug and sex litter

Pollution Control

Responsible for: Noise Complaints, smells, fumes and other statutory nuisances.

Target time of 2 working days to respond to noise complaints.

Use powers in the Environmental Protection Act 1990²³ to enforce.

When satisfied that a noise nuisance exists then a 'Noise Abatement Notice' will be served.

If noise nuisance continues or recurs, then the appropriate legal action will be taken.

- seizure and confiscation of noise making equipment (e.g. hi-fi's or even televisions)
- and/ or
- prosecution with a maximum fine of up to £5000.

The pollution control team runs a night-time service to tackle noise problems outside normal working hours.

5.16 Performance and Monitoring

BCC utilises performance management to enhance service delivery standards and improve tenant experience. We achieve through several methods:

- **Customer Satisfaction Surveys:** These are used to gather feedback from tenants about how satisfied they were with we handled their ASB complaint. We contact 100% of all Tenants who we have closed an ASB for.
- **360 Degree Case Sampling:** We contact every tenant who have expressed dissatisfaction with the way an ASB complaint was handled via a Satisfaction Survey and review the case. We do this to understand what went wrong and consider how this feedback could help improve service delivery.
- **ASB Case Sampling:** Part of staff 1-2-1s, this involves reviewing a sample of ASB cases to assess case handling, outcomes, and learning opportunities for individual staff and the wider service.
- **Complaints:** see [5.16 COMPLAINTS](#)

²³ [Environmental Protection Act 1990 \(legislation.gov.uk\)](#)

- **Complaints Handling:** We quality assure a random selection of all our complaints to look at how complaints are managed and resolved.
- **Staff Performance against KPIs:** We also measures all staff performance based on Key Performance Indicators.
- **Service Performance against KPIs:** We report on and evaluate the overall performance of services.

5.16.1 Data and Insight

We use data to enhance tenant experiences. By reviewing ASB data, we make informed decisions and collaborate better with partner agencies. We compare our performance with other providers and analyse data to find areas for improvement and staff training.

In line with the [TRANSPARENCY INFLUENCE AND ACCOUNTABILITY STANDARD \(2024\)](#) we use this data keep tenants informed also publish annual performance reports for the Regulator (see [5.3.2 TRANSPARENCY INFLUENCE AND ACCOUNTABILITY STANDARD \(2024\) - RESPONSIBILITIES OF SOCIAL LANDLORDS IN TACKLING ANTI-SOCIAL BEHAVIOUR \(ASB\)](#))

5.16.2 Tenant Satisfaction Measures

Since April 2023 The Regulator of social Housing has introduce new [TENANT SATISFACTION MEASURES](#) to evaluate social housing landlords in England, including Bristol City Council. These measures focus on providing quality homes and services and are based on tenant perception surveys and management data.

The measures assess how well landlords engage respectfully and helpfully with tenants, handle complaints effectively, and manage neighbourhoods responsibly. This includes evaluating tenant satisfaction with responsiveness, communication, fair treatment, complaint handling, and the management of anti-social behaviour. Additionally, the measures track the number of complaints and anti-social behaviour cases per 1,000 homes, ensuring a comprehensive assessment of landlord performance.

To find out more about see [TENANT SATISFACTION MEASURES - SUMMARY OF RSH REQUIREMENTS \(ACCESSIBLE\) - GOV.UK](#).

5.17 Resident Feedback

As well as Tenant Satisfaction Surveys, to effectively share performance data on Anti-Social Behaviour (ASB) and gather valuable feedback from tenants, we employ the following strategies:

Regular Reports and Newsletters

- **Quarterly Reports:** We publish detailed quarterly reports on our performance against KPIs and Tenant Satisfaction. These include statistics, trends, and success stories.
- **Newsletters:** We report on ASB performance updates in regular tenant newsletters but highlight key achievements and focus on areas for improvement.

Tenant Meetings and Forums

- **Local Housing Forums:** We hold regular LHF meetings where ASB performance is presented and discussed. Use these sessions to present data, answer questions, and gather feedback.
- **Service User Groups:** SUG groups are made up of a diverse range of tenants that help us delve deeper into different issues relating to housing, including ASB, and allows us to gather in-depth detailed feedback.

