



ASB – Resolution Model

Framework for tackling anti-social behaviour.

Guidance and Procedure

Version	Date	Amended by	Comments
V1	06/09/2019	M Fraser	5-step model introduced following restructure of ASB Services and formation of Community Resilience Team, cognisant with August 2019 Statutory Guidance updates.
V2	21/10/2019	M Fraser	Minor amendments following input from Legal Services
V3	01/07/2020	M Fraser	ASB Policy updated, signed off by P&CSP Board, document made public via Council website
V4	15/02/2021	M Fraser	Updated to include January 2021 Statutory Guidance updates. Model refined from 5-steps to 3-steps for improved clarity.
V5	23/10/2024	M Fraser	Updated to include amendments to Statutory Guidance and change in working practice to a 4-step model introduced in November 2023.

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Background

Challenging and tackling anti-social behaviour within the Wigan Borough whilst building community resilience is a primary objective of Wigan Council.

In March 2023 the Home Office published revisions to the [Statutory guidance to front line professionals](#).

The guidance is intended to support the police, local authorities, and social landlords in their use of powers conferred under the Anti-social Behaviour, Crime and Policing Act 2014 to address anti-social behaviour.

The changes in this guidance aim to ensure that there is a greater focus on the impact of anti-social behaviour on victims and on their needs, ensuring that the relevant legal tests are met before the powers are used, underlining the importance of ensuring that the use of the powers are focused on specific behaviour that is anti-social or causing nuisance, and ensuring that the issues of local consultation, accountability and transparency are addressed.

In October 2024 further guidance: [General enforcement powers for anti-social behaviour ASB](#) was published by the College of Policing as part of a tool-kit. This document details additional information and resources primarily focused on policing powers for addressing distinct types of anti-social behaviour.

As a Council it is essential that we deliver appropriate interventions, with partners, to all reports of anti-social behaviour.

To meet this purpose, we have developed our 'ASB Resolution Model.' This is an incremental staged 'framework' designed to build community resilience in attempting to resolve incidents of anti-social behaviour, initially through a restorative approach but subsequently leading to enforcement action if that approach is unsuccessful. This document seeks to outline the approach that will be taken by Wigan Council in seeking to tackle reports of anti-social behaviour.

Application of the model will be on a case-by-case basis and recognises that some serious cases will go straight to urgent enforcement to safeguard individuals, families, and communities.

The model comprises of four steps:

1. Self Help / Advice
2. Enhanced Triage
3. Investigation and Informal Resolution
4. Enforcement.

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What is ASB?

Anti-social behaviour (ASB) is a term which covers a broad range of issues. There is no precise definition, broadly, it is acting in a way that causes or is likely to cause alarm or distress to one or more people in another household, and may include:

- noise nuisance
- neighbour disputes
- verbal abuse
- threatening behaviour
- harassment and intimidation

For ASB in a housing context, this is conduct which can cause nuisance or annoyance to a person in relation to that person's occupation of residential premises, or the conduct can cause housing related nuisance or annoyance to any person.

Tenancy breaches

It is important to know the difference between what is classed as anti-social behaviour and what are tenancy breaches, but not necessarily anti-social behaviour. Anti-social behaviour can apply to any residence regardless of tenancy, and acts of anti-social behaviour would be a tenancy breach. Some examples of tenancy breaches that would not be regarded as anti-social behaviour per se include:

- damaging the property
- illegal mutual exchanges
- unauthorised subletting
- misusing communal areas or gardens

There is a fine line between anti-social behaviour and disputes between neighbours over relatively minor inconveniences, although these may, if persistent, become anti-social behaviour. Wigan Council's webpage details a [list of matters which are and are not deemed to be anti-social behaviour](#) as well as the primary organisation to report the matter to in the first instance and how to report such matters.

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Categories of anti-social behaviour

There are three main types of anti-social behaviour, these are:

- **Personal ASB**

Incidents that deliberately target an individual or group of people, rather than the community. It is when an incident causes concern or stress and may impact on people's quality of life. For example: intimidation, harassment

- **Nuisance ASB**

Refers to incidents affecting the community, rather than an individual victim. This is when an act, thing or person causes the community trouble, annoyance, inconvenience, or suffering. These incidences can interfere with public interests such as health, wellbeing, safety, and quality of life. For example: drug or substance misuse, vehicle-related nuisance, animal-related problems

- **Environmental ASB**

Refers to incidents where individuals or groups impact their wider surroundings. It includes environmental damage and the misuse of public spaces or buildings. For example: criminal damage or vandalism, fly-tipping, dog fouling, issue caused by smoke.

Terminology

Whilst most anti-social behaviour legislation and guidance refers to parties as 'Victim' or 'Perpetrator' much of that identification status can only be derived following full investigation and analysis of the incidents reported and even on some occasions conviction. It is recognised that there are occasions where malicious reports are made, to try and use Authorities to further the targeting of a resident, or reports made do not always detail a balanced account of the full facts and there is an element of equal culpability.

Wigan Council investigate complaints of Neighbour Nuisance and Neighbour Noise from a position of neutrality and will therefore refer to residents by the status of 'Complainant' or 'Subject' which attaches no element of culpability to either party.

Complainant: means the party or resident who makes the complaint.

Subject: means the party or resident who is being complained about.

Wigan council may resort to referring to parties as victims, perpetrators, plaintiffs, or respondent's once we are satisfied of that status following investigation, receipt of evidence or instigation of court proceedings.

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Corporate Landlord responsibilities

Whilst the Community Resilience Team sits outside of the Housing Services directorate and investigate all complaints regardless of the tenancy status, it is recognised that as a part of Wigan Council the service has close affinity and as such a requirement to fulfil obligations required of a Social Landlord and remains accountable to the Housing Regulator and Housing Ombudsman Service.

As such the service in addition to legislative powers under the Anti-social Behaviour, Police and Crime Act 2014, also operate under other pieces of legislation including but not exclusively:

- Housing Act 1985
- Housing Act 1996
- Housing Act 2004
- Environmental Protection Act 1990

Purpose behind the Model

This model has been devised to address, reports of Personal ASB in the form of Neighbour Nuisance and Neighbour Noise type complaints, investigated by Wigan Council's Community Resilience Team, who are evidence led investigating such issues regardless of the tenure status of the resident. It is intended to function as a guide to staff tasked with investigating such complaints and provides clarity to members of the public on the approach that will be taken.

The Model seeks to deliver against the following objectives:

- Deliver against the primary objective of tackling anti-social behaviour whilst building community resilience.
- Ensure delivery of service complies with legislation including Statutory Guidance issued under the Anti-Social Behaviour, Crime and Policing Act 2014
- To ensure we fulfil our obligations as a corporate landlord.
- To ensure that our response is proportionate to the risk and seriousness.
- To provide an incremental staged framework approach designed to build community resilience in attempting to resolve incidents of anti-social behaviour, initially through a restorative approach but subsequently leading to enforcement if that approach is unsuccessful.

