

ANTI-SOCIAL BEHAVIOUR POLICY 2026



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ENDEAVOUR



*working together
to protect our community*

1. Scope and Purpose

This policy covers anti-social behaviour committed by, or affecting, both council tenants and non-council tenants.

This policy has been developed to meet the requirements of the Housing Act 1996 in relation to a local housing authority's duty to publish its policies and procedures for managing anti-social behaviour. This policy has also been formulated to ensure compliance with the Anti-social Behaviour, Crime and Policing Act 2014 and associated legislation.

The policy sets out what anti social behaviour is and our approach to managing and responding to ASB in a fair and proportionate manner.

2. Our priorities

- To ensure that every member of the community is able to safely and peacefully enjoy their home and neighbourhood
- The problem of anti-social behaviour is robustly challenged across the Borough
- Offenders of anti-social behaviour are challenged about their behaviour in a timely way
- Early prevention is put in place for those responsible for causing anti-social behaviour within our Borough
- Communities are educated about the consequences of anti-social behaviour
- Local residents feel confident to report their concerns
- Local residents feel satisfied with our response in relation to their complaint and the outcome achieved
- Vulnerable people in our communities are identified and supported
- Repeat offending is reduced

3. What is anti-social behaviour?

Anti-social behaviour is defined as:

- 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

(Anti-social behaviour, Crime and Policing Act 2014)

Types of anti-social behaviour include:

- Harassment (including racial harassment, homophobic harassment, and harassment on religious grounds)
- Verbal and physical abuse and Intimidation
- Damage to property, including graffiti and vandalism
- Nuisance from vehicles, including parking, street repairs, and abandoned cars
- Noise – music, vehicles, alarms, and other types of noise
- Littering and fly-tipping (includes dumping of rubbish, white-goods, and furniture)
- Using and/or selling drugs

Anti-social behaviour is not:

- Children playing
- Neighbours doing DIY (at reasonable times of the day)
- Groups of people in the street or in parks, unless they are being rowdy, abusive, causing damage or committing other crimes
- Noise caused by everyday living
- Religious or cultural practice
- Clash of lifestyles e.g. cultural differences or working patterns
- Boundary disputes

4. Working in Partnership

Hinckley and Bosworth Borough Council is committed to working in partnership to challenge and tackle anti-social behaviour within our Borough. The Endeavour team is a dedicated community protection team which seeks to co-ordinate a multi-agency response to dealing with all community protection concerns including anti-social behaviour. The Endeavour team comprises a number of agencies including: the Borough Council, the Police, Leicestershire County Council and Leicestershire Fire and Rescue Service.

5. Hate related incidents

Definition

A hate related incident is any incident that is perceived by the victim, or any other person, to be motivated by hostility, prejudice, or discrimination towards an individual or group based on a protected or personal characteristic. This may include, but is not limited to, incidents related to disability, race, religion or belief, sexual orientation, transgender identity, sex, or any other personal characteristic.

Hate related incidents may or may not constitute a criminal offence. However, all such incidents are taken seriously due to the significant impact they can have on individuals, families, and communities.

Approach

The Council recognises that hate related incidents can cause significant harm, fear, and distress and may have a disproportionate impact on victims. The Council is committed to:

- Taking a zero tolerance approach to hate related behaviour.
- Treating victims with sensitivity, dignity, and respect.
- Responding promptly and proportionately to reports of hate related incidents.
- Working in partnership with the police and other relevant agencies where appropriate.
- Encouraging reporting and supporting victims to feel safe and heard.

Reporting and Investigation

All reports of hate related incidents will be recorded and assessed in line with this policy. Where an incident is assessed as hate related:

- It will be risk assessed and prioritised appropriately.
- Victims will be offered advice, support, and information about available options.
- Referrals may be made to specialist support services, with the victim's consent.
- Where criminal behaviour is suspected, the matter will be referred to the police, and the Council will support any ongoing investigation where appropriate.

Partnership Working

The Council will work closely with partner agencies, including the police, community safety partners, and support organisations, to ensure a coordinated response to hate related incidents. Information sharing will be carried out in accordance with data protection legislation and information sharing agreements.

Recording and Monitoring

Hate related incidents will be recorded accurately to help identify patterns, repeat incidents, or wider community concerns. This information will be used to inform prevention work, service improvements, and partnership responses.