Digital Platforms

- **Website:** we have a dedicated section on our website containing ASB performance data, which we ensure it is regularly updated with the latest information.
- **Social Media:** to reach the widest audience possible we use social media platforms to share key ASB performance metrics and invite tenants to provide feedback through comments or direct messages.

Tenant Involvement in Decision-Making

- **Tenant Scrutiny Panel:** A group of trained volunteer tenants who work closely with BCC to review and improve housing services. These panel gives tenants a formal way to hold us to account and ensures that their voices influence the decision-making processes. We take ASB Performance Data so the panel can help identifying areas for improvement and provide independent unbiased feedback and recommendations to improve services.
- **Collaborative Workshops:** BCC will host workshops where tenants can collaborate with staff to develop strategies for improving ASB management.

Feedback Integration

- **Action Plans:** BCC will develop action plans based on tenant feedback and share these plans with the community. Regularly update tenants on the progress of these initiatives.
- **Continuous Improvement:** We use tenant feedback to continuously refine and improve ASB management practices, ensuring that tenant voices are central to decision-making.

We hope to foster a transparent and collaborative environment where tenants feel heard and involved in the efforts to manage and reduce anti-social behaviour. We hope that this approach not only enhances tenant satisfaction but also contributes to more effective and responsive service delivery.

5.18 Complaints

The Council is committed to providing high quality services. Feedback from citizens is welcomed as a way of demonstrating that the Council is open to challenge, ready to respond and willing to learn and improve (see [BRISTOL CITY COUNCIL COMPLAINTS POLICY](#)). If you are unhappy with the way your case has been managed got to [HOUSING: COMPLAINTS AND FEEDBACK \(BRISTOL.GOV.UK\)](#).

As a social Landlord BCC is a member of the Housing Ombudsman scheme. In accordance with its obligations under this scheme, complaints about the Council's functions as a landlord are required to meet the conditions of the [HOUSING OMBUDSMAN'S COMPLAINT HANDLING CODE 2024](#)). The **Complaint**

Handling Code aims to create a positive complaints culture within the social housing sector by ensuring complaints are handled effectively and fairly. It emphasizes transparency, accessibility, and continuous improvement.

The Ombudsman should be involved in an anti-social behaviour (ASB) complaint when the resident has exhausted the landlord's internal complaints process without a satisfactory resolution. This typically occurs after the complaint has gone through all stages of the landlord's procedure, including any appeals. If the resident remains dissatisfied with the landlord's response or handling of the ASB issue, they can escalate the matter to the Ombudsman. The Ombudsman will then review the case to ensure that the landlord has followed proper procedures, acted fairly, and taken appropriate steps to address the complaint. This external review helps ensure accountability and fairness in resolving ASB complaints.

5.19 Staff Training

All staff responsible for managing ASB cases will complete an ASB Module during their induction training. We provide regular refresher training on ASB and staff have safeguarding training periodically.

5.19.1 Lessons Learned

As referenced in **5.15 PERFORMANCE AND MONITORING** we will make sure that tenant feedback, Ombudsman recommendations, and lessons learned form 360 Degree / ASB Case Sampling guide individual and service level training needs. This insight is invaluable in guiding training needs as well as service improvements initiatives.

5.20 Equalities and Diversity statement

BCC is committed to promoting equality within the delivery of its services to ensure all residents are treated with respect, dignity, fairness and above all not discriminated against. **THE EQUALITY ACT 2010** provides a framework to ensure Council services are not provided in a discriminatory manner.

We will make sure this policy is applied fairly and consistently to all our residents and will not directly or indirectly discriminate against any person or group of people. We will act sensitively towards the needs of individuals and communities, and we will take positive action to reduce victimisation, discrimination and harassment. An Equalities Impact Assessment has been carried out and agreed by the Equalities Team.

5.21 Monitoring and Evaluation

The arrangements set out in this policy will be reviewed annually in line with legislative and regulatory changes.

