



Bristol City Council – Housing and Landlord Services

ASB Policy (Housing Management and Estates)

Version 1

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1. Policy Statement

Bristol City Council (BCC) recognises that anti-social behaviour (ASB) reduces the quality of life for residents and can have a detrimental impact on people's lives, not just on the victim(s) but also on the wider community. As a responsible social landlord, BCC's Housing Management and Estates Service aims to ensure that all tenants receive the services and support they need to enjoy their homes. We also recognise the important role that good quality housing conditions (both material and environmental) has in supporting people's health, wellbeing and ability to feel safe in their communities.

This policy sets out BCC's Housing Management and Landlord Services' approach to tackling ASB that impacts on its tenant and leaseholders (hereafter referred to as 'Resident' –[APPENDIX B – GLOSSARY](#)) and/or is perpetrated by them. The Council is committed to supporting those who have been affected by ASB and monitoring and evaluating the effectiveness of our services in addressing ASB, reporting our performance widely and making changes where necessary in relation to best practice and resident feedback.

Under the Anti-social Behaviour Act 2003¹ landlords have a duty to respond to ASB affecting our residents and the surrounding communities. The Anti-social Behaviour, Crime and Policing Act 2014² provides a range of powers we can, and will, utilise in order to prevent people causing ASB

Alongside the legal powers, our tenancy conditions provide a definition of ASB and sets out our expectations of residents and their responsibilities to behave in a reasonable manner. These are always reinforced when a Tenancy commences. We will investigate complaints and where appropriate take action against residents, members of their household or their visitors.

Before pursuing formal action, we will first try to help resolve conflict informally. This means encouraging, empowering, and supporting individuals and communities, where appropriate, to resolve issues themselves. We will work with reporters and those identified as causing ASB to assess and address support needs, but this will not prevent enforcement action being taken against perpetrators of ASB.

BCC is committed to developing trauma informed ways of working so this Policy has been developed based on our locally agreed principles for trauma informed practice³ ([APPENDIX C – TRAUMA INFORMED PRINCIPLES](#)). Trauma-informed organisations assume that people have had traumatic experiences, and as a result may find it difficult to feel safe within services and to develop trusting relationships with service providers. Consequently, services are structured, organised and delivered in ways that promote safety and trust, and aim to prevent re-traumatisation. This Policy sets out a clear process that Officers will follow in instances of ASB. We recognise that effective delivery of the policy relies on the development of good relationships between Housing Officers, tenants and the wider community. The arrangements in place to support delivery of this policy support practitioners to understand the impact of trauma both upon themselves and the people they work with.

¹ [Anti-social Behaviour Act 2003](#)

² [Anti-social Behaviour, Crime and Policing Act 2014](#)

³ [Keeping Bristol Safe Partnership - Adverse Childhood Experiences and Trauma Informed Practice in Bristol](#)

This Policy refers to but does not apply to instances where staff, resident representatives, contractors, partners or agents are subjected to abusive, threatening or intimidating behaviour (including hate behaviour) whilst working or acting on behalf of BCC, as this is (will be) covered by the BCC Corporate Violence and Aggression Policy (still in draft).

In developing this policy residents' views and feedback have been considered.

Housing and Landlord Services also recognises its responsibility under the Equality Act 2010⁴ as a provider of a 'Public function' to protect people from discrimination and adhere to the 'Public Sector Equality Duty'⁵. We will act sensitively towards the diverse needs of individuals and communities, and we will take positive action to reduce discrimination and harassment.

An Equalities Impact Assessment has been carried out.

2. Aims and objectives

This policy sets out Bristol City Council's approach to tackling ASB impacts upon or involves our residents and leaseholders.

2.1 Aims

- Reduce ASB
- Mitigate the impact of ASB on residents' lives
- Help residents to sustain their tenancies
- Promote safe communities

2.2 Objectives

- Identify the roles and responsibilities of people involved with managing ASB as a landlord of social housing
- Define what the policy covers and who is impacted by what it outlines
- Provide a general definition of ASB with specific examples of what 'would' and 'would not' fall within this definition
- Reflect on the principles that underpin our approach to ASB.
- Set out our responsibilities as a landlord and member of the Keeping Bristol Safe Partnership (KBSP)
- Contextualise how our objectives align to Corporate Strategy and Bristol's 'One City Plan'
- Highlight the importance of considering the support needs of vulnerable residents.

3. Roles and Responsibilities and Authority

Role	Responsibility
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⁴ [Equality Act 2010 \(legislation.gov.uk\)](https://legislation.gov.uk)

⁵ [Public sector equality duty - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

Director of Housing and Landlord Services	Responsible for the implementation of this policy.
Head of Housing Management and Estates	
Estates Management Service Manager	Shared responsibility for delivering the Policy
Deputy Manager - Safer Communities	
Housing Officer	Is the 'Lead Role' when managing ASB at the informal stage when it involves a council resident.
ASB Officer	Is the 'Lead Role' when managing ASB at the formal stage
Team Leader (Estate Management)	Support Housing Officers
Neighbourhood Enforcement Officer	Responsible for taking action on <u>some</u> aspects of NUISANCE and ENVIRONMENTAL ASB

4. Scope

The policy is written in relation to our role as landlord of Council homes and applies to: -

Residents

- Residents with BCC Secure, Demoted, and Introductory tenancies
- Persons in 'Use and Occupation' of a BCC residential property
- BCC licensees including licensees in HRA funded temporary accommodation.
- Families of tenants and other occupants

Staff

- Staff members in Landlord Services with a responsibility for managing ASB cases
- Team Leaders with a responsibility for overseeing staff managing ASB cases
- Team Managers responsible for the performance of teams managing ASB cases
- Staff members in the Neighbourhood Enforcement Team
- Staff members in the Safer Communities Team
- Legal services

5. The Policy

5.1 Definition of ASB

The Council adopts the definitions of anti-social behaviour as outlined in the Anti-social Behaviour, Crime and Policing Act 2014⁶;

ASB is defined in the ASB Crime and Policing Act 2014⁷ in several ways. Section 2 sates “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, or
- c) conduct capable of causing housing-related nuisance or annoyance to any person⁸

In the main, this is the definition that we work to. However, because we also make use of the Community Protection Notice under Part 4 of the Act, it is also useful to be aware of the following definition:

- a) the conduct of the individual or body is having a detrimental effect, of a persistent or continuing nature, on the quality of life of those in the locality, and
- b) the conduct is unreasonable⁹

5.2 Types of ASB

The following is not an exhaustive list but provides examples of types of ASB¹⁰. Where a Partnership organisation has been identified it is about who may be involved not who will be involved

