



Anti-Social Behaviour (ASB) Policy

1.0 Introduction

The purpose of this policy is to set out how Rugby Borough Council (RBC) will prevent, investigate and respond to reports of anti-social behaviour (ASB) within our social housing stock.

2.0 Scope

2.1 The policy applies to:

- All tenants of RBC
- Household members, visitors and guests of tenants
- Behaviour affecting the wider community, where linked to RBC housing and tenancies.

2.2 We recognise the responsibilities we have to our tenants as a provider of social housing in the Borough. Our tenants have the right to enjoy their homes, and the community spaces around them, and we will, through this policy, balance the rights and responsibilities of all tenants.

2.3 This policy applies to domestic properties (houses, bungalows and flats), including RBC homes being used as temporary accommodation, communal areas of any blocks, independent living schemes and their associated offices or communal spaces.

2.4 Compliance with this policy is mandatory for all RBC staff members

3.0 Relevant legislation and regulation

- Anti-Social Behaviour, Crime and Policing Act 2014
- Domestic Abuse Act 2021
- Crime and Disorder Act 1998
- Human Rights Act 1998
- Environmental Protection Act 1990
- Criminal Justice Act 2023

- The Housing Act 1985 and 1996
- The Equality Act 2010
- The Data Protection Act 2018 and UK General Data Protection Regulation
- The Social Housing (Regulation) Act 2023
- The Neighbourhood and Community Standard 2024
- Police and Crime Plan 2025 – 2029: A Safer Warwickshire for All

4.0 Terms and definitions

- 4.1 We use the Antisocial Behaviour Crime and Policing Act 2014 (the ASB Act) definition of housing related ASB as behaviour ‘that is causing or likely to cause nuisance or annoyance’.

In particular:

- 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

- 4.2 In some instances, reports of anti-social behaviour may also constitute a crime.

In these cases, the victim and witnesses will be encouraged to report the matter to the police. In these cases, we will contribute to the resolution of ASB in our role as landlord, liaising as appropriate with other agencies such as the Police and the RBC community wardens.

5.0 Policy Statement

- 5.1 We will clearly publish, and make accessible, information on ASB and how tenants should report this.

- 5.2 The objectives of the policy are:

- To protect tenants and communities from ASB.
- To take a balanced approach between enforcement and support.
- To encourage early intervention and prevention.
- To work in partnership with police, health, social care and the RBC community wardens.
- To ensure victims and witnesses are supported.
- To use proportionate, fair and consistent enforcement action.

6.0 Roles and Responsibilities

- 6.1 RBC Housing Services Team have responsibility for prevention, responding to reports of ASB, investigation, case management and resolution.
- 6.2 RBC community wardens, patrol streets and open spaces from 8am – 10pm, seven days a week, responding to calls from tenants and residents. The community wardens work proactively, patrolling the borough and issuing crime prevention advice.

Working in partnership with the police, community wardens deal with:

- Anti-social behaviour
- Noise complaints
- Graffiti
- Fly-tipping

In addition, the community wardens:

- Deliver door alarms to vulnerable residents
 - Attend community meetings
- 6.3 Tenants are responsible for respecting their neighbours and community, complying with tenancy conditions and their tenancy agreement and reporting ASB.
 - 6.4 Councillors and community representatives provide support, oversight and accountability.
 - 6.5 We are members of and active participants in the Rugby Community Safety Partnership, and its subcommittee, the ASB Management Meeting, which provides a forum for effective partnership working in tackling ASB effectively.

7.0 Reporting and Case Management

- 7.1 We offer RBC tenants the following channels to report ASB:
 - Phone: 01788 533533 9am – 5pm
 - Email: housingofficers@rugby.gov.uk
 - In person: By visiting the Town Hall, Evreux Way, Rugby, CV21 2RR 9am – 5pm or by reporting to your independent living co-ordinator, housing officer or other member of staff.

Drop in to our housing services surgery, every Wednesday at the Town Hall, 10am – 4pm, no appointment required.

- 7.2 Reports of ASB will be risk assessed, taking into account specific circumstances such as safeguarding concerns for the victim or perpetrator, vulnerability of victim or perpetrator, repeat victims.
- 7.3 Reports of ASB will be categorised as follows:
- High Risk (includes but is not confined to, violence, hate crimes, domestic abuse, safeguarding concerns). **Reports will be responded to within 2 working days.**
 - Medium Risk (Includes but is not confined to, noise nuisance, loitering, fly tipping, dirty/untidy gardens). **Reports will be responded to within 5 working days.**
- 7.4 All reports of ASB will be assessed on an individual basis.
- 7.5 Tenants can be supported by a representative or advocate in interactions about ASB (or any landlord services).
- 7.6 If you are in danger of violence or harm, please **contact the Police on 999.**
- 7.7 A named housing officer will be assigned to each case of ASB and victims and witnesses will be advised who their named officer is.
- 7.8 Confidentiality will be respected, unless safeguarding duties require disclosure, or disclosures in court are required.
- 7.9 All parties will receive regular updates from their named housing officer:
- High Risk Cases – **Weekly**
 - Medium Risk Case – **Fortnightly**

Unless alternative arrangements are agreed with the parties involved.

