

London Borough of Tower Hamlets

Anti-social behaviour Policy

Policy
This policy outlines the Council's approach to managing anti-social behaviour across the borough as a council and specifically in its role as a social landlord as required by the Regulator of Social Housing's framework and standards.
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Introduction

Tower Hamlets Council is committed to ensuring that residents feel safe in their homes and communities. Anti-social behaviour (ASB) affects the quality of life, and it remains one of the top concerns of the borough residents.

Our approach is to:

- Put **victims first**,
- **Prevent** ASB wherever possible,
- Use **proportionate enforcement** where needed, and
- Work in **partnership** with the Police, housing providers and community organisations.

Tower Hamlets recognises that high levels of anti-social behaviour are reported to the Police, Council and partners every year, with Tower Hamlets being in the top ten highest boroughs in London for reports of ASB. We understand that this is a concern for our residents and we take a firm, coordinated approach alongside the Police, housing providers and community partners to address it.

Anybody can report anti-social behaviour (ASB) to the Council **24 hours a day** on any day of the year online, via our [website](#).

This policy explains what Tower Hamlets Council means by ASB, how residents can report it, and how the Council will tackle it as a borough-wide priority: formalising and making clear the processes relating to reports and the response to ASB. This policy demonstrates our proactive approach to preventing anti-social behaviour, details the types of ASB will enforce against and how victims of ASB will be supported to ensure the quality of life our residents and communities experience in the borough.

The Council:

- will address anti-social behaviour by non-council tenants in collaboration with the Police and other housing providers
- is responsible for protecting the environment, using statutory powers to deal with environmental anti-social behaviour
- acts as a landlord with a duty to respond to ASB affecting residents living in the properties we manage.

As a social landlord, this policy ensures we meet our statutory obligation under section 218A of the Housing Act 1996, which requires a landlord to prepare and publish a policy and procedures in relation to anti-social behaviour. Our response to ASB is governed by the Social Housing Regulation Act 2023. This act defines

the outcomes social landlords are expected to meet and the framework for co-regulation of housing between the Regulator and the Housing Ombudsman. This policy aims to ensure we met the expectations set out in the Consumer Standards, specifically [The Neighbourhood and Community Standard](#)) and the [Transparency, Accountability and Influence](#) standard.

The Council is a named responsible authority within the Tower Hamlets Community Safety Partnership (CSP) and is required to work with its partners to reduce crime and disorder (including ASB) in the borough. Our Community Safety Partnership plan 2025-2029 details what we have done and plan to do, to tackle the full spectrum of ASB: aiming to reduce the impact of anti-social behaviour on our local communities.

Our Responsibility in Public Spaces

As a local authority, we are committed to ensuring that public spaces and highways remain safe, welcoming, and free from anti-social behaviour (ASB). We will investigate all reports of ASB occurring in these areas and take proportionate action using the full range of tools and powers available under the Anti-social Behaviour, Crime and Policing Act 2014. Our approach is evidence-based and victim-focused, ensuring that communities feel supported and protected.

We will work collaboratively with internal Council services—such as housing, environmental protection & health, and community safety—and external partners including the Police, Registered Social Landlords, and other agencies. This partnership approach enables us to share intelligence, co-ordinate enforcement, and problem-solve effectively to address both the symptoms and root causes of ASB.

Public Spaces Protection Orders (PSPOs)

A Public Spaces Protection Order (PSPO) is a statutory tool under the 2014 Act that allows local authorities to impose restrictions or requirements on specific behaviours within designated public spaces. PSPOs are designed to prevent activities that are persistent, unreasonable, and detrimental to the quality of life of those in the locality.

We will use PSPOs to tackle issues such as street drinking, dog fouling, and other behaviours that cause nuisance or harm to the community. PSPOs will only be introduced following robust evidence gathering, public consultation, and engagement with key stakeholders, including the Police and local residents. Each PSPO will be proportionate, targeted, and subject to annual review to ensure its continued relevance and effectiveness.

Breaches of a PSPO may result in enforcement action, including Fixed Penalty Notices or prosecution. Enforcement will be carried out by authorised officers, including Council staff and the Police.

Our overarching aim is to maintain safe, inclusive public spaces through a balanced approach that combines enforcement with prevention and partnership working. By using PSPOs alongside other statutory powers and collaborative problem-solving, we will uphold community safety and well-being.

Scope

Tower Hamlets Council believe that no one should have to tolerate anti-social behaviour (ASB). The Council works in partnership with other agencies and will appropriately use all available tools and powers to address ASB.

The Council is a named responsible authority within the Tower Hamlets Community Safety Partnership (CSP) as defined by the Crime and Disorder Act 1998 and is required to work with its partners (including the police) to reduce crime and disorder in the borough. The Council makes a significant contribution to dealing with anti-social behaviour of all kinds and undertakes both investigations and prevention activities.

