



THE #ASB11 CONFERENCE 2025

PARTNERSHIPS IN ACTION

14TH OCTOBER 2025

WELCOME TO THE #ASB11 CONFERENCE!

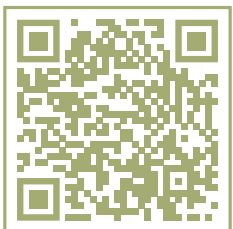
We are delighted to have you join us for a day dedicated to exploring how partnerships can transform the way we tackle anti-social behaviour. Today's programme brings together voices from housing, policing, local authorities, the voluntary sector, and the private sector – creating space for fresh connections and shared learning.

We encourage you to share your thoughts, experiences, and highlights throughout the day using the hashtag **#ASB11**

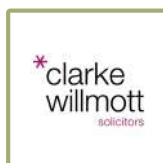
A special thank you to our sponsors – **Clarke Willmott Solicitors, CMSG, Remington Hall, ADR Mediation C.I.C, The Social Housing Round Table** and **LBL Skills** – whose support has made today possible.

Don't forget to follow our LinkedIn page for images, videos, and follow-up content from the conference. Scan the QR code at the bottom of this page

Janine, Darren, and all the associates wish you a thought-provoking and inspiring day ahead.



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Group Ltd



ASB & COMMUNITY SAFETY SOLUTIONS



REACT

Community safety software

An industry-leading, fully customisable case management system to track and resolve ASB, community safety issues and complaints across multiple teams.



ASB App

Record. Monitor. Report.

The ASB App is an all-round tool that allows your residents or service users to record, monitor and report anti-social behaviour (ASB), such as noise, nuisance and disputes.



RESPECT LINE

Out-of-hours ASB reporting

The Respect Line is a dedicated 24/7 ASB support hotline allowing residents to report issues and receive assistance whenever regular office hours are closed.

A NOTE FROM OUR CHAIR



It's a privilege to chair this year's #ASB11Conference. The theme of partnerships couldn't be more timely. Tackling anti-social behaviour has never been something any one organisation can do alone. Real progress comes when housing providers, police, local authorities, the voluntary sector, and private partners sit around the same table and share their expertise.

Today is about those conversations. It's about learning from each other, challenging our own perspectives, and taking away ideas that can make a tangible difference in our own areas of work.

I encourage you to get involved, ask questions, and make the most of the wealth of knowledge in this room. The value is not just in the sessions but in the connections you make.

On behalf of Janine, Darren, and all the associates at Green & Burton ASB, I'd like to welcome you to #ASB11. I hope you find today thought-provoking, practical, and inspiring.

MATT BAIRD
CHAIR, THE SOCIAL HOUSING ROUND TABLE

MEET THE SPEAKERS



MATT BAIRD

Matt Baird has over 14 years experience supporting the social housing sector through a range of ventures. He is the Board Co-Chair for Spring Housing and St Annes Hostel alongside being the founder and Chair of The Social Housing Round Table, a platform connecting over 4,000 sector stakeholders. On a day-to-day basis he recruits staff for the Social Housing sector nationally in partnership with Avalon Housing with his clients nicknaming him “the ethical recruiter”. As an advocate for change and authentic dialogue, Matt champions the voices of tenants and professionals within the social housing space, believing that it’s only through open discussion that true change can occur.

JO GRIMSHAW

Jo has worked for Surrey Police since 2003, starting as an Antisocial Behaviour (ASB) Caseworker. She became ASB Manager in 2012 and was promoted to Head of ASB and Partnerships in 2021, overseeing youth engagement and serious violence prevention. She manages a team of 7 ASB specialists, working with police and partners on prevention, intervention, and enforcement. Jo advises the Force on ASB strategy, implementing policies and using legislation to tackle serious crime. She leads the County’s problem-solving platform, oversees 22 Youth Engagement Officers, and developed the Surrey Partnership ASB Plan. Jo also organises key ASB events and collaborates with national and local agencies, including ASB Help and Surrey Crimestoppers.



PAUL MURPHY

Paul is currently Head of Community Safety at London Borough of Ealing Council, where he has oversight of services including ASB, Noise and Nuisance, CCTV, Prevent and co-located police services. Paul has experience at both practitioner and leadership level of applying the powers of the 2014 Act, and of using ASB powers creatively to address complex community concerns, including delivering the UK’s first abortion clinic safe access zone.

