



North
Northamptonshire
Council

Anti-social Behaviour Policy

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Consultees

Internal	External
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Distribution List

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Links to other documents

Document	Link
Equality Impact Assessment	Equality Impact Assessments (EqIAs) North Northamptonshire Council
Corporate Plan	https://www.northnorthants.gov.uk/corporate-plan
Privacy Impact Assessment	Anti-social behaviour (ASB) reporting privacy notice North Northamptonshire Council
Customer Compliments, Comments & Complaints Policy	Comments, compliments and complaints North Northamptonshire Council
Unacceptable or Unreasonable communications and Behaviour Policy	NNC Unacceptable or Unreasonable Communications and Behaviour Policy (accessible) (4).pdf
Carbon Management Plan	https://www.northnorthants.gov.uk/climate/carbon-management-plan

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1 Introduction

- 1.1 Anti-social behaviour (ASB) disrupts the lives of many people within our communities, bringing distress and fear. Tackling ASB remains a high priority for the Council – it is critical for residents to feel safe in their homes and neighbourhoods.
- 1.2 We recognise that failure to tackle ASB effectively could substantially affect the lives of those individuals who are living with ASB and hinder the development of sustainable communities.
- 1.3 We take ASB very seriously, adopting a harm centred approach to case management; and we'll do all we can to help tackle it. We encourage communities to do the same. We use a range of preventative measures, early intervention, and legal action to tackle ASB. This includes the full range of tools and powers available to us as outlined in the ASB, Crime and Policing Act 2014. We also work closely with other partners such as the Police and registered housing providers to problem solve.

2 Scope

- 2.1 The scope of this policy applies to all residents, visitors, and key stakeholders within North Northamptonshire.

3 Policy Outcomes

- 3.1 The aims of this policy are:
 - a) To tackle ASB efficiently and effectively in North Northamptonshire using appropriate and proportionate interventions.
 - b) To protect residents, prevent ASB and promote sustainable communities.
 - c) To encourage and develop partnership working with a variety of agencies and North Northamptonshire Council's internal departments to prevent and reduce ASB.
 - d) To provide clear and consistent information about how we will respond to complaints of ASB.
- 3.2 The Council's vision for North Northamptonshire is to be 'A place where everyone has the best opportunities and quality of life.' The [Corporate Plan](#) outlines the values the Council will embrace as well as six key commitments it has made to everyone in North Northamptonshire:
 - **Active, fulfilled lives** – helping people live healthier, more active, independent and fulfilled lives.
 - **Better, brighter futures** – caring for young people, providing them with a high-quality education and opportunities to help them flourish.

- **Safe and thriving places** – enable a thriving and successful economy that shapes great places to live, learn, work and visit.
- **Green, sustainable environment** – taking a lead on improving the green environment, making the area more sustainable for generations to come.
- **Connected communities** – ensuring our communities are connected with one another so they can shape their lives and areas where they live.
- **Modern public services** – providing efficient, effective and affordable services that make a real difference to all our local communities.

4 Definition of Anti-social Behaviour

4.1 Legal Definition of ASB

Section 2 (1) of the Anti-social Behaviour, Crime and Policing Act 2014 defines ASB as:

- a) Conduct that has caused, or is likely to cause harassment, alarm or distress to any person.
- b) Conduct capable of causing nuisance and annoyance to any person in relation to that person's occupation of residential premises or
- c) Conduct capable of causing housing-related nuisance or annoyance to any person

4.2 What is ASB?

The term ASB includes a wide variety of unacceptable behaviours that can impact the quality of another residents' life. ASB is typically persistent in nature and often leaves victims feeling helpless, desperate and with a seriously reduced quality of life. Terms such as 'nuisance', 'disorder' and 'harassment' are also often used to describe this type of behaviour. We adopt a 'harm-centered' approach to deciding whether a report is ASB. We consider both the behaviour type and the impact it is having on the victim/s.

4.3 Examples of behaviours that are likely to be considered ASB:

- Playing loud music
- Frequent loud shouting, swearing or arguing
- Persistent noxious odours
- Rubbish accumulations, graffiti and fly-tipping

4.4 This is by no means an exhaustive list. The important factors in determining 'what is' and 'what is not' anti-social behaviour are the level of seriousness and frequency of the behaviour. There is a balance between tolerating behaviour that we personally may not agree with and ensuring that we tackle behaviour that is anti-social.

