



London Borough of Enfield

Report Title	Antisocial behaviour (ASB) – to include litter, alcohol, vandalism, noise, and drug use – particularly in/on estates.
Report to	Housing Scrutiny Committee
Date of Meeting	
Cabinet Member	Cllr Savva
Executive Director / Director	Joanne Drew
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Ward(s) affected	
Classification	Part 1 Public
Reason for exemption	N/A

Purpose of Report

1. To review progress and performance against the new policy objectives set out in the Antisocial Behaviour (ASB) policy, with specific reference to litter, alcohol, vandalism, noise, and drug use, particularly in/on estates.

Main Considerations for the Panel

2. Enfield saw an 8.3% increase in ASB offences from the year ending November 2023 compared to the previous 12 months. (7,876 offences in 2021/22 and 8,527 offences in 2022/23). London saw a 4.9% increase in ASB offences compared to previous year (224,876 offences in 2021/22 and 235,966 offences in 2022/23).
3. Enfield ranks 12th highest when comparing the volume of reported ASB offences compared to the other 32 London boroughs. When considering the populations within each borough, Enfield also ranks 16th highest for the rate of ASB offences when compared to the other London boroughs.

Background

4. The ASB policy was updated and approved in October 2023 and makes a clear distinction between behaviour that is considered as antisocial and behaviour, whilst annoying, which is not deemed to be antisocial i.e., everyday living noises such as TV or music at a reasonable volume.
5. ASB on our housing estates had previously been managed jointly between Housing's Resident Relationship Team and the Corporate Community Safety Unit. The housing team oversaw complaints of ASB regardless of tenure. Case work to resolve the ASB was divided between the Community Safety Unit and the housing team. In May 2023 a new Housing ASB team was set up to manage all ASB on our estates, and we are transitioning to this to take control of all housing landlord related ASB.
6. The new ASB officers work in patches, (south, north, and west) and each manage ASB in their respective patches. The Patch list provides information on who manages where. Since its inception priority 2 cases (examples of P2 cases listed at 2.4 below) are being dealt with more robustly, serious cases are being investigated to enforcement.
7. Examples of P2 cases as outlined in the new policy.

Priority 2	<ul style="list-style-type: none">- One-off aggressive behaviour- Drugs/alcohol related reports - personal use- Misuse of housing communal areas- Verbal abuse/threatening behaviour- Noise nuisance- Neighbour disputes- Minor harassment (single or isolated incident)- Damage to property- Filthy and verminous premises- Pets and animal nuisance- Vehicle nuisance e.g., repairing/abandoned vehicle- Dumping of household rubbish/fly-tipping/littering
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8. It is recognised that ASB has increased since Covid, and more effort is required to address, investigate, as well as enforce following ASB complaints. The new Housing ASB Team and the new ASB Policy will address how and when complaints of ASB are investigated and increase the satisfaction amongst residents.

The Council's approach to ASB

9. The general approach to ASB is that we will not tolerate ASB in any form and we expect our residents to always behave in an acceptable manner. The tenancy agreement and leases set out the standards of behaviour. We will support victims of ASB and have a zero-tolerance approach to acts of ASB. We investigate all reports and, where appropriate or possible, take enforcement action against the perpetrator.
10. We have made it easier to report ASB through our website and recently introduced the noise app to allow residents to record and report unacceptable noise. The resident complaining will be sent a link to the noise app which they can download and then record the noise. This will then be sent directly to the investigating officer. We have also introduced a text message service to acknowledge the reported ASB and provide a unique case reference number and at case closure we attach a survey to capture satisfaction and feedback on ASB case management.

Service standards and improvements

11. The ASB policy sets out 12 service standards for how we will endeavour to prevent and tackle ASB on council housing estates.
 - Meet the needs of our diverse communities through a fair and consistent approach
 - Make it easy to report ASB
 - Respond to cases by the agreed timeframe
 - Keep accurate records
 - Work with residents, partner services and agencies
 - Use mediation to stop cases escalating
 - Support victims and keep in touch throughout the case
 - Sustain tenancies wherever possible
 - Take enforcement action where necessary
 - Review cases where residents request this
 - Support and develop our workforce
 - Monitor our performance

Enforcement

12. Enforcement action is taken by the Housing ASB team for breach of tenancy or breach of lease. For issues outside the tenancy and lease, enforcement action is taken in partnership with other agencies including the Police. The following table sets out the approach to enforcement:

ASB Enforcement Action	Responsible Service
Community Protection Notice	Public Space Protection Notices are issued by City Inspectors in PPL
Public Spaces Protection Order	Housing ASB team or the Police
Dispersal Power	The Police
Criminal Behaviour Order	Issued by a Court. Referrals can be made by the Police (Supported by the Housing ASB team)
Closure Order – Full or partial	Full and Partial Closure Orders - issued by Police or PPL with support from the Housing ASB team
Civil Injunction	Housing ASB team. Can be used against named persons and for entire estates
Notice of Seeking Possession and application to court to seek possession	Housing ASB team
Enforcement for breach of Lease	Housing ASB team in partnership with Leasehold Services
Temporary Accommodation Enforcement	HAS (Supported by Housing ASB team)
Acceptable Behaviour Contract	Housing ASB team (Supported by Police)
Acceptable Behaviour Agreement	Housing ASB team
Mediation	Mediation UK
Noise App	Housing ASB team
Fly Tipping	1,087 reports year to date
Parking Enforcement	453 PCNs served 71 in garage sites
Noise abatement notices	Served by the Noise Service – 19 in total, 1 on council premises
ASB warning letters issued	17

13. Seeking possession due to breach of tenancy is a powerful enforcement tool at our disposal. Our strategy moving forward is to increase the use of **Notices of Seeking Possession** where a tenant is in breach of their tenancy agreement due to ASB. Once served a Notice is valid for 12 months and it sets out the alleged ASB. If the behaviour persists, we can then make a court application and seek possession. Notice of Seeking Possession should act as a deterrent but enable the team to promptly escalate a case to court if the ASB persists.

14. The Housing ASB team will receive additional training relating to the preparation and service of these legal notices. We have served 2 notices this year, and 2 Notices of Absolute Grounds for Possession (NOAP). Possession Granted at court in 3 cases where 1 of these was evicted, 1 was rehoused via homeless, final one being dealt with by housing and pending eviction. We will monitor the impact of the service of these notices and monitor the number of cases where subsequent possession action is still required.
15. **A Community Protection Notice** is an enforcement power set out in the ASB, Crime and Policing Act 2014. This power is designed to tackle low level persistent ASB and nuisance. This notice can be served on a person who is 16 or over. The notice can include requirements for behaviour which must stop. A written warning must first be issued informing the perpetrator of problem behaviour, requesting them to stop, and the consequences of continuing.

A CPN can then be issued including requirements to stop things, do things or take reasonable steps to avoid further anti-social behaviour. A breach of a Notice is a criminal offence, it can be enforced with a Fixed Penalty Notice up to £100 or the perpetrator can be taken to court where a maximum fine of £2500 can be issued.

These warnings are being served to tackle the following types of ASB:

- drunk and disorderly behaviour in a courtyard near a block
- litter/ noise and dog fouling
- banging doors
- cannabis use

In 2023 six Community Protection Warnings issued, 1 resulted in the serving of a Community Protection Notice.

The Regulatory Environment

16. The Regulator of Social Housing (RSH) has introduced Tenant Satisfaction Measures (TSMs). There are 22 tenant satisfaction measures in total. These include 10 management information (MI) measures, which landlords need to fill in themselves. The 12 tenant perception measures (TPMs) are based on questions that landlords need to ask tenants. Of these 2 relate to ASB.
- a. **Satisfaction with the landlord's approach to handling anti-social behaviour.** In our survey with residents last year satisfaction with the management of ASB was 64% for 2023/24 this compared to 37% in 2022/23.
 - b. **Anti-social behaviour (ASB) cases relative to the size of the landlord** 48.07

Outcomes and performance

17. Between January and December 2023, the teams recorded 806 ASB complaints from residents. See appendix 1 for the full breakdown, in summary the main reasons for complaints were:
 - Drugs – 135
 - Noise – 107
 - Vandalism – 84
 - Litter - 23
 - Alcohol – 17
18. Drugs - there has been a small increase in reports of drug activity across some of our estates. We work closely with the local police officers who will carry out extra patrols in the area and will work with investigating officers to find a resolution.
19. **Noise** - the introduction of the noise app is already helping with the management of noise cases.