ASB: PERSONAL

‘Personal’ refers to ASB incidents that are either deliberately targeted at an individual or group or having an impact on an individual or group rather than the community at large. Examples include: -

ASB ‘TYPE’	EXAMPLES	PARTNERSHIP INVOLVEMENT
PERSONAL	Behaviour which is violent, aggressive, threatening or causes intimidation or harassment	BCC Estates Management BCC Safer Communities Police
	Verbal abuse or acts or threats of violence	BCC Estates Management BCC Safer Communities Police
	Hate behaviour (including harassment)	BCC Estates Management

⁶ [Anti-social Behaviour, Crime and Policing Act 2014 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2014/12/section/2)

⁷ [Anti-social Behaviour, Crime and Policing Act 2014 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2014/12/section/2)

⁸ [Section 2 'Meaning of "anti-social behaviour" - Anti-social Behaviour, Crime and Policing Act 2014 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2014/12/section/2)

⁹ [Section 43 'Power to issue notices' - Anti-social Behaviour, Crime and Policing Act 2014 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2014/12/section/43)

¹⁰ [What is antisocial behaviour? | Metropolitan Police](https://www.met.police.uk/what-is-antisocial-behaviour/)

	BCC Safer Communities Police
ASB because of misuse of drugs or alcohol	BCC Estates Management BCC Safer Communities Police
Domestic abuse	BCC Estates Management BCC Safer Communities Police

ASB: NUISANCE

‘Nuisance’ refers those incidents where an act, condition, thing, or person causes trouble, annoyance, inconvenience, offence or suffering to the local community in general rather than to individual victims.

ASB ‘TYPE’	EXAMPLES	PARTNERSHIP INVOLVEMENT
NUISANCE	Noise nuisance	BCC Estates Management BCC Neighbourhood Enforcement Team (NET)
	Loitering	Police
	Drug dealing or other criminal activity which affects the community	BCC Estates Management BCC Safer Communities Police
	Drunk and rowdy behaviour	BCC Estates Management BCC Safer Communities Police
	General gang related activity	BCC Estates Management BCC Safer Communities Police
	Misuse of communal areas and communal equipment	BCC Estates Management BCC Safer Communities
	Problems caused by animals - uncontrolled behaviour	BCC Estates Management BCC Neighbourhood Enforcement Team (NET) Police
	Problems caused by animals - persistent barking	BCC Estates Management BCC Neighbourhood Enforcement Team (NET)

ASB: ENVIRONMENTAL

‘Environmental’ deals with the interface between people and places. It includes incidents where individuals and groups have an impact on their surroundings including natural, built and social environments.

ASB ‘TYPE’	EXAMPLES	PARTNERSHIP INVOLVEMENT
ENVIRONMENTAL	Graffiti	BCC Estates Management BCC Neighbourhood Enforcement Team (NET)
	Vandalism (to vehicles and property)	BCC Estates Management BCC Safer Communities Police
	Fly-tipping	BCC Neighbourhood Enforcement Team (NET) *where evidence of offender BCC Estates Management *arrange clearance
	Fly-posting	Report a street issue - bristol.gov.uk .
	Trespassing	Police
	Litter	BCC Neighbourhood Enforcement Team (NET) BCC Estates Management *where evidence of offender and of a persistent nature or Report a street issue - bristol.gov.uk
	Storing rubbish in gardens/untidy gardens	BCC Estates Management BCC Neighbourhood Enforcement Team (NET)
	Dog fouling	BCC Neighbourhood Enforcement Team (NET) BCC Estates Management *where evidence of offender and of a persistent nature or

	Report a street issue - bristol.gov.uk
Discarded syringes and condoms	Report a street issue - bristol.gov.uk
Abandoned vehicles	BCC Estates Management BCC Neighbourhood Enforcement Team (NET)
Obstruction on the road	FixMyStreet (bristol.gov.uk)
Blocked driveways	Police * no right to access driveway, obstruction only if you cannot get out of driveway
Excessive vehicle repairs and maintenance carried out in gardens	BCC Estates Management

NOT ASB

There are some types of behaviour that are unlikely to be considered as ASB, such as: -

ASB 'TYPE'	EXAMPLES	PARTNERSHIP INVOLVEMENT
NOT ASB	A baby crying	N/A
	People completing DIY at a reasonable time of the day	N/A
	Dogs barking intermittently	N/A
	Children playing in their home, garden or communal areas at reasonable times of the day	N/A
	Cooking smells	N/A
	The use of unallocated parking spaces	N/A
	Everyday living noises such as opening and closing of doors, going up and down stairs	N/A
	One-off parties such as BBQ's, birthday or Christmas parties providing they don't cause an unacceptable disturbance	N/A
	Minor personal differences such as dirty looks or fall outs between children	N/A
	Clashes of lifestyles, including cultural differences	N/A
	Putting rubbish out on the wrong day	N/A

5.3 Principles

When tackling ASB we have 7 core principles:

- Victim oriented
- Preventative not punitive
- Proportionate
- Evidence led
- Partnership
- Non-judgmental
- Trauma Informed
- Incremental case progression

Incremental Case Progression

A stepped approach that seeks to resolve the issue using the least intrusive interventions (e.g. putting the complaint to the alleged perpetrator, verbal warnings, leveraging in support with underlying issues) in the first instance followed by increasing levels of intervention (ABC, CPW, Formal Warning, leveraging in support - see [INTERVENTIONS](#)) all the way up to court action.

5.4 Our Approach

These principles underpin our approach to ASB:

1. Bristol City Council does not tolerate ASB
2. We recognise the impact of ASB on the quality of life of individuals, families, and communities
3. We use a combination of 'ASB tools' and powers and accountability to our tenancy conditions to tackle ASB – see [ENFORCEMENT ACTION / ANTISOCIAL BEHAVIOUR PREVENTION TOOLS AND POWERS](#).
4. We take a [PARTNERSHIP APPROACH](#) to tackling ASB
5. We take a [VICTIM CENTRED APPROACH](#)
6. We take an [EVIDENCE BASED APPROACH](#)
7. We promote and support [TRAUMA INFORMED PRACTICE](#)
8. We aim to respond to complaints of ASB swiftly
9. We keep victims and witnesses informed using their preferred method of contact.
10. We will take proportionate action against perpetrators
11. We will work to identify wider issues and support needs affecting perpetrators and intervene / signpost / refer into services who can provide support
12. We encourage, empower, and support individuals and communities who are affected by ASB
13. We invest in long term solutions to tackling the causes of ASB because we want to prevent ASB occurring in the first instance

Partnership Approach

We work collaboratively with other members of the KBSP to tackle ASB and support those involved.