4.5 What is unlikely to be considered ASB?

Behaviour that is not unreasonable or is a lifestyle difference will not be considered as ASB. It will not be dealt with via this policy.

It is expected that residents whether they live in houses or flats will hear a certain amount of noise from their neighbours. This will vary according to the type of property they are living in and how easily noise transfers between adjoining properties.

Residents are not however, expected to endure unreasonable levels of noise nuisance.

4.6 Examples of issues and behaviours which may disturb people but are unlikely to be dealt with as ASB are:

- Reasonable everyday living noise from the use of a property.
- Normal use and odour from domestic kitchens.
- Isolated incidents (one-off party, argument, or altercation).
- Disagreements between neighbours, for example regarding parking, boundaries, or overhanging trees.
- People playing in open spaces, e.g. ball games.
- Japanese Knotweed.
- DIY noise within council guidelines.

These are examples and the list is not exhaustive.

5 Legal and regulatory requirements

5.1 Legislation and statutory guidance relevant to anti-social behaviour are:

- Absolute Ground for Possession for Anti-social Behaviour (Review Procedure) Regulations 2014.
- Anti-social Behaviour, Crime and Policing Act 2014.

- Anti-social Behaviour, Crime and Policing Act 2014: Statutory guidance for front-line professionals (March 2023).
- Crime and Disorder Act 1998.
- Disability Discrimination Act 1995-2005.
- Environmental Protection Act 1990.
- Equality Act 2010.
- General Data Protection Regulation.
- Homelessness Act 2002.
- Housing Act 1985 and 1996.
- Human Rights Act 1998.
- Localism Act 2011.
- Protection of Freedoms Act 2012.
- Race Relations Amendment Act 2000.

6 Our approach to Anti-social Behaviour

6.1 Our key principles and approach to tackling anti-social behaviour (ASB) are:

We believe that every resident should be able to enjoy the peace and security of their homes and neighbourhoods therefore we will not tolerate ASB within our communities.

We will take a harm centred approach and endeavour to protect potential witnesses. At the same time, we recognise that ASB is often a symptom of more fundamental problems being experienced by the perpetrator. It is possible to change poor behaviour through support from specialist agencies.

A person may be identified as vulnerable for many reasons. They can become vulnerable at any stage of an investigation. Vulnerability is defined as a person who, by characteristics and/or circumstances, is unable to act or respond appropriately to investigation procedures. Vulnerability can also be temporary, permanent or come in a series of episodes and anyone at any time could potentially be identified as vulnerable.

The Council will consider individuals who are vulnerable at the beginning and throughout any investigation procedure. A **personal risk assessment** will be undertaken by the case Officer if the complainant or alleged offender is identified to be vulnerable. Determination of vulnerability does not mean that enforcement action won't be taken.

A person's vulnerability will be taken into account as part of the process

The safety of victims and witnesses will always come first. The Council will endeavour to ensure that witnesses are supported and protected through the process of enforcement action.

Victims will be advised of the support provided locally and how to self-refer or referrals will be completed on their behalf with their consent.

The Council may also undertake a risk assessment to ensure that victims and witnesses are fully supported. This helps to identify the most vulnerable, or those suffering the most harm as a result of ASB.

The Council may also offer and undertake referrals to other agencies who can deal with specialist issues.

The conduct of ASB perpetrators can be as a consequence of their own vulnerabilities, such as mental health problems or drug and alcohol abuse etc. It may be appropriate to initially offer support, which can help in stopping the behaviour or reducing the impact on others. The risk assessments carried out will assist in assessing what, if any support should be provided.

If support is provided as an alternative to enforcement action, the perpetrator will be advised that failure to engage may lead to enforcement being taken.

Multi agency meetings may be held to engage and liaise with support agencies and to share information.

Action can only be taken where there is evidence to the required standard of proof. This action will be appropriate and proportionate. It can include preventative, legal and non-legal measures against the perpetrators of ASB. This includes whether ASB is being caused by them, other occupants of the property, or their visitors. Examples of potential actions are listed further in this document.

