London Borough of Brent

Housing Anti-Social Behaviour Policy

The Policy sets out our how Brent Council's housing services will respond to anti-social behaviour (ASB). Brent Council is committed to preventing and tackling anti-social behaviour (ASB) to ensure residents can enjoy safe, secure, and peaceful communities.		
Owner:	**Spencer Randolph, Director of Housing Services**	
Approved by:	**DMT/Board/Cabinet**	**Insert date in format dd/mm/yyyy**
Review cycle: (years)	**Annually**	
Next review date:	**01/11/2027 (Subject to approval date)**	

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Regulatory Standards, Legislation and Codes of Practice

Regulator:	**Regulator of Social Housing –** **Neighbourhood and Community Standard**
Legislation:	• **Housing Act 1985** • **Housing Act 1988** • **Housing Act 1996** • **Antisocial Behaviour, Crime and Policing Act 2014** • **Equality Act 2010** • **Health and Safety at Work etc. Act 1974** • **Children Act 1989, Children Act 2004, and Care Act 2014** • **Human Rights Act 1998** • **Clean Neighbourhoods Act 2005** • **Environmental Protection Act 1990** • **Data Protection Act 2018 and UK GDPR** • **Crime and Disorder Act 1998** • **Domestic Abuse Act 2021** • **Police, Crime, Sentencing and Courts Act 2022**
Codes of Practice:	• **Statutory Guidance for Frontline Professionals on Anti-Social Behaviour, Crime and Policing Act 2014** • **Housing Ombudsman Complaint Handling Code** • **Housing Ombudsman Spotlight Report on Noise Complaints** • **Housing Ombudsman Spotlight Report on Knowledge and Information Management Housing Ombudsman Spotlight Report on Anti-Social Behaviour** • **National Housing Federation ASB Guidance** • **CIH (Chartered Institute of Housing) Professional Standards and Practice Guidance** • **Ministry of Housing, Communities and Local Government Guidance on Tackling Anti-Social Behaviour** • **Community Trigger (ASB Case Review) Statutory Guidance**

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	• **Information Commissioner's Office (ICO) Data Sharing Code of Practice** • **Domestic Abuse Statutory Guidance (Home Office)** • **Victims' Code (Code of Practice for Victims of Crime)**
The policy also operates in the context of:	• Hate Crime Policy (Consultation Stage- Aug 2026) Hate Crime Policy Housing Management Service - Consultation Draft 2026 • Domestic Abuse Policy (Awaiting approval – Aug 2026) 3.0 Brent Housing Domestic Abuse Policy.docx • Brent's Community Safety Strategy - Community Safety Strategy

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1. Introduction & Policy Statement

This policy outlines Brent Council's approach to preventing, managing, and responding to anti-social behaviour (ASB) within its Housing Management services it aims to ensure that all Brent Council tenants and leaseholders feel safe, respected, and supported in their communities, and that ASB is addressed swiftly, fairly, and proportionately.

This policy ensures that Brent Council, as a landlord, freeholder, and employer, meets its legal duties as the:

Housing authority under the Housing Act 1985, Housing Act 1988, and Housing Act 1996 to manage its properties effectively, take reasonable steps to prevent nuisance and annoyance, and protect the quiet enjoyment of residents. We will enforce this through the terms and conditions of the Tenancy Agreements.

- **Relevant authority** under the *Antisocial Behaviour, Crime and Policing Act 2014* using appropriate tools and powers such as Civil Injunctions, Community Protection Notices, Closure Powers, and the Community Trigger to prevent and address ASB *social Behaviour.*
- **Public sector body** under the *Equality Act 2010* to eliminate discrimination, advance equality of opportunity, and foster good relations, including taking robust action against hate crime and harassment related to protected characteristics.
- **Employer and service provider** under the *Health and Safety at Work etc. Act 1974* and related regulations to protect staff from violence, abuse, and harassment in the course of their duties.
- **Safeguarding partner** with duties under the *Children Act 1989*, *Children Act 2004*, and *Care Act 2014* to protect children and adults at risk from harm, neglect, exploitation, or abuse linked to ASB.
- **Public authority** under the *Human Rights Act 1998* to act proportionately and lawfully in a way that respects individuals' rights, including the right to respect for private and family life and the right to a fair hearing.
- **Enforcement body** under the Clean Neighbourhoods and Environment Act 2005, enabling action against environmental antisocial behaviour such as littering, graffiti, fly-posting, abandoned vehicles, noise, and nuisance caused by animals.
- **Statutory authority** under the Environmental Protection Act 1990 with duties to prevent, investigate, and take enforcement action against statutory nuisances, including noise, smoke, odour, accumulation of waste, and other environmental conditions that adversely affect residents' health or quality of life.

