



SCOTTISH BORDERS

ANTISOCIAL BEHAVIOUR STRATEGY 2025 - 2030





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ANTISOCIAL BEHAVIOUR STRATEGY 2025-2030

1. FOREWORD

Scottish Borders Council and Police Scotland are required under the Antisocial Behaviour (Scotland) Act 2004 to prepare and publish a joint strategy for dealing with antisocial behaviour in our area.

Individuals, families and communities can be adversely affected by antisocial behaviour and this strategy sets out the partnership approach being taken in response to that.

Within the Scottish Borders we have strong connections across organisational boundaries enabling a consistent method of working to be taken.

Performance is reported twice a year to the Police, Fire & Rescue and Safer Communities Scrutiny Board so that progress can be monitored.

Policies and Procedures will underpin front line staff working practices intended to challenge and de-escalate negative behaviour.

A range of options incorporating a whole range of early interventions up to a case being heard in court for an Antisocial Behaviour Order Application will be used.

It is important to recognise that not all cases of perceived antisocial behaviour are deliberate or intentional. The identification of underlying factors is very important so that an appropriate response can be applied. This strategy sets out how we will work in partnership to tackle antisocial behaviour in the Scottish Borders.

Councillor Tatler

Chair of the Scottish Borders Police, Fire & Rescue and Safer Communities Scrutiny Board

THE SCOTTISH BORDERS ANTISOCIAL BEHAVIOUR (ASB) STRATEGY HAS BEEN AGREED AND ENDORSED BY:

- Scottish Borders Antisocial Behaviour Partnership Working Group (ASBPWG)
- Police Scotland
- Scottish Borders Council (SBC)

THE FOLLOWING GROUPS HAVE BEEN CONSULTED THROUGH OTHER REFERENCE DOCUMENTS USED TO FORMULATE THIS STRATEGY:

- Local Elected Representative(s)
- Scottish Fire & Rescue (SFRS)
- Registered Social Landlords (RSL)
- NHS Borders
- Procurator Fiscal
- Residents of the Local Community within Scottish Borders (via public consultation).

SCOTTISH BORDERS ANTISOCIAL BEHAVIOUR STRATEGY 2025-2030

Date of signing:

Signed:
SCOTTISH BORDERS COUNCIL



Signed:
POLICE SCOTLAND



ANTISOCIAL BEHAVIOUR STRATEGY 2025-2030

2. OVERVIEW

The Scottish Borders Antisocial Behaviour Partnership Working Group (ASBPWG) is responsible for developing this Antisocial Behaviour Strategy which is ultimately agreed by Scottish Borders Council and Police Scotland as required in the Antisocial Behaviour etc, (Scotland) Act 2004. This strategy demonstrates the contribution that will be made by all partners in tackling antisocial behaviour in the Scottish Borders.

Antisocial Behaviour is a term which has various definitions. It takes many forms including noise nuisance, drunken behaviour, fly tipping, verbal abuse and physical abuse. This is not an exhaustive list.

Tackling antisocial behaviour also contributes to the priorities in the Scottish Borders Community Plan 2023 - 2033 and the Local Police Plan 2023 - 2026, the aim being to reduce the harm caused by antisocial behaviour and contribute to wellbeing within the community.

The aims will be achieved by:

- Promoting reporting of antisocial behaviour and hate crime
- Reducing repeat offending and supporting victims
- Education about the effects of antisocial behaviour and cybercrime
- Diversion of offenders away from antisocial behaviour

The purpose of the Antisocial Behaviour Strategy is to outline how behaviour of an antisocial nature will be tackled in the Scottish Borders and to ensure there is no gap in provision and consistency in approach by all agencies for people who suffer the effects of antisocial behaviour. Antisocial behaviour will be tackled in the Scottish Borders using 7 strands which incorporate the PIER (Prevention, Intervention, Enforcement and Rehabilitation) approach which was adopted when the act came into being in October 2004 and the Promoting



Positive Outcomes pillars (Prevention, Integration, Engagement and Communication) outlined in the framework document published by the Scottish Government in 2009.