We will complete an Equality Act Assessment before deciding on legal action. We will comply fully with the requirements of General Data Protection Regulation (GDPR).

As a 'relevant authority' under the Crime and Disorder Act 1998 we are required to share information with law enforcement agencies. This disclosure may be necessary for the purposes of preventing crime and disorder. This may include passing on personal information without having to seek permission.

In cases where there are multiple agencies involved, the lead agency will undertake an investigation and North Northamptonshire Council will take appropriate action where necessary.

6.2 Examples of preventative action:

- Community engagement events.
- Community Resolution.

- Diversionary activity.
- Environmental Visual Audit (EVAs).
- General repairs and maintenance to communal areas.
- Introductory tenancies (North Northamptonshire Council tenants).
- Local Lettings Policies (Keyways).
- Referral to support services (statutory and voluntary sector).
- Visible patrols.

6.3 Examples of early intervention:

- Acceptable Behaviour Contract / Agreement.
- Good Neighbour Agreement.
- Mediation and restorative justice solutions.
- Parenting Contract / Agreement.
- Referrals to specialist support services.
- Structured interview.
- Warning letter.
- We may suggest that the complainant contacts their neighbour, if they feel safe and confident in doing so.

6.4 The Council takes an incremental approach and will provide an opportunity to the individual to discuss the circumstances of the case. This will be considered when deciding on the most suitable approach.

6.5 Examples of enforcement action:

- Civil Injunctions.
- Closure orders.

- Community Protection Notice- Written Warning.
- Community Protection Notice.
- Criminal Behaviour Orders.
- Demoted tenancies (for NNC tenants).
- Extension of the introductory tenancy period (for NNC tenants).
- Fixed Penalty Notices.
- Notice of Seeking Possession (for NNC tenants).
- Possession proceedings (for NNC tenants).
- Public Spaces Protection Orders.
- Remedial action and orders.
- Seizure and forfeiture.
- Where there is evidence of anti-social behaviour being committed by tenants / visitors of privately rented accommodation, we will request landlords to contact their tenants. This is to highlight that their tenancy may be at risk if they do not desist from the behaviour. If the tenants fail to heed this warning, then we request that landlords consider making an application for possession.

6.6 North Northamptonshire Council tenants sign a tenancy agreement which includes clauses regarding behaviour. If there is evidence that a tenant has breached their tenancy agreement, then the Council can take action to prevent this from happening again. A proportion of North Northamptonshire's Social Housing is managed direct by registered providers, and they will have their own arrangements for dealing with ASB.

7 Working in Partnership

- 7.1 Anti-social behaviour (ASB) is a complex issue, and the most effective solutions are reached by working in partnership with other agencies.
- 7.2 North Northamptonshire Council is a member of several multi-agency groups working together to safeguard children and adults as well as prevent and tackle ASB.

8 Reporting ASB

1. If a resident is suffering from any kind of ASB, they should report the problem as soon as possible to the appropriate agency. This includes reporting an incident of anti-social behaviour to the Police, if they feel a person is at immediate risk of harm.
- 8.1 The Council do not typically respond or attend to live incidents of anti-social behaviour, these need to be reported to the Police on 101 or 999 if in an emergency.
- 8.2 It is common for partner agencies to work together to resolve a problem. The agency leading on the case is responsible for contacting other agencies to tackle the problem.
- 8.3 How to report ASB:
 - Telephone our Customer Service Centre – 0300 126 3000
 - Complete our online form:
[Report anti-social behaviour - NNC - Issue - Online form](#)
 - In person either during a home visit from an Officer or at our Customer Service Centre,
 - Or, by writing to:

North Northamptonshire Council, Sheerness House, 41 Meadow Road, Kettering,
Northamptonshire, NN16 8TL

8.4 Dealing with Anonymous Complaints

North Northamptonshire Council actively encourages people to report ASB and will investigate where possible. Complainants should be aware that choosing to make a complaint anonymously can limit the action we can take. ASB is dealt with most successfully when victims are involved in the investigation. We cannot contact or provide feedback to an anonymous complainant.