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This policy applies to:

- Brent Council tenants, leaseholders, license-holders and residents living in council-managed properties.
- ASB incidents occurring in or around council-owned homes or communal areas, or within council-owned estates.

Brief Background

Anti-social behaviour (ASB) can have a serious and lasting impact on individuals, families, and communities. Brent Council's Housing Management Service recognises that tackling ASB is essential to maintaining safe and inclusive neighbourhoods.

Commitments

Brent Council commits to:

- **Prioritise victims,** recognising their potential vulnerability.
- **Ensure transparency and accountability** in how ASB is managed.
- **Use evidence-based practices** to prevent and resolve ASB.
- **Empower communities** to report concerns and participate in solutions.
- **Continuously improve services** through monitoring, feedback, and training.

To deliver these commitments, Brent Council will:

- Prevent ASB through early intervention, education, and community engagement.
- Respond effectively to ASB reports using a risk-based and victim-centred approach.
- Support victims and vulnerable individuals, ensuring their safety and wellbeing.
- Hold perpetrators accountable while promoting tenancy sustainment where appropriate.
- Work collaboratively with residents, internal teams, and external agencies to resolve ASB and build safer communities.
- Provide clear and accessible information on how to report ASB, how cases will be managed, and how residents can escalate concerns or make a complaint if they are dissatisfied with the response.
- Review to ensure an inclusive service

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2. What is Anti-Social Behaviour (ASB)?

Definition of ASB

Anti-social behaviour (ASB) is defined in the Anti-social Behaviour, Crime and Policing Act 2014 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.

What Brent Council Considers to be ASB

Brent Council recognises a wide range of behaviours that may be considered anti-social, including (but not limited to):

- Noise nuisance
- Verbal abuse or threats
- Harassment or intimidation including sexual or gender-based harassment, including behaviours linked to Violence Against Women and Girls (VAWG)
- Hate-related incidents
- Drug use or drug dealing in communal areas
- Vandalism or property damage
- Aggressive or threatening behaviour
- Misuse of communal areas
- Loitering
- Fly-tipping
- Domestic abuse
- Vehicle-related nuisance

3. Behaviour not classified as anti-social behaviour (ASB)

Definition of Nuisance Behaviour

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Nuisance behaviour refers to everyday living noises or actions that may be annoying or inconvenient to others but are not anti-social behaviour (ASB). These behaviours are often unintentional, non-malicious, and not persistent or targeted. They are typically:

- Do not cause harassment, alarm, or distress.
- Are part of normal household or lifestyle activities.
- May be the result of poor sound insulation.

Examples of Nuisance Behaviour

These are behaviours that may upset or disturb others but are unlikely to be treated as ASB unless they are persistent, targeted, or escalate:

1. Cooking smells
- Ordinary domestic noise (e.g babies crying, hoovers, washing machines, heavy walking)
- DIY during reasonable hours
- One-off parties or arguments
- Slamming doors or flushing toilets
- People leaving for work at odd hours (e.g. shift workers)
- Noise due to poor sound insulation

Nuisance should be addressed through informal neighbour conversations, mediation, or guidance on being a good neighbour.

4. Domestic Abuse & ASB

Anti-social behaviour (ASB) can sometimes be linked to domestic abuse. Domestic abuse includes controlling, coercive, threatening or violent behaviour between people aged 16 or over who are, or have been, partners or family members. This can take many forms, such as emotional, physical, sexual, financial abuse, or coercive control.

Domestic abuse **must not** be treated as a standard ASB complaint. It requires a **trauma-informed, victim centred response**, often involving safeguarding teams and other specialist agencies.

Residents experiencing domestic abuse can report it to the police in an emergency, Brent's housing or community safety teams, or specialist support services. Brent Council provides access to emergency housing, safety planning, advocacy, legal advice and emotional support.

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Because domestic abuse requires a coordinated, multiagency response, full details on how the council manages these cases are set out in our **Domestic Abuse Policy**, which you can find here: **[insert link]**.