1. Communication
2. Prevention
3. Integration
4. Intervention
5. Engagement
6. Enforcement
7. Rehabilitation

Within this strategy we outline the specific services provided within those strands. This strategy outlines how, by working in partnership, we will tackle antisocial behaviour and our shared vision to support all people within the Scottish Borders who want to live in a safe environment.

ANTISOCIAL BEHAVIOUR STRATEGY 2025-2030

3. BACKGROUND & CONTEXT

The problem of antisocial behaviour is not new.

The Scottish Government has made tackling such behaviour a priority and introduced the Antisocial Behaviour etc. (Scotland) Act 2004 to support this work.

The Act provides local authorities, police and other agencies with extra powers to tackle antisocial behaviour.

One of the requirements of the Act is that local authorities, jointly with the Chief Constable, produce an Antisocial Behaviour Strategy.

This strategy must include:

- **The extent of antisocial behaviour in the area**

This information is laid out in Appendix 1 to this Strategy and was the result of a Strategic Assessment conducted in 2023 and supplemented with current data

- **Information on all the services available and planned, to tackle antisocial behaviour**

All agencies that have signed up to the Scottish Borders Antisocial Behaviour Policies & Procedures (ASB P&P) have agreed the measures to tackle ASB in the Scottish Borders

- **How progress will be reported**

Through reporting to Scottish Borders Council Police, Fire and Safer Communities Scrutiny Board, twice per year

- **How information will be shared between agencies**

Information sharing is contained within the Scottish Borders Information Sharing Protocol (ISP) in the ASB Policy & Procedures (Section 2)

4. WHAT IS ANTISOCIAL BEHAVIOUR?

The Act states: A person engages in antisocial behaviour if they:

“Act in a manner that causes or is likely to cause alarm or distress, or pursue a course of conduct that causes or is likely to cause alarm or distress to at least one person not of the same household as them and that this includes speech and must involve conduct on at least two occasions.”

In practice, antisocial behaviour can mean different things to different people. Behaviour regarded as acceptable by some can be seen as antisocial and completely unacceptable to others.

Expectations of standards of behaviour can also vary between communities. Tolerance and awareness of people’s needs is an important part of tackling antisocial behaviour. It is important that care and consideration be given to all when dealing with complaints of antisocial behaviour.

An early indication to someone that their behaviour is disturbing the peace, or the lifestyle of their neighbours can be enough to resolve the problem at an early stage.

Antisocial behaviour is not confined to one specific group of people. This strategy will support all people within the Scottish Borders who want to live in a safe environment.

5. WHAT ARE WE GOING TO DO?

WHERE ARE WE NOW?

The partnership has resources and policies in place to tackle antisocial behaviour.

Good working practices that are already in place include:

- Multi-agency Core Group Meetings
- Multi-agency Hot Spot action

These are tried and tested ways/methods of tackling cases about individuals or by location.

- Noise Monitoring Equipment

Purchased by the partnership so that difficult to prove cases of ASB noise could be monitored, analysed and used to take further action against perpetrators of ASB causing alarm and distress to their neighbours or in the community.

- School Link Officers – Officers with a particular focus of early intervention and joint working with schools and youth organisations
- Local Authority Liaison Officer (LALO) - The officer represents Police Scotland at multi-agency meetings and co-ordinates multi-agency responses to community problems
- Police Scotland contribute actively with the ASBU and provide officers to link into the Antisocial behaviour process and will assist in initiatives to reduce antisocial behaviour as and when required
- 2 Community Sergeants with 11 Community Beat Officers to align with the Area Localities for Scottish Borders Council
- Mediation Accredited Officers

All these services are available to the Antisocial Behaviour Unit (ASBU) and specifically target antisocial behavior, its causes and effects.



THE WAY FORWARD

The partnership is committed to a joint ASB strategy for tackling this antisocial behaviour within the Scottish Borders and we will continue to look at ways to improve how we do this.