The Council also acts as a landlord with a duty to respond to ASB affecting the properties we manage, and we have specific powers as a landlord to address anti-social behaviour within these properties. We address anti-social behaviour by non-council tenants in collaboration with the Police and other housing providers, using every tool we have available.

Tower Hamlets Council takes its **responsibility to protect the environment** very seriously and has a range of statutory powers to deal with environmental anti-social behaviour, including but not limited to the Environmental Protection Act 1990, Clean Neighbourhoods and Environment Act 2005 and Anti-social behaviour, Crime and Policing Act 2014. Examples of environmental anti-social behaviour that we address includes issues such as noise, graffiti, litter, fly-tipping, highway obstructions and abandoned vehicles. More information on how we define anti-social behaviour in Tower Hamlets can be found in [Section 1](#) of this policy.

For London Borough of Tower Hamlets properties, this policy applies to all council tenants including those in temporary accommodation, sheltered or supported housing.

Regulatory standards, legislation and codes of practice

Regulator:	As a social landlord, the Council must ensure compliance with the Regulator of Social Housing's regulatory framework and consumer standards for social housing in England. Details of these standards can be found here . The primary standards for the management of Anti-Social Behaviour are the Neighbourhood and Community Standard.
Legislation:	Principal Legislation • Anti-social Behaviour, Crime and Policing Act 2014 • Domestic Abuse Act 2021 • Crime and Disorder Act 1998 • Environmental Protection Act 1990 • Police and Justice Act 2004 • The Housing Act 1996 • The Equality Act 2010 • Allocation of Housing (England) Regulations 2000 • Homeless Act 2002 • Mental Capacity Act 2005 • Care Act 2014 • Children Act 1989 Additional Legislation • The Data Protection Act 2018 and UK General Data Protection Regulation • Social Housing (Regulation) Act 2023
Codes of practice:	We adhere to the Housing Ombudsman Complaints Handling Code 2024, Local Government Social Care Ombudsman and the Registered Social Housing Consumer standards code of Practice.
The policy also operates in the context of:	• Safeguarding Policy and procedure • Vulnerable Residents and Leaseholders Policy

1. What is anti-social behaviour (ASB)?

1.1 Definition

In Tower Hamlets, we consider the definition of anti-social behaviour to be the same as it is described in the Anti-Social Behaviour Crime and Policing Act 2014:

- i. behaviour causing or likely to cause harassment, alarm, or distress to any person
- ii. behaviour capable of causing nuisance or annoyance to a person in relation to where that person(s) live, or
- iii. behaviour capable of causing housing related nuisance or annoyance to any person.

1.2 Examples of ASB

Examples of anti-social behaviour include (but is not limited to):

- Nuisance, noisy, rowdy or inconsiderate behaviour.
- Verbal abuse, harassment, intimidation or threatening behaviour.
- Drug or substance misuse.
- Alcohol related nuisance.
- Vandalism and damage to property.
- Misuse of communal areas, public space or loitering.
- Environmental damage including littering, dumping of rubbish and fly tipping.
- Curb crawling.
- Aggressive begging.
- Fireworks misuse.
- Vehicle nuisance (nuisance caused in and around stationary vehicles).

1.3. Behaviour not considered ASB

There are some behaviours which may feel annoying to residents of the borough but are not considered to be anti-social behaviour by the Council.

Examples of things we do not consider to be ASB include (but are not limited to):

- General household noise including DIY (during reasonable hours).
- Children and young people playing, cycling, skateboarding in designated areas or gathering socially during reasonable/sociable hours, who are **not** causing ASB.
- Lifestyle clashes such as cooking smells or different working patterns.
- Parking disputes.
- Minor domestic noise such as footfall or furniture movement.

- Boundary disputes or matters not breaching tenancy conditions (i.e. people staring, smoking or cultural differences).
- Noise from aircraft including helicopters or other motorised airborne vehicles and drones should be reported to the Civil Aviation Authority and/or National Police Air Service (NPAS).
- Concerns which involve residents not being pleasant to each other, but are not serious enough to justify our involvement.

Whilst these activities are not considered as ASB, persistent issues may still be assessed on a case-by-case basis depending on severity and frequency.

In instances where we receive reports of nuisance that include any of the examples mentioned above, we will try to provide advice to help residents to resolve the situation between themselves however, in some cases, it may not be a dispute the Council can resolve, and tenants can consider seeking their own legal advice.

