

To: Cabinet
Date: 22nd October 2025
Report of: Tom Hook, Deputy Chief Executive for City and Citizens
Title of Report: Anti-Social Behaviour Policy

Summary and recommendations	
Decision being taken:	Approve the Anti-social Behaviour Policy 2026-29.
Key decision:	Yes.
Cabinet Member:	Councillor Lubna Arshad, Portfolio title: Community Safety
Corporate Priority:	Thriving Communities
Policy Framework:	Corporate Enforcement Policy

Recommendation(s): That Cabinet resolves to:
1. Approve the Anti-social Behaviour Policy 2026-29; and 2. Delegate authority to the Community Safety Service Manager to publish the Anti-social Behaviour Policy and to make any typographical amendments as may be required, before publication. To make minor changes in the future to reflect any relevant changes in legislation, guidance or practice.

Information Exempt From Publication	
	N/A

Appendix No.	Appendix Title	Exempt from Publication
Appendix 1	ASB Policy 2026 –29 Draft	No
Appendix 2	ASB Policy Consultation 2025	No
Appendix 3	Tenant Resident Group	No
Appendix 4	ASB Policy Consultation 2025 - Reach	No
Appendix 5	ASB Procedures 2026 - 29	No

Appendix 6	Equalities Impact Assessment	No
Appendix 7	ASB Policy Risk Register	No

Introduction and background

1. Oxford City Council is committed to tackling all forms of anti-social behaviour. Its responsibilities are integral to its role as a housing provider, environmental champion and a Responsible Authority for the Oxford Community Safety Partnership. The Crime and Disorder Act 1998, places a legal duty on the council to work in partnership to tackle the city's crime and disorder priorities.
2. Oxford City Council's existing Anti-social Behaviour Policy is reviewed every three years. The current policy expires in December 2025.

Policy summary

3. The policy (Appendix 1) sets out the council's responsibilities as a landlord, environmental protection champion and lead member of the community safety partnership.
4. It sets out the Council's view of what is, and what is not, anti-social behaviour and sets service standards depending upon the nature of the case. Anonymous cases that have no complainant details will not usually be investigated.
5. The policy describes the five core principles that underpin the council's commitment to tackling anti-social behaviour, and activities that support these principles. These are:
 - Principle One: No one should have to suffer from anti-social behaviour.
 - Principle Two: Reports of anti-social behaviour will be treated seriously and dealt with professionally.
 - Principle Three: Anti-social behaviour will be addressed firmly, fairly and proportionately.
 - Principle Four: We will work with partners in order to deliver an effective ASB service for our communities.
 - Principle Five: We will deliver high quality customer service.
6. The policy includes a reference to Oxford City Council's Compliments, Complaints and Comments process for customers who wish to provide feedback on the service they have received.

Consultation

7. A public survey on the policy ran between 9th June and 4th August 2025, receiving 188 responses (Appendix 2).
8. The overwhelming majority of respondents had experienced some form of anti-social behaviour (79%) or environmental crime (63%): noise (54%), drug related activities (46%), littering (59%) and fly-tipping (55%). These findings reflect the proportions of case types currently received by the ASB Service. Most of the

respondents (55%) reported the incident to either Oxford City Council (39%) or Thames Valley Police (35%).

9. Most respondents felt that the policy standards were appropriate (66%) with email (58%) and phone calls (40%) the most popular communication method. A majority of respondents (66%) supported contact every 2 weeks unless agreed otherwise, and 71) agreed with the requirement to contact the complainant within 5 working days, with the majority believing this was important (94%).
10. For Category 1 cases involving hate crime, safeguarding or threatening behaviour 47% of respondents felt 3 days for an initial contact was a suitable time period, with 43% disagreeing.
11. It was felt very or important that people are informed of case closure (95%) and 54% were willing to participate in mediation.
12. The majority completing the survey were female (60%). For age of those completing it was 45-54 years (20%). Council tenants (41%) were the highest tenure type completing the survey.
13. Different methods were used in promoting the consultation including regular media releases and a video by the Cabinet Member for Community Safety, Councillor Arshad. This was widely circulated on social media platforms and promoted by Thames Valley Police and Office Police and Crime Commissioner (OPCC).
14. The consultation link was included in Council publications including Your Oxford, Tenants in Touch, and the Oxford City Centre Newsletter to local businesses. Locality Officers disseminated the consultation to local community groups and contacts.
15. The Council's Tenant Involvement Team brought together a Tenant ASB Policy Review Group who reviewed the policy and its implementation. Most of suggestions and recommendations from the group were included within the new proposed policy (Appendix 3).
16. A fuller detailed breakdown of the consultation metrics is included in Appendix 4.