- Mobile CCTV

Four mobile cameras that can be deployed to areas across the Scottish Borders have been purchased for the prevention and detection of crime and antisocial behaviour. Deployments will predominantly be in open public spaces following analysis of the issue. These cameras are to complement existing town centre CCTV. The Community Safety Policy Officer is the point of contact. A procedure is in place for the cameras and the police Community Action Team Oversight Meeting will be used to approve locations. Deployments will always be overt, and appropriate signage used.

Looking at other areas we can develop, we have collected information on the extent of antisocial behaviour within the area and looked at the services required to tackle this behaviour.

Antisocial behaviour will be tackled under the 7 strands previously described.

1. Communication
2. Prevention
3. Integration
4. Intervention
5. Engagement
6. Enforcement
7. Rehabilitation

Within each of these themes we also describe how we will use the measures provided in the Act. It is also important that we give feedback regularly on how our services are working. We have outlined this process in Appendix 1.

COMMUNICATION (1)

We will use effective communication methods to reassure the public and promote confidence, and as a tool for influencing appropriate behavior.

Raising awareness of the problems caused by antisocial behaviour is an important part of this strategy. It is also important that the remedies available in the Scottish Borders are publicised and understood. Good Communication ensures the public is aware of the work being carried out, aware of the positive results and where to go for help.

Where are we now?

- Productive relationships have been established between the partners and this supports a joint approach to dealing with antisocial behaviour
- Literature advertising our service is available at locations throughout the Scottish Borders including Scottish Borders Council Offices, Libraries, Social Housing Provider Offices, Police Stations, Doctor's Surgeries and online.

The way forward:

- Productive relationships have been established between the partners and this supports a joint approach to dealing

PREVENTION (2)

We will use effective prevention methods to ensure that antisocial behaviour can be stopped as early as possible, while striving towards a continuous reduction in antisocial behaviour in the long term.

Early intervention reduces the incidence and re-occurrences of antisocial behaviour. It also means that the impact should be contained and allows the perpetrator to amend their behavior without further punitive measures.

Where are we now?

Through continued close working within the Antisocial Behaviour Partnership Working Group (ASBPWG), we have introduced and continue to develop several low key but effective measures.

We have a Partnership Analyst who collects and analyses information on antisocial behaviour so that problematic areas are identified and dealt with efficiently and effectively with the resources available.

Other low key but effective measures are:

- Housing suitability checks for people known to be antisocial
- Noisy house warnings given at an earlier stage
- Input to licensing for House in Multiple Occupation (HMO) and short-term holiday lets

- Informing perpetrators of ASB about their behaviour being monitored from an early stage
- The ASBU works closely with partner agencies to deal with more serious and protracted cases of antisocial behaviour
- Police Scotland Community Action Team (CAT) tasking and coordination meetings.

The way forward:

- Continue to seek out early intervention alternatives
- Continue to look at prevention schemes that offer people an alternative to criminal and antisocial behaviour
- Continue tasking and coordinating of the Community Action Team to work with the Scottish Borders communities to help prevent antisocial behaviour occurring
- Continue to work closely with partner agencies to help reduce antisocial behaviour
- More on-site visits with complainants of antisocial behaviour by ASB? officers.

INTEGRATION (3)

We recognise the importance of supporting the victims of antisocial behaviour and will use the flexibility offered by ASBU team restructure to enhance that support when required.

It is important to recognise that the actions of one person can have a significant effect on the lives of many. Trying to address behavior that has an impact on others can take time to resolve for a variety of reasons. It is important that we support the victims for as long as it takes while we try to obtain a resolution.

Where are we now?

- Antisocial Behaviour Officers work with people who are the victims of antisocial behaviour. They will provide advice, guidance, and support for both victims and witnesses
- RSL's provide Tenancy Support and Sustainment Officers who have been trained to provide support to tenants and provide help and advice
- RSL's have key contacts for ASB matters
- We consider Mediation where possible to resolve neighbour disputes.

The way forward:

- Continue to encourage victims of antisocial behaviour to engage with the ASBU
- Encourage perpetrators of antisocial behaviour to engage with their landlord and/or support services if required
- Build capacity within the ASBU for victims to have a single point of contact
- Identify new partners who can contribute to the reduction of antisocial behaviour and support the victims
- Where possible, have face to face contact with complainants/victims.