LINDSAY FELSTEAD



Lindsay is Head of the Housing Management team and jointly leads the Social Housing sector team at Clarke Willmott Solicitors. Lindsay was called to the Bar in 2000 and subsequently admitted as a Solicitor in 2005. Lindsay has a specialist advocacy skill set and is often praised by clients for her no-nonsense, practical attitude. Lindsay regularly acts for regional and national Housing Providers and Local Authorities in actions including: Anti-social behaviour injunctions; Committal proceedings; Claims for possession against tenants, trespassers and former tenants holding over; Possession and injunction proceedings against travellers and persons unknown; Advising on and drafting tenancy / licence agreements, and policies and procedures; Advising on all aspects of tenancy management issues; Common law injunctions; and Judicial review and appeals. Lindsay has provided training on all aspects of housing management and regularly speaks at national and regional conferences including CIH, the National Housing Federation and Resolve.

DR BEN ARCHER

Dr Benjamin Archer is a Senior Lecturer in Law at the Institute of Law & Justice, Sheffield Hallam University. An early-career researcher, his work focuses on the regulation of anti-social behaviour in public spaces. With support from Green & Burton ASB Associates, he is currently translating his PhD research into a good practice handbook to assist practitioners with the implementation of Public Spaces Protection Orders.



MARIE COOMBES

Marie Coombes is a coach, trainer, and workplace mediator specialising in neurodiversity, mental health, and conflict resolution. With a passion for creating inclusive conversations, she combines lived experience with professional expertise to develop safe spaces for growth and understanding. Through her work with ADR Mediation & Training, Marie transforms conflict into opportunities for connection, helping individuals, teams, and communities thrive. A podcast host and multi-award winner, she's dedicated to promoting diversity, psychological safety, and mental wellness.



ROSE SIMKINS



Rose has been Chief Executive of Stop Hate UK since 2006, leading the charity through a period of significant growth and transformation. Under her leadership, the organisation has expanded from a focus on racial harassment to tackling all forms of hate crime, most notably through its pioneering 24-hour reporting services. The helpline now receives over 3,000 contacts every year, supporting thousands of people in their time of need and influencing hate crime strategies across local authorities nationwide.

Before joining Stop Hate UK, Rose spent more than 20 years working in housing management and homelessness, followed by seven years leading refugee and asylum support services. Her commitment to eradicating social injustice, and her belief in equality and diversity as drivers of change, has shaped both her professional and personal life.

Rose is a regular keynote speaker, sits on multiple advisory panels, and is often called upon by local and national media as a trusted voice on hate crime.

CHARLIE HAMILTON KAY

Charlie started her career working for victims services in Derbyshire, she went on to specialise in ASB during her time there and worked several complex cases with partners before joining ASB Help in 2021. She is passionate about giving victims of ASB a voice and promoting best practice in ASB case management nationally. As part of the team at ASB Help she lobbies for change for ASB victims including campaigning for emotional support for all and bringing an end to the postcode lottery faced by victims utilising the ASB Case Review.



KATIE MELLON

Katie Mellon is the Team Leader for Solace in Gloucestershire, a unique multi-agency partnership tackling medium to high-risk and complex cases of anti-social behaviour. With over a decade of experience in local government, Katie has worked across housing, environmental services, and management before specialising in ASB.

She is proud to lead a team of highly skilled and collaborative professionals, bringing together knowledge and expertise from across sectors to deliver effective solutions for communities. Katie is passionate about driving the Solace partnership forward and raising its profile nationally as a model of best practice.





KULJIT BHOGAL KC

Kuljit Bhogal KC is a leading barrister based at Cornerstone Barristers with particular specialism in local government, public law and judicial review, housing, and the Court of Protection. In March 2023, she was appointed King's Counsel. Kuljit is ranked by Chambers and Partners UK Bar Directory and the Legal 500 for Social Housing Law and Public Law. Kuljit is the author of Cornerstone on Anti-Social Behaviour (2nd edition), the leading text on the powers introduced by the Anti-Social Behaviour, Crime and Policing Act 2014, published by Bloomsbury Professional. Most recently, Kuljit authored an article for The Times about Safe Access Zones outside abortion clinics, after notably acting in the High Court case upholding the UK's first abortion facility buffer zone. In her public sector work, she acts predominantly for local authorities, housing associations and health bodies.

In her private sector work, Kuljit acts for private landlords and developers. Her local authority experience goes back over 25 years and she is able to advise on the full range of local authority functions. Kuljit has an excellent understanding of the pressures faced by public bodies and is well able to service their needs. She is able to provide policy and strategic advice at the most senior levels. She has extensive experience in policy and governance issues as well as in relation to individual cases and contracts. Her recent work has ranged from governance (and other) issues relating to Public Space Protection Orders, the use (or misuse) of Community Protection Notices, the contracting out of local authority functions (in particular, homelessness functions) and the legality of Part VI Allocation Schemes.



JACK MADGE

GREEN & BURTON ASB ASSOCIATE

Jack has worked in the social housing sector for over a decade, starting out as a Housing Apprentice before becoming an Estate Officer in Somerset, where he managed cases in one of the most deprived areas of England. He played a key role in the award-winning 'OneTeam' initiative, co-chairing multi-agency work that safeguarded families, reduced crime, and became a model of best practice nationally.