- 7.10 The housing officer will agree the closure of the case with the parties involved.
- 7.11 Closure of the case and outcomes/resolution will be confirmed in writing to each party.
- 7.12 The parties involved will be offered the opportunity to take part in a telephone survey following the closure of the case to understand what went well and what could be improved in RBC's case handling.

8.0 Evidence and Record Keeping

8.1 Reliable and comprehensive evidence is key to the effective resolution of ASB. Evidence is required to identify the appropriate intervention to address the ASB including when legal measures are required.

8.2 Evidence can include:

- Documented evidence, i.e. witness statements and reports, including diary sheets from victims and witnesses that report: what happened, when it happened and who was involved.
- Oral evidence and testimony
- Hearsay evidence, provided by a third party on behalf of someone else
- Tangible evidence such as an unkempt garden, fly tipping.

8.3 Potential sources of evidence can include:

- People who heard or saw the ASB.
- Neighbours.
- Information from agencies such as the Police or community wardens
- Media reports.

8.4 Comprehensive records of each case will be kept including:

- Diary sheets recording the ASB
- Witness statements
- File notes and Police logs
- Correspondence with victims, witnesses and perpetrators
- Photographs
- Sound/video recordings
- CCTV footage
- Information in the public domain, such as convictions, media reports

8.5 All forms of evidence should be reviewed as soon as possible after the event(s).

9.0 Diary sheets

9.1 Diary sheets should be used by tenants to record instances of ASB and housing officers will support tenants to follow the correct process for using these.

9.2 We will inform victims and witnesses of the importance of diary sheets in collecting evidence that will enable us to tackle ASB. The Housing

Officer will explain to victims and witnesses how to complete diary sheets with as much detail as possible about the behaviour; who is involved; when it happens/happened; and the impact it has.

- 9.3 Support will be given to tenants to use diary sheets e.g. translation or recording tools.

10.0 Prevention and Early Intervention

- 10.1 RBC Tenancy Agreements include clear ASB clauses that support tenants' rights to the peaceful enjoyment of their homes.
- 10.2 Introductory tenancies are used at RBC and serve as a probationary period for 12 months where tenants must prove they can manage their tenancy responsibly. Introductory tenancies offer fewer rights than secure tenancies and RBC will be able to evict more easily if ASB occurs.
- 10.3 Mediation and restorative approaches will be considered if appropriate.
- 10.4 RBC will consider referrals to appropriate agencies to support perpetrators with underlying issues (i.e. poor mental health, substance misuse)

11.0 Tools and Powers

- 11.1 RBC may use the following, in line with legislation and tenancy agreements:
- Informal interventions (verbal/written warnings, mediation, good neighbour agreements).
 - Support and referrals (mental health support, substance misuse support, youth support).
 - Tenancy enforcement (injunctions, demotion orders, possession proceedings).
 - Partnership tools (Community Protection Notices, Closure Orders, Criminal Behaviour Orders)

12.0 How to Report to the Police

- In an Emergency: Always dial 999
- In a Non-Emergency: Dial 101
- On Public Transport: 0800 40 50 40 or text 61016
- Anonymously: CRIMESTOPPERS 0800 555 1111

- Rugby Police Station, Newbold Road, Rugby, CV21 2DH – 01926 415000

13.0 Monitoring and review

- 13.1 Numbers of ASB cases, number of ASB cases that include hate crime and tenant satisfaction with our approach to tackling ASB are recorded by RBC and reported annually to the Regulator of Social Housing and to our tenants.
- 13.2 Each quarter cases will be selected randomly and (with the consent of the tenant) will be tested through desktop/systems analysis and tenant interviews to ensure that our ASB policy has been complied with.
- 13.3 This policy will be reviewed on a three yearly cycle, unless there is a business need, change in legislation or regulation which prompts an earlier review.
- 13.4 We will publish this document on our website and our intranet to ensure visibility and access for staff and tenants.
- 13.5 We will provide training to staff who have responsibility for implementing the policy to ensure that it is understood.
- 13.6 As this is a tenant facing policy, we will review the effectiveness of the policy with our involved customers one year from the implementation of the policy.

14.0 Related documents

- RBC Hate Crime Policy
- RBC Violence against Women and Girls Policy
- RBC Domestic Abuse Policy
- RBC Safeguarding Policy
- Warwickshire Police Anti-Social Behaviour Policy WP053 V2.0

15.0 Governance

Effective from	1 October 2025	Expires	31 September 2028
Policy Owner	Housing Services Manager		
Policy Author	Communities and Projects Manager		
Consultation	Tenant Consultation - 12 February 2025 Frontline Staff Consultation – 27 May 2025 Technical Staff Consultation - 12 September 2025		
Approved by	Chief Officer – Communities and Homes		
Version control	V1.0		