If the Council receive reports of ASB but the alleged perpetrator/s is unknown and there are no lines of enquiry, an investigation will not be opened. However, the information may be passed to another appropriate agency.

9 Responding to complaints of ASB

- 2.** Following receipt of a complaint of ASB an Officer from North Northamptonshire council will make contact with the complainant within 5 working days.
- 9.1 The complaint will be reviewed by an Officer with the relevant training and knowledge of the anti-social behaviour policies and procedures.
- 9.2 If the complaint is accepted an Officer will:
 - Provide the name and contact details of the **I**nvestigating Officer.
 - Provide advice on how North Northamptonshire Council can assist them.
 - Agree an action plan outlining the actions that the Officer will undertake and actions for the resident (e.g., completion of incident diary).
 - Agree a timescale for further contact via the complainant's preferred contact method.
 - Discuss with the complainant if any reasonable adjustments are required (translator, large font, etc).
- 9.3 In cases where it is not appropriate for North Northamptonshire Council to investigate a complaint, the resident will be informed and signposted to alternative agencies.
- 9.4 If after investigation the complaint is not considered to be ASB, the Officer will contact the complainant to discuss the decision and offer advice.

10 Case Management

- 10.1 Complainants should expect:
 - To be contacted by an Officer within agreed timescales to review the progress of the case.
 - To be contacted at critical stages during the case in addition to the above.
 - Risk assessments to be completed with the complainant at the start of an investigation and at critical stages throughout.
 - Detailed and professional case notes to be maintained.
 - Regular desktop reviews of the case to be carried out.

- Risk assessments to be carried out with the perpetrator/s at key stages of the case. Such as upon complaint (if information is available) or upon engagement.
- The case to be escalated to senior/specialist Officers if required.
- Reasonable and proportionate action to be taken in a timely manner.
- The Officer will signpost to or make referrals for the complainant and perpetrator/s to appropriate support services as and when required. Where applicable, consent will be obtained.
- Partnership working with all agencies, organisations and individuals involved in the case.

10.2 What we will expect from a complainant:

- Full engagement with the ASB investigation process, such as completion of incident diary forms accurately.
- To be contactable and cooperative throughout the investigation in a timely manner and at agreed timeframes.
- For complaints to be reasonable and truthful.
- For complaints to not be motivated by malice and not to be vexatious.

11 Unreasonable, Vexatious or Untruthful Complaints

- 3.** NNC is able to take action under various statutes and has a responsibility in enforcing the law. We must do so fairly, and in cases only where there is an objective justification for action.

- 11.1** If we believe that the complaint(s) a person has made are false or are not true, we will consider taking appropriate action against the complainant. Action will be taken if the behaviour of the complainant has caused distress to others and has put an unnecessary burden on our resources.

Behaviours might include but not limited to:

- Making allegations which we discover are untrue.
- Complaining about someone in a 'vexatious' way. This might be repeatedly making allegations against them that do not constitute actionable ASB.

- Repeatedly contacting us, whether by phone, email or in person, to make the same allegation to different employees, or to make similar allegations in slightly different ways.
- In the context of the ASB Case Review, unreasonably refusing to accept our decision on the nature and extent of any enforcement action in a case.
- Refusing to cooperate with the ASB investigation process, such as completion of incident diary sheets accurately.
- Refusing to accept that certain issues are not within the scope of our ASB policy.
- Making unjustified complaints about staff who are trying to deal with the issues. and seeking to have them replaced.
- Repeatedly introducing irrelevant new information during our investigations.
- Submitting falsified documents created by the complainant or others.
- Unnecessarily making parallel complaints of ASB with various organisations.
- Making excessive demands on the time and resources of our organisation's staff. This could include lengthy phone calls, emails to numerous staff members, or detailed letters every few days and expecting immediate responses.

11.3 If we find that the complaints have been unreasonable, false, or otherwise 'vexatious', we may take appropriate action against the complainant. This could include:

- A warning letter setting out why we believe the conduct is unacceptable and referring to what is expected of a complainant in line with this policy.
- Limiting the way in which a complainant can contact us and/or the number of times they are permitted to do so in any period. This may involve limiting contact to one individual or restricting the amount of Officer time allocated to the complainant.
- Taking out an injunction against the complainant.
- Issuing a Community Protection Notice Warning.
- If the complainant is an NNC tenant, consider possession proceedings against them on the grounds of breach of tenancy and/or anti-social behaviour.

