

LONDON BOROUGH OF CAMDEN	WARDS: All
REPORT TITLE Anti-Social Behaviour and Community Safety	
REPORT OF Director of Recreation and Public Safety	
FOR SUBMISSION TO Housing Scrutiny Committee	DATE 12 January 2026
SUMMARY OF REPORT As part of our “We Make Camden” pledges we have committed to creating a borough where “everyone is safe at home and safe in our communities.” This report updates the Housing Scrutiny Committee on the progress of the Anti-Social Behaviour (ASB) and Community Safety work across the borough, particularly focusing on the role of the Council as a landlord. Local Government Act 1972 – Access to Information No documents that require listing have been used in the preparation of this report Contact Officer: Maria Jacobs - Head of Neighbourhoods (Housing) Maria.jacobs@camden.gov.uk	
RECOMMENDATIONS That the Committee note and comment on the issues set out in the report.	

Signed:



Date: 2nd January 2026

1. Purpose of Report

- 1.1 Camden illustrates how community makes our borough truly great. However, while Camden's central London location brings an appealing wealth of opportunity and diversity, crime and Anti-Social Behaviour (ASB) continue to impact our residents. As part of our "We Make Camden" pledges we have committed to creating a borough where "everyone is safe at home and safe in our communities".
- 1.2 We Make Camden sets out our ambition to build a Camden where everyone is safe, whether at home or in our communities. As a registered provider of social housing, the Council can act within the locality of Camden's estates and neighbourhoods where ASB incidents occur and is connected to our residents, their households or visitors. The purpose of this report is to provide an overview of this and update members on the progress of ASB and Community Safety programmes.

2. Housing and ASB

- 2.1 As a local authority and registered provider of social housing, we have a shared responsibility with the Police to tackle ASB, creating safe places to live and work for our residents.
- 2.2 We have created and published a new [ASB Policy](#) and Procedure, setting out clearly how we manage cases and what residents can expect from us as a registered provider of social housing. The policy outlines how we aim to manage and address ASB in a fair, reasonable, proportionate, and transparent manner, putting our residents at the heart of what we do. It also ensures that our approach to ASB aligns with the measures outlined in the Anti-social Behaviour, Crime and Policing Act 2014, providing a framework for tackling ASB through prevention, early intervention, enforcement action, partnership working, and support for residents.
- 2.3 The policy sets out our joined-up response to tackling ASB in the public realm, as well as the way we deal with ASB in our homes and neighbourhoods that Camden is responsible for as the landlord. In response to our reorganisation of the housing Neighbourhoods service, we recently refreshed the procedure, and we will be rolling this out to all officers who manage ASB cases. Everyone will be expected to attend these sessions in person.
- 2.4 The refreshed procedure sets out clear pathways for when an ASB report is linked to Camden's social housing. Higher risk cases are assigned to one of the specialist Community Safety Officers or ASB Officers. NHOs will investigate low-level ASB but will still work closely with the officer assigned to any medium or high-risk cases. Both the policy and procedure encourage a trauma-informed approach, working in partnership with both statutory and voluntary agencies and

professionals.

- 2.5 Early intervention is key and there are a range of remedies available to us as both a local authority and registered provider of social housing, and we will aim to make sure the right intervention is used at the right time and escalated as soon as is possible.
- 2.6 Ultimately, as a social landlord, we have the power to remove a tenant from their home by seeking possession. This is used only in the most serious cases or as a last resort when other remedies have failed. We have had several recent successes with some long-standing and complex cases. In one recent case, a resident had a long history of abusing and threatening their neighbours on the block. We collaborated with the residents to gather evidence, and we successfully obtained an injunction. However, the behaviours persisted, and we eventually secured a mandatory possession order. This was a long and difficult case, and often there are vulnerabilities and complex factors that affect this process, but the work in partnership with our Community Safety Officers and supporting the residents through this difficult period meant we were able to remove this resident from the property which meant the people living in this block felt safe.
- 2.7 We know that prior to our new approach, tenants were dissatisfied with our response to reports of ASB. Despite Tenant Satisfaction Measures (TSMs) showing that Camden tenants, on average, feel safer in their home than the national average, satisfaction with our approach to ASB in 2023/24 (46.3%) was below the London average (54.6%). The Council asked residents at the Housing and Property Residents Panel and through door-knocking exercises what they would like to see change, and as a result developed a Council-wide approach to tackling ASB across the borough, including the creation of an ASB taskforce in 2023, recruitment of five ASB officers dedicated to tackling ASB on housing estates and training for NHOs based on a new cross-council ASB Policy and Procedure. Whilst more work is needed to properly embed this approach, this has already demonstrated better outcomes for residents, such as an 25% increase in tenants' satisfaction with our handling of ASB in 2025/25 TSMs, showing that the approach is working.
- 2.8 Despite this, ASB continues to be a key concern for residents, businesses and visitors across Camden and cuts across various aspects of the Council's work such as Housing, Health and Wellbeing as well as Social Care and Environment. While ASB can range from drug-related incidents, unauthorised access to estates to noise disturbances, the team have been working tirelessly to address some of our most challenging cases and concerns. Our data continues to highlight that some Housing Estates are disproportionately impacted by complex