6. Appendices

Appendix A – Legal, Policy, and Regulatory Context

External

- [Anti-social Behaviour Act 2003](#)

- [Anti-social Behaviour, Crime and Policing Act 2014](#)
- [Care Act 2014](#)
- [Children’s Act 1989](#)
- [Clean Neighbourhoods and Environment Act 2005](#)
- [Crime and Disorder Act 1998](#)
- [Environmental Protection Act 1990](#)
- [Equalities Act 2010](#)
- [Human Rights Act 1998](#)
- [Housing Act 1996](#)
- [Neighbourhood and Community Standard 2024](#)
- [Safeguarding Adults Policy - Regional Multi-Agency - June 2019](#)
- [Serious Crime Act 2015](#)
- [Social Housing Regulation Act 2023](#)
- [Transparency Influence and Accountability Standard \(2024\)](#)
- [Tenant Satisfaction Measures - Summary of RSH requirements \(accessible\) - GOV.UK \(www.gov.uk\)](#)

Internal

- Bristol City Council’s [Corporate ASB Policy](#)
- [Bristol City Council’s Corporate Strategy \(2022 to 2027\)](#)
- [Bristol City Council’s Enforcement Policy](#)
- [Bristol City Council’s Modern Slavery Transparency Statement 2021-2022](#)
- [Corporate Anti-social Behaviour \(ASB\) Policy \(bristol.gov.uk\)](#)
- [Drugs and Alcohol Strategy for Bristol \(2021 to 2025\)](#)
- [Equity and Inclusion Policy and Strategy Framework](#)
- [HomeChoice Bristol Allocations Scheme \(2025\)](#)
- [One City Plan](#)
- [One City: Sustainable Development Goals](#)
- [Safeguarding Adults multi-agency Policy](#)
- [Tenancy Sustainment Policy](#)

Additional sources

- [Keeping Bristol Safe Partnership - Polices and Guidance](#)
- [Home - ASB HELP](#)

Appendix B – GLOSSARY

Resident	Person who is liable for payment of the rental income
ASB	Anti-Social Behaviour
ABC	Acceptable Behaviour Contract
CBO	Criminal Behaviour Order
CPN	Community Protection Notice
IDVA	Independent Domestic Violence Advocate
KBSP	Community Safety Partnership
LGA	Local Government Association

MAM	Multi-Agency Meeting
NOSP	Notice of Seeking Possession
NSIR	National Standards for Incident Reporting
SCT	Safer Communities Team
YOT	Youth Offending Team

Appendix C – MAM Protocol (May 2022)

Bristol’s ASB multi-agency meetings (ASBMAM)

Aim

The aim of the ASBMAM is to discuss and set problem solving actions for cases where there is current/ongoing anti-social behaviour (ASB) that is affecting the community.

It also provides a regular review and check-in point that ensures ASB cases can be progressed and ultimately resolved.

NB: It is important that professionals carry out regular problem solving on a day-to-day basis (in consultation with BCC and A&S ASB Teams as necessary) as opposed to waiting for the next ASBMAM. In these circumstances actions should be decided and, if at Acceptable Behaviour Contract/Parental Control Contract/Community Protection Warning level and above, should be referred to the ASBMAM for monitoring and further problem solving.

Definitions

For the purposes of the ASBMAM, cases should involve behaviour that (ideally) falls within the Home Office ASB categories:

PERSONAL	NUISANCE	ENVIRONMENTAL
Incidents targeted at individuals or group , could include - <ul style="list-style-type: none"> • Harassment • Threatening behaviour • Targeted damage to property • Neighbour disputes 	Incidents affect the community rather than someone specific (not directly targeting anyone), could include - <ul style="list-style-type: none"> • Skateboarding & Ball games • Street or underage drinking • People congregating • Urinating in public • Vehicle nuisance (motorcycles ridden inconsiderately) • Noise nuisance (noisy party) • Un-controlled animals • Dog fouling • Bonfires • Nuisance by setting fires • Vice related • Open drug markets • Begging 	Incidents having an impact on their surroundings, could include - <ul style="list-style-type: none"> • Litter • Fly tipping • Graffiti • Abandoned Vehicles • Drugs Paraphernalia

In addition, at least one of the following must be caused to a person not within the same household (i.e., other people in the community):

1. alarm, harassment, or distress
2. nuisance and annoyance if in respect of someone's dwelling
3. a detrimental effect on the local community

Frequency

ASBMAMs are held every month for each area within the city.