If you require further support, you could also refer to local domestic abuse services:

Service	Support Provided	Contact Details
Refuge (National Domestic Abuse Helpline)	National 24/7 domestic abuse support for women and children	**24/7 Helpline:** 0808 2000 247 (Free & confidential) **Website:** refuge.org.uk **General Enquiries:** 020 7395 7700 (Mon–Fri, 9am–5:30pm) **Supporter Care:** 020 7395 7771 **Email:** supportercare@refuge.org.uk
Women's Aid	Online support for women experiencing domestic abuse	**Live Chat:** chat.womensaid.org.uk **Email Support:** helpline@womensaid.org.uk **Website:** womensaid.org.uk **Note:** Women's Aid does not operate a public helpline but works closely with Refuge's national helpline.
Victim Support	Emotional and practical support for victims of crime, available 24/7	**Support Line:** 08 08 16 89 111 (24/7) **Website:** victimsupport.org.uk **London Office:** 50–52 Hampstead Rd, London NW1 **Telephone:** 020 7388 8198

5. Our Service Standards

Our service standards outline what residents can expect from us, to help keep communities safe and respectful.

Taking Reports Seriously

We will:

• Prioritise urgent risk cases such as violence, hate crime, and domestic abuse.

• Provide multiple reporting channels, allowing residents to report ASB online, by phone, in person, or anonymously.

• We apply a risk-based response, using our ASB risk matrix to assess seriousness and vulnerability, with tiered response times determined by the assessed level of risk.

Treating You with Respect

We will:
•Handle your personal information confidentially and sensitively in accordance with data protection legislation.
• Treat all residents fairly, with dignity, and without discrimination.

Clear Communication

We will:
• Explain the ASB process, what will happen next, and expected timeframes.
• A **named officer** will be assigned to manage each case from start to finish.
• Provide regular updates during ongoing or complex cases.
• **Share** an **action plan** with the complainant, outlining next steps and expected timescales when relevant.
• Ensure residents understand **how to escalate concerns or make a complaint** if they are unhappy with their case handling.

Support When Needed

We will:
• Offer appropriate support or referrals to specialist services.
• Use **early intervention tools** such as mediation, verbal warnings, neighbourhood cards and Acceptable Behaviour Contracts (ABCs) to prevent escalation.

Fair and Proportionate Action

We will:
• Base decisions on evidence, risk, and the seriousness of the behaviour.
• Share outcomes with residents where lawful and appropriate.
• Take **enforcement action when necessary**, including injunctions, closure orders, or tenancy enforcement.
• **Close cases only when appropriate**, and seek to do so with complainant agreement where possible.
• Use **feedback and learning** from residents to continuously improve our service.

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6. Meeting the needs of our diverse communities

Identifying Vulnerable Residents

We define vulnerable residents as individuals who may be at greater risk of harm or distress due to personal circumstances, including but not limited to:

- Age (e.g. elderly or very young residents)
- Disability or long-term health conditions
- Mental health needs
- Learning difficulties or neurodivergence
- Domestic abuse or safeguarding concerns
- Language barriers or social isolation
- Substance misuse or recovery
- Previous victimisation or trauma
-

Area Tenancy Managers are trained to identify signs of vulnerability during initial contact and throughout the case lifecycle. We also work with partner agencies to gather relevant information and ensure a joined up approach.

Support Services for Victims

We take a proactive and compassionate approach to supporting victims:

- We assess support needs from the outset

1. When a resident reports ASB, our officers carry out an initial impact and vulnerability assessment to understand how the behaviour is affecting them and whether additional support is needed.

- We tailor support to individual circumstances

Where appropriate, we create a Personalised support plan.

This may include:

- Referrals to domestic abuse services, mental health support, or victim advocacy organisations
- Emotional reassurance and regular check-ins
- We work in partnership to provide wraparound care
- For high-risk or complex cases, we coordinate with the Community Safety Team, police, social care, and health services to ensure a joined-up response.

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- We ensure accessibility and inclusion
- Our support is inclusive of all residents, including those with disabilities, language needs, or other vulnerabilities. We provide interpreters and accessible formats where needed.