forms of ASB, which is why formulating a resident-focused approach with a focus on early intervention and partnership working has been so critical in our response. Successes since February 2024 include:

Anti-Social Behaviour (ASB) Activity 2024/25

Activity	Volume / Output	Impact
ASB reports triaged	3,164	Ensured timely, proportionate responses to resident concerns
Hotspot locations targeted	1,834	Delivered joint patrols with CSEOs, Safer Neighbourhood Teams, and Routes off the Street, increasing visibility and reassurance
Estate Action Plans developed	13	Coordinated multi-agency interventions on estates most affected by ASB

2.9 We have made incredible progress in our response in this area by building on our taskforce, bringing our ASB working group together to evaluate data, transitioning our Community Protection Officers (CPO's) to Community Safety Enforcement Officers (CSEO's) to empower intervention activity, as well as merging our community safety and our education & enforcement teams to expand the use of fixed penalty notices to address environmental crime as well as ASB. A significant achievement has been the launch of our dedicated communications campaign aimed at encouraging residents to report ASB. The campaign launched in June 2025 and reports have risen by 95% already.

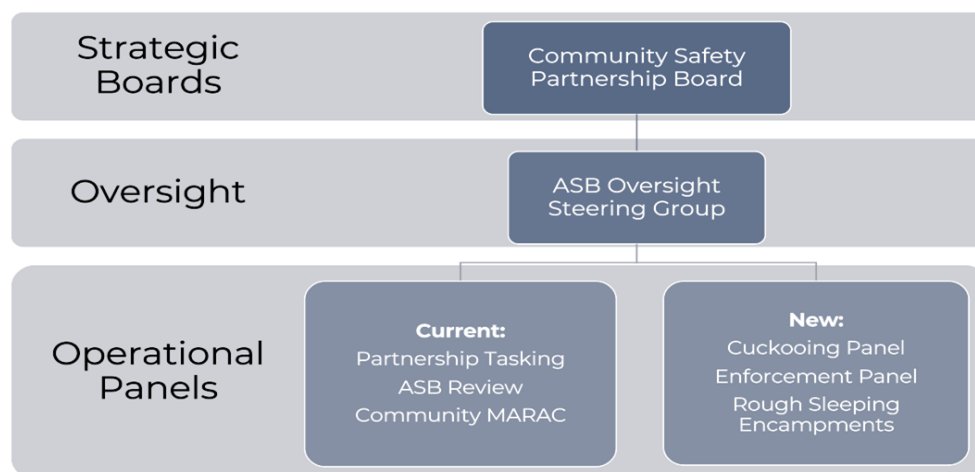
3. ASB Review

3.1 Last year the Community Safety service began an ASB Review to address concerns around management of complex cases. The review aimed to provide a solution to long-term complex cases with a focus on reducing fragmentation across the 'ASB system' by joining services together and adopting a standardised approach to use of enforcement.

3.2 Following this review, there have been several key successes which have already led to clear improvements.

- Data and Monitoring: A single point of reporting has been implemented. This means officers can track cases through one pathway, creating a single source of ASB reporting data. It reduces duplication, strengthens compliance with the housing regulator standards, and gives us the ability to monitor key performance indicators including response times. Our target is for Contact Camden to provide an initial response within **two working days**, and for Community Safety to follow up within **seven working days**.