Victim Centred Approach

A victim centred approach means we focus on ensuring the safety, rights, wellbeing and expressed needs and choices of reporters when responding to ASB.

We will take the victims views into consideration when deciding what action to take.

Evidence Based Approach

This means we must be able to evidence that ASB is occurring before we can begin to deal with it. Where we are unable to evidence that ASB is occurring we will work with victims to enable and empower them to build evidence whilst ensuring they are supported with the impact that any ASB maybe having on them

Trauma Informed Practice

Trauma Informed Practice is about recognising and understanding the impact that trauma and adversity has had on adults and children and considering ways to respond that promotes positive relational experiences when certain emotions or behaviours are displayed.

Trauma is often divided into two types:

Type 1 trauma relates to single events such as rape, assault or serious traffic accident;

Type 2 trauma is more complex and is usually experienced in relation to close relationships (i.e. domestic abuse, sexual assault), persists over time and is difficult to escape from.

See also [APPENDIX C – TRAUMA INFORMED PRINCIPLES](#).

5.5 Strategic Context

Keeping Bristol Safe Partnership

The Keeping Bristol Safe Partnership ([KBSP](#)) is the statutory crime and disorder partnership set up to promote safety and safeguarding across Bristol tackle crime, the fear of crime, anti-social behaviour, domestic abuse, sexual violence, and substance misuse.

The Partnership is made up of:

- [Avon and Somerset Constabulary](#)
- [Avon and Somerset Police and Crime Commissioner](#)
- [Avon Fire and Rescue Service](#)
- [Bristol City Council](#)
- [NHS Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group](#)
- [Voscur](#)
- [Probation Service](#)

BCC is a member the Keeping Bristol Safe Partnership¹¹ (KBSP) and takes a ‘**PARTNERSHIP APPROACH**’ to tackling ASB. This means, for each case, identifying partner agencies and working together on collaborative interventions.

Corporate and Citywide Aims and Objectives

This Anti-Social Behaviour Policy aligns with the Homes and Communities theme in both Bristol City Council’s [Corporate Strategy](#) and the citywide [One City Plan](#) and supports the Corporate Strategy objective for ‘Healthy, resilient, and inclusive neighbourhoods with fair access to decent, affordable homes’ and the One City vision that ‘In 2050 everyone in Bristol will live in a home that meets their needs within a thriving and safe community which is accessible to all.’

We want all Bristol residents to be able to experience communities that are safe and healthy and will continue to work with our partner agencies to ensure we tackle ASB, harassment, hate crime, and discrimination and promote people’s wellbeing.

The Policy also aligns with Sustainable Development Goal 16: [Peace, Justice and Strong Institutions](#) and forms part of our commitment to ‘Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels’.

¹¹ [Keeping Bristol Safe Partnership](#)

5.6 Reporting

BCC encourages and supports residents, staff, contractors, and visitors where appropriate, to report problems of ASB and to work with us to resolve problems.

Bristol City Council Website

The public website provides advice and guidance around contacting BCC and other Partnership Agencies.

It covers:

- What to do if a crime is happening now or there is immediate danger
- A definition of ASB
- Information about mediation
- How to report
 - Street Issues
 - Pollution and noise
 - Other ASB
- ASB involving a council resident
- What to do if the problem isn't resolved ('Community Trigger')

For ASB involving a council resident you can complete a Web Form.

5.7 ASB Case Management (Informal)

Investigations

BCC will investigate complaints fairly and impartially; this usually involves engaging with the subject as well as the reporter.

Our **PARTNERSHIP APPROACH**

WE work collaboratively with other members of the KBSP to tackle ASB and support those involved.

Victim Centred Approach means that if a reporter does not want the subject to be contacted this will be honoured, however, this can make it extremely difficult to resolve ASB issues. This may not apply where there is serious safeguarding, crime prevention, risk management, or other statutory obligations that would require BCC to act to protect people.

From the outset we need to manage complainants' expectations around what can and cannot be achieved and be realistic about possible outcomes.

Gathering evidence may include witness statements, officer observations, incident diaries, CCTV and communications with other agencies.

Risk Assessments

BCC uses a Risk Assessment Matrix (RAM) that provides a framework for measuring the severity and persistence of issues and can be used to assess anyone involved in a case.

As well as considering the immediate risk of what is being reported the RAM cross-references other factors that may disproportionately and negatively affect the reporter or subject e.g. vulnerability, the absence of a support networks.

It is not a definitive needs assessment but more an indicator to help the user consider possible courses of action.

Using the RAM means we:

- Provide a consistent approach
- Capture the seriousness of the issues at a specific point
- Establish the frequency of events
- Identify vulnerabilities
- Establish the level of current support
- Identify additional support needs
- Guide our actions and interventions

Risk is dynamic and **will be re-assessed at different stages of the process**. The RAM score will identify if there has been a positive or negative change

Action Plans

An Action Plan is the outcome of a discussion with a resident following:

- a) a complaint being made
- b) review points throughout process

Or to capture agreed actions from:

- a) a **MULTI-AGENCY MEETINGS (MAM)**
- d) a **ASB CASE CONFERENCE**

It captures next steps (actions) for both parties and confirms the point when a case will be reviewed and acts as a formal record of agreed actions.

Agreeing Communication Method / How Future Incidents should be Logged

For anyone suffering ASB, and the subject of ASB reports, the situation can be stressful and distressing. We understand the importance of regular communication and keeping in contact and how building a professional relationship with residents going through this will be a key supportive measure.

We will ensure that we discuss and agree preferred communications methods and determine how future incidents should be logged (see [INCIDENT DIARIES / METHODS FOR RECORDING FUTURE INCIDENTS](#))

Case Reviews / Keeping Residents Informed

Case reviews will take place on the agreed date and time.

If there are additional reports of serious incidents in the intervening period, we will make contact in reasonable time and where necessary complete a further RAM, Action Plan with new / additional actions, and agree a review date.

If the actions of Housing Officers, ASB officers, or NET officers mean, we need to contact a resident outside of the agreed frequency then we will do so where appropriate.

Interventions

'Intervention' is used to describe how we fulfil agreed actions. Interventions are always intended to be supportive. Our actions either help support the complainant directly or support the perpetrator by providing clear boundaries that will prevent them from putting their tenancy of whatever type including private at any greater risk. Information sharing with other teams can also mean we check if this is a piece of the 'jigsaw' in a wider story. Examples might include.