1.4 Harassment

Harassment is a personalised form of anti-social behaviour aimed at a particular person. It can take a variety of forms and is intended to intimidate, humiliate or offend the victim. We also recognise that some forms of harassment are disproportionately gendered, such as stalking and sexual intimidation. Tower Hamlets has strong pathways between ASB teams, violence against women and girls (VAWG) services, domestic abuse MARAC and safeguarding partners with clear information-sharing protocols to maintain safety and confidentiality.

Examples of harassment include:

- Violence or threats of violence toward a person or their property.
- Abusive or insulting words or behaviour.
- Any behaviour aimed at intimidating or humiliating the victim.

Some forms of harassment may be considered a hate crime which is motivated by prejudice: focused on the protected characteristics of a person, as defined in the Equalities Act 2010.

1.5 Hate Crime

Hate crime is any criminal offence where anyone believes the victim has been targeted because of their:

- Disability
- race or ethnic identity
- religion/belief

- gender or gender identity
- sexual orientation
- age
- immigration status or nationality
- or any other actual or perceived difference.

Any member of the public can report a hate crime. **Contact the police** to report a hate crime. **In an emergency** you should always **call 999**. If it is not an emergency **call 101**

If you have a hearing or speech impairment, use the MPS Text Phone Service:

- For emergencies text 18000 to 999
- For non-emergencies text 18001 to 101

Reports of hate crime can also be made to the police through [online reporting](#).

Tower Hamlets Council have a dedicated Hate Crime Action Plan with dedicated teams that strive to keep Tower Hamlets a safe borough.

2. Tower Hamlets service standards

Our service standards set out what our council housing tenants and leaseholders can expect in relation to tackling anti-social behaviour. The way we will monitor how well we are doing with meeting these standards can be found in [Section 10](#) of this policy. We will:



Make it easy to report ASB.



Work with residents, partners services and agencies to take enforcement action where necessary.



Strive to meet the needs of our diverse communities through a fair and consistent approach.



Support victims of ASB and keep in touch throughout the process.



Apply to court to seek possession of the property of the person causing ASB, when appropriate.



Review cases at resident's request.



Give someone a formal warning if they break the conditions of their tenancy or lease.



Work with appropriate services to support vulnerable residents.



Undertake a full investigation, ensuring all opportunities to gather relevant evidence are taken.



Ensure risk assessed cases identified as high priority, are escalated to support services within 1 working day.



Keep accurate records.



Work with Police and other agencies to issue Criminal Behaviour Orders or injunctions where appropriate.



Agree an action plan with the complainant and share it with them.



Treat your report sensitively and only share information with your permission or if there are concerns for safety.



Keep your case open until we think we have got the best possible result.

3. The Council's responsibilities to tenants and leaseholders, as a landlord

As a landlord, the Council has a duty to respond to anti-social behaviour (ASB) affecting the properties we manage and must implement measures to address hate crime and safeguard our tenants. We have specific powers to address anti-social behaviour within the properties the Council manages. We address anti-social behaviour by non-council tenants in collaboration with the Police and external Housing Providers, using every tool available to the wider partnership.

As a landlord, the Council have additional responsibilities to our tenants and leaseholders. We provide:

- A dedicated anti-social behaviour hotline that tenants and leaseholders can call **(020 7364 2332)** to report ASB.
- An [online reporting](#) system that allows people to report ASB at any time, all year round.
- An **email address** that allows people to report ASB - Neighbourhoods.ASB@towerhamlets.gov.uk
- A **dedicated ASB Response Service** for incidents of anti-social behaviour that are **happening at the time of reporting**: sending Tower Hamlets Enforcement Officers (THEOs) to the scene in high risk incidents.
- **'Find it Fix it – Tower Hamlets'** App which allows you to report anti-social behaviour. The App can be used to [log reports](#) through sending images that will allow the council to respond appropriately.
- The ability to **report ASB in person** by visiting the Town Hall or our Idea Stores during opening hours.

If you are *not* a tenant of the Council but are a resident of the borough, you should report ASB to your landlord. More information on reporting ASB can be found on the [Tower Hamlets website](#) which explains how to report ASB and where your report will be directed.

Key information



Drug dealing is a criminal offence and **must be [reported directly to the police](#)**.



Council ASB
Officers investigate cases relating to **Council properties**. Non-Council land is investigated by the relevant landlord in the first instance.



You can report ASB 24/7 [online](#) or by phone. Cases that require urgent attention are escalated **within 1 working day**.