- Investment in Officers: LBC has invested in five new Antisocial Behaviour Officers. Their role is to bring together the new reporting and triage system, while making sure residents are kept informed about the progress of their reports.
- Risk Assessment: A universal risk assessment tool for all cases has been developed. This provides consistency across case management. Importantly, it means that initial assessments are carried out for every case, so that we can triage them appropriately according to the level of risk.
- Communication and Engagement: The Community Safety Service launched a new ASB communications campaign to raise awareness of how we now work, and the different reporting methods available. The team is also recording all enforcement and engagement activity, giving us better insight into patterns and trends across the borough.
- Partnership Working: Our Mental Health Service has been brought in-house, which means we can work far more closely with other Council services. This is a significant step because it allows us to directly shape and influence social care interventions where an adult with mental health needs is either perpetrating or experiencing ASB. In practice, it means our social workers can work directly with that person, without the delays and barriers of navigating complex secondary care services or high eligibility thresholds.
- Governance: As the ASB Review draws to a close, governance arrangements have been established to support the ongoing and effective management of antisocial behaviour. An ASB Steering Group has been created to provide strategic oversight and act as a conduit between the Community Safety Partnership Board and the operational delivery of case management. The Steering Group will oversee a series of specialist panels, namely the Cuckooing Panel, Enforcement Panel, and the Rough Sleeping and Encampments Panel.



3.3 The Rapid Deployable Camera (RDC) CCTV Protocol has been revised to ensure that all requests for installations comply with statutory legislation, national guidance, relevant codes of practice, and the Council's organisational CCTV Policy, while also being responsive to the operational needs of the Community Safety Partnership. To support this a new RDC Panel has been established to oversee installations and ensure ongoing compliance.

4. Enforcement

4.1 The Community Safety service has adopted a strengthened approach to enforcement, with increased use of the tools and powers available to local authorities under the Anti-social Behaviour, Crime and Policing Act 2014. This shift has been shaped by learning from past practice, identifying areas for improvement, and embedding an overarching emphasis on early intervention. It also reflects a growing awareness and more consistent application of these powers to address antisocial behaviour effectively.

Enforcement Outcomes Since February 2024

Enforcement Action	Number Obtained/Issued
Injunctions	7
Possession Orders	5
Closure Orders (full and partial)	8
Evictions	1
Warnings	6
Antisocial Behaviour Agreements	6

4.2 Closure orders are used with the Police to close premises linked to ongoing ASB or crime, protecting residents and restoring community confidence. The above figures demonstrate that closure orders are the most frequently used enforcement tool, reflecting a targeted approach to addressing high-risk antisocial behaviour, while a combination of injunctions, possession orders, and agreements supports both early intervention and sustained case management.

Key Performance Indicators (KPI)	Data	
	2023	2025 (Nov)
Number of ASB cases logged	1,604	2,596

Number of ASB cases closed	Not recorded	2308
Number of Initial Risk Assessments conducted	Only completed for MARAC referrals	1,732
	11	
Number of community engagements	70	147
Number of Informal interventions (warning letters, joint visits, EVA etc)	Not recorded	60
Number of Formal interventions (CPW/N, CPN, NOSP etc)	Not recorded	28

4.3 The data demonstrates effective ASB management, with improved risk assessment, increased engagement, and consistent use of interventions to support residents.

5. Next steps for Neighbourhoods Service and ASB

5.1 The Housing Service is focused on key initiatives to further strengthen ASB management and resident engagement:

- Strengthening our response through a single point of contact so that residents have confidence when they make a report of ASB
- Staff Development: A strategic plan to socialise the policy and procedure to frontline staff across the service so that everyone is trained to deliver a consistent response to reports of ASB
- Ensuring residents have right officer assigned to their case with a clear plan for who and how they will be contacted until the case has been closed.

5. Finance Comments of the Executive Director Corporate Services

The Executive Director of Corporate Services has been consulted and has no comment to add.

6. Legal Comments of the Borough Solicitor

The Borough Solicitor has been consulted and has no legal comments on this report.

7. Environmental Implications

This report should contain no significant environmental impacts for Camden.

REPORT ENDS