Violence Against Women and Girls (VAWG)

Brent Council is committed to ensuring that resident safety is at the heart of its response to anti-social behaviour (ASB). The Council recognises that ASB, harassment, intimidation, stalking, public nuisance, and other community safety concerns can have a disproportionate impact on women and girls, as well as young people and other vulnerable residents. Such behaviours can affect individuals' ability to feel safe in their homes, neighbourhoods, and local communities, impacting their physical and emotional wellbeing and quality of life.

The Council acknowledges that experiences of ASB may be linked to wider forms of violence against women and girls (VAWG), including harassment, coercive and controlling behaviour, domestic abuse, stalking, sexual harassment, and other forms of gender-based abuse. Reports involving these issues will be taken seriously and assessed with appropriate regard to the risks, vulnerabilities, and safeguarding needs of those affected. Risk assessments will take account of factors such as gender, age, disability, previous victimisation, fear of repeat incidents, and any identified safeguarding concerns to ensure that support and interventions are tailored appropriately.

7. Making it easy to report ASB

Reporting Mechanisms

We are committed to making it as simple and accessible as possible for residents to report anti-social behaviour (ASB). Our approach ensures that all residents regardless of background or circumstance can report concerns safely and confidently.

Residents can report ASB using any of the following accessible and inclusive methods:

Reporting Method	Details	Additional Information

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Online Reporting (24/7)	Residents can submit reports at any time using the secure online form: **www.brent.gov.uk/asb**	• Mobile-friendly • Suitable for uploading evidence such as photos and videos
Telephone Support	Residents can call the ASB reporting line during office hours: **0208 937 2400 (Mon–Fri, 9am–5pm)**	• Staff will take details with sensitivity and confidentiality • Interpreting services available for residents who speak English as an additional language • Urgent issues outside office hours can be reported via the same number
In-Person Reporting	Residents can visit the Civic Centre to speak to the officer on duty face-to-face.	• Staff are trained to respond with care, confidentiality, and cultural sensitivity
Email Reporting	Residents can submit reports at any time by emailing: asb@brent.gov.uk	
Anonymous Reporting	Residents may report ASB anonymously through all standard channels (online form, phone, email, or partner agencies).	• Cases will be investigated where possible • Limited information may restrict the actions that can be taken

ASB Customer Journey

8. Prevention of ASB

Brent Housing Management recognises that preventing ASB is just as important as responding to it. We take a proactive, community-based approach to reduce risk, encourage early resolution, and promote positive neighbourhood relationships.

Good Neighbour Policy

Brent Council is committed to creating a **Good Neighbour Policy** to promote respectful, positive, and considerate behaviour within our communities.
This policy will be developed and shared with tenants and leaseholders once completed and will be reinforced through tenancy agreements, welcome information for new residents, and estate communications.

The planned policy will set out clear expectations, including:
- Respecting neighbours' right to peace and quiet
- Keeping shared spaces clean, safe, and accessible
- Being mindful of noise, pets, and visitors
- Resolving minor or low level disputes informally where possible

Dear Neighbour Card
Residents are encouraged to use polite, Dear Neighbour cards to raise concerns directly with neighbours such as noise or rubbish before issues escalate. This tool empowers residents to communicate respectfully and helps prevent minor issues from becoming formal complaints.

Early Intervention

We use a range of early intervention tools to stop ASB from escalating, including:

- Warning letters
- Acceptable Behaviour Contracts (ABCs)
- Parenting contracts (where children are involved)
- Formal mediation is a voluntary, structured process where a mediator helps neighbours resolve low-level, ongoing conflict by supporting safe conversation and agreement of practical solutions.

These approaches help resolve concerns early without needing formal enforcement.

Estate Management
Area Tenancy Managers and Housing Officers conduct estate inspections to identify potential ASB hotspots and engage with residents. We also use environmental design measures such as improved lighting, CCTV, and secure entry systems to deter nuisance behaviour.

Conflict Resolution
Brent Council is committed to resolving neighbour disputes early to prevent escalation and reduce stress for residents. We use a range of conflict resolution approaches depending on the nature of the issue and the willingness of both parties to engage.

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9. Responding to cases within the agreed timeframe

Brent Housing Management is committed to responding to anti-social behaviour (ASB) reports promptly and proportionately. We follow a structured, risk-based approach to ensure that all cases are handled fairly, consistently, and in line with our responsibilities as a landlord.