Examples of ASB we will address as a landlord

In [Section 1](#) of this policy, we detailed examples of the types of ASB that the Council will address in its capacity as a local authority. However, it is slightly different when addressing ASB in our capacity as a landlord. This is because some types of ASB will be linked to tenancy rules set out in your tenancy agreement. Therefore, the types of anti-social behaviour we will address as a social landlord include (but is not limited to):

- Nuisance, noisy, rowdy or inconsiderate behaviour.
- Verbal abuse, harassment, intimidation or threatening behaviour.
- Drug or substance misuse.
- Alcohol related nuisance.
- Vandalism and damage to property.
- Misuse of communal areas, public space or loitering.
- Environmental damage including littering, dumping of rubbish and fly tipping.
- Fireworks misuse.
- Vehicle nuisance (nuisance caused in and around stationary vehicles).

Our Commitment

As a landlord, we are obligated to fulfil our duties to our tenants and leaseholders. This means we will:

- **Make it easy to report ASB** – There are various ways tenants and leaseholders can report anti-social behaviour to the Council, with a dedicated hotline specifically for those living in properties managed by Tower Hamlets Council.
- **Use mediation to prevent escalation of anti-social behaviour that has been reported to us** – We want to limit the escalation of all anti-social behaviour. In some cases, where appropriate, we may encourage the parties involved to discuss the matter between themselves, using a mediation approach where possible.
- **Sustain tenancies whenever appropriate** - Whilst ensuring that the victims of ASB are at the centre of our approach, we always aim to end the ASB without needing to take action to terminate the tenancies of perpetrators.
- **Conduct ASB Case Reviews** - We will support victims of ASB who wish to raise a formal case review via our [ASB Case review](#) process.

- **Respond to reports of ASB in a timely manner** – We will risk assess all reports of anti-social behaviour and respond within the timeframes that we state in this policy, according to the priority level the incident is assessed to be.

Complaints

We follow the Council's complaints process and the Housing Ombudsman Complaint Handling Code and residents can make complaints about how ASB cases are handled: informing us of dissatisfaction with how the Council responded to an ASB report. Our tenants and leaseholders can find the details for [the corporate complaints process](#) on the Tower Hamlets website. More information about making a complaint can be found in [Section 7](#) of this policy.

What you can do

Tenants and leaseholders **have a right to enjoy their home and 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. **We ask our tenants 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. For example, those sleeping rough often seek shelter in buildings, particularly in colder months of the year. There are many ways you can help somebody sleeping rough and more information on this can be found in [Section 4](#) of this policy.

Other services

Try to remember that there will be times when Tower Hamlets 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.

4. Reporting ASB

All criminal matters or incidents posing immediate danger must be reported to the Police (999). Alternatively, non-emergency criminal matters can be reported to the Police by **calling 101** or using the [online web form](#).

If you are a resident, who isn't a Council tenant or leaseholder, wishing to report anti-social behaviour to the Council, this can be done in the following ways:

- online, **24/7, 365 days** a year, by completing our [ASB reporting form](#)
- reporting noise nuisance to the [Statutory Noise Nuisance service](#). Out of hours noise nuisance can be reported from **Thursday-Sunday between the hours of 8pm and 3.30am**.
- reporting to the police through their [online reporting](#) system.
- by email for existing open cases – AntiSocial.Behaviour@towerhamlets.gov.uk
- to Tower Hamlets Idea Stores during hours of operation. Locations and opening times can be found [here](#).

Council tenants and leaseholders only can use the additional routes below as well as any of the methods above:

- by phone to report urgent on-estate ASB incidents via **020 7364 2332** at any time.
- **'Find It Fix It – Tower Hamlets'** app allows residents to submit evidence such as photos.
- By email for existing open cases - Neighbourhoods.ASB@towerhamlets.gov.uk

Reports can be submitted anonymously if required for safety. If you want to report anti-social behaviour but do not wish to be identified, then please [report online](#), using the anonymous reporting form.

To report ASB/crime anonymously, you can also contact Crimestoppers on:

- 0800 555 111 (free)
- Or visit the [Crimestoppers website](#)

You do not have to give your name, and everything you say will be confidential.

4.1 Reporting specific types of ASB

There are specific channels for reporting ASB relating to graffiti, noise pollution and dumping of rubbish. More information on reporting any of these can be found on the [Tower Hamlets Website](#).

If you see someone sleeping rough or are concerned about a rough sleeper during extreme weather, you can report it through by contacting Streetlink:

- Telephone - 0300 500 0914 or
- visit [Streetlink.org.uk](https://www.streetlink.org.uk).

Rough sleepers can also refer themselves directly.

Streetlink will notify the St Mungo's Outreach team, who are commissioned by the council to assess each individual and determine the most appropriate accommodation.

4.2 How we respond to ASB

Cases that have been risk assessed and considered to be high priority cases of anti-social behaviour, will be responded to **within 1 working day**. Cases that are risk-assessed as non-urgent will be offered an initial interview. If the complainant accepts this offer, the interview will be arranged **within 5 working days** of the initial report.