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- To allow flexibility on a case-by-case basis recognising cases may need to go straight to enforcement to safeguard individuals, families, and communities.
- Recognising that despite ongoing anti-social behaviour some elements of enforcement may not be appropriate due to grounds specified in the [Equality Act 2010](#)
- To allow for an innovative, purposeful approach

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ASB Resolution Model: Step 1 – Self Help and Advice:

Speak to your Neighbour.

If you become aware of a neighbour complaint, you should first encourage the resident to talk to their neighbour and try to resolve the matter if it is safe and they feel comfortable doing so. This is often the best way to sort out issues and can stop things getting worse. Reporting it straight away can cause resentment and make resolving the situation more difficult. The neighbour may not realise they are causing problems and may be happy to change their behaviour.

Reinforce that the conversation they have must be a friendly conversation with the other party. Good neighbours are considerate, tolerant, and understanding of others and their different lifestyles, and they help build successful communities. Despite this, there are different behaviours that can cause problems for neighbours, and some are more serious than others.

Direct the resident to guidance on the Council webpage [How to be a good neighbour](#) which includes tips on approaching a neighbour, including:

- Choose a time that is convenient for everyone.
- Plan what you are going to say.
- Be polite and explain the problem and how it is affecting you.
- Listen to what they have to say.
- Be understanding of different ways of life.
- Be open to suggestions.
- Come to an agreement that suits everyone.

If the resident does not feel able to have the conversation with the other party, why not get them to ask a friend or relative to speak in a friendly manner on their behalf.

Ensure that you advise the complainant to make a note of the time and date they had the conversation.

Write to your Neighbour.

If the resident is concerned about physically approaching their neighbour, advise them to consider writing a friendly letter to outline the issues that are affecting them. Remember they may not be aware of the impact they are having.

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Alternatively, advise them to send a [Dear Neighbour Card](#), to highlight the issues they are concerned about. These can be downloaded from the Council website.

Ensure that you advise the complainant to make a note of the date that they sent the letter, and ideally retain a copy.

Social Media

Whilst posting on social media is a phenomenon of modern society, posting personal issues such as a dispute with a neighbour is rarely balanced and from one perspective and therefore only serves to escalate and antagonize a situation. Residents should be discouraged from resorting to such tactics.

Signpost the resident to the correct department or our webpage.

If the matter being reported is not an aspect dealt with by your team or service then the resident should be directed to the relevant department or signposted to the Council webpage www.wigan.gov.uk where there is information about what is and what is not classed as anti-social behaviour, as well as which organisation different aspects of anti-social behaviour should be reported to.

If a report has already opened on our system, as well as advising the customer of the appropriate department to deal with their enquiry, a referral should also be forwarded by the member of staff, and a note should be made on the case file to outline the action undertaken before closing the case file.

Case Closure after Step 1

If following a conversation with the complainant, they indicate that they have not attempted the above steps to try and remedy the situation they should be encouraged to do so, and it should be highlighted that often intervention in an official capacity can antagonise a situation.

A note of your conversation should be attached to the case record.

If the complainant is going to attempt resolution by themselves the case should be closed as a 'Step 1 outcome' (code V1Z) and the resident should be advised of the APP number for their case and asked to quote it, should they encounter further similar issues within the next 6 months.

However, if the complainant indicates they are unwilling to attempt contact themselves for any reason, we should advise them that we will support them in attempting to resolve the situation and you should move to 'Step 2' and agree a plan of action as to how you will attempt to support them in resolving the matter.

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If you are going to be undertaking further action, the case must not be closed as a 'step 1 outcome'.

Re-opening of the Case closed at 'Step 1'.

Should further complaints subsequently be received within a 6-month period of the initial complaint being closed then the case should be re-opened as a 'Step 2' investigation using the original APP code and endorsing on the Action log 're-opened at step 2' (code V2M)

If the further report has been reported on the APP system and generated a new APP reference, it will be necessary to cross reference these records and identify one of the records to be the 'MASTER' report, on which all future actions will be recorded, ideally this should be the first opened record. The later record(s) should be endorsed in the 'category field' on the front page of the record as 'VAF – Witness Complaint re existing case' and a link to the MASTER record should be added on the 'Action Page.'

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ASB Resolution Model: Step 2 – Enhanced Triage:

Initial investigation, Prevention, and Intervention

When a resident who contacts us advises that they have already attempted to amicably resolve the situation with their neighbour and the issue is continuing it may be necessary for us to intervene in attempting to support the resolution. This will involve the requirement to engage with both parties, it is essential that such engagement is always conducted from a position of neutrality, and in the initial stages it will be necessary to agree a course of conduct that will work towards resolving the issue in the most informal approach possible for the given circumstances.

Part of this stage may have already been gleaned through the complainant reporting the matter through their [MyAccount](#), or by reporting via the Council's Contact Centre or through a third-party contact.

This stage should initially commence with reviewing what we already know about the issue and take in to account any historic information we have which may indicate the persistence of the issue and necessitate a more immediate response to the highest level of the model. Even if such complaints are older than 6 months.

It will be necessary for the Triage Officer to contact the complainant to discuss their case to establish the extent of the issue being reported and agree a course of action to try and address the issue.

In the first instance this contact should be attempted by telephone, and where no response is achieved after several attempts then contact should be made in writing. In exceptional circumstances where there are known vulnerabilities a meeting with the resident may be required at this early stage.

The required actions that need to be addressed under Step 2 of the model are:

- Completion/Review of fact-finding form.
- Establish the complainant's status, e.g. homeowner, private rented, council tenant.
- Research into previous allegations against the same subject.
- Review what we already know about the issue.
- Contact with the complainant to discuss the issues, being mindful to manage expectations and explain the procedure we will undertake to try and resolve the issues they are reporting.
- Completion of risk assessment (where appropriate).

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- Discuss the options and agree a Plan of Action with the complainant. This may also necessitate an agreement for how the complainant will be required to continue to gather further evidence to support the investigation, should issues continue, such as the completion of a 'Nuisance Diary' or using the 'Noise App' to submit recordings, or the submission of video evidence.
- Establish if there are any other issues that require support – facilitate/sign-post support.
- If the complainant provides consent, send an initial Advisory Letter to the subject. *Note on rare occasions the sending of an Advisory Letter may not be appropriate, if an Advisory letter is NOT going to be sent to the subject, then a rationale must be recorded on the case file regarding this decision.
- The overall outcome of the contact with the complainant must be documented on the case file and a copy of the outcome must be sent to the complainant, so that it is clear what the agreed course of action to be taken at this stage is. This ensures that that the complainant has a written record of the agreed action plan, the reference number of their specific case and the direct contact details of the investigating officer. The outcome letter/email should also advise of the general team email address, should the resident be encountering difficulty in contacting the assigned officer.