He later progressed to ASB Case Manager, where he was instrumental in the Serious and Organised Crime Strategy panel, securing numerous closure orders and protecting vulnerable communities. In 2019, Jack moved into a Community Safety Coordinator role in Devon, delivering ASB training, managing complex cases, and driving service improvements.

Now PSL and Tenancy Sustainment Manager, Jack has led on co-developing ASB and Domestic Abuse policies with tenants. He is committed to improving services for victims and is passionate about sharing his knowledge with like-minded professionals.



OLIVER HENRY

Oliver Henry began his career in housing and regeneration in 1992 with a local authority in the East Midlands. Over the years, he has held a range of senior roles, from leading a regeneration and renewal team to managing a Homes and Community Agency funded organisation in Bedfordshire. His experience spans managing Crime and Disorder Partnerships, mediating between development control and national house builders, and working across complex housing and community challenges.

Alongside his public sector roles, Oliver has delivered public speaking and communication training for staff and students at an Ofsted Outstanding college, and for several years was a regular guest lecturer at a West Midlands university.

Now leading a team that delivers Chartered Institute of Housing qualifications and Department for Education-approved Housing & Property Management apprenticeships, Oliver continues to champion the role of communication as central to effective housing practice.

JON BULL

Jon is a qualified Integrative Counsellor and Protective Behaviours (PB) consultant who has worked in the social care field for over 30 years. He managed a young person's alcohol and drug service within a local authority setting for over 25 years, utilising his therapeutic skills daily, with clients and workers alike!

Now self-employed Jon is currently the CEO of a West Midlands based charity that works with children around Personal, Social, Health and Economic (PSHE) education and is carrying out consultation work for a variety of clients including Middlesex University and Green and Burton Associates.



LINDSEY GURRAY

Lindsey Gurrey brings the lived experience of being a victim of anti-social behaviour, both general and targeted, over a number of years. Diagnosed with Chronic Fatigue Syndrome/M.E. in 2008, Lindsey has seen first-hand the devastating impact ASB can have on health, wellbeing, and family life. Passionate about driving change, Lindsey speaks openly about the daily realities faced by victims and the urgent need for stronger responses from local authorities and housing providers. She advocates for victims to be heard and supported, for evidence to be taken seriously, and for solutions such as timely access to sound monitoring equipment and fair rehousing offers.

Her perspective adds an essential voice to the national conversation on how ASB is addressed, reminding professionals of the human impact behind every case.



**LEAVE IT TO THE
PROFESSIONAL**

RH



ABOUT US

Established in 1996, Remington Hall act for social landlords offering Noise Nuisance Assessment Solutions with their Class 1 Sound Recording Meters especially designed for :

Noise Nuisance
Professional Witnesses for Noise Nuisance
Anti-social behaviour

They also have a specialist in-house team of Tenancy Fraud Investigators.

RESPONSIVE

EXPERIENCED

OPERATING NATIONALLY

SOCIAL AND PRIVATE HOUSING



FIXED FEE NOISE NUISANCE ASSESSMENT

Real time, in situ, professional monitoring and recording of noise intrusion with Class 1 Sound Level Meters at a Fixed Cost.

Fully comprehensive package includes installation and collection, tenant training, monitoring noise event recordings, and a written report to HO detailing all noise events with date, time and decibel stamp and an overview of the complaint.



FIXED FEE PROFESSIONAL WITNESS

To complement the provision of our Fixed Fee Noise Nuisance Sound Meter Packages we also supply Professional Witnesses 24 hours a day to monitor noise intrusion in the complainant's property and prepare a witness statement to support the data supplied by our Class 1 Sound Level Meters.



FIXED FEE CONFLICT COACHING MEDIATION

We provide to our PRPs an after-service mediation and counselling session for the complainant of the 'noise nuisance' (and if required the alleged perpetrator as well) in cases where our findings are tantamount to general family day-to-day lifestyle noise (not genuine ASB).



TENANCY FRAUD

Our Fixed Fee Residency Report for Tenancy Fraud has become an essential and industry-wide investigative tool for housing professionals and property lawyers. A cost-effective means of gathering evidence of adverse situations such as illegal subletting, it can be supported by covert investigations at and around the tenancy address and current residence of the tenant.

Contact Us

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THE MORNING AGENDA

09.30 - Registration

We're committed to creating a welcoming and inclusive environment for everyone attending today. If there's anything you need to help you participate fully, whether that's access, communication support, or a quiet space, please let a member of the team know prior to attending and then just let us know who you are at registration. Everyone belongs here. Let's make the day work for each other.

