

## Anti-social behaviour (ASB) Service Standards

### How to report anti-social behaviour

The Harrow Council webform is the preferred method to report ASB as it prompts for the information we need. If the perpetrators of ASB live in a property owned by a private landlord, the landlord will be responsible for dealing with the ASB.

[www.harrow.gov.uk/antisocialbehaviour](http://www.harrow.gov.uk/antisocialbehaviour)

For emergencies, please contact 0208 901 2630.

### Community Safety Team

Community Safety will lead on cases If the perpetrator is a private homeowner/tenant of a private homeowner or a tenant of a registered social landlord.

[asb@harrow.gov.uk](mailto:asb@harrow.gov.uk)

### Environmental Team: if you are experiencing excessive noise nuisance.

A loud noise or noise nuisance must be gross, persistent, regular, and likely to interfere with the reasonable enjoyment of your home to be classed as a nuisance.

We will investigate all complaints about excessive noise, but we can only act if the noise is considered to be a statutory nuisance. Please contact Environment protection team during office hours of 9am -5pm (no out of hours service).

Environmental team: [www.harrow.gov.uk/environment-parks/noise-nuisance](http://www.harrow.gov.uk/environment-parks/noise-nuisance)

### Police: how to report a crime

You should call the police if the antisocial behaviour is serious or if someone is committing a crime.

Call 999 if it's an emergency, if the crime is being committed at current time if someone is injured or if you or someone else is in danger.

If not, call the Metropolitan Police Services on 101, report a crime at [online.met.police.uk](http://online.met.police.uk) or contact your local Safer Neighbourhood team at [met.police.uk/safer-neighbourhoods](http://met.police.uk/safer-neighbourhoods).

## 1. Introduction and definitions

This document explains Housing Services' approach to managing anti-social behaviour and disturbances in the locality of our estates and properties, where our tenants and leaseholders are affected by anti-social behaviour. It also describes the difference between needing to report a crime vs reporting anti-social behaviour.

Harrow has a diverse community with a wide range of ethnicities and cultures, which is reflected across residents in our housing stock. We want all residents to be able to enjoy living in peace and safety within their homes and surrounding community.

### What is hate crime or a hate incident?

Hate incidents or hate crimes can be acts of anti-social behaviour, where the behaviours are felt, by the victim or others, to be motivated by hostility or prejudice based on disability, race, religion, sexual orientation, or gender identity. Landlords should have procedures for dealing with hate incidents within their overall approach to anti-social behaviour.

How to report hate incident or hate crime If you are the victim of a hate incident, hate crime, or have received a serious threat of this nature you should report it to the police, either by calling 101 or 999 in an emergency or online at the hate crime reporting website True Vision [www.reportit.org.uk](http://www.reportit.org.uk). True Vision allows you to report hate crime as a victim or witness online without the need to visit a police station.

### What is domestic abuse?

The Domestic Abuse Act 2021 defines domestic abuse as physical or sexual abuse, violent or threatening behaviour, controlling or coercive behaviour, economic abuse, psychological, emotional, or other abuse.

A new set of measures has been introduced, including specific offences of stalking, forced marriage, failure to protect from Female Genital Mutilation (FGM) and revenge pornography.

Whether or not the behaviour consists of a single incident or a course of prolonged conduct, it is still considered as domestic abuse and will be taken very seriously.

If you are the victim of domestic abuse or are concerned about someone else experiencing domestic abuse, you should report it to the police, either by calling 101 or 999 in an emergency. You should also make the council aware who may refer you to a support agency such as: Multi - Agency Risk Assessment Conference (MARAC), Cranstoun, The 24-hour Domestic Violence helpline, an IDVA (independent domestic violence advocate), Havens (for rape or sexual assault survivors), the Forced Marriage Unit.

Please visit [www.safelives.org.uk](http://www.safelives.org.uk) for useful advice. You may also wish to read our Domestic Abuse policy (to come) for further information about how Harrow deals with domestic abuse cases.