Advisory Letter

Once the facts of the allegation have been outlined, it will be necessary as part of our role for us to engage with the identified subject. At this time, the circumstances may only be an allegation with no corroboration of facts. Investigators must therefore ensure that they remain impartial when engaging as the facts that have been reported to us may be contested and not true.

However, the existence of an allegation is sufficient information for us to engage with the subject and it is also sufficient for us to put to the subject the circumstances of the complaint and the possible consequences should it be found to be true and there is no change in the future conduct, this is referred to as an 'Advisory Letter'.

The Advisory Letter should be in the following format, to ensure that we are making the recipient aware that there has been an allegation about their conduct, but so that we are in clear that it is not a proven matter at that time.

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Name	Our reference: APP
Address Line 1	Please ask for: Duty Officer
Address Line 2	Email:
Address Line 3	
Post Code	Direct Line:
	Date:
PG1	

To

We are writing to let you know that Wigan Council have received a report in relation to allegations of conduct that is impacting on others within your community. We want to make it clear that at this stage these are allegations by a member of your community, and we have not corroborated the reports.

We have received allegations of. [insert details of allegations]

The purpose of this letter is to make you aware of these reports, should you not be aware that your conduct is impacting on others and would ask that should this be true, you desist from further activity that may be considered to be anti-social. No further action will be taken at this time.

Should we receive further allegations following this letter with supporting evidence we may consider further action. We hope that this does not happen and any circumstances that have led to an allegation being made have been amicably resolved.

Further information regarding how Wigan Council deal with complaints of anti-social behaviour and the ASB Resolution Model, can be found at www.wigan.gov.uk

We will only make further contact with you if it is felt necessary, however should you wish to discuss this further, we can be contacted between **Monday and Friday 9am – 5pm** via the telephone number or email address at the top of this letter.

Yours sincerely

Nuisance Diary Sheets

Keeping a record of the times, dates, and a description of what has happened is essential to show the type of problem complainants are experiencing, especially if it is occurring on a regular basis and will ensure that we have a full appreciation of the problems to assist us in agreeing with them the next and most appropriate course of action.

The Nuisance Diary Sheets are designed to enable valuable information to be gathered about the time, frequency, and duration of an issue and in case of noise complaints may reveal a pattern to the noise, which will help investigators verify a

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complaint. The information may also be used as evidence in any enforcement proceedings and therefore it is vital that the diary sheets are comprehensive, accurate and relevant.

Diary entries are not intended to be a log of every encounter with a neighbour or noise that can be heard but should be focussed on those events and situations which are unreasonable or excessive in nature and therefore have directly affected the complainant in their ability to peacefully enjoy their home or are events that have caused them alarm, harassment or distress.

It may be necessary for a complainant to keep diary sheets for a considerable period and in many cases, it may be necessary for them to keep ongoing diary sheets until the problem is resolved. Even if enforcement action has been taken, problems can recur, and further action may require proof that the problem is continuing.

Diary Sheets should be completed and returned as regularly as possible, especially if issues are continuing after an intervention has been attempted. A guide for the frequency of submission of diary sheets is:

- Every 7 days – if alleging a daily occurrence
- Every 14 days – if alleging several times, a week
- Every 28 days – if alleging several times, a month.

Residents should be encouraged to return completed diary sheets to the Community Resilience Team monitored inbox, rather than direct to an allocated investigator. This ensures that in the event of absence, information relating to the ongoing issues can still be assessed and prioritised appropriately.

Completed diary sheets should be returned to:

Community Resilience Team,
Wigan Council,
PO Box 100,
Wigan,
WN1 3DS

Or email to communityresilienceteam@wigan.gov.uk

[Nuisance Diary sheets](#) can be sent out on request or can be downloaded from the Wigan Council website.

Note: If a resident is unable to read/write for any reason, including additional vulnerabilities. Dictaphones can be loaned instead of completing Diary Sheets.

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The Noise App (version 2.0)

Wigan Council have commissioned the 'Noise App (version 2.0) to support residents in reporting issues that are affecting them.

The Noise App (version 2.0) is available for [Apple](#) and [Google Play](#) devices. It instantly records noise nuisance on a complainant's smartphone to create an accurate record of the problem and how it affects them. They can also keep a personal 'Noise Diary' in the App, which will help them review their recordings.

Once a complainant has recorded their evidence, they can send it directly to Wigan Council via the Noise App (version 2.0) for it to be reviewed and investigated as appropriate. When creating an account on the App, complainants need to be advised to select Wigan Council as their service provider/investigator when prompted.

The recordings are uploaded directly onto a secure site for the investigator to access and decide what action is necessary. Residents can make up to ten recordings in any 24-hour period and each recording lasts for up to 30 seconds.

Residents should be reminded that it is not necessary to try and continually capture the same event on Noise App recordings and best evidence is achieved when Noise captures are spread throughout the duration of the issue, for example every 30 minutes or so, which would provide better evidence to show the duration of a continuing issue, rather than for example 3 consecutive recordings all made one after another, which would only ever be assessed as one event.

The Noise App (version 2.0) also enables residents to submit photographs and up to five videos of 60 seconds in duration to support a report, whether that be a Noise complaint or other issue related to anti-social behaviour.

There is a YouTube video embedded on the Council Website to show residents [How to create a Noise App \(version 2.0\) account](#)

It is important to advise complainants that if they are making recordings via their mobile phone, that they place their phone down on a suitable surface rather than keeping hold of it and be aware that it will also record noises in their own home, including speech.

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Risk Assessment

The requirement of a Risk Assessment should be considered on a case-by-case basis by the officer based on the facts known at that given time; therefore, it will be necessary to always keep a risk assessment under review and re-assess it considering further information that may be received.

The below table provides guidance on which type of cases necessitate the completion of a Risk Assessment, the guide does not prevent an assessment being completed for any case regardless of classification type, where there is a believed threat or risk.