All reported cases of anti-social behaviour (ASB) will be formally logged on the Council's case management system and assigned to a designated ASB Officer for further investigation.

The ASB Officer will:

- **Initial Contact:** Make contact with the victim within **five (5) working days**, or within **one (1) working day for urgent priority cases**.
- **Formal Interview:** Conduct a formal interview to obtain further details of the ASB report.
- **Risk Assessment:** Complete a risk assessment to identify any immediate risks or safeguarding concerns.
- **Action Plan:** Agree an action plan with the victim, outlining steps to address the ASB and support the victim.

The ASB Officer will review the risk assessment and action plan throughout the duration of the case till closure of case. They will endeavour to provide updates

to the victim every two (2) weeks, unless an alternative frequency is agreed within the action plan.

The council operates an **ASB response service** for tenants and leaseholders of the council, for incidents of anti-social behaviour that are happening at the time of reporting. Tenants and leaseholders can report anti-social behaviour via the various reporting methods stated above and where necessary, a Tower Hamlets Enforcement Officer (THEO) will be deployed to attend the incident in question. The **ASB response service** will respond the following types of ASB:

- Open substance misuse (including drugs, alcohol and nitrous oxide)
- Rough sleeping/encampments (that involve associated ASB i.e. littering, obstructing/blocking of pathways and stairwells, loitering)
- Vehicle nuisance – nuisance caused in and around stationary vehicles
- Reports related to the sex industry - This includes soliciting, brothels, kerb crawling, and those involved in selling sex that causes ASB (e.g. condom littering, screaming or fighting)
- Groups causing nuisance (including shouting, arguing, swearing or playing loud music)
- Noise nuisance complaints

We also use data and intelligence, which includes that obtained from ASB calls and reports, to effectively task resources across the borough in identifying hot spot area's and make the biggest impact we can on addressing anti-social behaviour proactively. We operate a tasking process that allocates resources like Tower Hamlets Enforcement Officer (THEOs) to address ASB and more complex ASB related problems. This allows us to intervene early and reduce the risk of escalation.

4.3 How we manage ASB cases

ASB officers allocated a case will undertake a full investigation, ensuring all opportunities that are available to gather relevant evidence are taken. In general, the use of informal means of resolution are to be considered before any formal legal interventions. When considering use of any formal powers, officers will ensure that their decisions comply with the delegated powers granted within the Community Safety Scheme of Delegation & Equalities act 2010.

When you report ASB we will:

- triaged and risk-assess the case.
- Allocate the case to a relevant officer

- Agree an action plan with you, including the help and support available to you.
- Agree with you how and when we will update you throughout the investigation.
- Be open and honest about what we can do.
- Be realistic about the likely outcomes of any action we take – particularly legal action.
- Analyse the trends in ASB reports on council estates and deploy Council resources (i.e. Tower Hamlets Enforcement Officers) accordingly.

Case officers investigate proportionately, exploring informal options such as warnings or mediation before formal action.

Noise cases investigated by the Environmental protection will typically require a complainant to complete diary sheets to log incidents of noise and in some cases an investigation may require noise monitoring equipment. When noise related ASB is reported, cases will be closed after 28 days if:

- we do not receive communication from the affected resident(s) following a report (complaint)
- diary sheets are not submitted
- the noise response service has not been contacted to visit and assess the noise.

For standard ASB complaints, some of the most common reasons for which a case may be closed are as follows:

- No response after 3 attempts as mentioned above.
- ASB has been fully resolved
- All reasonable actions have been taken, and no further proportionate actions are available
- Victim/perp has moved
- Issue being reported is not ASB- Passed on to a different service to investigate further

Every cases is different and any case closure will be explained to the victim.

General responsibilities towards safeguarding are a key priority for all team officers that manage cases. If at any stage of an investigation, it is identified that the complainant, witnesses and those who may be perpetrators of ASB also have safeguarding needs, the case manager will have a duty to safeguard them as well.

Safeguarding concerns identified at any stage are referred appropriately.

For more information on safeguarding victims, perpetrators and our wider public, see [Section 6](#) of this policy

5. ASB case reviews – Anti-Social Behaviour, Crime and Policing Act 2014

We will support victims of ASB who wish to raise a formal case review via our ASB Case review process. This is a formal case review process, introduced by the Anti-social Behaviour, Crime and Policing Act 2014 which allows members of the community to ask the Community Safety Partnership to review their responses to complaints of anti-social behaviour (including incidents of hate).

The ASB case review is designed to give victims a voice in how their reports about anti-social behaviour are handled. It aims to ensure that agencies to whom the ASB case review applies, such as local authorities, police, and housing providers, are working together to address the issues effectively. This means the case review would not apply to any organisations or agencies outside of the three previously mentioned (e.g. private landlords): although the case review may involve external partners depending on the case. This review process is particularly important for cases where victims feel that their concerns have not been adequately addressed after multiple reports.