10.00 - Welcome From Our Chair

Speaker: Matt Baird

We'll open the day with a warm welcome to delegates and an overview of what to expect. This short session will cover introductions from the hosting team, outline key timings, and highlight practical information such as venue facilities, accessibility, and housekeeping notes. A chance to settle in, connect, and get ready for a packed day of learning, insight and conversation.

10.10 - Debating the Crime and Policing Bill 2025

Chair: Kuljit Bhogal KC

Speakers: Lindsay Felstead – Clarke Willmott, Jo Grimshaw – Surrey Police, Paul Murphy – Ealing Council, Jack Madge – Associate & Teign Housing

With the Bill now progressing through Parliament, this panel brings together voices from legal, policing, housing and the third sector to explore what the latest version of the Crime and Policing Bill 2025 means in practice.

The session will unpack the current draft, explore the statutory guidance, and offer real-world insight on what needs to happen next. Expect practical tips for preparing your organisation, and discussion around the opportunities this legislation could open up.

11.05 - Working in Partnership to Tackle Hate

Speaker: Rose Simkins, CEO of Stop Hate UK

This session will look at the role of partnership working in addressing hate incidents and hate crime, and the impact collaborative approaches can have on both prevention and response. Rose will be drawing on her experience leading Stop Hate UK to share insight and good practice relevant to colleagues working across housing, community safety and enforcement.

11:40: BREAK

12.00 - The Victim Voice

Chair: Charlie Hamilton Kay – ASB Help

At the heart of every ASB case is someone living with the impact. This powerful session brings together first-hand accounts from victims – shared through in-person contributions, recorded videos, or written statements – to spotlight the emotional and practical realities of antisocial behaviour.

Facilitated by Charlie Hamilton Kay, the session will explore what victims need from agencies, what has helped or hindered their experience, and how services can respond more effectively.

A vital reminder of why victim-centred approaches matter – and a chance for practitioners to take away practical ideas for doing things differently.

12.45 – LUNCH



THE AFTERNOON AGENDA

13.45 - The Solace Partnership Model

Speaker: Katie Mellon – Solace

Generic or specialist? Single agency or co-located?

Questions that we regularly asked ourselves when deciding what makes the most effective ASB service.

Solace is a true multi agency team with the positive outcomes to show for it. Katie will be sharing the model they have adopted, other options considered and examples of what can be achieved when agencies meaningfully work together.

14.20 - The PSPO: learning from best practice and guidance

Speaker: Dr Ben Archer

Dr Archer completed his PhD on the PSPO. Keen to use this research to help support best practice, he has created a guidance document sharing recommendations and case studies. All attending delegates will receive a copy of the guidance within their welcome packs and this session provides insight into the document and its content.

14.50 – COMFORT BREAK

15.10 – The Art of Conversation

Chair: Matt Baird

Speakers: : Marie Coombes – ADR Mediation, Oliver Henry – LBL Skills, Jon Bull – Counsellor, Charlie Hamilton Kay – Deputy CEO, ASB Help, Lindsey Gurray – Resident Representative

Communication is without question the most common factor cited by residents dissatisfied with the ASB service they have received. It often features as a theme in the findings and recommendations from service complaints, ombudsman enquiries and ASB case reviews.

This session brings together a range of specialists (including those with lived experience) sharing different views on points such as:

- How we can have difficult conversations
- How we can manage expectations most effectively
- How to best manage conflict
- How we can build resilience and develop coping strategies
- Why words matter and how the language we chose can leave a lasting impact on the way we may people feel.

16.00 - CLOSE & THANKS

Wrapping Up The Day With Chair Matt Baird

To wrap up the day, Matt Baird will offer some final reflections, key takeaways and a thank you to all our speakers, contributors and delegates.

A chance to reflect on the discussions, reconnect with colleagues, and leave with fresh insight and practical ideas to take back into your work.

16.10 - Charity Drinks Reception

Delegates are invited to join us for a charity drinks reception, kindly sponsored by the team at REACT and the ASB App. We are delighted to be supporting **The Choir With No Name**, a charity who build joyful singing communities with people impacted by homelessness and marginalisation around the UK.

CHARITY DRINKS RECEPTION – SUPPORTING THE CHOIR WITH NO NAME

To round off the day at **#ASB11**, delegates are invited to join us for a relaxed charity drinks reception. It's a chance to catch up with colleagues, reflect on the sessions, and continue the conversations in an informal setting.

This year we are proud to be supporting **The Choir with No Name**, a charity that runs choirs for people affected by homelessness and marginalisation. Through the power of singing together, they provide a safe, welcoming community where members can build confidence, make friends, and find their voice again. Their work goes beyond music – it's about dignity, belonging, and creating pathways to a more positive future.