INTERVENTION (4)

Where antisocial behaviour develops in the community, we will employ effective intervention at an early stage with the aim of resolving matters and changing the behaviour of the offender. It is recognised that if antisocial behaviour occurs, then prompt and effective intervention is required. Working with partners, victims and perpetrators, we will endeavor to solve underlying problems and persuade perpetrators of the need to change their behaviour.

Where are we now?

Since 2022 ASBU was relocated to Langlee in Galashiels, where we are working towards building upon relationships with other integrated teams comprising:

- ASBU, Police Scotland, DAAS, Adult/Child Protection, Public Protection Unit, Scottish Fire & Rescue Service. All these services are in the same building.

We have access to other services, although not co-located, they do provide support services to the wider team that comprises:

- All other SBC departments, RSL's, Police Scotland
- Multi-Agency Forums and co-ordinate multi-agency responses to community problems
- We have a well-established system for reviewing cases
- We have formed effective working relationships with partner agencies to ensure that relevant information is shared so that the victims of antisocial behaviour can be supported and referred to other services when necessary
- We have established multi-agency arrangements which we use to ensure relevant information is shared between partners and that resources are used effectively.

The way forward:

- Work proactively with perpetrators of antisocial behaviour to ensure effective resolutions are reached, looking at other agencies and legislation 10
- Work closely with victims of antisocial behaviour to ensure they know what is happening whilst the case is ongoing
- Ensure that Policies & Procedures are reviewed regularly
- Develop working relationships with schools, community and resident groups.
- Where necessary take formal court cases proceedings against perpetrators of antisocial behaviour
- Redevelopment of the ASBU to ensure victims are supported and perpetrators are highlighted at the earliest opportunity

ENGAGEMENT (5)

This is an area of work that will require the development of resources so that we can fully engage with the communities that we serve.

Where are we now?

- We treat all complaints of ASB with empathy and complainants will get regular updates on how their case is progressing
- When requested, we support community events with help and information
- We ensure complainants have a voice in their cases.

The way forward:

- Update information online and establish regular communications networks
- Consult on ASB strategy reviews
- Development of an education plan, to ensure that all of the Borders Communities understand what is available to tackle antisocial behaviour and to manage expectations

ENFORCEMENT (6)

We aim to address the issues of antisocial behaviour by using early interventions but, when this does not work, we will use enforcement action to address and contain the behaviour. Working in partnerships, we will try and address the causes of antisocial behaviour and take remedial action. However, when this is not successful, we understand the importance of enforcement as the ultimate deterrent.

Where are we now?

Antisocial Behaviour Orders (ASBOs) are orders to protect the victims of antisocial behaviour. ASBOs were first introduced by the Crime and Disorder Act 1998.

ASBOs are not restricted from dealing with problems with neighbours and may for example be used to deal with antisocial behaviour in the wider community. They can also be made against any person irrespective of their housing tenure whether they be owner-occupiers, private sector tenants or tenants of public sector landlords including local authorities.

ASBOs for adults

In cases where antisocial behaviour cannot be resolved informally consideration will be given to applying to the Court for an Antisocial Behaviour Order to try and change offending behaviour. Breach of an Antisocial Behaviour Order is a crime and having a joint strategy produced by Police Scotland and the Scottish Borders Council is key to their effectiveness.

ASBOs for 12 – 15 year olds

As a result of the Antisocial Behaviour etc (Scotland) Act 2004, the application of ASBOs was extended to 12 – 15-year-olds. Within the Scottish Borders they will be viewed as a preventative measure intended to modify antisocial behaviour in a way which prevents it escalating to the level of criminal behaviour. ASBOs will only be applied to those young people for whom alternative options have not been effective in protecting the community.

The way forward:

- Where a person's behaviour is at risk of escalating to criminal behaviour or is causing considerable alarm and distress to the community, take steps to consider the application of an antisocial behaviour order
- Work with housing services to consider housing options which will include eviction if necessary and proportionate
- Explore the use of all the powers available within the Act to prevent matters from getting worse
- Work with agencies who may have alternate powers to deal with an issue
- Communicate with the Children's Reporter for 12 – 15-year-olds.