6. Our approach

The incremental approach

Hinckley and Bosworth Borough Council, in line with the Leicester, Leicestershire and Rutland ASB partnership, follows an incremental approach to responding to and taking action against those individuals causing anti-social behaviour in the Borough. We aim to provide a consistent and proportionate response towards all perpetrators of anti-social behaviour.

A person can enter the incremental approach at any stage dependant on the severity of the incident reported and/or the timeframe since any previous incidents. In the majority of cases, the officers are guided by a 6 month timeframe when determining the most appropriate stage to enter the tiered approach. If it is deemed to be appropriate, an individual can also be issued with the same sanction on multiple occasions.

We recognise that in some circumstances, individuals causing anti-social behaviour will not realise that their behaviour is impacting on others, therefore, where appropriate and necessary, referrals to other supportive agencies will be made.

In order for action to be taken against a person committing anti social behaviour, we may ask a complainant to provide evidence of their allegation. Typically, this could include an incident diary or a written statement. This will be determined by the officer investigating the case.

Anti-Social Behaviour (ASB) Incremental Approach

Advice – letter/verbal

Issued to highlight allegations of anti-social behaviour, which have raised concern.

Warning

Issued to highlight a person's ongoing or more serious involvement in anti-social behaviour and request for this behaviour to stop.

Acceptable behaviour contract

Voluntary contract issued to address a person's anti-social behaviour and to support them in stopping this behaviour.

In most cases, the Council will seek to complete a full investigation before applying any sanctions. In some circumstances, an advice or warning letter may be issued to make the alleged perpetrator aware of the allegation and to promote early engagement with services.

As part of the incremental approach, a Community Protection Warning (CPW) and/or a Community Protection Notice (CPN) may also be used in conjunction with the above, in accordance with the ASB, Crime and Policing Act 2014. A CPW and/or a CPN can be issued at any point within the incremental approach as determined by the lead officer.

Mediation

Mediation may be used as an early intervention tool to help resolve antisocial behaviour where appropriate. It provides an opportunity for those involved to communicate their concerns in a structured and impartial way, with the aim of reaching a mutually acceptable resolution.

Mediation is voluntary and will only be considered where all parties agree to take part and where it is assessed as safe and suitable to do so. This is determined by the lead officer.

The Council may offer mediation directly or refer cases to an independent mediation provider. Participation in mediation does not prevent the Council from taking further action if the antisocial behaviour continues or escalates.

Enforcement

Enforcement action is sometimes the only measure available to the council to prevent further anti-social behaviour.

The Council has a range of legal powers available to address and challenge antisocial behaviour. Any action taken will be proportionate, reasonable, and appropriate to the circumstances of each case. This list is not exhaustive, but includes:

- Community Protection Notice
- Injunction
- Criminal Behaviour order (CBO)
- Noise Abatement Notice
- Closure Order
- Possession proceedings (further information is detailed below)

The council will also work in partnership with the police to consider criminal sanctions where appropriate.

Insufficient evidence to proceed

During an investigation, there may be circumstances where it is not possible for the investigating officer to take action, or where proposed action cannot be progressed.

Reasons may include;

- Establishing that the incident did not happen or was malicious
- Insufficient evidence to prove the matter to the relevant standard of proof
- Lack of cooperation from the complainant, or evidence supplied
- The anti social behaviour has ceased and the likelihood of a repeat incident is low
- There is a significant amount of time since the last incident took place
- There are mitigating circumstances with regards to the perpetrators of the anti social behaviour

The investigating officer will inform the complainant at the earliest opportunity if they determine that they cannot take further action and they will close the case.

When the council may not be able to assist with ASB complaints

Hinckley and Bosworth Borough Council is committed to developing and maintaining sustainable communities across the Borough. Several council departments may be able to help address antisocial behaviour complaints, depending on the nature of the issue. In some situations, the police may be the most appropriate agency to handle an ASB complaint, especially where the behaviour involves potential criminal activity. In such instances, there may be no further role for the council.

The Council's ASB team may be unable to assist in dealing with anti social behaviour complaints if there is alternative primary legislation that is more appropriate to manage the issue raised.