### What is terrorism?

The current UK definition of terrorism is set out in the Terrorism Act 2000 (TACT 2000). In summary, this defines terrorism as 'The use or threat of serious violence against a person or serious damage to property where that action is:

- Designed to influence the government or an international governmental organisation or to intimidate the public or a section of the public.
- The purpose of advancing a political, religious, racial, or ideological cause.'

For further information on the Terrorism Act 2000 please visit [Section 1 Terrorism Act 2000](#).

## 2. Our principals

We are dedicated to working with residents to resolve anti-social behaviour. We are committed to delivering services through a non-judgemental, balanced approach. All cases of ASB will be treated fairly, considering the needs of all individuals involved, including victims, complainants, witnesses, and alleged perpetrators.

We take anti-social behaviour seriously and aim to deal with it swiftly and effectively. If anti-social behaviour is affecting your quality of life where you live, we will work with you and any other relevant agencies to offer the best possible solution for resolving the issues.

## 3. Explaining what anti-social behaviour is

Anti-social behaviour can be defined as conduct that has caused, or is likely to cause, harassment, alarm, or distress to any person.

Examples of what we consider to be anti-social behaviour (not an exhaustive list):

- Neighbour nuisance.

- Unreasonable noise, including persistent deliberate noise, frequent loud music and parties.
- Noise transference due to poor sound insulation
- Behaving in an intimidating manner
- Loud arguments, Verbal and physical abuse including threats of violence.
- Harassment
- Domestic Abuse
- Hate Crime
- Substance misuse and drug dealing
- Graffiti

Examples of what we do not consider to be anti-social behaviour include (not an exhaustive list):

- Babies crying
- Cooking smells
- Normal domestic sounds between 7am and 11pm
- One-off parties (we encourage residents to discuss details of any planned parties with their housing officer beforehand as well as their neighbours). We will make decisions on a discretionary basis.
- Clash of lifestyles including cultural differences
- Children playing in or near their home at social hours.
- DIY sounds during sociable hours.
- Our Housing Officers can still help resolve these types of issues, but they would not be investigated as part of the anti-social behaviour standards.

Examples of crime that should be reported and dealt with by the police (not an exhaustive list).

If you feel threatened or are in immediate danger, please call the police by dialling 999.

- Threats of violence
- Acts of physical violence
- Terrorism
- Slashing tires
- Vandalism of vehicles
- Incidents on estates by non- residents
- Burglary
- Drug dealing by non-residents.
- Gang related activity unconnected to our residents
- Rough sleeping in communal areas

#### **4. Our commitment**

- We will show commitment, leadership and accountability.
- Empower and reassure residents.
- Use early prevention and intervention methods.
- Tackle the causes of anti-social behaviour.
- Tailor our services for residents and provide support for victims and witnesses.
- Protect our communities through swift enforcement.
- Remind our residents of their responsibilities.

## 5. Ways in which we can achieve our commitments

- We will carry out an Impact Assessment for each case.
- Give someone a formal warning if they break the conditions of their tenancy or lease.
- Work with our partners and external agencies such as police to target the most prolific offenders. We will undertake appropriate statutory interventions in line with our tenancy agreements and leases.
- Work with support agencies to support vulnerable residents.
- Prevent ASB by using informal outreach and diversionary methods.
- Mediation and conflict resolution.
- Anti-Social Behaviour Contracts/Agreements to reduce the risk of young people formally entering the youth justice system.
- Promote positive community engagement and work with residents to discuss and resolve ASB by working together.
- We will agree an action plan with our residents.
- Offer a visit in response to all reports.
- Get an injunction.
- Work with the police to issue a Criminal Behaviour Order (CBO)
- Apply to court to seek possession of the property of the person causing the problem.
- Keep residents updated on progress at agreed intervals, to be included in action plan.

## Confidentiality

We will treat your reports sensitively and we will not give your details or the information you provide to anyone without your permission, unless there are serious concerns for your or your children's safety. In cases where there are safeguarding concerns, we have a legal responsibility to share information.

## 6. What you can do

You have a right to enjoy your home and your surroundings. We all make noise, so we can't always expect peace and quiet at all times.