Secondary Type	Risk Assessment Required	Notes
Verbal Abuse and Threatening Behaviour	Yes	
Violent Behaviour	Yes	
Criminal Behaviour including drugs/dealing drugs	Yes	
Hate Crime	Yes	
Other	If No, Rationale required	
Neighbours Arguing	If No, Rationale required	Consider if a safeguarding referral is necessary (Domestic Abuse)
Nuisance from visitors	If No, Rationale required	If Targeted – Yes If General – No
Youth ASB	If No, Rationale required	If Targeted – Yes If General – No
Criminal Damage	If No, Rationale required	If Targeted – Yes If General – No
Civil Dispute	If No, Rationale required	If Targeted – Yes If General – No
Sexual Acts	If No, Rationale required	No for complainant. Consider if subject may be at risk, for example Modern Day Slavery.
Babies crying	No	No for complainant but consider if crying is because of abuse
House Parties	No	Consider if escalating into disputes
TV / Stereo Noise	No	Consider if escalating into disputes
Domestic Noise	No	Consider if escalating into disputes
Children Playing	No	Consider if escalating into disputes
Noise from DIY	No	Consider if escalating into disputes
Noise from Musical Instrument	No	Consider if escalating into disputes
Transport Noise	No	
Vehicle repairs	No	
Unknown Source	No	
Submitted for Intel only	No	

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Actions to be undertaken following Risk Assessment

High (Score Band 28 – 41)

- Refer to Police (consider 999 if immediate threat)
- Complete Partner Intelligence Form
- Refer to other services as appropriate.
- Arrange urgent checks to identify ongoing/existing support services already involved.
- Agree immediate action plan with complainant.
- Notify Team Leader for consideration of immediate Officer Allocation
- Team Leader to consider any immediate enforcement for safeguarding purposes (e.g., Injunction, Closure. etcetera)
- Team leader to consider whether urgent professionals meeting required.
- Notify Operational / Business Manager
- Update APP Record with details of all actions undertaken.
- Put Case on 3-day monitor action.

Medium (Score Band 16 – 27)

- Refer to Police (Neighbourhood Policing Team for area)
- Consider submission of Partner Intelligence Form as appropriate.
- Refer to other services as appropriate.
- Arrange checks to identify ongoing/existing support services already involved.
- Agree action plan with complainant.
- Signpost complainant to Council webpage for further support and guidance.
- Encourage Noise App / Video Evidence / Diary Sheets
- Send Advisory Letter with consent of complainant.
- Refer to Team Leader for allocation on return of additional information showing continuation of issues.
- Update APP Record with details of all actions undertaken.
- Put Case on 28-day monitor action.

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Low (Score Band 0 – 15)

- Provide appropriate advice.
- Agree Action Plan with complainant.
- Signpost complainant to Council webpage for further support and guidance.
- Encourage Noise App / Video Evidence / Diary Sheets
- Send Advisory Letter with consent of complainant.
- Update APP Record with details of all actions undertaken.
- Put Case on 28-day monitor action.

Case Closure after Step 2

To ensure appropriate demand management, it is not possible to keep cases open on our systems where further information and reports are not being received to support a continuing issue.

We operate on a principle that the last intervention we have undertaken may have resolved the situation, where it does not, we move to the next step (Step 3).

In most cases, intervention at Step 2 will result in an amicable outcome. Cases will be closed after 28 days of an intervention where:

- No further reports or information have been received. Or
- The complainant confirms that the situation has improved. Or
- The complainant no longer wishes to support the investigation.

Where possible, prior to the point of closure, a check should be undertaken with the complainant to confirm that the situation has improved or to explore why further information has not been received.

If over the following 6 months from the date of case closure, there is a renewal or continuation of any further incidents connected to the original reported matter then the case will be re-opened, and information reassessed for progression to the next step of the ASB Resolution Model.

In instances where further incidents are reported after the 6-month period from case closure, then a new case file will be opened, and the original case will be linked and assessed following triage to determine whether the case should be immediately allocated and progressed in line with the Resolution Model.

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ASB Resolution Model: Step 3 - Investigation and Informal Resolution

Initial Actions by Investigating Officer

If following the initial response complaints continue to be received indicating that the steps already taken have not been successful in resolving the issue, then the case is to be forwarded for allocation to an Investigating Officer.

The initial actions that need to be addressed under Step 3 of the model by the Investigating Officer are:

- Review what we already know about the issue and what action has so far been attempted, including any linked cases.
- Review the new information that has been received.
- Contact the complainant to discuss the issues, being mindful to manage expectations and explain the procedure we will undertake to try and resolve the issues they are reporting.
- Wherever possible facilitate a face-to-face meeting with the complainant at their property; to better understand the issues and the impact the behaviour is having on them.
- Review the risk assessment or requirement for one (where appropriate) and refresh if the circumstances have changed.
- Discuss the options and agree a plan of action with the complainant. This may also necessitate an agreement for how the complainant will be required to continue to gather further evidence to support the investigation, should issues continue, such as the completion of a 'Nuisance Diary' or using the 'Noise App' to submit recordings or videos.
- Establish if there are any other issues that require support – facilitate/sign-post support.
- Subject to the agreed wishes of the complainant and the agreed action plan, it will be necessary for the assigned investigating officer to discuss the issues with the alleged subject, best practice would encourage that this meeting should wherever possible be conducted in person. The conduct of the meeting must ensure that the below listed information is obtained and discussed:
 - Establish their status, e.g. homeowner, private rented, council tenant and update the case file.

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- Discuss the issue, specifically making them aware of what is causing the issue.
 - Discuss possible solutions including advice re being a 'good neighbour.'
 - Identify and agree course of action (Action Plan), effectively an informal acceptable behaviour agreement.
 - Establish if they have any other issues that require support – facilitate that support if appropriate by consulting with and signposting to services.
 - Emphasise the importance of mediation and reaching an amicable solution.
 - Outline potential consequences – Warnings including enforcement action.
 - The outcome of this meeting must be documented in writing and a copy of the outcome must be sent to the alleged subject, so that it is clear what the allegation is, and the potential consequences should the conduct continue. A copy of this outcome must be affixed to the relevant case record.
- Following engagement with the subject feedback must be provided to the complainant and the case should be monitored over an agreed period to determine if the situation has improved.

Case Closure at Step 3

Cases may be closed after 28 days of an intervention where:

- No further reports or information have been received.
- The complainant confirms that the situation has improved.
- The complainant no longer wishes to support the investigation.

Prior to the point of closure, a check **must** be undertaken with the complainant to confirm that the situation has improved or to explore why further information has not been received.

Informal Resolution

Where further information of a continuing issue is received our approach should be to continue attempting to resolve the matter in as informal a manner as appropriate, apart from in exceptional circumstances where the seriousness of the issue necessitates that immediate action is required.

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One or more of the following tactics may be used and there does not necessarily have to be an order in which they are used as every case is different, neither is there a necessity to try all the tactics. Other forms of intervention may just be a further conversation with the other party and trying something different! Possible informal interventions include:

Try something different!

Do not be afraid to think creatively for an innovative solution, remember a solution that may cost little but resolves the matter is a solution that will save considerable money if you consider the cost to undertake a case involving legal action.

For example: Some innovative yet simple solutions that have been used in the past include wireless headphones for a noise complaint where it was the volume of the TV of one hard of hearing resident disturbing the neighbours. Another was to carpet a room to reduce the sound of general movement to the residents living below. A door closing device, where the complaint relates to banging doors. Placing the TV on the wall furthest from the adjoining property to reduce the vibrations from bass music, fitting black out curtains when the issue was caused by flashing disco lights. Clearly in each of these cases the ability to pay by the resident should first be considered if they can afford to pay for the remedy as there is limited scope to use public funds to resolve resident's issues.