REHABILITATION (7)

Where intervention and enforcement has been used, we recognise the need to establish the underlying reasons for antisocial behaviour and tackle these through effective methods of rehabilitation.

Whether the measures of intervention or enforcement have worked, it is still important that those who have been the perpetrators of antisocial behaviour are given the opportunity to be rehabilitated.

Where are we now?

Short Scottish Secure Tenancy (SSST) which is a tenancy offering a reduced security of tenure. This can be used in defined circumstances and is sometimes put in place after legal action has been taken in respect of antisocial behaviour. Such a tenancy will be accompanied by an agreed package aimed at rehabilitating the individual or family concerned and the eventual conversion back to a Scottish Secure Tenancy.

Police Scotland is part of the Safer Communities Team and provides support to partners and shares information. The team consists of an Information and Statistics Officer (civilian support staff) and a Partnership Analyst (SBC staff with access to Police Scotland information systems). They can provide information as to the effectiveness of any rehabilitation efforts.

The way forward:

- Use of the Short Scottish Secure Tenancy measure to support the rehabilitation of those who behave in a manner that causes distress to others
- Explore suitable programmes for the perpetrators of antisocial behaviour to allow them to focus on changing their behaviour
- Work more closely with the SBC Justice Team to encourage perpetrators to engage with support and services and develop further rehabilitation options.

LINKS TO OTHER STRATEGIES AND PLANS

It is important to ensure that this strategy compliments and links with the other plans and strategies within Scottish Borders. A number of these are outlined below.

- **Scottish Borders Community Plan** (www.scotborders.gov.uk/strategies-plans-policies/community-planning) - This document sets out the Community Planning Partnership's shared vision for Scottish Borders Council and refers to improving the wellbeing of individuals in the Scottish Borders
- **Scottish Borders Council Plan** (www.scotborders.gov.uk/strategies-plans-policies/corporate-plan) - The Council's Plan outlines the corporate priorities of
- **Good Health & Wellbeing** - Ensure the people of the Scottish Borders have the opportunities and are supported to take control of their health and wellbeing, enjoying a high quality of life
- **Police Scotland Policing Plan** – outlines the objectives of reducing violent crime and Antisocial Behaviour. This is also reflected in The Police Scotland Local Policing Plan.

INFORMATION SHARING

To effectively manage antisocial behaviour it is vital that agencies share information at a local level.

Scottish Borders Council and Police Scotland are committed to sharing information about incidents of antisocial behaviour. They will also share with others involved in addressing antisocial behaviour. Appropriate protocols are in place for this purpose.

It is recognised that Antisocial Behaviour etc. (Scotland) Act 2004 makes substantial provisions for enhanced sharing of information between, and the provision of information to:

- Local Authorities
- Chief Constable
- Principal Reporter
- Registered Social Landlords

Having a protocol in place is recognised by all partners as one of the key tools in effectively tackling antisocial behaviour within a framework consistent with Data Protection and Human Rights legislation.

To this end the partners undertake to ensure that when involved in joint working to tackle antisocial behaviour, only relevant information required to address incidents of antisocial behaviour is disclosed.

EQUAL OPPORTUNITIES

Partners are committed to discharging their functions in a manner consistent with the support and promotion of equal opportunities.

They will act in a manner which has as its objectives the prevention, elimination or regulation of discrimination between people on grounds of sex or marital status, on racial grounds, or on grounds of disability, age, sexual orientation, language or social origin, or of other personal attributes, including beliefs or opinions, such as religious beliefs or political opinions.

MONITORING AND EVALUATION

This strategy has outlined the work that is being undertaken to address the issue of antisocial behaviour. This work will be monitored and evaluated to ensure that services are making a difference and providing the best value possible.

Safer Communities Team management will be provided with regular performance updates and will report to the Police, Fire and Safer Communities Scrutiny Board on a twice-yearly basis. The information presented to the Board will be available to the public and partners.

The Scottish Government have oversight of the statutory duty of all Local Authorities to have a strategy and to ensure that strategy is linked into performance/need.

