

Service Standards

Anti-Social Behaviour (ASB) and Hate Crime

What is Anti-Social Behaviour?

This is defined as 'conduct capable of causing nuisance or annoyance to any person in relation to that person's occupation of their home and local environment.'

Risk Assessments

In every ASB case where there is an informant or victim of ASB, we will complete a risk assessment to determine the level of risk vulnerability of that person. Every informant will be categorised as being at standard, medium or high risk. We will use this assessment in order to prioritise our cases and to ensure that victims receive the appropriate level of support and intervention either from us or through referrals to partner agencies.

Action to Resolve Cases

NBBC aim to:

- Contact you within 5 working days to discuss your report(s) in further detail and arrange a home or office appointment, if necessary.
- Provide you with updates at least once every 28-days with your case.
- Liaise with and speak to other informants that have witnessed the ASB.
- Utilise diary sheets, noise recordings (via Noise App), photos, videos (or other CCTV) and personal observations appropriately.

- Contact the alleged perpetrator unless the informant advises it is not appropriate and they do not want us to notify the alleged perpetrator of their complaint.
- Liaise with partner agencies such as Warwickshire Police, Social Services, and Local Authorities/Housing Providers, attending multi-agency meetings and taking part in ASB Case Reviews.



What is a Hate Crime?

Crime or ASB committed against someone due to their age, disability, sexual orientation, religion or belief, race or gender identity.

Action Plans

In every ASB case where there is an informant or victim of ASB, we will agree Action Plans with them. This will be documented on the case notes and confirmed in writing, setting out those actions that the ASB Officer will complete and what we expect the informant to complete. The informant will be provided with a copy of the Action Plan.



Gathering Evidence

NBBC aim to:

- Utilise the lowest appropriate level of enforcement in all cases.
- Escalate further enforcement as appropriate where the ASB persists.
- Identify standard level cases that are suitable for mediation as a means of resolving them.

- Make referrals to support agencies, partners and services.
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- Use any reasonable and proportionate enforcement tools such as warnings, ABC's, Good Neighbour Agreements, Parenting Contractors, Extensions of Intro Tenancies, Notice of Possession Proceedings or Notice of Seeking Possession etc.
- Use legal remedies where non-legal remedies have not resolved the ASB, or in cases where non-legal tools have not been appropriate due to the severity of the ASB. This includes Injunctions, Closure Orders, Possession Orders and Evictions.
- After a legal/non-legal tool has been imposed, we will wait another 5-10 working days (unless agreed otherwise) to contact the informant to ascertain whether the tool used has improved their situation.
- Consider the Equality Act 2010 before commencing legal proceedings (Equality & Impact Assessments and Public Sector Equality Duty Reviews)
- Take action that is reasonable & proportionate to the circumstances of each case.

How we will monitor these Standards

NBBC aim to:

- Ask for your feedback after cases have been closed.
- Carry out checks on the use of risk assessments and action plans.
- Ask for your views through the annual Tenant Satisfaction Measures.
- Carry out case reviews and audits at management level to ensure compliance with NBBC's Anti-Social Behaviour Policy and Hate Crime Policy.

Closing Cases

When we close cases, we will write to you explaining the outcome and explain how you can complete an ASB Satisfaction Survey detailing how you thought the case was dealt with and to provide any feedback that you may wish to make.



Reporting Anti-Social Behaviour and Hate Crime

You can report ASB or Hate Crime to NBBC's ASB Team or Communities Team via:

- **Telephone:** 02476 376 406 (housing) or 02476 376 376 (switchboard)
- **Email:** asb.team@nuneatonandbedworth.gov.uk
- **Submit an online form:** Report anti-social behaviour | Anti-social behaviour | Nuneaton and Bedworth Borough Council
- **In person:** Town Hall, Coton Road, Nuneaton, CV11 5AA between 10:00am – 2:00pm

If someone is hurt, or in immediate danger, or there is a threat to public safety, please call 999.