The ASB Case Review cannot be used to submit new reports of anti-social behaviour (ASB) or general criminal activity. It does not investigate the incidents themselves. Instead, the Case Review investigates how the organisation to which the ASB was originally reported, responded to those reports.

For an incident to qualify for the ASB Case Review, it must meet the following criteria:

- **Three separate** anti-social behaviour incidents to have been reported within a **six month period where it is deemed that no action has been taken in response.**
- The application must be submitted **within a month** of the last reported incident.

“No action taken” is defined as”

- The reported problems have not been acknowledged i.e. no one has contacted the victim to advise what action would be taken.
- The reported problems have not been appropriately investigated.
- The victim’s vulnerability and/or the potential for harm has not been considered and this has affected potential service delivery.
- No action has been taken because information has not been shared between partners and this has affected potential service delivery.

- Responsible agencies must be given sufficient time to investigate and respond to each incident as per their official ASB Operational Procedure.

5.1 How to request an ASB case review

To use submit an ASB Case Review you can complete an [online form](#), email, write a letter or call us. If a review is requested, the following details will need to be given:

- dates of each time you've reported
- details of where you reported (name, organisation and/or incident reference number)
- information about the anti-social behaviour.

To submit a case review, contact details are as follows:

- Online webform: https://towerhamlets-self.achieveservice.com/service/Anti_social_behaviour_case_review
- By email: asb.casereview@towerhamlets.gov.uk
- By phone: 020 7364 3277 (Monday to Friday, 9am to 5pm)
- By mail to: Tower Hamlets ASB Case Review, The ASB and Community Safety Delivery Team, Tower Hamlets Town Hall, 160 Whitechapel Road, London, E1 1BJ.

The ASB Case Review is a separate process to any organisation's complaints procedure and the two processes can run in parallel. The purpose of the Review is to bring together any responsible agencies quickly and reach a resolution to the ASB as quickly as possible. The outcome of the review could inform any separate complaints procedure. For information on making a formal complaint, more information can be found in [Section 7](#) of this policy.

5.2 What happens next?

- **Acknowledgement:** Trigger notification acknowledged by the Council Support Services within 3 working days of receipt.
- **Initial Contact & Risk Assessment:** Applicant contacted by email or by phone within 5 working days by the ASB Service Team Manager or Designated Officer to assess vulnerabilities, safeguarding concerns, and gather further information.
- **Relevant information will be requested** from partner agencies, which are given 10 working days to provide the Investigating Officer with the

required material. Once this information, along with any evidence submitted by the resident, has been received, the Investigating Officer will assess it in full and determine whether the ASB Case Review should be upheld, confirming that the threshold has been met and a case review panel meeting is required, or not upheld, confirming that the threshold has not been met for a case review panel meeting.

- **Outcome Response & Case Review Panel:** Within 30 working days of receipt (depending on complexity of case), the applicant will receive a formal response confirming one of the following:
 - Refusal to accept the matter as meeting the threshold (with explanation) for a case review panel meeting,
 - Confirmation that safeguarding/vulnerability/hate-related elements are being addressed separately, or
 - Confirmation that the threshold for a case review panel meeting has been met. In this case, an action plan with recommendations will be developed and a Case Review Panel meeting arranged, involving the resident (or their advocate) and relevant partner organisations/agencies engaged in the case review.

5.3 Appealing a Case Review decision

If an applicant has submitted an appeal and receives a response letter following the assessment detailing reasons for it not meeting the threshold, or do not agree with the outcome decision(s) and recommendations of the ASB Case Review, they may escalate it for a final decision **within 10 working days** of the dated response letter. They may appeal this in writing in the following ways:

- By email to ASB.Casereview@towerhamlets.gov.uk
- By post to: Data & Bookings Team – Support Services
London Borough of Tower Hamlets
1st Floor, Tower Hamlets Town Hall,
160 Whitechapel Road, London, E1 1BJ

6. Safeguarding

We take a victim-centred, trauma-informed approach and ensure multi-agency information sharing where lawful and necessary. We will carry out a risk assessment for cases involving vulnerable residents or where there is a risk of harm. Our assessment will acknowledge that the risk of the ASB may change over time or when further information is made available.

We work closely with children's and adults' safeguarding teams, the [domestic abuse Multi-Agency Risk Assessment Conference \(MARAC\)](#), community anti-social behaviour MARAC and violence against women and girls (VAWG) services.

The [Domestic Abuse Act 2021](#) clarifies that domestic abuse can include controlling, coercive or threatening behaviour, violence or other abuse between people aged 16 or over who are personally connected to each other, regardless of gender or sexuality.