If it is safe to do so, it may be worth talking to the person causing the antisocial behaviour. They may not be aware they are creating a problem. We can refer you to an independent mediation service if you need more help.

## Be neighbourly.

Everyone has different tolerance levels and lifestyles. Try to be understanding of those that may have a vulnerability or families with young children and babies. We can help in these circumstances through signposting to other agencies and arranging support.

## Diary sheets

If you are a victim of anti-social behaviour, we have a better chance of helping you if you give us the information, we need to take action. You should keep a note of the date and time of any incident, details of any witnesses and, most importantly, how you have been affected by the antisocial behaviour. You can also keep a record of all incidents by using a diary sheet provided by your Housing Officer.

## Other agencies

Try to remember that there will be times when Harrow Council is not the appropriate organisation to investigate your report. For example, crime should be reported to police, but

we will consider each case on its own circumstances. Below is a list of other agencies that might be able to help:

### Support agencies

- Citizen Advice: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)
- ASB Help: [asbhelp.co.uk](http://asbhelp.co.uk)
- ASB Resolve: [www.resolveuk.org.uk](http://www.resolveuk.org.uk)
- Victim Support: [www.victimsupport.org.uk](http://www.victimsupport.org.uk)
- Finding a local solicitor: [www.lawsociety.org.uk/public/forpublic-visitors](http://www.lawsociety.org.uk/public/forpublic-visitors)
- [Local Community Safety Partnerships](#)
- Police: [www.police.uk](http://www.police.uk)
- [Home Office guidance on the ASB review case \(Community Trigger\)](#)
- Get help with stress – NHS: [www.nhs.uk](http://www.nhs.uk)
- RSPCA – animal welfare: [www.rspca.org.uk](http://www.rspca.org.uk)

### Working with partners such as the police

When residents work closely with the Council and the police, we may be able to use the following powers in certain circumstances:

Landlords will work with partners, especially local authorities, and the police, using powers available under The Anti-Social Behaviour, Crime and Policing Act 2014 (3).

These powers include:

Criminal Behaviour Orders – issued by a criminal court against a person who has been convicted of an offence and is causing anti-social behaviour.

Dispersal Powers – this allows police officers to order a person who is causing harassment, alarm, or distress to leave a specific area for up to 48 hours.

Community Protection Notices – local authorities, the police, and sometimes social landlords can issue Community Protection Notices to address a wide range of problems such as littering and noise nuisance.

Public Space Protection Orders – used by local authorities to prevent behaviour and nuisance that is persistent, unreasonable and/or detrimental. [www.harrow.gov.uk/pspo](http://www.harrow.gov.uk/pspo),

Closure Orders – a court order which closes down properties that are causing serious nuisance, disorder, or criminal behaviour. This means there is a temporary ban on occupying the property.

### How to help rough sleepers

There are several ways to report a rough sleeper depending on when you are reporting it.

At night (5pm to 9am), weekends and bank holidays

- Contact Street Link via their [Website](#), [Android App](#) or helpline: 0300 500 0914 (Open 24 hours, 7 days a week)
- Use Harrow's [Rough Sleeper Outreach Referral Webform](#)
- During office hours (Monday to Friday, 9am to 5pm) contact Harrow's Homelessness Prevention and Solutions team on 020 8424 1093.

## **7. Anti-Social Behaviour Categories and response times**

### **High Risk Cases**

High risk cases are ones that involve the following (but are not limited to):

- Domestic Abuse
- Physical Violence
- Threats of violence/threats to kill.
- Hate crimes.

We aim to respond to high-risk cases within 24 hours of receiving the report. An Impact assessment will be carried out and a face-to-face meeting will be offered at the time of the response.

### **Medium Risk Cases**

Medium risk cases are ones that involve the following (but are not limited to):

- Verbal abuse
- Vandalism and damage to property
- Substance misuse, drug dealing.
- Prostitution
- Criminal behaviour
- Pet nuisance including (dangerous dogs)

We aim to respond to medium risk cases within 5 working days of receiving the report. An impact assessment will be carried out and we will offer a visit once contact has been made.