High Risk - Threats of violence, hate crime, serious harassment, safeguarding concerns
Medium Risk - Ongoing neighbour disputes, verbal abuse, repeated noise nuisance

Low risk - Minor tenancy breaches, untidy gardens, pet nuisance

The below timeframes are triggered when a case has been assigned or your case worker has been made aware of the anti-social behaviour (ASB) report.

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Brent Council

HOW BRENT COUNCIL HOUSING SERVICE RESPONDS TO ANTI-SOCIAL BEHAVIOUR (ASB) REPORTS

We take ASB seriously and respond proportionately based on the risk level.
Our priority is to keep residents safe and improve communities.

WHAT WE DO	HIGH RISK	MEDIUM RISK	LOW RISK
1. Make initial contact with the complainant We acknowledge your report and let you know what happens next.	48 HOURS	48 HOURS	3 WORKING DAYS
2. Interview complainant and agree an initial action plan We discuss the issue in detail and agree an initial plan of action with you.	5 WORKING DAYS	10 WORKING DAYS	10 WORKING DAYS
3. Complete vulnerability assessment We assess any vulnerabilities to ensure the right support is in place.	5 WORKING DAYS	7 WORKING DAYS	10 WORKING DAYS
4. Contact the alleged perpetrator (where safe and appropriate) *Note: In domestic abuse cases, this may not be safe.*	5 WORKING DAYS	5 WORKING DAYS	5 WORKING DAYS

RISK-BASED RESPONSE
Response times vary depending on the severity and risk of the report. This ensures we act quickly when it matters most.

OUR COMMITMENT
We are committed to taking effective action, working with partners and supporting residents to create safe, respectful and thriving communities.

IN AN EMERGENCY OR IF YOU FEEL UNSAFE
Always call **999**.
For non-emergencies, report ASB to us online, by phone or in person.

Report online:
brent.gov.uk/ASB

10. Roles & Responsibilities

Area Tenancy Managers

Responsibility Area	What the Area Tenancy Manager Does
1. Listening and Recording Your Report	• Listen to your concerns and record all details you provide. • Ask when the ASB occurs, how often, and how it affects you. • Explain how to keep ongoing records (diary logs, photos, Brent Noise App).
2. Gathering Information	• Ask for evidence such as photos, videos, or witness information. • Speak with neighbours/residents when safe and appropriate. • Liaise with Police, Community Protection Team, and external partners. • Review previous reports linked to the property.
3. Checking Risk and Vulnerability	• Complete a risk assessment to identify any risk of harm. • Prioritise serious cases (threats, harassment, hate behaviour, domestic abuse). • Discuss support options if you need extra help or protection. Signpost to external agencies offering victim support.
4. Assessing Tenancy Responsibilities	• Check whether the behaviour breaches tenancy or lease conditions. • Explain the tenancy rules that apply to your situation. • Advise on next steps if a breach is likely. • Explain that low-level ASB is managed via tenancy terms and conditions.
5. Early Intervention	• Issue verbal or written warnings. • Contact the alleged perpetrator. • Arrange mediation (where appropriate). • Set up Good Neighbour Agreements. • Use Acceptable Behaviour Contracts (ABCs).

6. Escalating the Case When Needed	• Begin formal tenancy enforcement (injunctions, closure orders, possession action). • Request joint visits with enforcement partners such as the Police. • Recommend further action where tenancy breaches continue.
7. Communication	• Keep you updated about your case. • Agree how often you will receive updates. • Inform you when actions have been taken.
8. Case Closure	• Close the case when issues are resolved/improved or when no further evidence exists. • Provide a written outcome letter explaining why the case is being closed.

ASB Officers (Community Protection Team – CPT)

Responsibility Area	What ASB Officers Do
1. Working with the Police and Other Agencies	• Work directly with the Police on joint visits, evidence gathering, and action planning. • Share information lawfully to protect victims and tackle persistent offenders. • Plan joint enforcement where needed (drug activity, threats, community-wide nuisance). • Write to the resident with an outcome letter when the case is closed.
2. Multi-Agency Meetings	**BJAG (Brent Joint Action Group):** • Partnership meeting involving the council, police, health, fire services and others. • Reviews recurring ASB locations and coordinates action. **Community MARAC:** • Used for high-risk or vulnerable victims. • Agencies share information and agree safeguarding/safety plans. • Protects residents experiencing threats, harassment, domestic abuse or serious harm. **Other Multi-Agency Case Conferences:** • May include Housing, Social Care, Mental Health