- Referrals for support
- Contacting partner agencies
- referrals
- Collaborating with partner agencies
- Mediation
- Verbal Warnings
- Written Warning
- Acceptable Behaviour Contracts (ABC)
- Community Protection Warning (CPW)
- Parental Control Contract (PCC)
- Neighbourhood Agreements
- Tenancy Action Plan

There is not a prescriptive approach to what interventions a Housing Officer ASB officer will use. However, the planned interventions will be made alongside reporters and (barring safeguarding considerations as mentioned above) incorporate how they wish to proceed.

Incident Diaries / Methods for Recording Future Incidents

These are used to gather more information gain a clear picture of exactly what is going on. It helps us better understand the frequency / persistence of the issues, assess risks, and build a body of evidence to support possible future interventions.

Incident diaries provide a good basis for statement building when we are pursuing formal action.

Physical diaries can be provided but it is not essential for reporters to use the diaries we provide so long as the relevant information is captured. The important thing is agreeing on a method for recording incidents, agreeing a method of contact and contact frequency and a review date.

Mediation

Mediation is a very effective tool used to support parties to resolve a conflict or dispute. BCC has a contract with Resolve West¹² (formerly Bristol Mediation) to provide independent support for:

- Neighbour disputes
- Friendship breakdown / a falling out where people have known each other for a long time
- Lifestyle differences

¹² [Resolve West](#)

- Managing conflict

Meditation is proven to be extremely successful in situations where it is difficult to identify the victim and the perpetrator, and therefore enact ASB Powers or use Breaches of Tenancy Conditions to manage behaviour.

Resolve West work with people to help:

- Sort out disagreements
- People to feel heard
- People improve communication and move forward with their lives
- Enable people to ask questions and have some closure on what has happened
- People come to an understanding about how to live near each other without future problems
- People feel more secure in their home and community
- People feel more confident in dealing with future problems together
- People have increased health and wellbeing by reducing stress
- Break cycles of accusation and hostility

Using a third-party organisation means people can open up in a way they may not wish to with council representatives.

5.8 Escalation

Where initial interventions have not led to a resolution / where ASB has not improved or deteriorated it may require escalation via [MULTI-AGENCY MEETINGS \(MAM\)](#) or [ASB CASE CONFERENCE](#) to determine the best course of action.

Multi-Agency Meetings (MAM)

MAM is a meeting chaired by Police used to raise and discuss cases of persistent ASB. The three key objectives are to:

- monitor and review cases
- consider how ASB tools and powers can be used
- agree actions for partner agencies

The aim of the MAM is to discuss and set problem solving actions for cases where there is current/ongoing ASB that is affecting the community as set out in the MAM Protocol (See [APPENDIX D – MAM PROTOCOL \(MAY 2022\)](#)).

It also provides a regular review and check-in point that ensures ASB cases can be progressed and ultimately resolved.

It is an opportunity to have a face-to-face (online) meeting with partner agencies

Attendance

Attendance at the meetings usually includes the Police ASB team, Bristol City Council's ASB team, the neighbourhood policing team, Bristol City Council Estate Management, Police ADDER Team (Class A

drug related harm), Registered Social Landlords, Families in Focus and occasionally other departments or agencies such as youth intervention workers, NET, YOT, probation etc.

Beat Managers and PCSOs and Estate Management Supervisors and Housing Officers commit to attending their area MAMs. Police ASB Team are responsible for administration of the distribution list.

If a subject of MAM is known to be working with Adult Social Care or Children’s Services representatives from these departments are expected to attend MAM.

ASB Case Conference

An ASB case conference is initiated where informal action has failed. It is typically agreed by the local MAM.

The ASB Case Conference provides a consultative framework for members of the partnership to evaluate a case and decide upon the best course of action. It provides a consistent approach across the city and is a necessary step should a case require formal action.

Attendees

Where a BCC resident is the victim or perpetrator of ASB, the Case Conference will always be attended by people in these roles:

Partnership Agency	Attendees
Bristol City Council	Safer Communities Team Manager (Chair) ASB Admin ASB Officer Housing Officer Team Leader (Estate Management)
Avon and Somerset Police	ASB Coordinator ASB Support Officer Neighbourhood Police Team

It may also be necessary to invite representative from other partner agencies to provide supporting evidence, insight and pick up actions. Examples could include:

Partnership Agency	Attendees
Other Agencies	Adult Social Care Children’s Service Mental Health Services

Drug and Alcohol services
Domestic Abuse Support Services
Other Housing providers
YOT/Probation
Charities

Case Conference Aims and Objectives

The group will consider:

- a) What **informal interventions** have been attempted in this case and why have they failed?
- b) Has the relevant **support** been put in place for witnesses / victims?
- c) Have the causes of the behaviour been identified and understood?
- d) Has the relevant **support** been put in place for the perpetrator?
- e) Have they been able to engage with support offered?
- f) Has every effort been made to stop the ASB and, if possible, change the perpetrators behaviour?
- g) Have any **other relevant legislative implications** been considered, e.g.
 - the impact of human rights on the witnesses and perpetrator
 - the element of community regard (ASB act 2003)
 - the Vulnerable Adults Policy and our Duty of Care?
- h) That the appropriate and updated information regarding a **child in need** or at risk is provided.
- i) That the appropriate and updated information regarding vulnerable adult's **mental health** and any other protected characteristics under the Equalities Act 2010¹³
- j) Is the course of **formal action** agreed necessary, appropriate, and proportionate to address the ASB? And is consistent with Human Rights Act 1998¹⁴ and Equalities Act 2010¹⁵

Case Conference Actions

There are various possible outcomes and recommendations following a Case Conference, but they will typically fall into these 3 categories:

1. Supportive Interventions
2. Informal Action ('preventative support')
3. Formal Action (as advised by legal services)

Partner agencies will undertake agreed actions but if formal action is agreed then BCC **ASB Officer** will take over management of the case.

5.9 ASB Case Management (Formal)

BCC **ASB Officer** will lead on the case once formal action is agreed. They will:

- Represent the case at future MAMs
- Prepare Witness Statement

¹³ [Equality Act 2010 \(legislation.gov.uk\)](https://legislation.gov.uk)

¹⁴ [Human Rights Act 1998 \(legislation.gov.uk\)](https://legislation.gov.uk)

¹⁵ [Equality Act 2010 \(legislation.gov.uk\)](https://legislation.gov.uk)

- Support witnesses to give evidence
- Liaise with partners re; provision of evidence
- Collate documents needed for evidential purposes
- Identify themselves as the main point of contact for reporters and witnesses
- Risk assess - if further escalations occur
- Construct action plans
- Identify themselves as the main point of contact for the perpetrator
- Work with perpetrators and make support referrals and check perpetrators are accessing support, where relevant
- Complete Referrals
- Develop and distribute publicity (if agreed)

Publicity

We may choose to publicise the formal actions. This decision is made on a case-by-case basis and will be done with the support of the Public Relations team.

