

# Anti-Social Behaviour Policy

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<b>Responsible officer(s) to ensure adherence to this policy</b>	Line managers of anti-social behaviour
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<b>Related documents</b>	<a href="#">Equality Impact Assessment</a>

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## **1. Purpose of this policy**

This policy document will set out what Canterbury City Council (CCC) means by anti-social behaviour (ASB) and set out the principles that will apply and be used to demonstrate a clear and consistent approach to tackling it.

The overall aim of this policy and the procedures and working practice that sit behind are to promote safer, stronger communities and to provide and sustain a better quality of life for the residents of the district.

Through setting out its principles and its approach to tackling and reducing ASB, CCC will work to ensure residents have realistic expectations when reporting it.

CCC will provide a balanced view about the different roles and responsibilities through partnership working to tackle ASB, being clear and acknowledging resolution may be difficult and may not be timely in some cases.

This policy will refer to tenants which refers to tenants and licensees of Canterbury City Council social housing and shared owners unless the owner has purchased 100% of the lease, known as fully staircasing.

CCC is both a registered provider of social housing and a local authority. This policy sets out and refers to the remit of CCC as a social landlord.

However, the broader remit of CCC's ASB responsibilities is set out in section 5.

CCC's response will be determined by its ASB remit.

## **2. Introduction**

Canterbury City Council (CCC) believes everyone has a right to live in an environment that allows them to enjoy their home and community.

CCC recognises anti-social behaviour (ASB) is caused by a minority of tenants and can be disruptive and distressing for neighbours, damage the sustainability of communities and adversely affect its ability to let its properties.

This policy sets out CCC's approach to tackling neighbour nuisance and anti-social behaviour (ASB).

This policy does not cover domestic abuse. A separate policy is in place and will be published on CCC's website when it is formally adopted.

The Customer Behaviour and Incident policy covers incidents where tenants or their household members are abusive towards staff. This policy can be viewed at this CCC webpage [Complaints procedure | Canterbury City Council](#)

Wherever possible, CCC will focus on preventative measures and early informal interventions and warnings to avoid the escalation of ASB.

When necessary, CCC will take enforcement action which will be measured, reasonable and proportionate based on the available evidence.

CCC expects its tenants, members of their family, including children or visitors to their home, to show consideration and tolerance for their neighbours and the wider community.

CCC recognises it cannot tackle ASB among its tenants without the support of other internal departments and external agencies.

Therefore, CCC will continue to place importance on, and enhance, its working relationships with partner organisations, sharing information whenever possible to support case investigation.

## **2.1 What is anti-social behaviour?**

CCC has adopted the definition of ASB used in Section 2 of the Anti-social Behaviour, Crime and Policing Act 2014. This states that anti-social behaviour means:

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

Some examples of behaviour that would be treated as ASB, taken from the Housing Ombudsman, include, but are not limited to:

- threatening, harassing or unruly behaviour such as drunkenness and loitering in public spaces
- drug use – and the mess and disruption that can go with it
- vandalism, graffiti, flytipping and littering
- disruptive neighbours
- noise – for example playing loud music at unreasonable hours
- uncontrolled and noisy pets – for example barking every night
- environmental health issues such as fly tipping and rubbish dumping
- vandalism and graffiti
- hate crime incidents motivated by someone's age, disability, faith, sexual orientation, or race
- harassment, including verbal and physical abuse and threats.
- acts of violence

## **2.2 What is not considered to be anti-social behaviour?**

CCC will not investigate normal behaviour occurring at unusual times because of different working patterns, one-off parties where there is no evidence the incident will reoccur, smoking or cooking odours or clashes of lifestyle due to cultural differences.

CCC accepts people have different lifestyles and it is important it is realistic when advising complainants what can and cannot be done in relation to a complaint of ASB or neighbour nuisance.

Not all inconsiderate behaviour by neighbours is anti-social behaviour. Noises that arise out of the ordinary and reasonable use of a property are not breaches of tenancy and will not be subject to enforcement action. Please see our separate Neighbourhood Noise Policy Statement.

