



**POLICY**

**ANTI-SOCIAL BEHAVIOUR  
(COMMUNITY)**

The ASB Policy was approved by Executive and Issued on the 8 July 2025

Change History:			
Date	Version	Description	Sections Affected
XXXX 2024	1	New Policy	All

## 1.0 Introduction

This Policy sets Ipswich Borough Council's approach in tackling anti-social behaviour (ASB) that has an impact on residents within its communities and/or is perpetrated by them.

The Council recognises that preventing and tackling ASB effectively will have a positive impact within communities and neighbourhoods. Where appropriate, the Council will work in partnership to prevent and resolve ASB and support victims effectively by, sharing information; identifying hotspot locations; providing professional advice and support to victims; taking appropriate enforcement action and delivering initiatives to reduce ASB effectively.

## 2.0 Policy Statement

The Council is committed to tackling incidents of ASB. All reports of ASB will be taken seriously and where relevant, the appropriate action will be carried out to ensure a prompt and permanent solution using the powers set out in the [Anti-social Behaviour, Crime and Policing Act 2014](#).

The Council is committed to supporting victims who have been affected by ASB and monitoring and evaluating the effectiveness of its services to address ASB. Performance will be reported widely and necessary changes to the service will be made in relation to Best Practice procedures and community feedback.

This Policy has been developed in conjunction with the Council's [Unacceptable Behaviour Policy](#) which focusses on behaviour displayed toward Council employees.

This Policy supports the Council's Corporate Strategy [Proud of Ipswich](#).

## 3.0 Scope

This Policy applies to reports of ASB that take place within the Borough involving homeowners, private tenants and any public place or location to which the public have access. There is a separate Policy related to the management of ASB for Council housing tenants.

The Council may take the lead in investigating a report of ASB in the following circumstances:

- When both the person experiencing, and the person perpetrating ASB, are owner occupiers or reside in privately rented accommodation.
- When ASB is taking place in any public place or place to which the public have access.

This is a high-level Policy. ASB Officers should read this Policy in conjunction with the associated internal ASB Procedure and ASB Working Guidance.

## 4.0 Definition of ASB

ASB is specified under the [Anti-social Behaviour, Crime and Policing Act 2014](#) as:

*“conduct that has caused, or is likely to cause, harassment, alarm or*

*distress to any person”.*

Examples of ASB can include but are not limited to:

- Aggressive and/or threatening behaviour or language
- Intimidation and/or harassment
- Violence against people and/or property
- Hate behaviour targeted to members of identified groups because of their perceived differences.
- Vandalism
- Alcohol and drug related ASB
- Noise, including excessive noise nuisance, such as shouting, loud music, constant banging/slamming of doors, etc.
- Fly tipping/ illegal dumping

## **5.0 Approach to Tackling ASB**

The Council will aim to resolve issues at the earliest opportunity by using appropriate and timely intervention.

The Council will use a range of informal methods to resolve ASB including referrals to support services, Mediation, Acceptable Behaviour Agreements, verbal and written Warnings.

Where enforcement action is considered necessary, legal sanctions will apply where other methods are deemed to be inappropriate or have failed. ASB cases are often complex and time is needed to collate sufficient evidence to support resolution actions and ensure a successful outcome. The Council will liaise with the complainant to ensure that they are kept updated on the progress of their case.

This Policy has been written in line with the Council's Unacceptable Behaviour Policy. Both Policies will work to ensure the safety of Council residents (and employees) experiencing and/or perpetrating antisocial behaviour.

## **6.0 Hate Crime**

Hate crimes and hate incidents include acts of verbal, written or physical abuse, as well as harassment or intimidation, that target a person or group because of their personal characteristics. These may be related to someone's age, gender, gender identity, race, sexual orientation, disability, religion or beliefs as defined by the [Equality Act \(2010\)](#).

The Council is committed to tackling matters relating to a hate crime or incident and will take action against perpetrators where it has the power and evidence to do so.

To deter and tackle hate crime effectively, the Council will:

- work in partnership with other agencies on incidents of hate crime
- encourage and support individuals to report hate crimes and incidents whether they are victims of, or witnesses, to such incidents
- work with community organisations on tackling hate crime and the cause of hate crime

- as part of our multi-agency approach, where appropriate, report hate crime and incidents to the Police. This could be for recording purposes or action, depending on the individuals wishes.

## **7.0 Reporting Anti-social Behaviour**

The Council encourages and supports its residents, employees, contractors and visitors to report problems of ASB. Anyone reporting ASB will play a key role in its successful management and outcome. Complainants are expected to co-operate with reasonable requests to assist the Council to progress with an appropriate response to reports of ASB. This may include agreeing to self-resolution actions, 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 co-operation from complainants.

All reports of ASB will be treated as an open case until it is agreed with the complainant and the Council, that the case will be closed.

## **8.0 Method**

The Council has a number of Tools and Powers available to deal with complaints of ASB. Each case will be considered on the evidence available, and the most appropriate action agreed to be taken.

## **9.0 Partnership Working**

The Council will work with partners such as the Police, Probation Service, Fire Service, Health Services and Youth Offending Service as appropriate. This may include sharing information, attending Case Conferences and meetings to discuss specific cases and, where appropriate, referring residents to another agency.

## **10.0 Children, Young People and Vulnerable Adults**

Where an ASB Officer has concern about a young or vulnerable persons' welfare, whether or not the subject has a direct connection to the case they are investigating, it is their duty to ensure these concerns are properly logged and passed to the appropriate safeguarding agency.

## **11.0 Information Sharing and Confidentiality**

This Policy contributes to the Council's duties and powers under the Crime and Disorder Act 1998, to work in partnership and share information, when required, in order to tackle ASB priorities.

Information received will be treated in the strictest of confidence although in certain circumstances there may be a legal obligation to share relevant information with other statutory agencies, such as safeguarding concerns.

The Council will ensure that the information shared is necessary and for the safety and well-being of the person and others who may be affected by their actions.

ASB cases are recorded on a secure case management system and all case files are stored securely. Data is held in accordance with the [Data Protection Act 2018](#) and Records Management Policy. Information will be retained in line with the Council's retention period.

## **12.0 Equality and Diversity**

The Council is committed to tackling the barriers and discrimination that many people face and recognises that certain people and groups may be disproportionately affected by crime and ASB because of their race, gender, gender reassignment, disability, sexual orientation, religion or belief or age.

This Policy will be implemented in accordance with the Council's Equality and Diversity Policy.

## **13.0 Review**

This Policy will be reviewed periodically after approval or as required due to legislative changes.