The council may not be able to take further action if a report of anti social behaviour is received anonymously, unless it can be substantiated another way. All cases will be dealt with confidentially and the ASB Team will not disclose the identity of the victim or witness to the subject of the anti social behaviour without the consent of the victim/witness.

Neighbour disputes can cause a great deal of distress to those involved, but not all neighbour disputes should be dealt with as anti-social behaviour. Depending on the circumstances of a complaint, a complainant may be advised to get their own legal advice.

7. What we expect from residents

General behaviour

- Be a considerate neighbour
- Show tolerance for different lifestyles

When ASB issues arise

- Attempt to resolve minor disputes prior to reporting, if it is safe to do so
- Report incidents to the relevant agencies when ASB/hate incidents have occurred
- Keep up to date records and keep the council informed where necessary
- Inform the lead officer of any household vulnerabilities

Co operation with investigations

- Engage with the process e.g. responding to agencies and attending appointments
- Work with the relevant agencies to gather evidence
- Ensure the council are fully updated with regards to vulnerability information
- Consider referrals that are offered e.g. victim services or mediation
- Attend court when requested. Although this may seem daunting, the attendance of the victim may impact the outcome of the case.

8. Anti-Social Behaviour caused by council tenants.

Responsibilities of the Tenant

The tenancy agreement makes clear that tenants must not cause, or permit to be caused, any nuisance or annoyance at their property. By signing the tenancy agreement, tenants agree to comply with this requirement and are responsible for the behaviour of members of their household and visitors to the property.

Responsibilities of the Landlord

Hinckley and Bosworth Borough Council will not tolerate persistent anti-social behaviour or nuisance caused by its tenants. There are a number of measures the council would look to take in line with the incremental approach to ensure that those tenants causing anti-social behaviour are effectively dealt with.

Possession Proceedings

In some circumstances, a tenant will continue to cause anti-social behaviour despite warnings and other interventions. In these rare occurrences the council may look to take action against a person's home. Possession proceedings are always a last resort.

Introductory Tenancies

In some situations, the council will take action to either extend an introductory tenancy or end an introductory tenancy due to reports of anti-social behaviour caused by its tenant.

Demoted Tenancies

In some circumstances, the council will look to demote a tenant(s) security of tenure to introductory status if they are responsible for anti-social behaviour occurring at their address.

Mandatory Route for Possession

In some instances, Hinckley and Bosworth Borough Council may look to commence possession proceedings against a person's home under the mandatory route. Such circumstances may arise where one or more of the following conditions are satisfied, although the council reserves the right to use discretion on a case by case basis:

Condition 1 - Conviction of Serious Offence (In accordance with the ASB, Crime and policing Act 2014)

Condition 2 - Breach of an ASB injunction – the tenant or person residing with or visiting the property has breached an ASB injunction. The breach complained of must occur in the locality of the property or elsewhere if the affected person resides in the locality or the breach complained of is against an employee of the landlord in connection with or directly or indirectly related to or affecting the landlords housing management function.

Condition 3 – Breach of Criminal Behaviour Order

Condition 4 – Where the premises are the subject to a closure order and has been closed for more than 48 hours

Condition 5 - Conviction of tenant, member of their household or a visitor to the property for breach of a noise abatement notice under the statutory nuisance regime

9. Support for victims and witnesses of Anti-Social Behaviour

We recognise that being a witness or victim of anti-social can be hugely upsetting and distressing. As such, anybody reporting a new complaint of anti-social behaviour can expect the following response:

- To be treated with respect
- To have a response from the triage team within 2 working days
- To have a risk assessment completed to identify any vulnerabilities
- To be contacted by an ASB Officer, where appropriate, within the timescales set out in the ASB procedure and in line with the assessed level of risk
- To have regular updates regarding their case, in line with the ASB procedure and as agreed with the victim/witness
- To receive clear information and guidance about the ASB process and to be kept informed in an open and transparent way about their case
- To keep their complaint confidential if they choose
- To have access to other victim and witness support services

10. Supporting vulnerable victims and witnesses

The Council recognises that some victims of antisocial behaviour and hate incidents may be more vulnerable due to their personal circumstances or the impact of the behaviour upon them. Vulnerability may arise as a result of factors including, but not limited to, age, disability, mental or physical health, learning difficulties, language barriers, social isolation, or previous experiences of harm or abuse.