Below are examples of issues which may upset or disturb people and which are unlikely to be dealt with as ASB:

- babies crying
- children playing (including ball games)
- cooking smells
- doors and drawers being shut
- dishwashers, hoovers, tumble dryers, washing machines and or other household appliances
- dropping of objects/moving of furniture
- general talking
- heavy footfalls (people walking on floors or upstairs)
- flushing toilets and running water

- lights switches being turned on and off
- loud talking or laughing
- one-off or isolated incidents e.g. a party or an argument or altercation
- people carrying out DIY jobs
- families arguing and shouting between themselves
- sexual noises
- shift workers leaving home
- slamming doors
- toilet flushes
- where there is no breach in the tenancy ie people staring or being inconsiderate
- noise transference due to poor sound insulation

This list may, from time to time, include other low-level nuisance issues.

### **3. Policy context and legislative requirements**

Canterbury City Council (CCC) has a range of legal powers to help deal with ASB.

These powers are contained in the Housing Acts of 1985 and 1996, the Anti-Social Behaviour Act 2003 and the Anti-social Behaviour, Crime and Policing Act 2014.

The tenancy agreements of CCC clearly set out the standard of behaviour expected of tenants.

The conditions related to neighbour nuisance and ASB are referred to in detail when a new tenant signs their tenancy agreement and new tenants are advised that should they or their relatives/visitors cause a nuisance to those living in the local area, they may put their tenancy at risk.

CCC will also take into account its responsibilities under the Human Rights Act 1998 and Equality Act 2010.

In serious cases of ASB, CCC may rely on the powers set out in the Housing Act 1985 (as amended by the Anti-social Behaviour, Crime and Policing Act 2014) to obtain possession of a property using the absolute ground for possession.

Its use of these powers will be limited to the most serious cases and where it has been considered that this is a justifiable and proportionate response to the problem.

## **4. Policy principles**

Canterbury City Council's (CCC) ASB policy is based on the following principles:

- reports of ASB will be dealt with professionally
- ASB will be dealt with proportionately
- CCC will work with partners to deliver effective services in response to ASB across the district

### **4.1 How will Canterbury City Council meet these principles?**

CCC will meet its commitment by:

- publicising and promoting services CCC provide to tackle and reduce ASB
- encouraging people to report ASB and make it easy for them to do this
- recording each case that is identified as ASB and investigating the complaint to ensure CCC works towards an appropriate resolution
- seeking to resolve ASB through justified and proportionate responses
- using relevant tools and powers available to it in line with legislation and according to its best professional judgement
- seeking to respond to each report of ASB as quickly as possible and by using best practice to ensure procedures remain fit for purpose and effective
- refer cases between the different ASB remits of CCC and to other agencies, as necessary,
- ensuring any crimes reported to CCC are quickly passed to the police, with a continuation of dialogue between agencies if appropriate and necessary.
- providing information, instruction, training and supervision for relevant CCC employees to help them understand their role and responsibility in ASB management
- actively promote a type of mediation, where appropriate and with the consent of those involved, before considering the need for formal or enforcement action
- explaining its reasons should CCC choose to take no action, and suggest self-help or other alternative courses of action, including private legal proceedings where relevant
- asking for feedback from CCC tenants through surveys or engagement channels about experience and satisfaction of the ASB service provided, reporting satisfaction levels to the

Regulator of Social Housing and acting on any negative feedback to improve its service when appropriate.

## **5. Canterbury City Council (CCC) ASB Responsibilities**

Canterbury City Council (CCC) has a broad remit in respect of responsibilities when responding to ASB, these are set out as the following four areas:

### **5.1 CCC role as a social landlord**

As a social housing landlord under the Anti-social Behaviour Act 2003, CCC has a duty to investigate allegations of ASB affecting those living in properties owned and managed by CCC and to respond as each incident is reported to it.

Our landlord duties and powers are different from, and are in addition to, the duties and powers to deal with ASB in the wider community.

Within this policy document and the procedure documents that sit behind it, wording will be clear when a policy objective or procedural action applies to CCC tenants.

Set out in the Anti-social Behaviour, Crime and Policing Act 2014 are a number of additional powers that can be used to take action against those who are causing ASB.

The tenancy agreements provided by CCC in its capacity as a social housing landlord sets out the expectations about the behaviour of tenants.

Action can be taken against tenants who do not comply, and there is a right to seek to evict a tenant in serious cases of ASB.

As a social housing landlord, CCC will work with appropriate partners and utilise relevant powers under the Anti-social Behaviour, Crime and Policing Act 2014 to tackle reports of ASB.