5.10 Formal Action

There are two types of formal action we can take with the powers available.

1. **TENANCY ACTION** – possession and eviction
2. **ENFORCEMENT ACTION** – legal powers / sanctions

Tenancy Action

Housing possession action is a civil action that gives the local authority a right to ask the court for an order to evict a resident from their home providing they can demonstrate that it is reasonable to do so.

For ASB we can seek possession on both '**Discretionary**' and '**Mandatory**' grounds.

Discretionary Grounds

The statutory grounds for possession are contained in **Schedule 2 of the Housing Act 1985**¹⁶ and would be sought, in these circumstances, on **Ground 2 – Nuisance or annoyance/illegal or immoral use of the property.**

This ground applies where the resident, or anyone living in or visiting the property, has been:

- guilty of behaviour causing or likely to cause nuisance or annoyance to anyone living in, visiting or carrying out a lawful activity in the locality
- convicted for using the premises, or allowing them to be used, for illegal or immoral purposes
- convicted of an indictable offence committed in the locality
- guilty of behaviour causing or likely to cause nuisance or annoyance to the landlord or someone employed (whether or not by the landlord) in connection with the landlord's housing management functions

¹⁶ [Housing Act 1985 \(legislation.gov.uk\)](https://legislation.gov.uk)

For behaviour causing or likely to cause nuisance or annoyance to the landlord or someone employed by the landlord, the behaviour is not restricted to the locality.

Mandatory Grounds

This ground is available for seeking possession of secure tenancies where antisocial behaviour has already been proved by the court.

In the legislation the ground is referred to as the 'absolute ground for possession for anti-social behaviour'¹⁷.

The court must award possession if:

1. Any one of five conditions specified below have been met.
2. The landlord has served a notice of seeking possession (NOSP)
3. The landlord has complied with its obligations in respect of the resident's right of review.

The conditions for mandatory grounds are:

Condition 1: Conviction of serious offence

Condition 2: Breach of Injunctions to Prevent Nuisance or Annoyance (IPNA)

Condition 3: Breach of a criminal behaviour order

Condition 4: Closure order

Condition 5: Noise nuisance

Notice of Seeking Possession (NOSP) and Notice of Possession Proceeding (NOPP)

When tenancy action is agreed then a BCC representative will serve the resident with as NOSP of NOPP if an Introductory Tenant.

The ground/s that the landlord intends to rely upon must be stated in the NOSP and the NOSP must explain why those grounds are being relied upon.

The Notice will specify the date after which possession proceedings can be commenced.

Where Ground 2 (antisocial behaviour) is relied upon, the Notice is to state that proceedings for possession:

- a) may be begun immediately, and
- b) specify the date sought by the landlord as the date on which the tenant is to give up possession of the dwelling-house¹⁸

NOSPs which rely on Ground 2 are valid for a period of 12 months from the date specified for the giving up of possession.

¹⁷ [Housing Act 1985 \(legislation.gov.uk\)](https://legislation.gov.uk)

¹⁸ [Housing Act 1985 \(legislation.gov.uk\)](https://legislation.gov.uk)

Enforcement Action / Antisocial Behaviour prevention tools and powers.

Injunctions, Community Protection Notice (CPN) or Criminal Behaviour Order (CBO) are some of the tools that are used to try and prevent ASB from continuing.

Civil injunctions, CPNs and CBOs replaced Antisocial Behaviour Orders (ASBOs) in England.

A court may make civil injunction or a CPN if it gets reports of persistent antisocial behaviour from the police, a council, or a landlord. You can only get a CBO if you've been convicted of a crime¹⁹.

You can get a civil injunction or CBO if you're 10 or over and a CPN if you're 16 or over.

Type of Sanction Explained

Sanction	What you have to do	How long it lasts	If you don't follow the rules
Community Protection Notice (CPN)	You must follow certain rules or you could get a more severe sanctions.	There's no maximum amount of time a CPN can last.	The sanctions for not following your CPN is a fine between £100 and £2,500.
Civil Injunctions	For example, you might need to: <ul style="list-style-type: none"> stay away from a particular place, like your local town centre stop spending time with certain people work on improving your behaviour, for example by going to a support group 	How long civil injunctions and CBOs can last depends on your age. If you're under 18: a civil injunction can last for up to 12 months a CBO lasts between 12 months and 3 years	The sanctions for not following your civil injunction is: a 3 month detention order if you're under 18 up to 2 years' imprisonment or unlimited fine if you're 18 or over
Community Behaviour Order (CBO)	<ul style="list-style-type: none"> fix damage you caused to someone's property 	There's no maximum amount of time if you're 18 or over. If you have a CBO it'll be reviewed every year and either stopped or extended.	The sanctions for not following your CBO is: up to 2 years in a detention centre if you're under 18 up to 5 years in prison or an unlimited fine (or

¹⁹ [Anti-social Behaviour, Crime and Policing Act 2014 \(legislation.gov.uk\)](https://www.legislation.gov.uk)

			both) if you're 18 or over
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Closure Notice

A closure notice prohibits access to the premises which are causing antisocial behaviour, if they reasonably believe that there is, or is likely to be either:

- a nuisance to members of the public
- disorder relating to the premises and in its vicinity

A closure notice may prohibit access:

- a) by all persons except those specified, or by all persons except those of a specified description;
- b) at all times, or at all times except those specified;
- c) in all circumstances, or in all circumstances except those specified.

A closure notice may be issued only if reasonable efforts have been made to inform people who live on the premises (whether habitually or not).

A notice is valid for a maximum of 48 hours. It can be cancelled or varied. In order to be confirmed as a closure order, the police or local authority must apply to the Magistrates' Court²⁰.

Closure Orders

A closure order can prohibit access to the premises, or part of them:

- at all times, or at specified times only
- by everyone (including the tenant and other residents), or by specified persons only

A closure order can be made for a maximum of three months. However, the police or local authority can apply, before expiry of the original term, for an extension up to a (overall) maximum of six months.

A Magistrates' Court can make a closure order only if it is satisfied that

- a person has engaged, or is likely to engage, in disorder, antisocial or criminal behaviour on the premises
- the use of the premises is, or is likely to be, associated with disorder or nuisance to members of the public
- the order is necessary to prevent the occurrence, or re-occurrence, of the disorder, nuisance or antisocial/criminal behaviour

²⁰ [Anti-social Behaviour, Crime and Policing Act 2014 \(legislation.gov.uk\)](https://www.legislation.gov.uk)

Breach of a closure order without reasonable excuse is a criminal offence punishable with imprisonment and/or a fine.