Verbal or Written warning

In deciding whether to use a verbal or written warning, you should be satisfied that there is evidence that anti-social behaviour has occurred or is likely to occur. The warning should be specific about the behaviour in question and why it is not acceptable, the impact that this is having on the victim or community and the consequences of non-compliance.

Where appropriate, local agencies should alert each other when a warning has been given so that it can be effectively monitored, and a record should be kept so that it can be used as evidence in court proceedings later if matters are taken to that stage. Best practice would suggest that we should notify the local police and Neighbourhood Tenancy Team of all written warnings that we issue.

Community Resolution / Remedy (Only available as a Police Outcome)

This may be an outcome available where a complaint is being jointly investigated in partnership with the police.

Community resolutions are a means of resolving less serious offences or instances of anti-social behaviour through informal agreement between the parties involved as opposed to progression through the criminal justice process. A community resolution may be used with both youth and adult perpetrators and

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allows the police to deal more proportionately with less serious crime and anti-social behaviour, taking account of the needs of the victim, perpetrator, and wider community.

Community resolutions are primarily aimed at first time perpetrators where genuine remorse has been expressed, and where an out-of-court disposal is more appropriate than taking more formal action. The Community Remedy document discussed in Part 1 of the Home Office guidance must be used when dealing with anti-social behaviour or less serious offences out of court through community resolutions.

Mediation

Mediation is an alternative dispute resolution strategy; it is not the answer to every conflict as in some cases, formal investigations and enforcement are the only course of action available. However, mediation can create a turning point in conflicts that have festered for years.

The need to mediate has been around for as long as people have been fighting and most of us pick up mediating skills from our everyday experiences. Where appropriate Investigators will try to work with and encourage both parties to agree solutions to the issues they face.

In appropriate circumstances, mediation can be an effective way of resolving an issue by bringing all parties together. This can be effective in resolving neighbour disputes, family conflicts, lifestyle differences such as noise nuisance complaints and similar situations. However, mediation is unlikely to work if forced on those involved, or one party is seeking an outcome to 'prove they were right.' All parties must be willing to come to the table and discuss their issues and engage in the process.

It is not for the mediator to establish a solution to the issue as, in most cases, they will have already tried this with each party unsuccessfully. For mediation to deliver long-term solutions, those in dispute should agree a solution. The mediator can facilitate the conversation and draw up any agreement if required for all parties to sign-up to if agreement is reached.

Intense conflict tends to generate misunderstanding and suspicion. Many of these evaporate when the parties can talk directly and as mediation is not bound by the rules of a formal proceeding, the parties can mention whatever concerns them most; they are not restricted to those issues that are subject of the dispute.

The final written agreement helps, even if a mediated agreement does not end a conflict, it can protect the parties from further friction and misunderstandings so that the conflict can fade away.

Mediation is not an attempt to decide who was at fault. Mediation is a process to bring the dispute to an end, not to declare winners or losers. Mediation is not

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designed to establish the true facts of what happened. Fact-finding is the role of an investigation process, which is in place to look at evidence and “prove the facts.” Mediation is quite the opposite - it looks to the present and to the future. The question in mediation is “What could now be done that would be better than this dispute?”

Success lies partly with the mediator’s skills, but also with the readiness of the parties. If someone is bent on keeping the conflict going, even the most obvious solution(s) will not work. If everyone wants to see a conflict end, mediation can be a graceful and efficient way to do so.

Acceptable Behaviour Contracts (ABC)

An acceptable behaviour contract is a voluntary written agreement between a perpetrator of anti-social behaviour and the agency or agencies acting locally to prevent that behaviour. It can be an effective way of dealing with anti-social individuals, and particularly young people, to nip the problem behaviour in the bud before it escalates. They provide an opportunity to include positive requirements as well as prohibitions to help support the person tackle any underlying issues which are driving their behaviour.

The terms of an acceptable behaviour contract or agreement should be discussed with the perpetrator before they are drafted and signed to help encourage compliance. However, there is no formal sanction associated with refusing to sign, although in such circumstances, this may suggest that a Civil Injunction or a Criminal Behaviour Order should be considered.

In the event of a refusal to sign we should ensure that we document in writing and send a further warning letter or ‘advisory notice’ outlining that we have sought agreement through an acceptable behaviour agreement, the fact they have declined to agree to such a contract and the consequences of what may happen should they continue to behave in an anti-social manner.

Similarly, there are no formal sanctions associated with breaching an acceptable behaviour contract or agreement, and where this occurs, consideration can be given to taking further steps, such as seeking a Civil Injunction, if the circumstances warrant this. Where this is the case, the work undertaken as part of drafting the acceptable behaviour contract or agreement can form part of the evidence pack for the court.

Good Neighbourhood Agreement

A Good Neighbour Agreement is like an Acceptable Behaviour Contract and is a voluntary written agreement between the respective neighbours in dispute, and the agency or agencies acting locally to prevent that behaviour. It is particularly useful in situations where there are complaints and counter complaints between parties, and it is difficult to determine who is at fault.

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The terms of a Good Neighbour Agreement should be discussed with the parties involved before they are drafted and signed to help encourage compliance. However, there is no formal sanction associated with refusing to sign, although in such circumstances, this may suggest that further action should be considered.

In the event of a refusal to sign we should ensure that we document in writing and send a further warning letter outlining that we have sought agreement through a Good Neighbour Agreement, the fact they have declined to agree to such a contract and the consequences of what may happen should they continue to behave in an anti-social manner.

Similarly, there are no formal sanctions associated with breaching a Good Neighbour Agreement, and where this occurs, consideration can be given to taking further steps, if the circumstances warrant this. Where this is the case, the work undertaken as part of drafting the Good Neighbour Agreement can form part of the evidence pack for the court.

Formal Warning or Tenancy Warning

A Formal Warning or in the case where we are the landlord a Tenancy Warning is the last informal method of intervention before utilising enforcement powers. There is no obligation to conduct a Formal Warning meeting, but it may be a useful opportunity to provide a final warning to an individual, offering one last chance to amend their behaviour before enforcement action is sought. If an ABC or Good Neighbour Agreement has previously been signed a copy should be provided and referred to, and the contents of this should be discussed again. The consequences of any further incidents of anti-social behaviour should be repeated and it should be made clear that no other informal interventions will be used after this point.

As with the ABC or Good Neighbour Agreement, as this is an informal intervention there is no sanction for refusing to attend a Formal Warning meeting or sign the document. However, in these circumstances the refusal should be clearly documented, and a letter sent out to the individual, explaining that a refusal does not prevent any agency from taking any further action and that the situation is now at a serious level and any further incidents may result in Legal Action.