Tower Hamlets do not consider domestic abuse to be ASB but understand that some reports of ASB (i.e. reports of frequent arguments, shouting and banging) may be an indication of domestic abuse. All cases of domestic abuse or suspected domestic abuse will be investigated and responded to in accordance with our Tower Hamlets Domestic Abuse Policy.

Tower Hamlets Council have a [Violence Against Women and Girls and Women Safety Strategy](#) that strive to keep women and girls safe in the borough. Further information can be found on the Tower Hamlets website.

A comprehensive list of VAWG support services can be found in the Tower Hamlets VAWG Directory via [Violence Against Women and Girls \(VAWG\) service directory](#).

For concerns related to domestic abuse, you can submit a referral to the Tower Hamlets VAWG, Domestic Abuse and Women Safety Team by emailing domestic.violence@towerhamlets.gov.uk.

Tower Hamlets adheres to the [London Safeguarding Children Procedures](#) and the London [Multi-Agency Adult Safeguarding Policy and Procedures](#) which set out how officers should respond to a report of abuse or neglect to a child, young person, or adult with care and support needs.

Adult safeguarding concerns can be reported by contacting Tower Hamlets Connect

- Email: enquiry@towerhamletsconnect.org
- Tel: 0300 303 6070 (weekdays 9am to 5pm)
- Out of hours emergency duty team:
 - Tel: 020 7364 4079 (5pm to 9am including weekends)

A [safeguarding alert form](#) should be submitted when reporting a concern.

Our Vulnerable Residents and Leaseholders Policy provides guidance in relation to the definition of vulnerability and sets out the approach that we will adopt regarding the provision of neighbourhood services to residents in these circumstances.

Vulnerable victims and perpetrators may be referred to community ASB MARAC for coordinated support.

Our Tower Hamlets Safeguarding Children Partnership (THSCP) is a statutory body responsible for agreeing locally how all organisations working with children and young people co-operate to promote their welfare and keep them safe from harm.

7. Complaints and Appeals

We follow the Council's complaints process and the Housing Ombudsman Complaint Handling Code. Residents can make complaints about how ASB cases are handled, informing us of dissatisfaction with how the Council responded to an ASB report. Our tenants and leaseholders can find the details for [the corporate complaints process](#) on the Tower Hamlets website.

Complaints can be made by any method and are handled under the Council's two-stage complaints procedure.

Reporting anti-social behaviour is not the same as making a formal complaint. A formal complaint should be made when a resident is dissatisfied with aspects of the investigation or the service provided in response to their ASB report, rather than about the ASB incident itself.

Triggers for a formal Complaint: If the council:

- Fails to act on the ASB report,
- Responds inadequately or unreasonably,
- Delays action without justification,
- Does not follow our own ASB policy or procedures.

Complaints can be made via any method (email, phone, in person, etc.). We offer a two-stage complaints process with clear timescales:

- Stage 1: Initial response **within 10 working days**.
- Stage 2: Review response **within 20 working days**.

Appeals or reviews can be requested for major decisions.

Residents can escalate concerns to the Housing Ombudsman if dissatisfied after Stage 2. If you are not a tenant of the Council and you are unhappy with the way your landlord has dealt with your complaint you can also refer your complaint to the Housing Ombudsman Service - www.housing-ombudsman.org.uk

While formal complaints concerning the handling of the ASB case are welcomed, the behaviour of some tenants may be considered unreasonable, and this takes up a disproportionate amount of council resources.

Unreasonable behaviour may include persistent contact and unreasonable demands, while the complaint is being investigated, or once all the complaints stages have been exhausted. Where behaviour is considered unreasonable the appropriate action will be taken. This may involve establishing one point of contact for receiving communication. Advice will be provided on how to escalate to the relevant Ombudsman if the resident is dissatisfied with the council's approach.

Other action may be taken in line with the recommendations of the council's complaints procedures, and shared with the tenant if appropriate.

Residents can also submit a complaint to the Local Government Ombudsman for complaints not specific to housing.

8. Keeping Accurate Records

Keeping accurate records is vital to effective risk management of ASB cases. It helps us identify, assess and prioritise risks so that we can use resources appropriately to address the impact of ASB.

We will keep accurate and up to date records of all our discussions, agreed actions, investigations and interventions on our case management system. This enables us to provide a consistent approach to support victims and witnesses and to manage the case through to a successful resolution.

9. Equality and diversity

The Council is committed to providing services to our residents which is equitable for all. We have a legal duty under the Equality Act 2010 to ensure that this policy is applied fairly and consistently without discriminating against any person or group.

A desktop Equalities impact assessment has been carried out in conjunction with the development of this policy.