The reception is held in support of **The Choir with No Name**, with each delegate receiving a token for their first drink.



THE SOCIAL HOUSING ROUND TABLE

Creating a community from the conversations that matter, the Social Housing Round Table provides a platform for people to come together to discuss, debate and even disagree on a range of topics relating to social housing.

Famous for our free-to-attend weekly webinar, we welcome everyone from residents to regulators, board members to business innovators, executives to apprentices, to explore what's happening and should be happening next across the housing sector.

On Tuesdays at 11am we present a new topic every week - covering key themes across Customer and Community, People and Culture, Technology and Data, Quality Homes, and Policy and Governance, each with a specialist guest speaker. This year we've welcomed speakers from the CIH, NHF, Housing Ombudsman and The Regulator alongside multiple housing leaders, start-ups and specialists.

At the Social Housing Round Table, we believe it's essential to create space for conversation and inspiration outside of our own organisations - finding people and places where we feel safe to challenge with respect and question with curiosity. Our weekly webinar is just one of the ways we work with the sector to make this happen.

The LinkedIn event page for our group can be found [here](#) or just register for the mailing list [here](#). Alternatively, you can catch up on nearly 200 previous episodes via our [YouTube](#) and [Spotify](#) channels. We also work with organisations and businesses to provide presentations, chair in-person events and host / chair seminars.



WANT TO KNOW MORE?

Get in touch via thesocialhousingroundtable@outlook.com and we look forward to you joining us!

STAY CONNECTED WITH THE ASB SECTOR

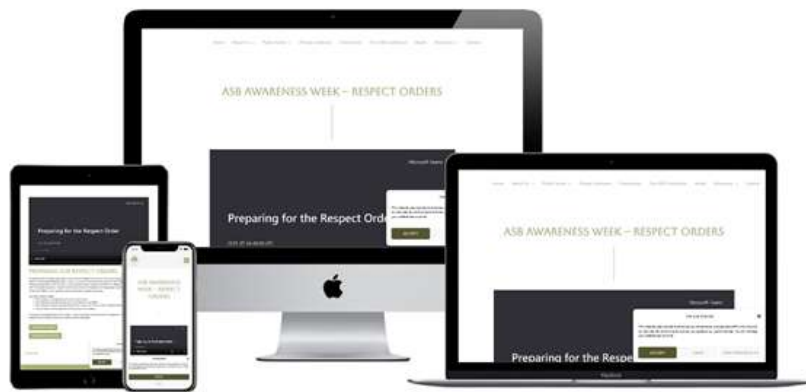
Want to keep up to date with the latest developments, insights, and best practice in tackling anti-social behaviour? Our weekly newsletter brings you sector updates straight to your inbox.

From case law and regulatory changes to practical tips and thought leadership, it's designed for busy professionals who want to stay ahead. You'll also be the first to hear about events, training opportunities, and resources from Green & Burton ASB Associates.

SIGN UP TODAY AND JOIN A COMMUNITY OF PRACTITIONERS COMMITTED TO MAKING A DIFFERENCE.

SIGNUP

WHY SUBSCRIBE?



Our subscribers don't just get updates - they get ahead.

When new tools or legislation start to take shape, we share early insights and practical resources to help you prepare. For example, following our recent webinar on the proposed **Respect Order**, delegates received an exclusive **Guidance Note** breaking down what the changes could mean in practice, from mandatory risk assessments to enforcement and positive requirements.

Resources like this are shared first with our newsletter community, along with invitations to upcoming webinars and sector updates designed to keep your team ready for what's next. On the next pages you will find the respect order factsheet – again more content we share with our newsletter ahead of everyone else!



CONSILIUM
TRAINING + SUPPORT

RESPECT ORDER FACTSHEET

The content of this fact sheet is correct as it relates to the version of the Crime and Policing Bill available on 12th June 2025. Nothing within should be construed as legal advice and the reader should refer to the version of the Bill that is current at the time of reading.

During ASB Awareness Week 2025, Janine Green was joined by Sarah Bradley from Consilium Training and Support to deliver a practical session on the proposed Respect Order – the new civil-criminal hybrid tool currently included in the Crime and Policing Bill.

The session broke down what these orders could mean in practice: from mandatory risk assessments to enforcement of breaches, supervision of positive requirements, and what landlords and agencies should be thinking about now. Delegates left with a clearer sense of how Respect Orders might fit alongside, or even replace, existing injunctions.

To support ongoing learning, we've pulled the key points into this handy factsheet. If you'd like to go deeper, the full session recording is available on our [website](#).