As with the ABC or Good Neighbour Agreement, there is no expiry date of a Formal Warning document, but it is accepted that this is applicable for a 12-month period. However, common sense should be applied and if there has been a considerable time gap between incidents, or if incidents are of a quite different nature, then this may need to be revisited, and consideration given to attempting further intervention methods.

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Parenting Contracts

Where informal interventions are used with a young person under eighteen, his or her parents or guardians should be contacted in advance of the decision to act. In many cases, they may be able to play an important part in ensuring the individual changes their behaviour. While there are formal routes such as parenting orders, at this stage it will be expected that the parent will have a voluntary role to play in any acceptable behaviour contract. However, where the behaviour of the parent or guardian is part of the issue (either because they are a bad influence or are failing to provide suitable supervision) we could consider a parenting contract. These are like an acceptable behaviour contract but are signed by the parent or guardian. They could also be considered where the child in question is under ten and where other interventions are not appropriate for the perpetrator themselves. This could also be a good opportunity to explore any additional support that could be offered to parents that are struggling, including parenting courses.

Support and Counselling

The anti-social behaviour powers allow professionals to respond to the underlying causes of anti-social behaviour, for example through positive requirements attached to a Civil Injunction or Criminal Behaviour Order.

However, providing positive support does not have to wait for formal court action, and can be given as part of any informal intervention, for example by providing support around overcoming substance misuse or alcohol dependency that may be linked to the person's anti-social behaviour.

Staff should always facilitate appropriate referrals to relevant support services to address underlying causes of anti-social behaviour.

Escalation to Step 4

In many cases, informal and early intervention can be successful in changing behaviour and protecting communities. Such interventions may be included in local plans to deal with anti-social behaviour but should not replace formal interventions where these are the most effective means of dealing with anti-social behaviour.

Should informal attempts at Step 3 be unsuccessful in addressing the reported anti-social behaviour then it will be necessary to move the case to Step 4.

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ASB Resolution Model: Step 4: Enforcement and Legal Action

Actions necessary prior to commencing enforcement.

The activity detailed under step's 2 and 3 will include an element of evidence gathering and case investigation. Step 4 is not exclusive but is designed to ensure a focus on evidence gathering with the intention of undertaking more formal enforcement through the Courts.

Many enforcement procedures require the service of specific orders and directions, so it is important that staff are aware of the legal requirements and evidential threshold for any specific course of action being considered.

The fact that we are moving towards enforcement action may bring about a voluntary change in behaviour of the subject and if this is the case, then resolution through an informal process may be considered again and may be appropriate.

Prior to undertaking expensive and time-consuming evidence gathering and prosecution file build, especially involving technical deployments, liaison should occur with other agencies and departments to ascertain any work they are already undertaking.

This will ensure that we are not seeking to undertake enforcement action where another part of the Council is investing heavily in support that may resolve the situation, or another agency or team is already seeking a prosecution (for example, the police or the rent arrears team). It may be necessary to consider calling a professionals meeting to discuss the most appropriate way forward.

If there is a difference of opinion between Council departments regarding the most appropriate approach for tackling the issue, then this must be escalated for resolution at management level.

A rationale must be documented on the case file if a decision has been made not to undertake an enforcement option.

Step 4 may include any of the below actions:

- Liaison with Legal Services must be undertaken to agree levels of evidence required to move to enforcement, and the allocation of a legal representative.
- Deployment of Noise Monitoring Equipment – in cases of noise nuisance we can install our noise monitoring equipment to help capture evidence of the noise nuisance.

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- Other technical equipment deployments, both overt and covert in exceptional circumstances – such as Cameras (ensure appropriate authority in place to ensure compliance with RIPA / HRA)
- Obtaining of witness statements to support future enforcement.
- House to House resident engagement
- Letter drops.
- Evidence from partner agencies, for example Court proceedings undertaken by the police.
- Evidence from other services/organisations – for example CCTV, witness testimony from other professionals who may have witnessed issues.
- Evidence captured on social media.

Options of enforcement may differ dependent on whether the subject is a tenant of Wigan Council, and the matter is being investigated as part of our duty as a social landlord, or whether they live in private accommodation, where we do not for example have the power to issue a Tenancy Warning or Notice of Possession Proceedings.

Undertaking enforcement through the Courts is an expensive process, and each case must be considered on its own merits, in most cases enforcement will only be undertaken after attempts to resolve the matter through informal methods have been tried. However, it is accepted that on occasion the presenting facts are so serious that the requirement for enforcement is paramount, whether that is to safeguard an individual or to curb an individual's behaviour. Where this is the case, there should be a documented clear rationale as to why immediate enforcement action is the most appropriate course of action.

Officers considering enforcement must ensure they have gathered evidence that proves all the evidential 'Test' criteria for the behaviour in question as laid down in the relevant Statutory Guidance for frontline professionals.

Enforcement Notices

No enforcement action requiring legal enforcement through the Courts must be undertaken without authorisation of a manager, who will need to establish that there is potentially sufficient evidence to justify enforcement through the Courts.

This also applies in respect of any notice that needs to be served, which must be signed off by a manager within the team. This applies in respect of a:

- Community Protection Notice
- Noise Abatement Notice

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- Closure Notice
- Notice of Possession Proceedings
- Notice of Seeking Possession
- Extension to Introductory Tenancy

This should ensure that we have a robust system for double checking the necessity and proportionality for the serving of a notice and that the relevant thresholds have been met and appropriate evidence is available to support the need for this action.

If you are in a position where you feel that the service of a notice may be required, speak to one of your managers so that any relevant advice and guidance can be given.

Enforcement Options

The following information provides an overview of enforcement options available to designated officers within the Community Resilience Team and where they could be applied:

Fixed Penalty Notice (FPN)

Council Officers can issue Fixed Penalty Notices for certain offences within ASB legislation, notwithstanding, consideration needs to be given to ensure that the evidence exists should the recipient decline to pay the fixed penalty or they wish to exercise their right to have the matter taken to Court. In addition, we need when considering issuing a Fixed Penalty Notice, to consider the individuals ability to pay and any disproportionate outcome that may arise from non-payment of the FPN.

Civil Injunction

The injunction under Part 1 of the Anti-social Behaviour, Crime and Policing Act 2014 is a civil power to deal with anti-social individuals. The injunction can offer fast and effective protection for victims and communities and set a clear standard of behaviour for perpetrators, stopping the person's behaviour from escalating. For anti-social behaviour in a non-housing related context the test is that the conduct concerned has caused, or is likely to cause, harassment, alarm, or distress to any person. For anti-social behaviour in a housing context the conduct must be capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises or the conduct can cause housing-related nuisance or annoyance to any person. A court may grant the injunction against anyone who is 10 years of age or over. Applicants must consult the local youth offending team if the application is against someone under the age of eighteen.