### **Low Risk Cases**

- Low risk cases are ones that involve the following (but are not limited to):
- Fly tipping/littering.
- Noise nuisance
- Groups of people loitering/misuse of communal areas
- Neighbour nuisance
- Nuisance from vehicles

We aim to respond to low-risk cases within 10 working days of receiving the report. An impact assessment will be carried out and we will offer a visit once contact has been made.

## **8. Visits by an officer**

What can you expect at a visit?

- The officer making the visit will show ID and provide his/her name and team contact details.
- We will provide diary sheets with guidance to record incidents.
- We use all information provided by residents to agree an action plan and next steps to include frequency of updates.
- We will agree frequency of contact and record preferred contact method which can be via phone, text, email, letter or in person.

## 9. Support for you

### Community Trigger

If the behaviour is persistent (reported at least 3 times in past 6 months), you can ask for an ASB case review. A review will involve joint working with other agencies such as police, social services and local landlords and is called a Community Trigger.

A Community Trigger gives you the right to request a review of your ASB complaint.

The local Community Safety Partnership (CSP) will complete the review. The CSP is a collective of agencies who will:

- Share information
- Review what action has been taken.
- Decide whether more actions are possible or required.

### When can you submit a Community Trigger?

The following criteria must be met before you can submit a Community Trigger:

- You have complained about three separate but related ASB incidents and you feel that no action has been taken to resolve the issue.

### How to Request a Community Trigger

To submit a Community Trigger, you will need to:

- Ensure that your issue meets the criteria above.
- Complete the [Community Trigger form \[Sharepoint link\]](#)
- Email your completed form to [asb@harrow.gov.uk](mailto:asb@harrow.gov.uk)

### What happens next?

We will pass your report to the relevant department for assessment within two working days. The agency will determine whether the criteria has been met. They will then accept or reject the Community Trigger.

You will be contacted in either circumstance to inform you of the decision. Where the Community Trigger is accepted, a panel will agree how the case review will be carried out. Any action plan agreed will be shared with you via your Community Safety Officer.

### Other Support

We will work around you and your individual needs and concerns. We can also signpost or refer you to additional support services. We will work with you and support you if you agree to give evidence, including court evidence, in antisocial behaviour cases. We may need you to give evidence in court to obtain an injunction or seek possession of the property of the perpetrator.

The independent charity Victim Support provides specialist support for victims of crime who may have had a traumatic experience.

To contact them: phone: 0845 30 30 900 or 18001 0845 3030 900 for Type talk users; visit [victimsupport.org.uk](http://victimsupport.org.uk) or email [supportline@victimsupport.org.uk](mailto:supportline@victimsupport.org.uk)

## **10. If you are not satisfied**

The ASB case review process is not a complaints procedure. If you have a complaint about our handling of your case, or the response you have received from another service provider, you should follow their complaints procedures: [www.harrow.gov.uk/complaints](http://www.harrow.gov.uk/complaints)

If you are unhappy with the way your landlord has dealt with your complaint you can refer your complaint to the Housing Ombudsman Service - [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

## **11. This ASB standard is in line with government policy**

It has been created in line with Help with anti-social behaviour for social housing tenants - [GOV.UK](http://GOV.UK) ([www.gov.uk](http://www.gov.uk)) and should be read in conjunction with Harrow's ASB policy