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
- **Closure Orders** – a court order which closes properties that are causing serious nuisance, disorder, or criminal behaviour. This means there is a temporary ban on occupying the property
- **Partial Closure Orders** – when visitors/family members of the resident are causing serious nuisance, it allows the tenant to continue to reside in the premises, but removes the persons causing the nuisance, the resident is responsible for reporting any breaches
- **Injunctions** – to manage behaviour to tackle nuisance and encourage positive behaviour

Before making a referral to another partner, tenants will be advised, if contactable, as to why this is necessary and any necessary permissions will be obtained.

Despite a referral to another partnership organisation or agency, it remains important for CCC as a social housing landlord to continue communication with tenants and undertake management of an ASB case.

CCC will ensure delivery of the relevant parts of the Regulator of Social Housing's Consumer Standards when dealing with anti-social behaviour, including with reference to the neighbourhood and community standard.

## 5.2 CCC role as part of the Community Safety Partnership (CSP)

Under the Crime and Disorder Act 1998, CCC must work with the police and other agencies to reduce crime and disorder within the district.

In this role, CCC play a key part in dealing with ASB of all kinds.

The CSP enables CCC, along with both statutory and other partners, to work together to develop and implement strategies to protect its communities from crime and to help people feel safe, including but not limited to, developing local approaches to deal with issues

including anti-social behaviour, drug or alcohol abuse, domestic abuse and reoffending.

### **5.3 CCC role as part of the Community Safety Unit (CSU)**

The CSU is a statutory function which operates on both a strategic and operational level within CCC.

The role of the CSU is to implement the various projects, programmes and initiatives to meet the objectives set by the CSP, the Home Office ASB action plan and support the community through using the powers made available through the Anti-social Behaviour, Crime and Policing Act 2014.

This is done through structured forums with key partners and intelligence sharing to reduce risk and crime.

The CSU organises and participates in multi-agency working groups dealing with specific ASB issues that are within certain hotspot areas and key locations within the district.

The CSU will also work with housing associations, private landlords, letting agents and businesses to provide professional advice and support as required, so that these organisations can act confidently to prevent or tackle ASB, making use of their own resources.

### **5.4 CCC environmental protection role**

CCC has a range of responsibilities to deal with “environmental” ASB. Examples of this include but is not limited to noise, litter, bonfires, flytipping and abandoned vehicles.

These responsibilities arise from several statutes and local byelaws, particularly from the Environmental Protection Act 1990.

Local authorities have specific powers to deal with noise pollution.

Environmental Health teams can investigate noise complaints and take action to help, including issuing noise abatement orders or community protection notices, which set out what the person causing the noise must do to stop the nuisance. If they do not comply, they could face further legal action.

### **5.5 CCC partnership working arrangements**

While these are four distinct roles, this policy provides clarity and commitment to the strong links between them and that close

working arrangements have been developed between teams delivering the various services.

The key services involved in CCC's ASB work are:

- Community Safety
- Environmental Crime
- Housing
- Environment & Land Management
- Environmental Protection

The type of nuisance and tenure will depend on which team take a lead within CCC or agency externally.

For example, Environmental Protection would lead if there was a need to investigate a statutory noise nuisance, the repairs team if the possibility of a repair to remedy a situation could be explored.

The tenure may also dictate who would initially deal with an enquiry.

For example, the Home Ownership team would initially triage and potentially deal with queries about properties under shared ownership.

## **6. When CCC may not be able to get involved**

Anti-social behaviour is defined in law, but it can be difficult to define what behaviours and actions are ASB.

There are some types of behaviour that are not officially classed as ASB, for example, but not limited to:

- children playing in the street or communal areas and young people gathering socially, unless they are being threatening or deliberately intimidating
- parking issues (not being able to park outside your own home or badly parked vehicles)
- civil disputes between neighbours, for example shared driveways
- complaints about normal household noise
- disagreements between two neighbours where there are no impartial witnesses or evidence to support either party

CCC is not an emergency response service. Where there is an incident with immediate risk of harm to person or property, this

must be reported to the police or other appropriate emergency service.

Criminal incidents must be reported to the police, for example, drug dealing.

The lead response and investigatory service for criminal offences is the police.

CCC works closely with the police and will consider criminal behaviours when investigating an anti-social behaviour case.

CCC will not always investigate anonymous complaints. It is important for us to be able to speak to a complainant about the behaviour they are concerned about.

There may be alternative actions that CCC can take, for example, raising awareness of how to report whatever it is that is being anonymously complained about.

## **7. Expectations of tenants**

Tenancy agreements are the legally-binding contracts between tenants and their landlords which set out the terms and conditions for both parties.

Council tenancy agreements and leases contain clauses on ASB.