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In serious cases, especially those involving violence or a threat of violence, a Power of Arrest can be applied for and obtained if the appropriate test is met.

Criminal Behaviour Order (CBO)

Obtained primarily by the Police but supported by Local Authority a CBO is issued by any Criminal court against a person who has been convicted of an offence to tackle the most persistently anti-social individuals who are also engaged in criminal activity. There must be a criminal conviction, but this does not necessarily need to relate directly to the ASB that the CBO is being sought for. The application for the CBO is made by the Crown Prosecution Service.

Dispersal Powers (Police only)

The dispersal power is a flexible power which the police can use in a range of situations to disperse anti-social individuals and provide immediate short-term respite to the local community. The power is preventative, allowing an officer to deal quickly with someone's behaviour and nip the problem in the bud before it escalates.

Gang Injunctions

A gang injunction is a civil tool that allows the police or a local authority to apply to the County Court, High Court, or Youth Court for an injunction against an individual to prevent gang-related violence and gang-related drug dealing, by imposing a range of prohibitions and requirements on the respondent.

Anyone seeking to apply for an injunction must have evidence that the respondent has engaged in, encouraged or assisted gang-related violence or gang-related drug dealing; and will need to be able to prove this on the balance of probabilities at court. Applicants will also need to convince the court that the gang injunction is necessary to prevent the respondent from being involved in gang-related violence and gang-related drug dealing and/or to protect the respondent from such violence or drug dealing activity.

Community Protection Warning/Notice (CPW/CPN)

A Community Protection Notice (CPN) may be issued following a written Community Protection Warning (CPW) to deal with any problem negatively affecting a community such as noise, graffiti, littering. The purpose is to stop a person aged sixteen or over, business or organisation committing anti-social behaviour which spoils the community's quality of life. The behaviour must be persistent and ongoing.

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Public Spaces Protection Order (PSPO)

A PSPO is designed to stop individuals or groups committing anti-social behaviour in a public place. A local authority can issue a Public Space Protection Order (after consulting with the police and other relevant bodies) to impose conditions on the use of an area to deal with a problem or nuisance. Wigan Council currently has [2 PSPO's in place covering Wigan and Leigh Town Centres](#).

There are other PSPOs in place across Wigan Borough to address environmental issues and also create safe places through the gating of some identified back streets, which are often referred to as [Gating Orders](#).

Closure Notice / Orders

The power to close a property is a fast, flexible power that can be used to protect victims and communities by quickly closing premises that are causing nuisance or disorder. The power comes in two stages: The Closure Notice and the Closure Order which are intrinsically linked.

Practically, we can use a partial closure notice when we are seeking to safeguard an individual who is unable to restrict persons attending their address and causing anti-social behaviour due to their vulnerabilities. A partial closure order can also be used to protect those affected within the community by anti-social behaviour at an address by excluding others from the tenant's address, i.e. frequent large gatherings/parties.

We may use a full closure notice when we are seeking to prevent anyone from entering the address, this would include the tenant and any other person that habitually resides there. This is used in the most serious of cases, where the behaviour associated with the address is extreme and likely to cause harm to an individual or community.

This power can be used for both Council and private properties, including those which are owner occupied.

Noise Abatement Notice

Section 80 of the Environmental Protection Act 1990 allows a local authority to serve a 'noise abatement notice' where it is satisfied that a statutory noise nuisance exists or is likely to occur or recur. This requires the abatement of the nuisance and prohibits a recurrence by execution of whatever works are necessary within a time limit specified within the notice.

Noise nuisance is not specifically defined, in the 1990 Act. It is, however, regarded as something which could be construed as such by an 'average' person. One case recently established that normal, everyday residential use of premises would not constitute a common law nuisance and therefore could not constitute a statutory

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nuisance. However, it may be observed that what is normal and every day for one person may not be for another because of the differing lifestyles of neighbours.

What is clear, however, is that a statutory, or indeed common law, noise nuisance is not defined purely by measured noise level but by its effects on an average person.

As well as locality and of course noise level, other factors are considered including:

- Severity of the noise – how loud and extreme the noise is.
- Time of day of disturbance; sleep disturbance is important in this respect, as well as relaxation during the evenings, even outdoors, but special provision for shift-workers, or other people with specific needs, is usually not made because of the focus on the 'average' person.
- Frequency - how often the noise occurs; something which happens only rarely would normally be less of a nuisance than something which happens every night or day.
- Duration – how long the noise goes on for; a short-term effect would normally be considered less of a nuisance than one which extends for hours or even days.
- Convention – how 'normal' is the noise; a neighbour mowing their lawn once a week would normally be considered acceptable but a neighbour regularly listening to loud music outside at the same level for the same time would not.
- Avoidability; a noise disturbance which is easily avoidable can easily be perceived as more of a nuisance simply because it can be avoided.

A statutory nuisance is not simply something that annoys you. It is something that causes a serious and unreasonable interference with your right to enjoy your property or damages your health in terms of the threat of disease, rather than risk of injury. Statutory nuisance is a criminal offence and therefore the standard of proof similarly must be to the level of the criminal courts (proving beyond reasonable doubt).

Breach of a Noise Abatement Notice is a criminal offence. We have the power to apply to the court to seize any noise making equipment and can also apply for a Criminal Behaviour Order.

Breach of a Noise Abatement Notice is also a listed offence under [Schedule 2A Housing Act 1985](#) that can be used to instigate absolute grounds for possession where we are the landlord for the property in question.

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Extension of an Introductory Tenancy or Issue of a Notice of Possession Proceedings (NOPP)

For Council owned properties where an introductory tenant has broken one of the conditions of their tenancy, we may consider extending the period of the tenancy for a further 6 months to allow the tenant time to correct their behaviour (must be no less than 8 weeks before the end of the 'trial' period. A Notice must be served on the tenant to extend the period of the Introductory Tenancy. A tenant has a right to seek a review of a decision to extend the period of the Introductory Tenancy.

Alternatively, or at any time during the introductory period of the tenancy, we can serve the tenant with a 'Notice of Possession Proceedings', this notice will outline the legal action we may take which could result in them losing their home. A tenant has the right to seek a review of the issue of the Notice.

Demotion of Tenancy

A secure tenancy can be demoted to a 12-month probationary tenancy if the tenant has engaged in housing related anti-social conduct or has used the property for unlawful purposes. If the Courts grant a demotion order and the tenant remains in occupation, then on a specified date the secure tenancy will end and a demoted tenancy will begin.

The equivalent powers apply to registered providers of housing for assured tenants under the [Housing Act 1988](#).

Conduct necessary to be able to seek a demotion of tenancy is:

- behaved antisocially or caused nuisance in the area, or
- threatened to do so, or
- used your home for illegal activities such as drug dealing.