Full details of the individual ASBMAMs can be found in the "The ASB MAMs" section at the end of the document.

Administration

ASBMAMs are chaired by Police ASB co-ordinators with minutes being taken by Police ASB support officers. In the absence of Police ASB co-ordinators the meeting will be chaired by Bristol City Council (BCC) ASB Officers. Each meeting has the same format, and we tend to discuss the following in this order:

1. Existing cases
2. Problem locations
3. New cases
4. High risk vulnerable victims (these may be discussed alongside the perpetrators), both existing and any new ones to be raised.

Attendees must be signed up to the information sharing protocol and are required to sign a confidentiality statement at the beginning of the meeting. Information is shared at this meeting on an informal basis, to allow effective partnership working. Any information disclosed must not be used by another agency without their permission and/or without the correct disclosure being given.

Attendees are asked to limit their discussions within the ASBMAM and only cover the case at hand as opposed to more general updates. Time is precious for most attendees and therefore other matters should be discussed after the meeting has been concluded.

Attendance

Attendance at the meetings usually includes the Police ASB team, Bristol City Council's ASB team, the neighbourhood policing team, Bristol City Council estate management, Police ADDER Team (Class A drug related harm), Registered Social Landlords, Families in Focus and occasionally other departments or agencies such as youth intervention workers, NET, YOT, probation etc.

Beat Managers and PCSOs commit to attending their area MAMs unless serious operational issues prevent them from doing so. If they are unable to do so, they commit to providing updates to the chair the day before the MAM.

Estate Management Supervisors and Housing Officers commit to attending their area MAMs unless serious operational issues prevent them from doing so. If they are unable to do so, they commit to providing updates to the chair the day before the MAM.

Police ASB Team are responsible for administration of the distribution list.

It is the responsibility of the officer referring the case to MAM to inform the Police ASB Team if there is a particular officer/team/organisation who they would like to be invited.

Referral Process and Thresholds

If any agency wishes to raise a new case, they should forward this information to the #ASB(Bristol) and their area support officer prior to the meeting. Exception can be made in emergency or severe cases. This information should come via the attached form (ASB Multi Agency Referral Form) so that these can be forwarded to partner agencies to allow them to research and come prepared to the meeting. It is important that the referral contains as much information as possible.

Thresholds:

Cases will be accepted onto the ASBMAM where the following applies:

- When you have current and ongoing anti-social behavior, where a multi-agency discussion is required and ASB intervention has already been attempted i.e., warning letter, words of advice or home visit.
- Perpetrators have been identified.
- Cases meet the ASB definition outlined above.

Cases will not be accepted onto the ASBMAM where the following applies:

- None of the above tests are met.
- Situations where crime has been alleged/committed but there is not a clear impact on the wider community (e.g., drug dealing with no clear community impact).
- Situations where staff of any agency have been victims of crime and there is no clear impact on the wider community (e.g., malicious communications, vexatious complaints).

Once a new case has been raised, it is expected that the referrer attends the next meeting. If that is not possible then an update must be provided to the chair beforehand to enable a problem-solving discussion to occur.

If no updates are received after 2 months, then the assumption will be that the issues have ceased or been resolved, and the case will be removed from the minutes

Youth MAMs

In North and South Bristol there are specific Youth multi-agency meetings where young people involved in ASB in the community are discussed. These are both chaired by Families in Focus and feed into Safer Options. They are attended by Police ASB team, BCC ASB team, YOT, Education, BCC Estates Management, BCC community development, Safer Options, and any commissioned youth providers. These meetings are subject to their own ToR which can be requested from the Police ASB Team, FiF or BCC's ASB Team.