These clauses make clear to residents what type of behaviour they are responsible for and what type of behaviour is not acceptable.

Tenants are responsible for the behaviour of those who live with them and their visitors, this includes children and pets.

CCC will make clear to complainants from the outset whether what they are reporting to CCC as ASB is something that can realistically and appropriately be investigated.

CCC will clarify its position if it is unlikely it can effectively investigate the matter if other statutory bodies are unwilling to support it.

If this is the case, an explanation will be given as to why and alternatives for how the complainant could deal with the issue themselves will be offered.

CCC expects complainants to take responsibility for minor personal disputes with their neighbours and it will offer advice on how to approach their neighbour in the first instance.

In cases where it has been identified that there is a housing-related neighbour dispute, and both parties are willing to engage to reach a resolution, the Housing Officer will determine whether there is a willingness from parties to be referred to an independent mediation scheme and, if other forms of mediation do not work, consider referring where this service is available locally and within Housing Revenue Account (HRA) budget.

CCC will be clear with complainants if another agency would be better placed to investigate their issue, for example the police or a particular function with CCC with its different ASB remits.

CCC will provide advice on this and would expect complainants to liaise directly with that external agency or internal department thereafter.

## **8. Preventative work**

CCC recognises one of the most effective ways to tackle ASB is to take preventative and supportive measures to discourage ASB from occurring in the first place.

Measures include:

- allocating properties in accordance with the allocations policy
- using introductory tenancies, non-secure tenancies and licences, where applicable, to act when a tenant breaches the conditions of their tenancy or licence agreement
- explaining the clauses about ASB in the tenancy agreement to new tenants before they sign their tenancy agreements
- providing and publicising information on what constitutes ASB
- providing information on what a tenant can do to combat ASB and what CCC can and cannot do to help

## **9. Early intervention and warnings to help resolve ASB**

In some cases, ASB can be resolved with early warnings and interventions.

These interventions include but are not limited to:

- written or verbal warnings
- joint visits with the police or other agency representatives

- prompt action for repairs because of anti-social behaviour eg the removal of graffiti
- referral to Environmental Health to investigate a statutory nuisance
- Acceptable Behaviour Agreements
- support for vulnerable alleged perpetrators on a case-by-case basis
- multiagency partnership working
- exercising powers such as those details in section 5, for example, a Community Protection Notice

CCC will take a customer-focused approach to tackling ASB. We will adapt our approach to service delivery by considering the needs of complainants and perpetrators/alleged perpetrators. We will involve tenancy sustainment officers or neighbourhood managers where appropriate to support our tenants and help resolve ASB.

This will usually include working with the complainant and the alleged perpetrator, aiming to reach agreed actions, timescales and closure.

Apart from profoundly serious cases, our initial intervention will aim to stop the problem behaviour.

CCC recognises early intervention is important to resolve cases and/or stop escalation.

CCC will work with partner agencies to tackle the causes and effects of ASB.

Where necessary, CCC will use a multiagency approach in dealing with ASB by sharing knowledge and expertise, utilising community safety forums and involving relevant non-statutory agencies or other private registered providers as the need may arise.

CCC will take into account victim and perpetrator vulnerabilities where these are established and refer them for support and encourage engagement with it.

This can be done where there is consent for CCC to do so.

Where consent isn't given and there is need to safeguard, an appropriate statutory referral will be made after escalating to an internal designated safeguarding lead.

## **10. Enforcement action**

Canterbury City Council (CCC) may consider taking legal action to address ASB if other interventions and warnings have failed, as detailed in section 5.

However, in the case of ASB which endangers life or property, CCC will consider if immediate legal action is necessary.

Any legal action taken will be considered on the grounds of proportionality and will consider a perpetrator's capacity as well as issues raised under the Human Rights Act 1998 and Equality Act 2010.

CCC may consider applying to the County Court for an injunction.

Depending on the severity of the behaviour, this could be with/without notice, with/without power of arrest and with/without an exclusion order.

Where CCC wishes to apply for an injunction affecting someone under the age of 18, CCC will apply via the Youth Courts and will consult with Youth Offending Teams (YOT) and other agencies as appropriate, prior to the application of an injunction.

Where possible, CCC will seek to make an order for positive requirements, encouraging the perpetrator to remedy their behaviours.

Positive requirements will be considered on a case-by-case basis and may be subject to availability of additional services in the area.

CCC may take formal legal action when other informal interventions to tackle ASB have failed or where the incident is so serious there has been a danger to life or property.