	Services, Youth Offending or Education depending on the issues.
3. Escalating Action When Behaviour Does Not Improve	• Move from warnings to legal notices. • Work with the Police to gather evidence for enforcement. • Recommend tenancy enforcement if the perpetrator is a council tenant. • Present the case at BJAG or MARAC for joint decisions. • Seek court orders when necessary and proportionate. • Keep residents updated at every stage.
4. Using Legal Powers When Needed	The Community Protection Team may use formal enforcement tools when ASB continues or is serious, including: • **Acceptable Behaviour Agreement (Contract)** • **Community Protection Warning (CPW)** • **Community Protection Notice (CPN)** • **Criminal Behaviour Order (CBO)** • **Closure Notice or Closure Order** These tools aim to stop persistent ASB, protect victims, and improve safety.

Police

Responsibility Area	What the Police Do
Criminal Investigation	• Investigate any criminal behaviour linked to ASB.
Criminal Enforcement	• Take action under criminal law when necessary.
Joint Working with CPT	• Work with the Community Protection Team (CPT) on joint patrols, evidence gathering, and coordinated enforcement.

11. Working together with residents, partner services and agencies

Resident and Community Involvement

Brent Council believes that residents and community partners play a vital role in preventing and addressing antisocial behaviour (ASB). We work together to create safer, more connected neighbourhoods through:

Resident Participation

- **Resident Panels and Forums:** Regular meetings where residents can raise concerns, share ideas, and help shape local ASB responses.
- **Neighbourhood Walkabouts:** Reassure residents through visible presence.
- **Feedback and Codesign:** Residents help design policies, communications, and prevention campaigns, ensuring services reflect lived experience.
- **Empowerment Tools:** Promotion of resources such as the *Dear Neighbour* card and *Good Neighbour Policy* to support informal, respectful resolution of issues.

Partnership Working

We work closely with the Community Safety Team, Police, youth services, and voluntary organisations to deliver coordinated prevention and early intervention, including:

- Community safety campaigns
- Youth diversion activities
- Targeted outreach in high-risk areas

Education and Awareness

We promote understanding and responsible behaviour through campaigns on:

- Noise nuisance
- Hate crime
- Responsible pet ownership
- Fireworks and seasonal ASB

These are delivered through newsletters, social media, and community events to keep residents informed and engaged.

12. Delivering Inclusive and Accessible Services

Equality, Diversity and Inclusion

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We will:

- Follow the Equality Act 2010 and Brent's Equality, Diversity and Inclusion (EDI) Strategy.
- Challenge discrimination and promote equity in service delivery by ensuring our decisions, actions, and communication are fair, inclusive, and aligned with the Equality Act 2010. This includes adapting our services to meet diverse needs.

Accessible Services for All

We will:

- Offer interpreting services as a default for residents and families who speak English as an additional language, ensuring they can fully understand the ASB process, their rights, and any actions required.
- Offer information in accessible formats such as easy read or large print.
- Use inclusive and representative language and imagery in our communications.

Skilled and Representative Workforce

We will:

- Provide staff training in unconscious bias, trauma-informed practice and cultural awareness.
- Encourage staff to use their own lived experience to help shape services.

Tailored Support for Diverse Communities

Working with Local Communities

We will:

- Work closely with faith groups and community organisations.
- Codesign approaches that are culturally sensitive and locally relevant.

Personalised Case Management

We will:

- Tailor support to individual needs, including cultural background, language, disability, mental health, and other factors

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13. Reviewing cases when requested: Anti-Social Behaviour Case Review

Review Process

We are committed to delivering a fair, transparent, and accountable service. If a resident is unhappy with how their anti-social behaviour (ASB) case has been handled, we provide clear routes for review, escalation, and independent oversight.

If a resident feels that their ASB concerns have not been addressed despite repeated reports, they can request a formal case review through the Community Trigger process.

What is Community Trigger?

Community Trigger allows residents to request a multi-agency review of their ASB case if they believe no effective action has been taken.

Eligibility Criteria

A Community Trigger can be activated if:

- Three or more incidents of anti-social behaviour (ASB) have been reported within a six-month period.

Each incident must have been:

- Reported within one month of it occurring.
- Reported to the same organisation (e.g. council, police, housing provider) or a mix of these, if they relate to separate incidents.
- The reports must concern the same issue or perpetrator.