We have a legal duty under the Human Rights Act 1998 to ensure this policy observes and protect tenants and leaseholders right to respect for their private and family life, their home and correspondence (i.e. letters, telephone calls and emails).

10. Monitoring and Improvement

We will review this policy annually and whenever there are changes to legislation, regulation or practice.

To measure how well we are doing in relation to achieving the service standards we set out in [Section 2](#) of this policy, we will:

- **Ensure comprehensive staff training:** Ensure all frontline staff receive regular training on ASB principles, safeguarding, and the latest legislative requirements, including the Anti-social Behaviour, Crime and Policing Act 2014.
- **Embed standards in operations:** Integrate service standards into the Target Operating Model and all relevant processes and procedures, ensuring consistency across teams.
- **Ensure clear accountability and monitoring:** Establish performance monitoring frameworks, including audits and case reviews, to ensure compliance with service standards and identify areas for improvement.
- **Take a victim-centred approach:** Implement procedures that prioritise victim support and communication, ensuring timely updates and access to appropriate services.
- **Work in partnership:** Formalise joint working protocols with Police, Registered Social Landlords, and other agencies to share intelligence and co-ordinate responses effectively.
- **Ensure accessible reporting channels:** Provide multiple, easy-to-use reporting options for residents, including online, telephone, and in-person, with clear guidance on what happens after a report is made.
- **Continuous Improvement:** Commit to regular service reviews, incorporating feedback from residents and partners to refine processes and improve outcomes.

- **Track reports:** Track and analyse how reports are received, response times, and resident feedback.
- **Audit cases:** Monitor how many case reviews are requested and completed, carrying out regular case file audits for accuracy, completeness and outcomes.
- **Track actions:** Track joint actions between partner agencies. enforcement measures, and outcomes, capturing partner feedback.
- **Review cases:** Review case decisions, analyse equality data, and gather diverse resident feedback.
- **Monitor uses of powers:** Monitor the number, quality, and timeliness of warnings, injunctions and possession cases.
- **Track referrals and assessments:** Track referrals, completed assessments, and follow-up actions in relation to support for vulnerable residents.
- **Monitor victim satisfaction:** Monitor frequency of updates and victim satisfaction.
- **Track open cases:** Audit whether cases stay open until appropriate outcomes are achieved.
- **Review timescales:** Regularly review evidence-gathering steps and timescales.
- **Track quality of assessments:** Track completion and quality of initial and ongoing risk assessments.

To measure the impact and effectiveness of our intervention when dealing with addressing anti-social behaviour, we carry out case audits and quality checks. Performance is monitored and benchmarked to ensure accountability and continuous improvement. We have:

- Monthly Case Reviews - to assess progress, identify learning opportunities, and ensure consistency in case management
- Key Performance Indicators (KPIs) and track data – which is formally reported to the Council's Senior Leadership Team to support oversight and strategic decision-making.
- Publicised data – where Case Review data is published on a quarterly basis via the Council's website, ensuring transparency and enabling residents to understand how ASB is being addressed.
- Strong partnership engagement – with senior officers participating in partnership forums, including those convened by the Mayor's Office for Policing and Crime (MOPAC), to share experiences, exchange best practice, and strengthen collaborative approaches to tackling ASB.

ASB is addressed as part of the Community Safety Partnership and is monitored as part of the Reoffending, Acquisitive Crime and ASB subgroup.

This policy has been presented at Tenants Voice (Tenant's voice is a group of council tenants and leaseholders set up to hold senior managers accountable for decisions affecting service delivery in key areas of housing management, as well as having the ability to undertake dedicated scrutiny reviews) , with the policy and approach largely endorsed by the group.

Monitoring and performance data is also reported up to the Community Safety Partnership, the Council sub-committee as well as key performance, policy and strategy groups via our internal governance framework.

We regularly engage residents and incorporate their feedback. We use processes like Tenant Satisfaction Surveys, complaints, resident's surveys and face-to-face engagement opportunities to inform how we can deliver the best service to our residents.

11. Data Protection

This policy will be implemented in compliance with the General Data Protection Regulation (GDPR).

We record and share information appropriately with other professionals and statutory agencies that safeguard adults, children and young people.

The wishes of the resident in relation to what information should be shared, and with whom, should be respected where possible. However, we will work in line with the Data Protection Act 2018, which allows for disclosure of personal data without consent where there is good reason to do so, and this is necessary to protect the vital interests of an at-risk individual.

12. Contact Information

- To report ASB: 020 7364 5015
- Online: www.towerhamlets.gov.uk/asb
- Emergency or out-of-hours: 020 7364 5015
- Police (non-emergency): 101
- Crimestoppers: 0800 555 111