Where applicable and appropriate, CCC will apply to court for a possession order.

In some circumstances, an ASB case may meet the threshold for an application to court for a possession order on the absolute ground.

To apply for possession on the absolute ground, one of the following must apply:

- been convicted of a serious offence
- been found guilty of a breach of ASB injunction

- been convicted of a breach of their Criminal Behaviour Order
- had their property be subject to a Closure Order
- been convicted of an offence of breach of their Abatement Notice

## **11. Reporting anti-social behaviour**

Tenants and others can report anti-social behaviour to Canterbury City Council (CCC):

- in person at one of our offices during opening hours for the public or during a scheduled visit by a member of our staff
- by telephone: (our up-to-date contact numbers are available on our web site at <https://www.canterbury.gov.uk/>)
- online using our ASB reporting form at <https://www.canterbury.gov.uk/>

CCC believes anyone reporting ASB plays a key role in its successful management.

Complainants are expected to co-operate with reasonable requests to help CCC to progress reports of ASB.

This may mean agreeing to self-resolution actions, keeping to appointments, keeping records of incidents or taking part in mediation.

The council may not be able to take further action to resolve the ASB without reasonable cooperation from complainants which may include complainants providing witness statements and/or attending court.

## **12. How will Canterbury City Council respond to complaints of ASB**

CCC will arrange an initial interview by phone or in person with the complainant in response to all emergency cases, those involving serious threatened or actual violence, or hate behaviour within two working days of the initial report.

CCC contacts complainants in all other cases within four working days of the initial report.

Correspondence sent to the Enforcement team to update case information will be responded to within 10 working days.



If a complaint does not constitute ASB or falls outside of our remit as a landlord, CCC will contact the complainant and advise them of our reasons for not investigating their allegation.

Where CCC will not be the lead investigator of a complaint, our officers may, if appropriate, signpost the complainant to other services or agencies who may be able to help or to other sources of information which may be of help to them.

If a complainant disagrees with a decision not to accept a complaint or they have additional information that has not yet been considered, they can ask for the decision not to investigate to be reconsidered.

If the alleged perpetrator of ASB is not a CCC tenant and the ASB is impacting a CCC tenant, the co-ordination of any actions needed will be adjusted based on CCC's ASB responsibilities detailed in section 5.

### **13. Support for complainants**

CCC encourages and supports complainants and others affected by ASB to continue to live at home and work with us to resolve the problem, rather than to move away from the problem.

CCC will agree an action plan with the complainant and keep them and any witnesses informed of the progress of the case, which will include timescales for action.

If required, CCC will review security measures for witnesses and ensure that they are well prepared for court.

CCC may provide transport to court, an escort at court and follow up support if necessary.

CCC recognises the potential for vulnerable people who are the perpetrators of ASB to also be the victims of ASB because of the abusive and exploitative behaviour of others.

In these cases, CCC will make appropriate safeguarding referrals and referrals, where consent has been obtained, to other support agencies where appropriate.

Where feasible and applicable, CCC will seek to include positive requirements within any ASB injunction applications.

CCC will make appropriate referrals to our tenancy sustainment officers who will work with other agencies such as mental health teams, drug action teams and community-based organisations, to try to establish support packages for both victims and vulnerable perpetrators.

CCC officers are trained to investigate and manage cases of ASB, and all its staff have access to the up-to-date policy and procedures for managing ASB.

CCC will not tolerate abuse towards its employees, resident representatives or voluntary workers and will act in accordance with its ASB and Customer Behaviour and Incident Policy against anybody who directs abuse against its employees, resident representatives or voluntary workers.

#### **14. Confidentiality**

Canterbury City Council (CCC) officers will deal with complaints of ASB in confidence and with discretion and sensitivity.

The council's policy is not to accept anonymous complaints.

However, in exceptional circumstances, where the reported nuisance is extreme, can be evidenced and is deemed to be having a significant effect on others in the community, CCC will investigate as appropriate.

If someone is making a complaint on behalf of another person, CCC will require that person's authorisation to proceed with investigating the complaint.

#### **15. Information and data sharing**

CCC seeks the complainant's permission prior to the disclosure of information to other parties such as the other party, legal representatives or any other interested party.

CCC will share information provided to us without explicit consent if it is required to prevent and detect crime or there is a serious safeguarding concern.

Full details of how CCC stores and uses personal information about its customers can be found on CCC's website and in its [privacy notice](#).