Notice of Seeking Possession (NOSP)

This is a notice served on a secure tenant of the intent to seek possession of their property.

Discretionary Grounds for Possession

The Housing Act 1988 as amended by the Housing Act 1996 lays down certain circumstances (grounds) under which a landlord may successfully apply to court for possession.

The grounds for possession fall into two categories: mandatory, where the tenant will be ordered to leave if the landlord can prove breach of contract, and discretionary, where the court can decide one way or the other.

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These grounds for possession apply to tenancies entered after 15 January 1989. The terms of the tenancy agreement must make provision for termination on these grounds.

Absolute Grounds for Possession

In exceptional cases where anti-social behaviour (or criminality) persists and it becomes necessary to seek possession, the processes for evicting anti-social tenants can be lengthy and expensive, prolonging the suffering of victims, witnesses, and the community. The absolute ground for possession was introduced to speed up the possession process in cases where anti-social behaviour or criminality has already been proven by another court. This strikes a better balance between the rights of victims and perpetrators and provides swifter relief for those victims.

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Customer Satisfaction

Management of Expectations

Throughout the journey of a case, staff should continue to remind, encourage, and support residents to seek their own informal resolutions and to continue to try to resolve issues amicably with their neighbours if possible – tolerance, understanding and expectations are all factors that we need to attempt to manage with complainants.

It is important that we encourage resilience within our residents, so that they are not always relying on Services to resolve their issues, the purpose of an 'Action Plan' is a two-way process, in which we will agree to do certain undertakings, but they themselves must agree to do their part in what is asked of them.

We are an 'evidence-led' service and residents have a part to play in assisting the resolution of the situation that is impacting them. That is not to say that we will not keep their identity confidential, but a complainant cannot be represented by a third party and kept confidential from ourselves, as the investigating officer may be required to provide hearsay evidence on their behalf, so needs to be able to liaise and engage directly with the witness.

Due to the current housing crisis, the reporting of an anti-social behaviour issue will rarely provide sufficient support to facilitate a house move for either party. Do not promise a house move, it is not within the gift of the Community Resilience Team.

Should a resident perceive they are at immediate risk, or there is a threat to their life etc. and they claim they are unable to reside at their property, the resident will need to be directed to present as homeless to the Homeless Solutions Team, so that team can undertake a full assessment and decide on how to proceed.

If a resident perceives that they are subject of a 'threat to their life' this must be reported by them to the police. A Police Officer not below the rank of Inspector can provide a letter of support to secure temporary accommodation if they assess the risk to be at that level.

The reporting of an anti-social behaviour issue will only result in a neighbour's eviction in exceptional circumstances, and such would require significant levels of evidence over a considerable duration from the complainant. Do not promise a resolution through eviction or any other enforcement action, outcomes to enforcement are a matter for the Court to decide and enforcement is only undertaken on an assessment of the credible evidence available in the case, and often requires corroboration.

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Satisfaction Questionnaire

Closure of the case on the Jadu system will automatically trigger a 'Customer Satisfaction Questionnaire' which affords the customer the opportunity to indicate their satisfaction/dissatisfaction with the service they have received and whether the intervention undertaken has resulted in a reduction of the impact they were suffering.

Returned customer satisfaction questionnaires are received by the Business Manager, who will review the content and append the document to the respective case file (Action Code VAS), notifying the officer in question to the content of the feedback and instigating a management review into the specific case where adverse feedback is received.

Answers to questions asked in the Satisfaction Questionnaire in respect of impact are determined through a scale of:

Strongly Disagree/Disagree/Neutral/Agree/Strongly Agree

Impact on Customer questions are:

Q1 – The issue you reported is no longer having a detrimental impact on your health and wellbeing?

Answer: Strongly Disagree / Disagree / Neither Agree nor Disagree / Agree / Strongly Agree

Q2 – The issue you reported is no longer substantially interfering with your ability to enjoy your home?

Answer: Strongly Disagree / Disagree / Neither Agree nor Disagree / Agree / Strongly Agree

Experience of Customer questions are:

Q3 – Did we agree with you a plan for resolving the situation?

Answer: Yes / No

Q4 - Did we do what we said we would do?

Answer: Yes / No

Q5 - Did we remain in contact as agreed throughout the investigation?

Answer: Yes / No

Q6 - Did we acknowledge receiving any information you may have submitted as part of the investigation?

Answer: Yes / No

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Q7 - If we have not resolved your issue, have we provided you with a reason for this?

Answer: Yes / No

Q8 - Have you been advised how you can re-open your investigation?

Answer: Yes / No

Q9 - Do you agree that you have been provided good customer service, listened to, and treated with respect?

Answer: Yes / No

Q10 - If you wish to provide more information of reporting anti-social behaviour to Wigan Council, please use the box below.

Free Text answer permitted.

Service Complaints

Wigan Council aims to provide the best possible service to our customers, and to act on any feedback we receive.

We hope that customers receive a high-quality service whenever they contact us to make an enquiry, request a service, or to ask for advice and information.

A customer can [raise a formal complaint](#) with us about the Council or those acting on our behalf if they are not happy with:

- A standard of service delivered.
- Our failure to deliver a service.

If a resident indicates that they wish to make a formal complaint you must ensure that you direct them to how they can raise a formal complaint.

Anti-social behaviour case review

We have powers to tackle anti-social behaviour and a duty to ensure that all local agencies are working together effectively to take the right action to meet the needs of victims.

This means that individuals, groups, or businesses can now request a review of how the Community Safety Partnership have responded to their complaints and have dealt with their case. This is called an anti-social behaviour (ASB) case review (it may also be referred to as the Community Trigger).

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When can you ask for an ASB case review?

You can ask for an ASB case review if:

- You have reported three separate incidents to any local agency, relating to the same or similar issue of ASB, within the last 6 months.

Local agencies may include Greater Manchester Police, Wigan Council, or a housing association.

How to request a review

Before requesting a case review, please be aware that if you are dissatisfied with an individual agencies service response, the ASB case review process does not replace individual organisations' own complaints procedures.

If you think that your situation meets the criteria, you can [request a review of your case](#) in a number of ways, including:

- Completing our [online ASB case review form](#)
- Calling 01942 486199
- Writing to ASB Case Review, Wigan Council, Community Resilience Team, PO Box 100, Wigan, WN1 3DS
- Emailing ASBcasereviews@wigan.gov.uk

You will need to provide details of:

- Each time you have complained.
- Who you have complained to (name of officer/s, if known, details of the organisation and/or any reference numbers)
- Information about the anti-social behaviour - It is important you provide us with as much information as possible to allow us to investigate your case effectively.

If a victim has a language or literacy issue or will have trouble completing a form, we will accept applications by phone or in person, but we will require a signed consent from them before any investigation can take place.