A closure order satisfies **Ground 4** of the conditions required to seek Possession on **MANDATORY GROUNDS**.

5.11 Case Closure

An ASB case will be closed when:

1. ASB has ceased or been resolved to the satisfaction of the reporter(s) and/or
2. ASB has diminished to such a level that it is no longer reasonably possible to evidence it is continuing and/or
3. BCC has explored all the possible actions available and are satisfied that there is no risk of ASB present / continuing support is no longer required

When a case is closed BCC representatives will:

1. have a discussion with tenants about the decision
2. send correspondence, by the reporters 'preferred method of contact', communicating the outcome
3. send a letter communicating the outcome.

If the same ASB issue re-occurs then, depending on the specifics of the situation, a case can be re-opened and ASB action can be picked up from when the case was closed.

5.12 Community Triggers

The Community Trigger, also known as the ASB case review, is a statutory provision introduced in the Anti-Social Behaviour, Crime and Policing Act 2014. It is a safety net for victims of anti-social behaviour.

The Community Trigger is the victim's right to request a review of their case if they feel that no effective action has been taken to resolve it. The community trigger is not about apportioning blame. Its focus is on problem solving the case, utilising the expertise of partner agencies, to identify a resolution roadmap.

The Community Trigger confers responsibilities on relevant bodies including the local authority, police, and registered providers of housing to manage and participate in the community trigger process.

Qualifying Complaints and Thresholds

To activate the Community Trigger, the victim must meet a threshold.

This is:

The victim has reported three separate incidents (Qualifying Complaints) to either the council, police, or registered provider of housing within the preceding 6-month period and feel no effective action has been taken to resolve the ASB.

OR

The victim has reported one hate incident or crime motivated by hate (due to race, religion, disability, sexual orientation, or transgender identity) in the last six months and no effective action has been taken to resolve the matter.

OR

A senior manager within the authority decides that a Community Trigger Review is necessary to safeguard a vulnerable victim of anti-social behaviour 3.

An incident must be a 'Qualifying Complaint'.

A Qualifying Complaint is an incident that has been reported to either the council, police, or registered provider of housing within 30 days of it taking place.

A single incident which is reported to more than one agency only constitutes as one Qualifying Complaint.

When considering a Community Trigger activation request, the administering authority must have due regard for:

1. the persistence of the anti-social behaviour
2. the harm or potential harm caused by the anti-social behaviour
3. the adequacy of response to the anti-social behaviour

Regardless of the previous actions taken in the case, if the anti-social behaviour persists, a community trigger activation request should be accepted to determine what new or alternative actions are more likely to be effective to resolve it.

5.13 Support

Support for Victims and Witnesses

Victims must be at the centre of the process. The evidence provided by victim showcases the actual impact ASB has upon them and the community. Photos and videos (CCTV) etc. are useful but cannot convey the experience of victims in quite the same way. Good evidence will provide a stronger case and support possible legal action. Effective work with victims and witnesses will be empowering and set an example for the community to take a stand.

Good support is about:-

- Building trust
- Empathising
- Managing expectations - be realistic about what can be achieved
- Don't make promises you can't keep
- Say what you will do... and do it
- Fully explain processes – refer online
- Keep them informed every step of the way
 - Set review dates and stick to them
 - Communicate progress with your investigations
 - Agreed actions should be explicitly referenced in action plan
- Keeping people Safe and Secure
 - Has there been a direct threat?
 - Is their security at risk?

Protecting Colleagues

We will not tolerate abuse or threats towards our colleagues and/or contractors. Tenancy and/or enforcement action may be taken against residents who assault, threaten to harm or who verbally abuse our internal or external colleagues.

Support for Vulnerable Reporters / Perpetrators

As a social landlord we have a duty to consider and, where possible, remedy the issues of those causing anti-social/nuisance behaviour. As well as supporting victims we must also consider the support needs and welfare of perpetrators of ASB in line with objective of the Vulnerable Tenants Policy²¹. We will work to identify and assess support needs, as provision of appropriate support can help prevent unacceptable behaviour by tackling underlying causes and any unmet support needs.

It is important to remember that providing support for the subject of a report of nuisance or anti-social behaviour does not prevent enforcement action being taken against them. Sometimes support and enforcement need to go hand in hand to be most effective. However, if a person fails to work with, or stops engaging with the support agency to improve their behaviour, then this can be used as evidence of their unwillingness to improve their behaviour in and be evidenced in future enforcement action.

When engaging with perpetrators we should pay particular attention to the risks associated with their behaviour and ensure we work with partner agencies to mitigate these risks. Key to this is to:

1. Emphasising the impact their actions have on victims.
2. Highlighting the possible implications of problematic behaviour on sustaining their tenancies.
3. Refer, signpost, and work with partnership agencies to achieve the best outcomes for all residents.

Concerns for Children, Young People or Adults at Risk of Harm

During an investigation an Officer may come across a person whose welfare may raise concerns. Whether or not the subject has a direct connection to the case under investigation, it remains the duty of Officers to ensure that these concerns are properly reported and the Council's Safeguarding Policy²² is adhered to.

Anyone concerned about potential adult abuse, including those who may be victims of ASB, can call the Care Direct on 0117 9222700 or may complete a safeguarding adult form [here](#).

On occasions an investigation into a complaint of ASB raises concerns that a child or young person may be directly affected by the ASB or being harmed through abuse or neglect, the Officer must report this to the Children's First Response Team [here](#).

In cases where there are concerns about the immediate safety of an adult or a child or young person the Police should always be called, by dialling 999.

²¹ [Vulnerable Tenants Policy](#)

²² [Safeguarding Adults Policy - Regional Multi-Agency - June 2019](#)

5.14 Neighbourhood Enforcement Team (NET)

We will work with NET to manage some ASB complaints. These will mostly be related to instances of [ERROR! REFERENCE SOURCE NOT FOUND.](#) or [ERROR! REFERENCE SOURCE NOT FOUND.](#)

Street Scene

Responsible for tackling all the environmental related to:

- Graffiti
- Abandoned cars
- Drug and sex litter

Pollution Control

Responsible for: Noise Complaints, smells, fumes and other statutory nuisances.

Target time of 2 working days to respond to noise complaints.

Use powers in the Environmental Protection Act 1990²³ to enforce.

When satisfied that a noise nuisance exists then a 'Noise Abatement Notice' will be served.

If noise nuisance continues or recurs, then the appropriate legal action will be taken.

- seizure and confiscation of noise making equipment (e.g. hi-fi's or even televisions)
- and/ or
- prosecution with a maximum fine of up to £5000.

The pollution control team runs a night-time service to tackle noise problems outside normal working hours.