## **12. Document issued April 2024**

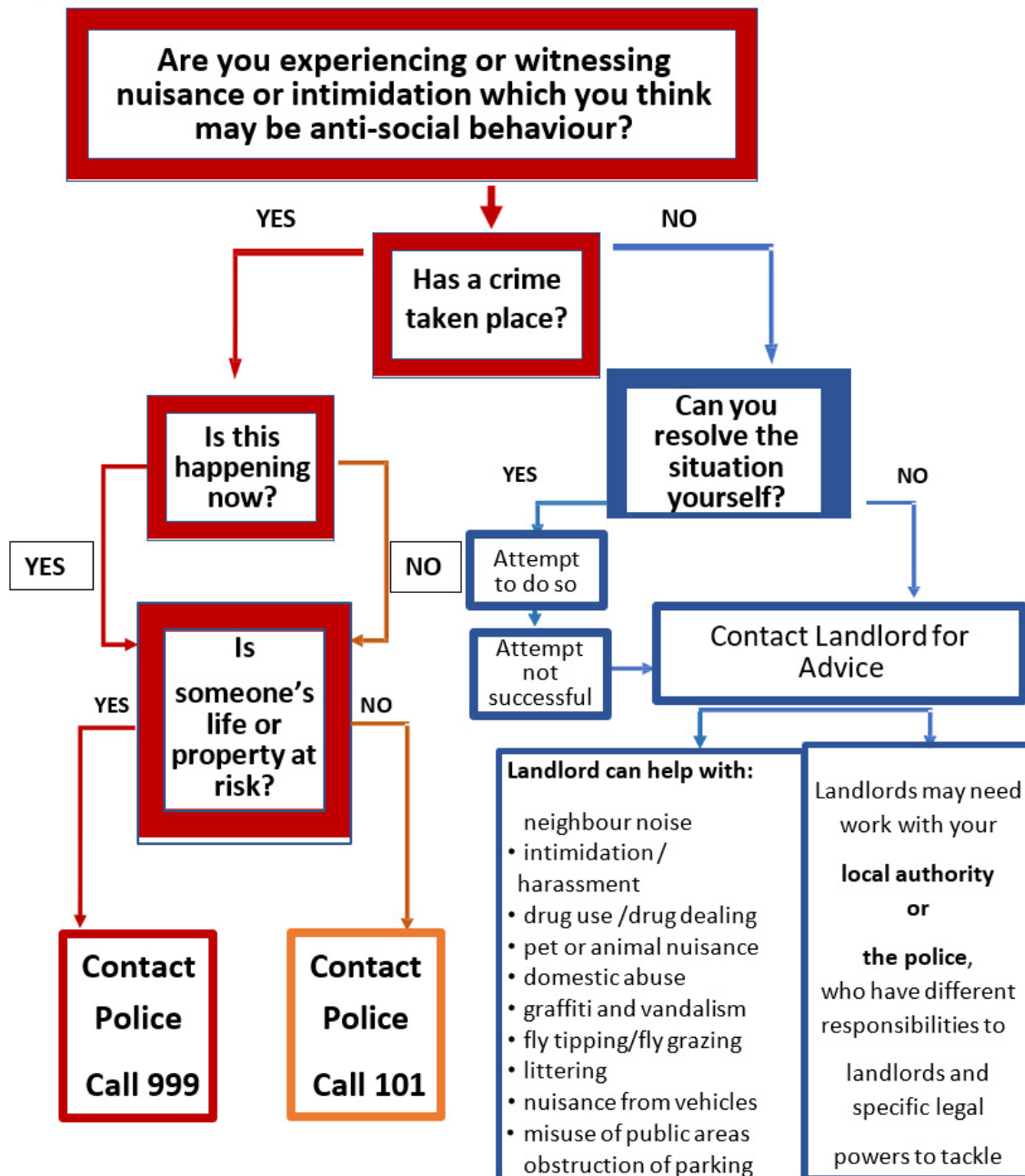
By Sabrina Sang – Resident Services Project Manager

Residents' Board – approved March 2024



## Appendix 1 flow chart

Sets out a pathway to obtain help.



### Anti-social behaviour case review – The Community Trigger

Anyone experiencing persistent anti-social behaviour has the right to initiate a multi-agency review of their case where a local threshold of at least three qualifying complaints within a 6 month period is met.