The partnership has identified key indicators which are monitored.

The key indicators are:

- Number of antisocial behaviour incidents reported to Police, and the number of cases opened for Antisocial Behaviour Unit and RSL's
- Number of people being monitored for ASB
- Number of early interventions that are undertaken to prevent ASB

Scottish Borders Antisocial Behaviour Partnership Working Group is committed to the success of this strategy, and believe the services provided will support all people within Scottish Borders who want to live their lives in safe and secure environment.

In the production of this strategy the following has been considered:

Scottish Borders Local Police Plan 2023 - 2026
Community Empowerment Act 2015
SBC Community Plan 2023 - 2033
Council Plan 2024 - 2025
Community Fire and Rescue Plan for Scottish Borders 2021 - 2024



ANTISOCIAL BEHAVIOUR STRATEGY 2025-2030

APPENDIX 1 INFORMATION FROM ASB STRATEGIC ASSESSMENT 2023

The core work of the Antisocial Behaviour Unit (ASBU) is the monitoring of individuals with whom early intervention by other agencies has not reduced the reports of antisocial behaviour.

The ASBU will work with partners and provide a variety of interventions/warnings and ultimately court proceedings to obtain an Antisocial Behaviour Order (ASBO) should everything else fail or the seriousness of the offending warrant it.

The mainstream interventions available to the unit are:

- **Monitoring:** An individual is made aware by letter that the ASBU are now involved in the case and will be monitoring the situation. The individual is given the opportunity to contact the unit and discuss the situation further or look at engaging with the Mediation Service
- **Face to Face (F2F):** The individual is invited to meet with the ASBU and any other agency involved with the case to discuss matters further and ensure they understand that this is a formal warning and what could potentially happen next. This is not an enforceable step but important in documenting our attempts to engage with individuals who offend
- **Acceptable Behaviour Contract (ABC):** This is the penultimate intervention where the ASBU is the lead agency. This is a formal contract that is drawn up and the meeting is requested under the same terms as the Face-to-Face meeting, however it is at this stage the person will have first sight of what an Antisocial Behaviour Order may look like should we have to progress to the next stage. This stage is not enforceable but important in terms of demonstrating to the court that we have tried to engage
- **Antisocial Behaviour Order (ASBO):** The ultimate sanction and this would be taken forward by SBC legal team after instruction from the ASBU. It is a Civil Court Process, and the terms would be like that laid out in an ABC but if an ASBO is granted by the court, to breach those terms is now a criminal matter
- The ASBU can, if necessary, conduct Multi-Agency Meetings (MAM) to explore whether there is a more appropriate course of action required, based on the individual circumstances of the case

- Another important part of the core work of the ASBU is to investigate complaints made to the unit, mainly neighbour disputes but they can be community based on an area of particular concern. These types of complaints can be time-consuming and can require some detailed investigatory work to ensure that we are taking the most appropriate course of action
- All ASB Officers are now accredited Mediators and so the service has had a complete review of service delivery in the team. Early signs are that there is a good take up of the mediation service, creating less delay in responding to issues.

A significant aspect of the ASBU is the ASB Core Group. It is a multi-agency group that meets on the last Thursday of every month and this group is the operational element of the wider ASB partnership. Core Group is where information is shared, and individual cases are discussed with a view to determining what needs to happen next for each case.

The diagram below illustrates how Core Group works:

ASB CORE GROUP ATTENDANCE

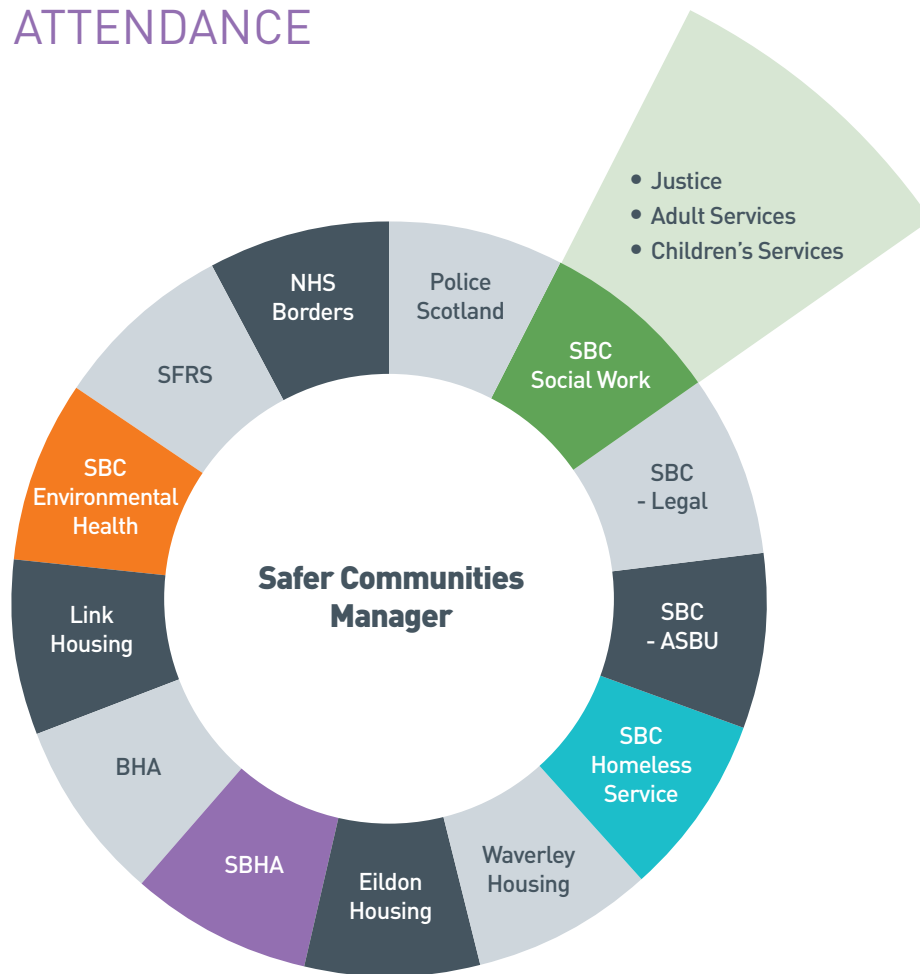


Each agency has an allocated time slot in the meeting where relevant cases are discussed. There is also the ability to invite an individual/organisation not on the list.

Another key aspect of the work of ASBU is the Antisocial Behaviour Partnership Working Group (ASBPWG). The group is responsible for policy making and is attended by management at the appropriate level to make decisions for their respective organisations. The group meets four times per year in February, May, August and November and is coordinated by the ASBU.

The diagram below illustrates how the group works:

ASBPWG ATTENDANCE

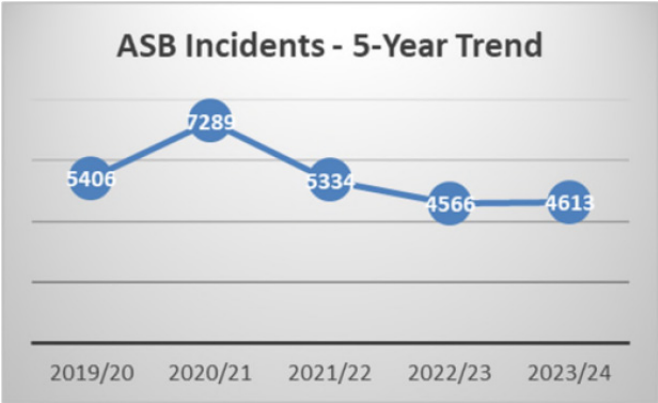


The ASBU also attends the National Antisocial Behaviour Officers Forum (ASBOF). It meets twice per year and is attended by all Local Authorities, the Scottish Government and a range of other organisations. The forum meets to exchange information, share best practice and keep up to date with any changes in legislation or Government Policy. This is to ensure that broadly all Local Authorities are working in a similar way.