5.15 Resident Feedback

We will collect resident feedback around satisfaction with ASB case management.

5.16 Training

All Housing Officers are complete an ASB Module during their induction training and are provided with refresher and safeguarding training periodically.

6. Appendices

Appendix A – Legal and Policy Context

External

- [Anti-social Behaviour Act 2003](#)
- [Anti-social Behaviour, Crime and Policing Act 2014](#)
- [Safeguarding Adults Policy - Regional Multi-Agency - June 2019](#)

²³ [Environmental Protection Act 1990 \(legislation.gov.uk\)](#)

- [Equalities Act 2010](#)
- [Human Rights Act 1998](#)
- [Housing Act 1996](#)

Internal

- [HomeChoice Bristol Allocations Policy](#)
- Bristol City Council ASB Policy (still in draft)
- Violence and Aggression Policy (still in draft)
- Vulnerable Tenants Policy (still in draft)
- Vexatious Complaints Policy (still in draft)

Additional sources

- [Keeping Bristol Safe Partnership - Polices and Guidance](#)
- [Home - ASB HELP](#)

Appendix B – GLOSSARY

Resident	Person who is liable for payment of the rental income
ASB	Anti-Social Behaviour
ABC	Acceptable Behaviour Contract
CBO	Criminal Behaviour Order
CPN	Community Protection Notice
IDVA	Independent Domestic Violence Advocate
KBSP	Community Safety Partnership
LGA	Local Government Association
MAM	Multi-Agency Meeting
NOSP	Notice of Seeking Possession
NSIR	National Standards for Incident Reporting
SCT	Safer Communities Team
YOT	Youth Offending Team

Appendix C – Trauma Informed Principles

The following TIP principles are used by [Bristol, North Somerset & South Gloucestershire](#) (BNSSG) Integrated Care Board.

- **Safety** - Organisations provide a supportive, safe and nurturing environment for everyone that accesses it and promotes physical, emotional and psychological safety. All areas are welcoming, privacy is respected and there is a focus on every interaction creating a sense of safety.
- **Choice and Clarity** - People have choice and control. Individuals, families, friends, carers and staff are given clear and appropriate messages about their rights and responsibilities.

- Collaboration - Decisions are made with people and not for them and power is shared wherever possible. Individuals are invited to help design, develop, deliver and evaluate services in a meaningful way.
- **Trustworthiness** - Staff seek to build trust through being consistent and reliable and through healthy and respectful interpersonal boundaries.
- **Empowerment** - Individuals' strengths, skills and resilience are recognised and organisations believe in and cultivate people's empowerment and resilience. There is a culture of acknowledging people's efforts and worth at each and every contact.
- **Inclusivity** - Organisations actively seek to recognise and address inequalities, oppression and exclusion. People's diverse needs are identified (e.g. gender, age, ability, sexuality, ethnicity, cultural) and responded to sensitively and with humility. Organisations understand the influence and impact of wider contexts in society and of historical trauma.

The impact of trauma or an adverse childhood is clearly linked to socio-economic deprivation and such experiences have been associated with drug and alcohol abuse in later life as well as domestic violence (as both victim and perpetrator), anti-social behaviour and mental and physical health issues. Traumatic events can also lead to homelessness and rough sleeping. However, such experiences are correlated only to a higher risk of experiencing certain problems in later life. Access to support can go some way in mitigating these risks.

[Trauma-Informed System \(bristolsafeguarding.org\)](http://bristolsafeguarding.org)

Appendix D – MAM Protocol (May 2022)

Bristol's ASB multi-agency meetings (ASBMAM)

Aim

The aim of the ASBMAM is to discuss and set problem solving actions for cases where there is current/ongoing anti-social behaviour (ASB) that is affecting the community.

It also provides a regular review and check-in point that ensures ASB cases can be progressed and ultimately resolved.

NB: It is important that professionals carry out regular problem solving on a day-to-day basis (in consultation with BCC and A&S ASB Teams as necessary) as opposed to waiting for the next ASBMAM. In these circumstances actions should be decided and, if at Acceptable Behaviour Contract/Parental Control Contract/Community Protection Warning level and above, should be referred to the ASBMAM for monitoring and further problem solving.

Definitions

For the purposes of the ASBMAM, cases should involve behaviour that (ideally) falls within the Home Office ASB categories:

PERSONAL	NUISANCE	ENVIRONMENTAL
Incidents targeted at individuals or group , could include - <ul style="list-style-type: none"> • Harassment • Threatening behaviour • Targeted damage to property • Neighbour disputes 	Incidents affect the community rather than someone specific (not directly targeting anyone), could include - <ul style="list-style-type: none"> • Skateboarding & Ball games • Street or underage drinking • People congregating • Urinating in public • Vehicle nuisance (motorcycles ridden inconsiderately) • Noise nuisance (noisy party) • Un-controlled animals • Dog fouling • Bonfires • Nuisance by setting fires • Vice related • Open drug markets • Begging 	Incidents having an impact on their surroundings, could include - <ul style="list-style-type: none"> • Litter • Fly tipping • Graffiti • Abandoned Vehicles • Drugs Paraphernalia

In addition, at least one of the following must be caused to a person not within the same household (i.e., other people in the community):

1. alarm, harassment, or distress
2. nuisance and annoyance if in respect of someone's dwelling
3. a detrimental effect on the local community

Frequency

ASBMAMs are held every month for each area within the city.

Full details of the individual ASBMAMs can be found in the "The ASB MAMs" section at the end of the document.

Administration

ASBMAMs are chaired by Police ASB co-ordinators with minutes being taken by Police ASB support officers. In the absence of Police ASB co-ordinators the meeting will be chaired by Bristol City Council (BCC) ASB Officers. Each meeting has the same format, and we tend to discuss the following in this order:

1. Existing cases
2. Problem locations
3. New cases
4. High risk vulnerable victims (these may be discussed alongside the perpetrators), both existing and any new ones to be raised.

Attendees must be signed up to the information sharing protocol and are required to sign a confidentiality statement at the beginning of the meeting. Information is shared at this meeting on an informal basis, to allow effective partnership working. Any information disclosed must not be used by another agency without their permission and/or without the correct disclosure being given.

Attendees are asked to limit their discussions within the ASBMAM and only cover the case at hand as opposed to more general updates. Time is precious for most attendees and therefore other matters should be discussed after the meeting has been concluded.

Attendance

Attendance at the meetings usually includes the Police ASB team, Bristol City Council's ASB team, the neighbourhood policing team, Bristol City Council estate management, Police ADDER Team (Class A drug related harm), Registered Social Landlords, Families in Focus and occasionally other departments or agencies such as youth intervention workers, NET, YOT, probation etc.