The applicant can be:

- The victim of the ASB
- Or someone acting on their behalf (e.g. a carer, Councillor, or community group)

How We Respond

- We coordinate a review with relevant partners (e.g. police, Community Safety Team)
- The review considers all previous actions and whether further steps are needed
- The resident is informed of the outcome and any additional actions agreed

Complaints Procedure

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If you are unhappy with the anti-social behaviour service we have provided or arranged, please tell us so we can try to put things right. We will always try to resolve your issue at the first point of contact. If that's not possible, you can raise a formal complaint and confirm that you are happy with us taking this route.

Your complaint will be handled in line with the Brent Council Complaints Policy.

14. Supporting and developing our workforce

To make sure you receive a safe, fair and professional service, all our Area Tenancy Managers are trained to deal with ASB. Our training helps officers respond confidently, understand residents' needs, and follow best practice.

- Supervision and Case Reviews
- Staff receive regular supervision and participate in team case reviews to reflect on practice, share learning, and maintain quality.

Access to Specialist Support

- Officers can consult with legal teams, safeguarding leads, and the Community Safety Team for guidance on complex or high-risk cases.
- We support staff progression through mentoring, secondments, and access to formal qualifications in housing, enforcement, and community safety.

Wellbeing and Resilience
We promote staff wellbeing through access to mental health support, flexible working arrangements, and a culture of peer support.

Performance and Accountability
We set clear expectations for case handling and communication, and we monitor performance to ensure high standards are maintained across the service.

15. Monitoring our performance

- This policy will be formally reviewed at regular intervals to ensure it remains aligned with legislation, best practice, and local priorities. Governance changes, updates, or amendments will be approved through the council's

decision-making processes and communicated to staff and residents as appropriate.

- We will monitor performance through a set of agreed Key Performance Indicators (KPIs), including response times, case outcomes, resident satisfaction, partnership activity, and the use of enforcement tools. Service performance will be reviewed regularly through internal governance boards and relevant scrutiny panels to ensure transparency and accountability.
- An interim review will be conducted within the first year of implementation to assess early impact, operational effectiveness, and any required refinements.
- We will also evaluate the effectiveness of multi-agency work through monitoring activity and outcomes from partnership forums such as BJAG and MARAC.
- Resident feedback gathered through surveys, case follow-ups, and engagement activities will inform ongoing service improvements.
- We will regularly monitor staff training and development needs to ensure all officers are equipped to deliver the policy effectively and in accordance with legal requirements

16. Data Protection

We protect residents' personal data in line with UK GDPR and the Data Protection Act 2018 by ensuring informed consent, strict confidentiality, secure storage, and full access rights for residents over their information.

17. Glossary of Terms

Term	Definition
Antisocial Behaviour (ASB)	Behaviour that causes, or is likely to cause, harassment, alarm, distress, or nuisance to others - especially in homes or neighbourhoods.
Community Trigger (ASB Case Review)	A process that lets victims ask for their ASB case to be reviewed by several agencies if they feel it has not been handled properly.
Community Protection Notice (CPN)	A legal notice telling a person or organisation to stop behaviour that is harming the community's quality of life.
Public Spaces Protection Order (PSPO)	A rule made by the council to stop certain behaviours - such as street drinking in public places to reduce ASB.

Closure Order	A legal power to close a property when it is linked to serious nuisance, crime, or disorder (for example, drug activity).
Civil Injunction	A court order that requires someone to stop doing ASB. Breaking it can lead to arrest or further legal action.
Criminal Behaviour Order (CBO)	An order made by a court after someone is convicted of a crime, placing rules or restrictions on them to stop future ASB.
Acceptable Behaviour Contract (ABC)	A voluntary agreement between a person and the council or police that sets out behaviour expectations and consequences.
Mediation	A private and voluntary process where an independent person helps people in dispute talk and agree on a solution.
Victim Centred Approach	An approach that focuses on the safety, needs, and wellbeing of the person experiencing ASB, especially if they are vulnerable.
Risk Assessment	A structured way of checking how serious a case is and whether someone is at risk, to help decide the right response.
Tenancy Breach	When a tenant breaks the rules of their tenancy agreement for example, by causing ASB or allowing others to do so.
Multi Agency Working	When the council works together with police, health services, housing providers, and other partners to tackle ASB.