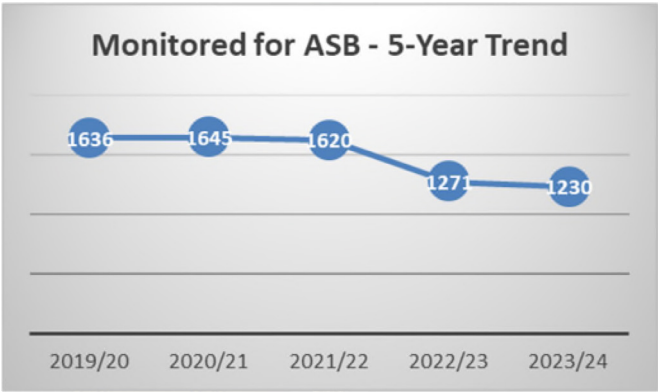
Legislation Guiding the Service, The Antisocial Behaviour Scotland (etc.) Act 2004 is the primary driver and guidance mechanism for the Antisocial Behaviour Unit and how antisocial behaviour issues are managed within the Scottish Borders.

Antisocial Behaviour etc. (Scotland) Act 2004 (legislation.gov.uk) The Scottish Borders Antisocial Behaviour Policy and Procedures defines how antisocial behaviour is handled in the Scottish Borders and aligns with the requirements of the Antisocial Behaviour Scotland (etc.) Act 2004.

Antisocial Behaviour continues to be a significant concern to residents in the Scottish Borders. As an indicator of the level of antisocial behaviour occurring within the Scottish Borders the number of antisocial behavior incidents reported to Police Scotland is shown in the chart below. There was a significant spike in 2020/21 during COVID 19 for rule breaking.



People Monitored for ASB from 2019/20 to 2021/22 and the number of people monitored for antisocial behaviour had been relatively constant. In 2022/23 there was a reduction in people monitored for ASB which is positive and in line with the reduced number of ASB incidents being reported. The trend continued in 2023/24 with a further reduction in people being monitored, which is positive.



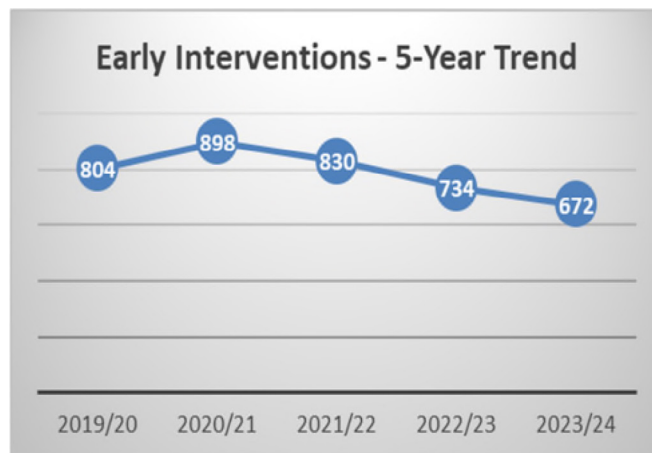
Complaints investigation is a key and time-consuming element of the work of the ASBU.

The chart below shows the volume of complaints handled by the unit in the past 5 years.



The number of complaints investigated can vary year by year but at the end of 2023.24 it is the highest level in 5 years.

To help reduce the occurrence and impact of community related and interpersonal ASB a new mediation service was introduced in March 2022 which means more officers within SBC and across partners are trained in mediation, a key early intervention to help prevent problems escalating. Early interventions have been reducing year by year since 2020/21 but this is in line with the overall reduction seen in reported incidents of ASB over the same time period. The number of people being monitored has also been reducing since 2022/23, which suggests that early interventions are helping to resolve issues earlier and are preventing an escalation in issues.



Service Development/Improvement The changes made within the unit in 2022/23 have been considerable with the expectation of providing some significant benefits for the future in terms of customer service and support for victims. The mediation service is provided free of charge, whilst nationally, users of the service must pay a charge. The Antisocial Behaviour (ASB) Officers have been aligned to mirror Police Scotland Policing Areas as well as broad alignment with housing providers. This will further improve working relationships and information sharing further.

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