11.4 Where the customer continues to behave in a way which is unacceptable or unreasonable, NNC may apply the Unacceptable or unreasonable communications and behaviour policy. This policy can be found:

[North Northamptonshire Council](#)

11.5 Decisions about whether the complainant's behaviour merits such action will be taken by a senior manager. They will consider:

- Whether the policy will be applied.
- What the appropriate action will be.
- If we are limiting contact, the terms on which it is to be limited and over what period.
- Whether any limits on contact or other action taken should continue after any period of time.
- Escalation of action in the event that the methods used are not successful in controlling the behaviour.

11.6 The complainant will have a right of review against any decisions:

- Either to invoke the policy;
- Or in respect of any particular restrictions imposed or actions we take.

11.7 We will keep records of the decision-making process and the action we take. Those records will be stored in accordance with GDPR and the Council's Document retention and records management policy.

11.8 We will decide who within NNC is to be informed of the action we have taken.

12 Closing cases

12.1 We will seek to close cases where:

- There is evidence to show that the problem has been resolved.
- The complainant has not sufficiently engaged in the investigation. For example, when the complainant has not submitted the required information within the agreed timeframe and the behaviour cannot be evidenced.
- Following investigation, the behaviour cannot be evidenced as actionable ASB.
- Following an initial report, if our team are unable to contact the complainant and have attempted to do so, the report will automatically be closed.

12.2 Advice will be provided to the complainant for the reasons why this decision to close the case has been taken.

- 12.3 If the complainant is unhappy with the outcome of their case, they will be given advice regarding the ASB Case Review and Complaints process.

13 ASB Case Review (formerly the Community Trigger)

- 13.1 The ASB Case Review is a mechanism designed to give victims of ASB the right to a review of their case when certain criteria are met.
- 13.2 In order to request a review, the following criteria must be met:
- a. 3 reported incidents of ASB in the previous 6 months, to a relevant agency (police, council, housing provider). Each report has been made within 1 month of the alleged incident.
 - b. None of the reports were anonymous.
 - c. Each reported incident must have caused harassment, alarm or distress.
- 13.3 For further information about the ASB Case Review please telephone North Northamptonshire Council on 0300 126 3000 or visit the website at

[Anti-social behaviour and reviews | North Northamptonshire Council \(northnorthants.gov.uk\)](http://northnorthants.gov.uk)

14 Equality & Diversity

- 14.1 Procedures developed under this policy are subject to an Equality Analysis to ensure that all aspects of Equality and Diversity are considered in its production.
- 14.2 All Equality Analyses are subject to regular review to ensure a continuing commitment to be inclusive and are available on the Council's Website.
- 14.3 This policy document can be provided in other formats such as audio, large print, on CD or can be translated on request.
- 14.4 Officers will visit customers with an access need where this is necessary.
4. Translation services are available and, pictures and taped interviews can be used as an alternative to written exchanges where a need is identified.

15 Adherence to the Public Sector Equality Duty

15.1 A public authority must give 'due regard' to:

- Eliminate discrimination, harassment, victimisation, and any other conduct that is prohibited by the Equalities Act 2010.
- Advance equality of opportunity between people who share a relevant protected characteristic and persons who do not share it.
- Foster good relations between people who share a relevant protected characteristic and people who do not share it.

15.2 Further details about equalities monitoring can be found on the council's website and in the Equalities privacy notice.

[Equalities privacy notice | North Northamptonshire Council \(northnorthants.gov.uk\)](https://www.northnorthants.gov.uk/equalities-privacy-notice)

16 Protection of human rights

16.1 This policy and all associated enforcement decisions take into account the provisions of the Human Rights Act 1998. In particular:

- The right to a fair trial (Article 6)
- The right to respect for private and family life, home and correspondence (Article 8)

17 Data Protection Implications

17.1 A Data Protection Impact Assessment (DPIA) is a process to help identify and minimise the data protection risks of a project. The council is required to undertake a DPIA for processing that is likely to result in a high risk to individuals.