PRINCIPLE	DESCRIPTION
Party names	Applicant – the authority applying for the order Respondent – the person the order is applied for against
Age restrictions	The order can be made against anyone who is 18 or above. There is no maximum age restriction.
Standard of proof (on application)	Balance of probabilities
Legal test	Two conditions: I) The respondent has engaged or threatened to engage in ASB, AND II) It is considered just and convenient to make the order for the purpose of preventing the respondent from engaging in ASB
Definition of ASB	“Caused or likely to cause harassment, alarm or distress”

<p>Content</p>	<p>Where shown that it is for the purpose of preventing ASB, an order may include either or both of the following:</p> <ul style="list-style-type: none"> • Prohibitions – preventing the respondent from doing certain things • Positive requirements – compelling the respondent to do certain things <p>Where a positive requirement relates to the respondent having to undertake certain activities (e.g. attend a support session) then the Bill refers to it as an ‘activity requirement’</p> <p>These conditions must not (as far as possible):</p> <ul style="list-style-type: none"> • Interfere with the respondent’s work and/or education • Conflict with any other order that the respondent may have
<p>Relevant court for purpose of application</p>	<p>High Court or County Court</p>
<p>Who can apply for the order?</p>	<p>Local authority Police Private Registered Provider of social housing (RP) (where the behaviour of the respondent affects their housing management function) Transport Environment agency</p>
<p>Risk assessment requirement</p>	<p>The applicant must complete a risk assessment before application, setting out:</p> <ul style="list-style-type: none"> • The risk of a person/s being caused ASB by the respondent • Any vulnerabilities of the respondent • Any alternative means of resolving the ASB that have been tried • Any other relevant information
<p>Including a condition to exclude from home address</p>	<p>Can only be granted if:</p> <ol style="list-style-type: none"> 1) The applicant is a local authority, police or RP who manages the property the respondent is to be excluded from, and 2) The ASB includes the use or threatened use of violence OR where there is risk of significant harm

<p>Obligations relating to positive requirements</p>	<p>Each positive requirement must specify a supervisor who must provide evidence on the suitability and enforceability of the requirement they are acting as supervisor for.</p> <p>The supervisor must:</p> <ul style="list-style-type: none"> • Make necessary arrangements in relation to the requirement • Promote compliance of the requirement • Inform the applicant and police when the requirement is fully complied with. <p>The supervisor must also tell the applicant and police where the respondent has failed to comply with a requirement, unless:</p> <ul style="list-style-type: none"> • They believe the respondent has a reasonable excuse for noncompliance <p>Where the positive requirement is classed as an 'activity requirement' (see 'Content' section above), the duty to inform the applicant and police does not apply if:</p> <ul style="list-style-type: none"> • They believe the respondent has a reasonable excuse for noncompliance OR • A warning has not previously been given (see section below 'warning requirement'.)
<p>Warning Requirement</p>	<p>Where a respondent fails to comply with an activity requirement (without reasonable excuse) they must be given a warning first (unless they have already received one within the 12 months ending on the date that the failure to comply occurred).</p> <p>A warning must:</p> <ul style="list-style-type: none"> • Be in writing • Describe the failure to comply • Inform the respondent that a further breach may lead to prosecution <p>Additional information:</p> <ul style="list-style-type: none"> • It is the responsibility of the supervisor to issue the warning • The warning must be recorded • The warning can be hand-delivered or sent by first-class post to the last known address of the respondent.
<p>Requirements applying to every order</p>	<p>Whether written on the face of the order or otherwise, the following requirements apply:</p> <ul style="list-style-type: none"> • The respondent must keep in contact with the supervisor • The respondent must inform of a change of address <p>Failure to comply with either are deemed as breaches of the order in the same way as other conditions.</p>

Interim Orders	<p>A respect order can be applied for on a “without notice” basis. This is an interim order made without the respondent being informed until after the order is granted.</p> <p>An interim order may be made “on notice”. For example, where an order is applied for and the matter is adjourned at the first hearing. The court may grant an interim order to bring some protection whilst the application is progressing to full hearing.</p> <p>If the court grant an interim order (either without notice or on notice) it is in place until a certain date or when a further order is made/the order discharged. Positive requirements cannot be included in an interim order made without notice to the respondent.</p>
Variation and discharge	<p>On application by the applicant or the respondent, the Court (who made the original order) can add extra terms and/or extend the period that existing terms apply.</p>
Breaches	<p>The respondent commits a criminal offence if, without reasonable excuse, they fail to undertake a positive requirement or do something they are prohibited</p>
Standard of Proof (on breach)	<p>Criminal – beyond all reasonable doubt</p>
Court who deals with breach	<p>Magistrates Court (unless transferred to Crown Court)</p>
Sanction options	<p>Summary conviction – imprisonment for a term not exceeding general limit in a Magistrate's court and/or a fine</p> <p>Conviction on indictment – up to 2 years in imprisonment and/or a fine</p> <p>A conditional discharge is not possible</p>



The Government have just published their final direction to the Regulator of Social Housing to establish the Competence and Conduct Standard for Social Housing Providers.