Professional Disagreements

From time to time there may arise difficulties between officers working within partner agencies. Such difficulties are most likely to arise in respect of disagreement over thresholds, roles and responsibilities, the need for action and communication. Because the partnership approach is reliant on good working relationships, it is vital that such disputes are resolved urgently. Resolving such disputes should take the following incremental approach:

1. **Worker to worker** – recognise that there is disagreement, attempt to work together to problem solve, seek a third opinion from a colleague. e.g. Housing Officer to Beat Manager
2. **Supervisor to supervisor** – the worker should raise the dispute with their supervisor who can then discuss the situation with their opposite number and attempt to problem solve and reach resolution. e.g. Estate Management Supervisor to Sergeant
3. **Senior manager to senior manager** – the supervisor should raise the dispute with their senior manager who can discuss the situation with their opposite number and attempt to problem solve and reach resolution. e.g. Housing Manager to Inspector
4. **Head of Service to Head of Service** – – the Senior Manager should raise the dispute with their Head of Service who can discuss the situation with their opposite number and attempt to problem solve and reach resolution. e.g. Head of Service – Estate Management to Chief Inspector.

East Bristol

- **Trinity Meeting** – this meeting covers St. Pauls, Montpelier, St. Werburghs & Easton.
The Trinity Meeting is held on the **1st Wednesday of every month at 1pm.**
- **Youth ASB MAM on the back of Locality:** this meeting covers the whole of East Bristol.
This meeting is held on the **2nd Wednesday of every month at 1pm.**
- **Fishponds Meeting** – this meeting covers Frome Vale, Eastville, and Hillfields.
The Fishponds Meeting is held on the **3rd Wednesday of every month at 2pm.**
- **Barton Hill Meeting:** - this meeting covers Lawrence Hill, Barton Hill, St. George, and Speedwell.
The Barton Hill Meeting is held on the **4th Wednesday of every month at 2pm.**

North and Central

- **Avonmouth MAM** – this meeting covers Avonmouth, Lawrence Weston, Shirehampton and Sea Mills.
This meeting is held on the **First Wednesday of every month at 2pm.**
- **YPCIM (Young People Community Interventions Meeting)** – this meeting covers young people involved in ASB that requires a multi-agency response across North Bristol.
This meeting is held on the **second Monday of every month at 1pm.**

- **Redcliffe MAM** – this meeting covers Redcliffe and Old City Docks.
This meeting is held on the **Second Tuesday of every month at 1pm.**
- **Henbury and Southmead MAM** – this meeting covers Henbury, Brentry, Southmead.
This meeting is held on the **Second Wednesday of every month at 2pm.**
- **North Central MAM** – this meeting covers Clifton, Cotham, Redland, Bishopston, Hotwells and Stokes Croft.
This meeting is held on the **Third Weds of every month at 2pm.**
- **Horfield, Lockleaze, Henleaze and Westbury on Trym MAM** – this meeting covers the areas in the title as well as Manor Farm, Eastgate and Stoke Bishop.
This meeting is held on the **Fourth Wednesday of every month at 2pm.**

Please note there is one other multi-agency meeting called **Broadmead MAM** which deals with any street-related ASB matters in the Broadmead area, such as begging, street-drinking and problematic rough sleeping and prolific shoplifters also feature.

This meeting is held monthly on a Wednesday at 12.30pm. The meeting is chaired by the NPT Sergeant, other attendees include, Beat Officers, Street Intervention Service Coordinator, and staff, BID and Security staff.

South

- **Knowle** – this meeting covers Knowle & Filwood.
This meeting takes place on the **First Tuesday of every month at 2pm.**
- **Hartcliffe** – this meeting covers Hartcliffe, Withywood and Bishopsworth
This meeting takes place on **the Second Tuesday of every month at 1pm.**
- **Brislington & St Annes** – this meeting covers Hengrove, Whitchurch, Stockwood, Brislington West and Brislington East.
This meeting takes place on the **Third Tuesday of every month at 2pm.**
- **Bedminster** – this meeting covers Bedminster, Southville and Windmill Hill.
This meeting takes place on the **Fourth Tuesday of every month at 2pm.**
- **Youth MAM** - this meeting covers young people involved in ASB in South Bristol that requires a multi-agency response.
This meeting takes place **on the last Weds of every month at 1pm.**