

Metropolitan Police Service Anti-Social Behaviour Action Plan 2026-2028



**METROPOLITAN
POLICE**

**MORE
TRUST**

**LESS
CRIME**

**HIGH
STANDARDS**



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Foreword

Antisocial behaviour (ASB) harms quality of life and makes communities feel less safe. Through our New Met for London 2 plan, we are working to tackle crime in communities, strengthen our culture, and fix the foundations of policing. As part of the plan, we have built a neighbourhood policing model that enables officers to intervene early, solve problems effectively, and work closely with partners.



ASB is often complex, persistent and rooted in issues that no single organisation can solve alone. As set out in our New Met for London plan, we are committed to cutting unnecessary bureaucracy and improving the technology that supports frontline policing so that we are better equipped to serve London. While the Met has a critical role to play in tackling the types of ASB that cause most harm, we recognise that lasting solutions can only be achieved through partnership delivery working across London.

During the New Met for London 2 road-shows held at the end of 2025, communities across all 32 boroughs told us clearly that crime and ASB remain major concerns. Drug related ASB and the illegal use of e-bikes were among the issues raised most frequently. Despite the progress we have made in reducing neighbourhood crime, we know ASB continues to affect how safe people feel in their local areas.

We have already intensified our enforcement activity against illegal e-bikes and scooters, and we continue to target drug use and supply in the areas where it impacts communities most. We also recognise that these issues cannot be solved by policing alone; they require the combined commitment of organisations such as councils, housing providers, youth services, public health, transport partners and local communities.

This plan sets out the Met's specific contribution within that wider multi-agency effort; how we will improve the way we identify, record and respond to ASB, use precise and structured problem solving to address the most harmful behaviours, and work alongside partners to grip the issues that most affect how safe people feel.

We know we are most effective when we work with others - agreeing shared priorities with our community safety partners, solving problems together, and listening to the feedback our communities provide. This is why the next stage of this work will be to develop a delivery plan that will translate our strategic objectives into clear operational and tactical actions delivered by policing and partners to ensure a shared approach across London.

As Assistant Commissioner for Frontline Policing, I am determined that we will do our part to tackle ASB with precision, professionalism and with a clear focus on what matters most to our communities. By strengthening our operational response, working collaboratively with partners, and putting Londoners first, we will improve confidence and feelings of safety and pride in neighbourhoods across London.

Assistant Commissioner Matt Twist
Metropolitan Police Service



Executive Summary

This Antisocial Behaviour (ASB) Action Plan sets out how we plan to tackle ASB as part of a wider partnership response based on what Londoners have told us matters.

ASB in London

ASB takes many forms, which no single organisation can resolve alone. At events held across all 32 boroughs as part of our New Met for London 2 launch in 2025, thousands of residents told us how ASB affects them and which issues they most want us and our partners to address.

Across London – the public consistently highlighted similar issues:

- Open drug supply and visible drug use.
- Street drinking and alcohol-related nuisance.
- Dangerous and intimidating e-bike and e-scooter use.
- ASB in parks and green spaces.
- Visibility of neighbourhood police officers.

These issues impact Londoners' confidence and a feeling of safety and pride in their local areas, which is what this Plan seeks to address.

Tackling ASB in partnership

We recognise that policing is just one part of the wider partnership response required to tackle ASB across London and that our role is central when it comes to responding to the most serious issues and the incidents that require police attendance. Many instances of ASB cannot, however, be solved in isolation by policing. We know that the public are best protected when we work closely with local community safety partners and others developing a shared understanding of what works, identifying the right agency to lead and making full use of our collective powers.

We already work side-by-side with councils and other partners across London: sharing information at monthly precision crime-fighting meetings, discussing high-risk cases that need joint intervention, and taking coordinated action to protect communities. These partners include:

- London Heads of Community Safety (LHOCs), Directors of Community Safety from all 32 boroughs, alongside Met leadership
- Mayor's Office ASB Forum, attended by all borough Community Safety Managers.
- Combatting Drugs Partnerships, one in each borough, supporting delivery of the national 10 year drugs strategy and monitoring ASB, crime and treatment engagement.

At borough level, Local Strategic Partnership Boards, Safer Communities Partnerships, and Safer Neighbourhood Boards function as the key forums where ASB data, trends and joint actions are discussed.

This approach ensures we maximise both our joint and exclusive powers to tackle persistent ASB for the long term. With more neighbourhood officers and PCSOs in operational roles, we are even better placed to strengthen this collaboration and deliver consistent, effective problem-solving with our partners.



The ASB Action Plan

This Action Plan sets out how we will sharpen our operational response to ASB, build on our more operationally focussed neighbourhood policing model, and work more closely with councils, housing providers, transport partners and communities to solve problems.