17.2 The council has considered the data protection implications of those involved with the Anti-social Behaviour process. This processing is compliant with the provisions in the Data Protection Act 2018 and the UK General Data Protection Regulations (UK GDPR). The council has considered the data protection implications of processing. Data will be stored within the council's systems. Further details of how personal data is processed and kept securely can be found in the Privacy Notice on the council's website here:

[Anti-social behaviour \(ASB\) reporting privacy notice | North Northamptonshire Council \(northnorthants.gov.uk\)](https://www.northnorthants.gov.uk/anti-social-behaviour-asb-reporting-privacy-notice)

18 Compliments and complaints

- 18.1 We monitor the quality of the service we deliver by asking complainants to provide general feedback when we close cases. This is in the form of a Satisfaction Survey. This feedback will be used to inform future service improvements.
- 18.2 If a customer wants to make a formal complaint, they can use the Council's complaints process - details are available at [Comments, compliments and complaints | North Northamptonshire Council \(northnorthants.gov.uk\)](https://www.northnorthants.gov.uk/comments-compliments-and-complaints)

19 Links to other policies

19.1 Related Policies and Procedures

- [ASB Case review](#)
- [Comments, compliments and complaints | North Northamptonshire Council \(northnorthants.gov.uk\)](https://www.northnorthants.gov.uk/comments-compliments-and-complaints)
- [Community Safety Partnership | North Northamptonshire Council \(northnorthants.gov.uk\)](https://www.northnorthants.gov.uk/community-safety-partnership)
- [Enforcement policy | North Northamptonshire Council \(northnorthants.gov.uk\)](https://www.northnorthants.gov.uk/enforcement-policy)
- [Equality policy and strategy | North Northamptonshire Council \(northnorthants.gov.uk\)](https://www.northnorthants.gov.uk/equality-policy)
- [Keyways housing register | North Northamptonshire Council \(northnorthants.gov.uk\)](https://www.northnorthants.gov.uk/keyways-housing-register)
- [Prevent duty guidance | North Northamptonshire Council \(northnorthants.gov.uk\)](https://www.northnorthants.gov.uk/prevent-duty-guidance)
- [Policies, Procedures and Strategies | Northamptonshire Safeguarding Adults Board \(northamptonshiresab.org.uk\)](https://www.northamptonshiresab.org.uk/policies-procedures-and-strategies)
- [Unacceptable or Unreasonable Communications and Behaviour](#)
- Violence and Aggression Procedure (sharepoint.com) (internal document)
- North Northants Customer Service

20 Review of the Policy

- 20.1 This policy will be reviewed every 2 years, and will be approved by the Council's Executive. Any minor amendments to the policy will be made in line with any legislative changes.
- 20.2 The Council's Scheme of Delegation sets out powers that have been delegated to Officers. This allows Officers to carry out functions and deliver services. This is subject to the guidelines set by the Council, the Executive, and the Corporate Leadership Team.

21 Glossary of Terms

Term	Definition
Absolute Ground for Possession	An absolute ground for possession of secure and assured tenancies where ASB or criminality has already been proven by another court, for example where there has been a relevant criminal offence has been committed. These possession proceedings mean that the Court has less discretion to allow the occupants to remain in the property.
Acceptable Behaviour Contract/ Agreement (ABC/A)	A written voluntary agreement where conditions are agreed upon to prevent the person from engaging in Anti-Social Behaviour. They provide an opportunity to include positive requirements as well as prohibitions to help support the person tackle any underlying issues which are driving their behaviour.
Anti-Social Behaviour (ASB)	Anti-social behaviour is defined as 'behaviour by a person which causes, or is likely to cause, harassment, alarm or distress to persons not of the same household as the person'. The key factor in deciding whether particular behaviour is anti-social or not, will be the impact of that behaviour on others.
ASB Case review	A mechanism for review where the local threshold has been met.
Civil Injunction	The injunction under Part 1 of the Act is a civil power which can be applied for to deal with anti-social individuals. An Injunction is an Order of the Court and prohibits certain acts or instructs a course of action, including exclusions from certain areas or property. A power of arrest can be attached to the injunction order.
Closure Orders	<p>The Closure Power can be used to protect victims and communities by closing premises that are causing nuisance or disorder.</p> <p>A Closure Notice can be issued by the Council or the Police to close a premises for up to 48 hours.</p> <p>A Closure Order can be issued by the Magistrates Court for a period of up to 3 months. This can be extended by the Court for a period of up to 6 months.</p>
Community Protection Warning (CPW)	A written warning must be served before a Community Protection Notice can be issued. See below.
Community Protection Notice (CPN)	Can be served to stop a person aged 16 or over, business or organisation committing ASB which spoils the community's quality of life. A CPN may contain:

	<ul style="list-style-type: none"> • A requirement to stop doing things; • A requirement to do specified things; • A requirement to take reasonable steps to achieve specified results. <p>Any breach of a CPN is a criminal offence.</p>
Community Resolution	Community resolutions are a means of resolving less serious offences or instances of anti-social behaviour through informal agreement between the parties involved as opposed to progression through the criminal justice process. A community resolution may be used with both youth and adult perpetrators. Community resolutions are primarily aimed at first time perpetrators where genuine remorse has been expressed, and where an out-of-court disposal is more appropriate than taking more formal action.
Criminal Behaviour Order (CBO)	This is an order which is applied for once a person is convicted of a criminal offence. The criminal offence can be completely unrelated to the ASB.
Demoted tenancy	A Secure tenant can be demoted, which reduces the rights and security of the tenure for a period of up to 12 months.
Diversions activities	Activity to encourage positive behaviours.
Environmental audit	A visual look at an area to identify environmental improvements to increase safety and reduce crime and ASB.
Fixed penalty notice (FPN)	Certain offences and behaviour are subject to fixed penalty notices where prescribed by legislation. Fixed penalties provide the Council with an effective and visible way of responding to low level areas of non compliance or unacceptable behaviour. Payment will be required within the specified period as set out on the notice.
Good neighbour agreement	A voluntary agreement setting out expected levels of behaviour.
Local lettings policy	A set of guidelines/ criteria governing which households can be allocated accommodation in a specific area.
Mediation	Mediation is the process by which we help parties to talk about and agree a solution in an attempt to resolve a dispute. This tool can be used if all parties are in agreement and it is appropriate.
Noise Nuisance	Noise nuisance is any sound that causes injury, discomfort, or distress to a person of reasonable nervous sensibilities. Noise nuisance can be continuous or intermittent, but it must affect your comfort or quality of life and can hinder speech communication, impede

	the thinking process, interfere with concentration, obstruct activities, or present a health risk.
Notice of seeking possession (NoSP)	Written notification from a landlord to inform the tenant of the intention to apply to court for possession of the property.
Parenting contract/ agreement	Where the behaviour of the parent or guardian is part of the issue (either because they are a bad influence or are failing to provide suitable supervision) agencies could consider a parenting contract. These are like an acceptable behaviour contract but are signed by the parent or guardian. They could also be considered where the child in question is under 10 and where other interventions are not appropriate
Possession proceedings	Where there is a breach of tenancy, the Council can apply to the Court for a Possession Order of a property. This could lead to a person or family being evicted from their home. This type of action requires detailed evidence and complainants may be asked to keep detailed diary sheets of incidents.
Public space protection order (PSPO)	Public Spaces Protection Orders (PSPO) are intended to deal with a particular nuisance or problem in a specific area that is detrimental to the local community's quality of life, by imposing conditions on the use of that area which apply to everyone.
Remedial action / order	Requiring a landlord to undertake action to remedy defects in a building.
Restorative justice (RJ)	Restorative Justice is a process that brings those harmed, and those responsible for the harm, into communication. It enables everyone affected by a particular incident to play a part in repairing the harm which can be valuable in finding a positive way forward. (voluntary)
Seizure and forfeiture	Authorised Officers can remove equipment, goods or documents used to cause a statutory nuisance. Forfeiture is used in conjunction with seizure where there is a need to dispose of the items to prevent then causing a further nuisance.