CCC may share information about both complainants and alleged perpetrators under Section 115 of the Crime and Disorder Act 1998 which allows CCC and its partners to share information for the purpose of preventing and detecting crime and disorder.

CCC will share information in accordance with the Kent and Medway Information Sharing Agreement.

CCC has signed up to this agreement, which sets out:

- what information is going to be shared
- the powers in law that give the ability to share information
- how information is going to be shared
- who the partners to the agreements are
- any necessary security requirements

## **16. Case closure**

When considering whether it is appropriate to close an investigation, the officer will consider the following factors:

- whether the anti-social behaviour has ceased
- if another partner agency is leading the investigation and intervention
- whether a lack of evidence from a witness(es) prevents further action being considered
- whether intervention in the form of mediation has assisted in resolving matters
- where there are several parties involved, making counter allegations with no independent witnesses to the incident(s)

## **17. ASB Case Review**

An ASB Case Review' (formerly referred to as the Community Trigger) gives victims and communities of persistent ASB the right to request a review of their situation to examine how local agencies have responded to previous ASB complaints and consider whether further action could be taken.

Across Kent, a common approach has been developed to support all agencies involved in case reviews.

This provides victims of ASB with a clear and effective response regardless of where they live in the county.

Further information about this and the criteria for it will be kept up to date on CCC's website or can be requested.

## **18. Training and guidance for staff**

CCC is committed to:

- ensuring its staff are aware of the importance of dealing with reports of incidents of ASB quickly and effectively and provide complainants with practical help, advice, information and support
- ensuring new staff are aware of and understand the ASB policy and procedure as part of the induction process
- ensuring staff can prioritise complaints
- being clear about the standards expected of staff and ensuring they have the confidence and knowledge to investigate incidents and reports of ASB
- supporting staff and encouraging learning to understand the legislation and powers available to tackle anti-social behaviour
- ensuring staff are sensitive to issues of diversity, sustainability and homelessness
- doing what CCC say it will do and not making promises it cannot keep
- respecting the confidentiality of all our tenants

## **19. Monitoring and review**

Monitoring is necessary to ensure CCC delivers the aims and objectives set out in this policy.

CCC employs a range of mechanisms to report, monitor and review its ASB service including benchmarking performance against other organisations in the south east.

CCC will regularly monitor its performance on ASB and report this to the council's Cabinet on a six-monthly basis as part of wider housing related Key Performance Indicators.

Policy review (version 3) was adopted by CCC on 28 November 2025.

It will usually be reviewed on a three-yearly basis and it will be reviewed as changes in legislation, regulation or guidance may dictate.

CCC has developed a separate Neighbourhood Noise Policy Statement to clarify its approach to noise complaints that do not meet the threshold for anti-social behaviour.

This statement is aligned with best practice guidance from the Housing Ombudsman and will be reviewed regularly to ensure continued compliance.

While there may be some overlap with other tenures, the policy specifically applies to the social housing landlord service, in line with the Housing Ombudsman's remit.

Minor changes which do not make a significant difference to service provision will be made to the document by delegated authority to the Head of Housing and Community.

Significant changes will be taken through CCC's decision-making process for consideration.

## **20. Equality and diversity**

This policy document has referred to the Equality Act 2010 which provides the framework to ensure that services are not provided in a discriminatory manner by having due regard to eliminating unlawful discrimination, harassment and victimisation.

Under this policy, CCC will also:

- demonstrate identified vulnerabilities within the Act have been considered before proceeding to legal action.
- ensure any legal action is a proportionate response to the ASB.

## **21. Relevant documents**

Tackling-Cuckooing-Multi-Agency-Guidance.pdf  
(kentandmedwayvruc.co.uk)  
Safeguarding Policy January 2024  
CCC Housing plans page of CCC website  
Vulnerability Policy  
CCC Housing Service Standards

## 22. Version control

<b>Version number</b>	<b>Release date</b>	<b>Reviewer</b>	<b>Summary of changes</b>	<b>Approval status</b>
1	2018	East Kent Housing (Former Arms Length Management Organisation)		
2	23 October 2024	REP and Relevant senior managers led by Tenancy policy and programme officer	Policy updated for to a Local Authority landlord and to include CCC's wider ASB responsibilities	Director People
3	28 November 2025	REP and staff led by Tenancy policy and programme officer	Policy updated to separate noise from ASB as recommended by the Housing Ombudsman. Separate Neighbourhood Noise Policy Statement created	Director People