Where a victim is identified as vulnerable, the Council will take additional steps to ensure they are appropriately supported and protected. This may include:

- Prioritising cases where the impact on the victim is significant or ongoing.
- Adjusting the Council's approach to take account of the victim's individual needs and circumstances.
- Ensuring communication is clear, accessible, and tailored, including making reasonable adjustments where required.
- Providing regular updates and reassurance to reduce fear and distress.
- Offering referrals to support services or specialist agencies, with the victim's consent.
- Working closely with safeguarding teams and partner agencies where there are concerns about the safety or wellbeing of a child or vulnerable adult.

The Council will adopt a sensitive, proportionate, and victim centred approach when dealing with vulnerable victims and will take appropriate action to reduce harm and prevent further antisocial behaviour.

11. Support for our tenants- management moves

In some circumstances a managed move for a victim or witness of anti-social behaviour may be considered. The decision on whether or not to move a tenant will be taken on a case by case basis and will be determined by the ASB and Tenancy Manager or the senior tenancy management officer, in accordance with the Allocations Policy.

12. Support for vulnerable people causing Anti-Social Behaviour

The Council recognises that individuals who engage in antisocial behaviour may themselves be vulnerable and that such behaviour may be linked to underlying issues including, but not limited to, mental or physical health needs, learning disabilities, substance misuse, domestic abuse or trauma. Through the Endeavour Team, Hinckley and Bosworth Borough Council works in partnership to ensure that vulnerable members of our communities receive support tailored to their individual needs.

Where a perpetrator is identified as vulnerable, the Council will take this into account when determining the most appropriate course of action. The aim will be to address the behaviour while also seeking to understand, and where possible, address the underlying causes.

In cases involving vulnerable perpetrators, the Council may:

- Carry out an assessment to identify vulnerability, support needs, or safeguarding concerns.
- Consider early intervention, support, and engagement alongside, or prior to, formal enforcement action where appropriate.
- Adjust communication and engagement methods to ensure information is clear, accessible, and understood.
- Work with internal services and external partner agencies, such as health, social care, or support providers, to encourage engagement with relevant services. Any referrals made will involve the Investigating Officer seeking consent from the individual concerned, unless there is an overriding safeguarding concern in relation to a vulnerable adult or child.
- Consider reasonable and proportionate responses that balance support with the need to protect victims and the wider community.

Where safeguarding concerns are identified, the Council will make appropriate referrals in line with safeguarding procedures.

While vulnerability will be taken into account, it does not excuse antisocial behaviour. The Council will continue to take necessary and proportionate action to prevent harm, protect victims, and uphold community safety where behaviour persists or poses a significant risk.

13. Complaints and ASB Case Reviews (Formerly known as the Community Trigger)

Service Complaints

A service complaint is appropriate where a resident is dissatisfied with the service provided by the Council, including:

- How an antisocial behaviour report has been handled;
- The conduct of staff;
- Communication, delays, or the application of this policy.

Service complaints should be made through the Council's corporate complaints procedure. Details of how to make a complaint are available on the Council's website or can be provided on request.

Making a service complaint will not negatively affect the ongoing management of an antisocial behaviour case.

ASB Case Review (Community Trigger)

An ASB Case Review is not a complaints process. It is a statutory process that allows victims of persistent antisocial behaviour to request a multiagency review of their case where they believe that insufficient action has been taken.

An ASB Case Review focuses on:

- Whether agencies have worked together effectively;
- Whether appropriate action has been taken to address the antisocial behaviour; and
- Whether further actions can be identified to resolve the situation.

The eligibility criteria for requesting an ASB Case Review are set out in the 'Leicester, Leicestershire and Rutland Anti-Social Behaviour Case Review Policy' and information on how to request a review is available on the Council's website or on request.

Submitting a service complaint does not prevent a resident from requesting an ASB Case Review, and vice versa, provided the relevant criteria are met.

14. The responsibility of the council

GDPR

The Council will process and share personal data in line with the UK GDPR and the Data Protection Act 2018. Information may be shared lawfully under Section 115 of the Crime and Disorder Act 1998 where necessary to prevent or reduce crime, disorder, or antisocial behaviour, or to meet safeguarding duties.