## Appendix 2 Impact Assessment

Date:

Name:

Address:

Incident ref:

Use the questions below to do an impact assessment. Answer each question and tally up the scores in the middle column. Then match the total score against the scale

## History

Scenario	Score	Criteria
1. Other than this occasion - how often do you have problems?	5 3 2 1 0	Daily Most days Most weeks Most months Only occasionally
2. Do you think the current incident is linked to previous incidents? If so why?	2 0	Yes No
3. Do you think that incidents are happening more often and/or are getting worse?	2 0	Yes No
4. Do you know the offender/ s?	2 1 0	They know each other well They are 'known' to each other They do not know each other
5. Does the perpetrator (or their associates) have a history of or reputation for intimidation or harassment?	6 4 2 0	Perpetrator or their associates are currently harassing the complainant Perpetrator or their associates have harassed the complainant in the past Perpetrator or their associates have not harassed the complainant, but have a history or reputation for harassment or violent behaviour Perpetrator or their associates have no history or reputation for harassment or intimidation
6. Have you informed any other agencies about what has happened? If yes, are you happy for us to discuss this problem with them? Details:	0 1	Yes No

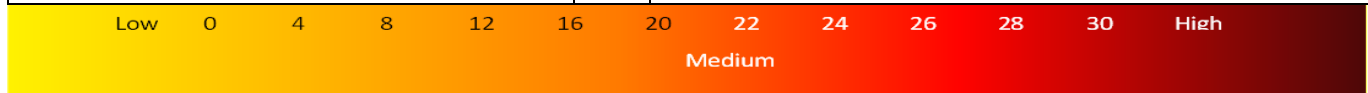
## Vulnerability

Scenario	Score	Criteria
7. Which of the following do you think that this incident deliberately targeted Specify	4 3 1 0	You Your family Your community None
8. Do you feel that this incident is associated with your faith, nationality, ethnicity, sexuality, gender or disability? Details:	3 0	Yes No
9. In addition to what has happened, do you feel that there is anything that is increasing you or your household's personal risk (e.g. because of personal circumstances) Details	3 0	Yes No
10. How affected do you feel by what has happened? Details	0 1 2 3 5	Not at all Affected a little Moderately affected Affected a lot Extremely affected

## Support

Scenario	Score	Criteria
11. Has yours or anyone's health been affected as a result of this and any previous incidents? Details:	3 3	Physical health Mental health

12. Do you have a social worker, health visitor or any other type of professional support? Can we speak to them about this? Details:	0 1	No Yes
13. Do you have any friends and family to support you?	3 3 1 0	Complainant lives alone and is isolated The complainant is isolated from people who can offer support The complainant has a few people to draw on for support The complainant has a close network of people to draw on for support
14. Apart from any effect on you, do you think anyone else has been affected by what has happened? Details:	3 2 1	Your family Local community Other
<b>TOTAL SCORE:</b>		



A score between 0 – 7 would indicate a low risk, 8 – 19 would indicate a medium risk, 20 – 30 would indicate a high risk

### Impact Assessment Matrix

A score between 20 and 30 would indicate a high risk

#### POLICE

Crime risk survey to be conducted and install appropriate security devices (alarms, CCTV)  
Create documented care plan and arrange multi-agency strategy meeting

#### HOUSING TEAM / ASB TEAM

Evaluate need for protective intervention (e.g. emergency injunction) and pursue if appropriate Refer to Neighbourhood Policing Team/multi agency team and arrange strategy meeting

#### VICTIM SUPPORT / VICTIM WITNESS CHAMPION / OTHER SUPPORT SERVICES

Referral to victim support

A score between 8 and 19 would indicate a medium risk.

#### POLICE

Instigate and record regular neighbourhood policing team visits Refer to partner agencies

#### HOUSING TEAM / ASB TEAM

Provide/install appropriate security measures (alarms, CCTV, mobile phones and patrols)  
Maintain communication and visit.

Refer to relevant supportive agencies

#### VICTIM SUPPORT / VICTIM WITNESS CHAMPION / OTHER SUPPORT SERVICES

Referral to victim support

A score between 0 and 7 would indicate a low risk.

#### POLICE

Follow up CSO visit Referral to victim support

**HOUSING TEAM / ASB TEAM**

Maintain communication and visit Refer to relevant supportive agencies

**VICTIM SUPPORT / VICTIM WITNESS CHAMPION / OTHER SUPPORT SERVICES**