At the heart of this direction are the

- **CIH Level 4 Certificate in Housing Practice**
- **CIH Level 5 Diploma**
- **Level 4 Senior Housing and Property Management Apprenticeship**

COMMERCIAL BUSINESS ASB SERVICES



PRACTICAL SUPPORT FOR SAFER WORKPLACES AND STRONGER CUSTOMER CONFIDENCE

Effective ASB management isn't just for housing or local authorities - it matters in every public-facing environment. Green & Burton ASB Associates support commercial organisations with expert advice, training, and policy development to help create safe, confident, and welcoming spaces for staff and customers alike.

Our specialist consultancy can help your business to:

- Develop clear ASB policies tailored to your setting
- Train staff to recognise, report, and respond to incidents
- Build links with enforcement partners for coordinated action
- Strengthen workplace culture and customer satisfaction

From retail and hospitality to leisure, markets, and entertainment venues, we work with businesses of all sizes to build confidence and capability around managing anti-social behaviour.

EXPERIENCE-LED. DATA-INFORMED. PRACTITIONER-FOCUSED.

Together, we can make your business a safe space for your colleagues and your customers.

LEVEL 2 ACCREDITED EFFECTIVE ASB CASE MANAGEMENT PRINCIPLES

Delivered in collaboration with LBL Skills

Delivered in collaboration with LBL Skills

Strengthen your confidence and capability in managing ASB cases from report to closure with this nationally accredited course, developed by Green & Burton ASB Associates and delivered through LBL Skills.

Whether you're new to ASB or experienced and looking to refresh your knowledge, this one-day Level 2 programme covers the golden threads of effective case management – from policy and partnership working to investigation, action planning, and closure.

Gain practical tools, up-to-date insight, and an accredited qualification that evidences your professional competence in line with current standards.

The Programme:

- 6 hours of interactive, practitioner-led learning
- Highfield Level 2 Accredited (GCSE equivalent)
- In-person training, capped at 12 learners per session
- Delivered both online and in-person with manageable cohort sizes

By investing in this course, you'll not only enhance your own confidence and decision-making but help your organisation strengthen its ASB response, improve customer satisfaction, and reduce complaints.

Interested?

Find out more or book your place at www.greenandburtonasb.co.uk

Or email info@greenandburtonasb.co.uk to organise a session for your team.





ADR
mediation & training

ADR MEDIATION & TRAINING CIC

Practical solutions for conflict, complaints
and community challenges



WHAT WE DO

- Mediation Training
- Conflict Coaching
- Community & Neighbourhood Disputes
- Customer Complaints Resolution
- Workplace Mediation



Reducing conflict.
Building understanding.
Creating lasting solutions.

**EXPLORE OUR SERVICES
AND TRAINING:**

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“The Housing Management Team at Clarke Willmott always provide an excellent service”

The Legal 500

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Great service... Great people...

JANINE GREEN

Janine Green is a nationally recognised authority on anti-social behaviour (ASB) and community safety, combining specialist knowledge with practical solutions. Through her consultancy, she supports housing providers, local authorities, and corporations with service reviews, policy development, training, and independent chairing of **ASB case review panels**.

She is a Subject Matter Expert with the National Counter Terrorism Unit and the Metropolitan Police, advising on the use of civil interventions to address serious crime and national security concerns. Janine also holds several governance roles, including Lay Member of the First Tier Property Tribunal (Scotland), Panellist for the Bar Tribunals and Adjudication Service and the Nursing & Midwifery Council, and in 2025 was appointed to the IPSO Standards Investigation Panel.

She is Chair of the **Customer Influence Committee at The Pioneer Group**, one of the UK's highest-rated providers for customer satisfaction. She is also part of the BBC's prestigious Expert Women list and is a sought-after keynote speaker, known for inspiring audiences with innovative approaches to tackling ASB and building safer, more inclusive communities.



DARREN BURTON

Darren Burton is a nationally recognised leader in housing, ASB and community safety consultancy. With a career spanning senior roles in housing, law and community development, he is known for helping organisations tackle complex challenges and deliver lasting impact.

He has extensive experience in consultancy and training, having led housing consultancy services at Forbes Solicitors and major community programmes as Sustainable Communities Manager at Newground Together. His work has covered safeguarding, PREVENT, domestic abuse, youth engagement, and social inclusion, alongside developing innovative partnerships to strengthen the role of housing in community safety.