Case study – a resident causing unreasonable noise was referred to the Housing Team. The perpetrator was adamant they were not responsible for the noise coming from their flat. We used the Noise App and the investigating officer used the evidence and replayed the noise to the perpetrator, who instantly recognised the noise and began making excuses. A Community Protection Warning was issued, and the case was successfully resolved.
20. **Alcohol** - the number of ASB incidents related to alcohol is low because the police will lead on these so are not logged. When alcohol is being abused on our estates we work with the local police and residents' associations, if in place, to safely move the offender/s.

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Appendices - Attached below

Background Papers- ASB Policy

Departmental reference number, if relevant:

APPENDIX 1

Sum of Incident Occasions ASB Items	Year-Month												Grand Total
	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	
(General)	1		1	2							1		5
Abandoned cars				2				1					3
Alarms (persistent ringing/malfunction)				1									1
Animal problems (General)					2	3		1	1	2		1	10
Assault		1	2	3	2		1	1	1	2	1	3	17
Begging										1			1
Bullying / physical abuse	1		1	1	1	1	1	1		1		3	11
Climbing on buildings					2	1							3
Crack Houses					2								2
Damage to buildings				1		2	1	1	3				8
Damage to trees/plants/hedges							1						1
Disability	1							1		2		1	5
Domestic Violence	5	4	6	4	3	5	4	7	5	7	5	3	58
Dropping litter				1			2	2			1		6
Drug problems (general)	4	6	3	3	6	5	5	1	3	5	5	3	49
Drunken behaviour						2	1		1	2	1	1	8
Dumping rubbish					1	1		2					4
Elderly						1				2			3
Environmental Damage (General)												1	1
Fighting						1		2					3
Games in restricted/inappropriate areas				1	1		3	1					6
Hooliganism/loutish behaviour	1	1				1							3
Impeding access to communal areas		1		1	1	1	2	1	1	2	3	1	14
Inappropriate sexual conduct		1	1			1			1			1	5
Inconvenient/illegal parking							1	1		1			3
Litter / rubbish dumping (General)			1		2	1	1	1	4	2	1		13
Loitering							1					1	2
Loud music	1	2	1	1	1	3	5	3	1	2		1	21
Making threats	1			1			1	1	2	4	2	2	14
Malicious communications (General)						2	2		2				7
Misuse of communal areas (General)		2	2	2	5	9	3	6	3	8	2	1	43
Noise (General)	1	1	3	1	3	4	2	12	3	5	3	4	42
Noisy neighbours	2	3	2	1	6	5	4	8	4	2	1	3	41
Nuisance behaviour (General)	1	3	4	4	8	8	8	11	3	7	8	3	68
Pestering people	1	1			2	1	4	3	2	3	4	2	23
Presence of dealers/users	3		4	2	3	4	4	9	8	10	4	3	54
Prostitution (general)				1		1			1	3	2	2	10
Race		1	1				3			4	2	1	12
Setting fires (not directed at persons /property)									1			2	3
Sexual conduct problems (General)		1			1								2
Shouting & swearing			1		1	2	3	7	8	4		1	27
Street drinking						1	2	1	2	1		2	9
Threats and intimidation (General)	3	4	6		2	10	5	4	5	7	4	5	55
Throwing missiles								1				1	2
Urinating in public						1	1	2	1	1	1		7
Vehicle problems (General)			1			2	1	1	2				7
Verbal abuse			2		4	2	1	2	1		1	2	15
Voyeurism								1	1				2
Taking drugs		3			2		2	3	2		2		14
Uncontrolled animals						1		2					3
Noise from business/industry					1	1							2
Menacing gestures										1	2		3
Fly-tipping								1		1	1		3
Hoax Calls (General)									1				1
Sending nasty/offensive letters											1		1
Misuse of scooters and mopeds										1			1
Racing cars								1			1		2
Damage to street furniture											1		1
Sniffing volatile substances							1						1
Sexual abuse / DV			1			1			1		1	1	5
Solvent abuse	1			1				1		4		2	9
Damage property	2	1	2	1		2	3	1	5	4	3	3	27
Dangerous dogs					1	2		2	1	3	2	1	12
Taking class A drugs			1	1								2	4
Defecating in public			1								1		2
Nuisance - animals								1				1	2
Cannabis Factory		1			1								2
Brothel		1							1				2
Grand Total	29	38	47	36	64	92	75	108	81	104	67	65	806