Beat Managers and PCSOs commit to attending their area MAMs unless serious operational issues prevent them from doing so. If they are unable to do so, they commit to providing updates to the chair the day before the MAM.

Estate Management Supervisors and Housing Officers commit to attending their area MAMs unless serious operational issues prevent them from doing so. If they are unable to do so, they commit to providing updates to the chair the day before the MAM.

Police ASB Team are responsible for administration of the distribution list.

It is the responsibility of the officer referring the case to MAM to inform the Police ASB Team if there is a particular officer/team/organisation who they would like to be invited.

Referral Process and Thresholds

If any agency wishes to raise a new case, they should forward this information to the #ASB(Bristol) and their area support officer prior to the meeting. Exception can be made in emergency or severe cases. This information should come via the attached form (ASB Multi Agency Referral Form) so that these can be forwarded to partner agencies to allow them to research and come prepared to the meeting. It is important that the referral contains as much information as possible.

Thresholds:

Cases will be accepted onto the ASBMAM where the following applies:

- When you have current and ongoing anti-social behavior, where a multi-agency discussion is required and ASB intervention has already been attempted i.e., warning letter, words of advice or home visit.
- Perpetrators have been identified.
- Cases meet the ASB definition outlined above.

Cases will not be accepted onto the ASBMAM where the following applies:

- None of the above tests are met.
- Situations where crime has been alleged/committed but there is not a clear impact on the wider community (e.g., drug dealing with no clear community impact).
- Situations where staff of any agency have been victims of crime and there is no clear impact on the wider community (e.g., malicious communications, vexatious complaints).

Once a new case has been raised, it is expected that the referrer attends the next meeting. If that is not possible then an update must be provided to the chair beforehand to enable a problem-solving discussion to occur.

If no updates are received after 2 months, then the assumption will be that the issues have ceased or been resolved, and the case will be removed from the minutes

Youth MAMs

In North and South Bristol there are specific Youth multi-agency meetings where young people involved in ASB in the community are discussed. These are both chaired by Families in Focus and feed into Safer Options. They are attended by Police ASB team, BCC ASB team, YOT, Education, BCC Estates Management, BCC community development, Safer Options, and any commissioned youth providers. These meetings are subject to their own ToR which can be requested from the Police ASB Team, FiF or BCC's ASB Team.

Professional Disagreements

From time to time there may arise difficulties between officers working within partner agencies. Such difficulties are most likely to arise in respect of disagreement over thresholds, roles and responsibilities, the need for action and communication. Because the partnership approach is reliant on good working relationships, it is vital that such disputes are resolved urgently. Resolving such disputes should take the following incremental approach:

1. **Worker to worker** – recognise that there is disagreement, attempt to work together to problem solve, seek a third opinion from a colleague. e.g. Housing Officer to Beat Manager

2. **Supervisor to supervisor** – the worker should raise the dispute with their supervisor who can then discuss the situation with their opposite number and attempt to problem solve and reach resolution. e.g. Estate Management Supervisor to Sergeant
3. **Senior manager to senior manager** – the supervisor should raise the dispute with their senior manager who can discuss the situation with their opposite number and attempt to problem solve and reach resolution. e.g. Housing Manager to Inspector
4. **Head of Service to Head of Service** – – the Senior Manager should raise the dispute with their Head of Service who can discuss the situation with their opposite number and attempt to problem solve and reach resolution. e.g. Head of Service – Estate Management to Chief Inspector.

East Bristol

- **Trinity Meeting** – this meeting covers St. Pauls, Montpelier, St. Werburghs & Easton.
The Trinity Meeting is held on the **1st Wednesday of every month at 1pm.**
- **Youth ASB MAM on the back of Locality:** this meeting covers the whole of East Bristol.
This meeting is held on the **2nd Wednesday of every month at 1pm.**
- **Fishponds Meeting** – this meeting covers Frome Vale, Eastville, and Hillfields.
The Fishponds Meeting is held on the **3rd Wednesday of every month at 2pm.**
- **Barton Hill Meeting:** - this meeting covers Lawrence Hill, Barton Hill, St. George, and Speedwell.
The Barton Hill Meeting is held on the **4th Wednesday of every month at 2pm.**

North and Central

- **Avonmouth MAM** – this meeting covers Avonmouth, Lawrence Weston, Shirehampton and Sea Mills.
This meeting is held on the **First Wednesday of every month at 2pm.**
- **YPCIM (Young People Community Interventions Meeting)** – this meeting covers young people involved in ASB that requires a multi-agency response across North Bristol.
This meeting is held on the **second Monday of every month at 1pm.**
- **Redcliffe MAM** – this meeting covers Redcliffe and Old City Docks.
This meeting is held on the **Second Tuesday of every month at 1pm.**
- **Henbury and Southmead MAM** – this meeting covers Henbury, Brentry, Southmead.
This meeting is held on the **Second Wednesday of every month at 2pm.**
- **North Central MAM** – this meeting covers Clifton, Cotham, Redland, Bishopston, Hotwells and Stokes Croft.

This meeting is held on the **Third Weds of every month at 2pm.**

- **Horfield, Lockleaze, Henleaze and Westbury on Trym MAM** – this meeting covers the areas in the title as well as Manor Farm, Eastgate and Stoke Bishop.
This meeting is held on the **Fourth Wednesday of every month at 2pm.**

Please note there is one other multi-agency meeting called **Broadmead MAM** which deals with any street-related ASB matters in the Broadmead area, such as begging, street-drinking and problematic rough sleeping and prolific shoplifters also feature.

This meeting is held monthly on a Wednesday at 12.30pm. The meeting is chaired by the NPT Sergeant, other attendees include, Beat Officers, Street Intervention Service Coordinator, and staff, BID and Security staff.

South

- **Knowle** – this meeting covers Knowle & Filwood.
This meeting takes place on the **First Tuesday of every month at 2pm.**
- **Hartcliffe** – this meeting covers Hartcliffe, Withywood and Bishopsworth
This meeting takes place on **the Second Tuesday of every month at 1pm.**
- **Brislington & St Annes** – this meeting covers Hengrove, Whitchurch, Stockwood, Brislington West and Brislington East.
This meeting takes place on the **Third Tuesday of every month at 2pm.**
- **Bedminster** – this meeting covers Bedminster, Southville and Windmill Hill.
This meeting takes place on the **Fourth Tuesday of every month at 2pm.**
- **Youth MAM** - this meeting covers young people involved in ASB in South Bristol that requires a multi-agency response.
This meeting takes place **on the last Weds of every month at 1pm.**