Victim centred approach

The Council will take a victim centred approach to managing antisocial behaviour, ensuring that the needs, safety, and wellbeing of victims are central to decision making and that responses are proportionate, timely, and appropriate

Reporting

The Council will seek to ensure that victims are able to report incidents of antisocial behaviour easily through a range of accessible reporting channels, including telephone, email, online, and face to face contact.

15. Prevention

In addition to responding to reports of antisocial behaviour, the Council undertakes a range of proactive activities aimed at preventing and reducing ASB

Education

We believe that education is key to preventing and reducing anti-social behaviour and hate incidents across our Borough. As such, the Endeavour team has established good links with all school providers to ensure that students receive regular information about the consequences of anti-social behaviour and the impact it can have on both the person and the community. Throughout the year, other information about what anti-social behaviour is and its consequences is disseminated to neighbourhoods within our Borough.

Information sharing

The Council recognises that effective information sharing is central to preventing and managing antisocial behaviour and supports this through regular multiagency meetings. These include, but are not limited to, the JAG (Joint action group), Endeavour case sharing meeting, Endeavour Tactical meeting, Youth JAG and MDT's (Multi disciplinary teams).

Community conversations (Patch walks)

Community conversations (Patch walks) are used as a proactive tool to help identify and address antisocial behaviour and environmental issues at an early stage. They involve Council officers and, where appropriate, partner agencies walking an area to observe local conditions, engage with residents, and identify concerns that may contribute to antisocial behaviour.

Community conversations are undertaken on a routine basis and also in response to specific issues or hotspots. Information gathered will be used to inform early intervention, problem solving actions, and partnership responses.

16. General provisions

This policy will be reviewed regularly to ensure it remains current and effective

Additional support for vulnerable residents is available, such as providing this policy in different formats or languages. Staff will reference appropriate policies and re-issue communication where necessary, when dealing with a service request.

- The council will provide training to staff on the implementation of this policy
- The council will maintain accurate records of all decisions and actions taken under this policy
- The council will comply with all relevant legislation and guidance in the administration of this policy
- This policy is subject to the council's overall policies and procedures
- Tenant led provisions
- A consultation will take place with tenants, any time a significant change is identified as having impacts on tenants.

The council will consult with tenants who have registered as interested in our involvement activities at the time of consultation. Any council tenant can get involved in the decision making process by signing up with our Service Development Team.

17. Feedback and engagement

We are committed to providing high-quality services and welcome feedback to help us improve. If you would like to provide feedback about this policy, any policy, or the service you have received from us, please contact us online at: hinckley-bosworth.gov.uk/housing or telephone 01455 238 141 and ask for the Service Development Team, or the department you want to speak to.

18. Accessibility

Hinckley and Bosworth Borough Council is committed to ensuring that all tenants can access and understand this policy, regardless of disability, language, or communication needs.

We will provide this policy and related documents in alternative formats upon request, including but not limited to:

- Large print
- Braille
- Audio format
- Easy-read versions
- Translations into other languages

We will also make reasonable adjustments to support residents with disabilities in understanding and engaging with anti social behaviour related processes, in line with the Equality Act 2010.

Staff will be trained to identify and respond to accessibility needs and will offer support or signposting to appropriate services where necessary.

19. Equality and Diversity

Hinckley and Bosworth Borough Council is committed to promoting equality, diversity, and inclusion in the delivery of its antisocial behaviour services. The Council will ensure that this policy is applied fairly, consistently, and without discrimination.

In managing reports of antisocial behaviour, the Council will have due regard to its duties under the **Equality Act 2010** and will seek to eliminate unlawful discrimination, advance equality of opportunity, and foster good relations between people who share a protected characteristic and those who do not.

The Council will:

- Treat all individuals with dignity, respect, and fairness.
- Ensure that no person is treated less favourably on the basis of a protected characteristic, including age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.
- Take account of individual needs and circumstances when responding to reports of antisocial behaviour.
- Make reasonable adjustments where required to ensure that victims, witnesses, and alleged perpetrators are able to access services and understand the ASB process.
- Ensure communication is clear, accessible, and appropriate, including providing alternative formats or support where necessary.
- Monitor and review the application of this policy to help identify and address any potential inequalities.

The Council recognises that antisocial behaviour may have a disproportionate impact on some individuals or communities and will take this into account when assessing risk, prioritising cases, and determining appropriate action.