Darren is a Chartered Member of the Chartered Institute of Housing and holds a BSc (Hons) in Built Environment Studies, a Certificate in Social Policy, and a Foundation Certificate in NLP. He has also held governance and leadership positions including Vice Chair of the Calderdale Domestic Abuse & Sexual Violence Operational Group and representative to the Calderdale Safeguarding Children Board. He continues to work closely with police, housing and social care partners nationally, leading projects on issues such as cuckooing, county lines and hoarding.




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



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


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



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



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



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MEET THE ASSOCIATES



JESS THOMAS:

Jess has over 20 years' policing experience in a variety of roles dedicated to the prevention and management of anti-social behaviour. Jess started her career as a Police Community Support Officer where she witnessed firsthand the devastating affects ASB can have on victims and the complexities of offender management. Drawing upon her skills and knowledge as a practitioner, Jess progressed to be the ASB lead for her force where Jess held strategic ownership for the forces' response to ASB. During this role, Jess wrote the ASB Case Review policy on behalf of her force and the local authorities within her area. Her policy has been recognised nationally as best practice and resulted in a Chiefs Commendation. In 2023, Jess was appointed the as the first ASB officer within the College of Policing. During her secondment, Jess wrote the ASB module for the Neighbourhood Policing Programme, which the Home Office has committed to rolling out to 43 police forces across the UK.



KATY ANDERSON

Katy's interest in community safety and anti-social behaviour (ASB) began during her degree in Applied Social Studies and Criminology. She has worked for the police and a local authority, focusing on complex ASB cases and large projects, earning recognition for her achievements. Since 2018, Katy has worked at a national level, collaborating with local authorities, police, and social housing providers to promote best practices, influence policy, and champion the victims' voice in ASB Case Reviews. Her passion for improving service delivery drives her commitment to making a difference.



SHARON MURPHY

Sharon Murphy is a community safety specialist with extensive experience collaborating with police, mental health services, and other partners. She has successfully implemented Public Space Protection Orders (PSPOs), applied for numerous injunctions, chaired various ASB panels, and delivered training on the ASB, Crime & Policing Act 2014. Sharon's team were POP award finalists for two years, and she received a Met Police Borough Commander Commendation in 2019. She focuses on a victim-centred, harm-based approach and provides training to help practitioners adopt this in their casework.



ROCHELLE LARGAN

Rochelle has nearly ten years of experience in the housing sector in Westminster, specialising in anti-social behaviour (ASB). Starting as an apprentice, she progressed to ASB case officer and later became team leader of a specialist ASB team. Now acting as ASB services manager, she leads a team covering 27,000 homes and works closely with partners to tackle gang violence. Rochelle specialises in tenancy-related ASB, overseeing cases and utilising powers under the ASB, Crime and Policing Act 2014.



EMMA STANDING

Emma Standing is a Tenancy Enforcement and ASB Officer with 15 years' experience in social housing, specialising in anti-social behaviour. She has practical expertise in ASB case management, utilising tools from the ASB, Crime and Policing Act 2014, and has also served as a Special Constable. Emma supports victims, manages complex cases, gathers evidence, and represents her housing association in court for civil injunctions and possession orders. She holds a Level 3 Certificate in Training and Education and is qualified to Level 4 with the Chartered Institute of Housing.



AMY STIRTON

Amy is a dedicated Solicitor and legal director, specialising in advising social housing providers on complex anti-social behaviour (ASB) cases and housing management. She is known for her innovative approach to community safety, offering practical, long-term solutions. Amy also delivers specialist training on various topics, including the Equality Act, Mental Capacity Act, domestic abuse, and self-litigation. Prior to focusing on social housing in 2013, she worked in safeguarding and domestic abuse, handling cases such as international child abduction and forced marriage. Her expertise includes supporting vulnerable adults and children in complex cases.



JACK MADGE

Jack has nearly a decade of experience in the social housing sector, starting as a Housing Apprentice and progressing to roles in anti-social behaviour (ASB) management. He worked in deprived areas of Somerset, co-chairing the award-winning 'OneTeam approach,' which coordinated multi-agency efforts to safeguard families and reduce crime. Jack later became an ASB Case Manager and contributed to tackling organised crime through closure orders. Now a PSL and Tenancy Sustainment Manager for a housing association in Devon, he leads ASB training, develops policies with tenants, and is committed to improving services for ASB victims.



CATHY CHATTAWAY

Cathy recently retired after a long career in Community Safety and Anti-Social Behaviour (ASB), starting as an ASB officer in 1996 and spending the last 15 years as the ASB Operational Lead for a housing provider, overseeing a team across 25,000 homes. She is an expert in ASB case management and has worked closely with agencies like West Yorkshire Police and mental health services. Cathy has extensive experience in developing strategies, policies, and delivering training on ASB, and she was awarded the District Commander's Commendation for her partnership work in Bradford. She specialises in the ASB, Crime and Policing Act 2014 and housing-related ASB.



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