Social Housing (Regulations) Act 2023

17. The Social Housing (Regulation) Act 2023 Neighbourhood and Community Standards require the Council to work with local partners to help tenants live in a safe, clean, and well-maintained neighbourhood and make sure they feel secure in their home.
18. This Anti-Social Behaviour Policy and the Council's Anti-Social Behaviour Procedures (Appendix 5) are one part of our commitment to delivering the Consumer Standards requirements:
 - a. Registered providers must have a policy on how they work with relevant organisations to deter and tackle ASB in the neighbourhoods where they provide social housing.
 - b. Registered providers must clearly set out their approach for how they deter, and tackle hate incidents in neighbourhoods where they provide social housing.

- c. Registered providers must enable ASB and hate incidents to be reported easily and keep tenants informed about the progress of their case.
 - d. Registered providers must provide prompt and appropriate action in response to ASB and hate incidents, having regard to the full range of tools and legal powers available to them.
 - e. Registered providers must support tenants who are affected by ASB and hate incidents, including by signposting them to agencies who can give them appropriate support and assistance.
19. Through our tenant engagement processes we will continue to work collaboratively with tenants to develop our approach to preventing and tackling anti-social behaviour and improve our public spaces.

Safeguarding

20. The safeguarding of children and vulnerable adults with care and support needs is often an element in anti-social behaviour cases. The policy recognises how the investigation of anti-social behaviour cases supports and is supported by the Council's Safeguarding Policy.

Policy review

21. The policy will be reviewed on a three-year cycle.

Financial Implications

22. All financial implications are covered within existing budgets.

Legal Implications

23. The policy assists in fulfilling our duties under Section 17, Crime and Disorder Act 1998 which "without prejudice to any other obligation imposed on it, it shall be the duty of each authority to which this section applies to exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent, crime and disorder in its area."
24. The policy fulfils the Council's duty under Section 218A, Housing Act 1996, as amended by the Anti-social Behaviour Act 2003, requiring local authority housing providers to formulate and publish anti-social behaviour policies and procedures.
25. The Council has a range of legal powers` to deal with environmental anti-social behaviour such as noise, graffiti, litter, fly-tipping and abandoned vehicles. These responsibilities derive from various statutes and case law, but in particular from the Environmental Protection Act 1990, Clean Neighbourhoods and Environment Act 2005 and Anti-social behaviour, Crime and Policing Act 2014.

Environmental Implications

26. The policy makes a clear statement on the council's approach to tackling environmental crimes by using available powers. The implementation of this policy does not have any negative impact upon the environment.

Health and safety

27. All officers carrying out functions relating to the ASB Policy will adhere to the Corporate Health and Safety Policy, team risk assessments, personal safety training and ensure correct personal protective equipment is worn when necessary.

Equalities Impact

28. The consultation did not give rise to a negative impact of those with protected characteristics and therefore supports the assessment that the impact of the policy is likely to be positive rather than negative. The policy focuses on support and protection of victims of anti-social behaviour and has a positive impact on people with protected characteristics.
29. The impact of decisions on those with protected characteristics, whether they are the complainant or alleged subject of anti-social behaviour, will be assessed, considered and mitigated where possible on a case-by-case basis by officers and throughout a live case.
30. Disability through mental illness being the most common protected characteristic, the policy requires officers to identify where possible any support needs and seek to address them in partnership with third sector and statutory partners (Appendix 6).

Level of risk

31. ASB Policy Risk Register can be found in Appendix 7.

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Background Papers:

N/A

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