The public have clearly told us that officers should be focused on stopping crime, which is what part of our New Met for London 2 Plan is set up to deliver. We know that we must focus our resources and response to tackling criminal ASB on the issues that cause the greatest harm and risk, rather than being drawn into matters better handled by other agencies.

Londoners have told us they want the police and councils to deal with ASB more effectively. Through closer partnership working, clearer responsibilities and better data, we will work to ensure the right organisation responds first time, while keeping Met officers focused on the behaviours and hotspots that require a policing response and have the biggest impact on crime and confidence.

We also recognise that some issues Londoners care about, particularly mobile phone theft and shoplifting, are not technically ASB but are experienced in the same places, by the same people, and harm confidence in the same way. Our neighbourhood policing model responds to these issues alongside ASB, ensuring a joined up approach to the problems communities experience every day and delivering the part of the response Londoners rightly expect from their police service.

We now have more neighbourhood officers working operationally in communities than at any point in recent years, with dedicated Town Centre Teams in areas worst affected by ASB. We are working hard to protect these teams so they remain rooted in communities. Their visibility, problem solving activity and relationships with residents are central to delivering our policing contribution to tackling ASB.

Our strategic objectives

This Action Plan sets out the Met's role in tackling ASB within the wider partnership response, which is focused on strengthening our approach to combating its most harmful forms and responding quickly and effectively to the incidents where the public need a policing response. This is underpinned by three clear, public-led objectives, supported by strengthened neighbourhood policing, deeper partnership working and a renewed focus on the issues that matter most to communities:

1. Improve how we identify, record and understand ASB

We will work to fix long-standing data and recording issues to build a much clearer and more consistent picture of ASB across London. This will ensure repeat victims, persistent offenders and chronic locations are identified earlier, and that the right agency is supported to lead the response.

2. Improve our operational response by targeting the highest-risk perpetrators, victims and locations

Neighbourhood officers and Town Centre Teams will focus on the issues Londoners told us matter most including open drug use, dangerous and criminal e-bike offending (nearly 3,000 bikes seized already), alcohol-related nuisance and park-based ASB. We will use our full range of ASB powers, strengthen licensing enforcement, support early intervention and diversion, and work with partners to solve problems sustainably.

3. Increase public confidence through improved communication and visibility

We will keep Londoners informed through Met Engage, local updates and joint communications with councils. Residents will see more visible patrols and clearer reporting pathways, and we will provide transparent updates on the action we are taking and the results achieved.

The next stage of this Action Plan will be to develop a detailed delivery plan - translating our strategic objectives into clear operational and tactical actions to tackle ASB. This will be produced in consultation with partners to ensure a shared approach across London through which we are all playing our part to improve safety and confidence across the capital.

Section 1: Local Context

What is anti-social behaviour (ASB)

Anti-social behaviour (ASB) is conduct that has caused, or is likely to cause harassment, alarm or distress to any person. ASB impacts how safe people feel in their neighbourhoods and often affects the most vulnerable the most.

Local context: What anti-social behaviour looks like in London

Scale

Many of London's unique characteristics contribute to higher levels of antisocial behaviour (ASB). Dense urban environments, a highly transient population, a significant night-time economy, major transport hubs and extensive public spaces all create conditions where ASB is more likely to occur.

National comparisons indicate that the Met records one of the highest volumes of ASB calls per 1,000 population across forces in England and Wales, with 26.6 calls per 1,000 people in the 2024/25 financial year. In total, the Met received 246,518 ASB related calls during that period.

ASB in London is most common in areas with high population density and overlapping crime challenges, including town centres, busy transport interchanges and housing estates. Drivers of ASB are complex and varied. Localised drug and street drinking activity, mental health related incidents, youth disorder, e-bikes and homelessness or begging, are all significant contributors. During summer, ASB linked to open spaces, large gatherings and unlicensed music events also increases.

ASB is not distributed evenly across London. Each borough faces different levels and types of demand based on population density, local economy, land use, transport links, housing mix and levels of vulnerability. This means ASB manifests differently from one community to another. Borough level data reinforces this uneven distribution and demonstrates why accurate ASB recording and better local insight are essential. A more precise understanding of risk will ensure that police resources are deployed where they have the greatest impact, particularly on personal ASB, the category where victims are at greatest risk and where policing has the strongest effect on safety and confidence.



A range of powers exist to tackle ASB, including:

- Civil Injunctions
- Criminal Behaviour Orders
- Dispersal Powers
- Community Protection Notices
- Public Space Protection Orders
- Closure Powers
- The Community Remedy

These powers can be used by the police, local authorities, housing providers, transport organisations and health partners.

The Government has also introduced further reforms to strengthen ASB powers, including:

- Respect Orders – a new civil behavioural order aimed at persistent ASB offenders. The Met is ready to support any Home Office pilot or early adoption.
- Extended dispersal periods – increasing from 48 to 72 hours to support the management of immediate or large-scale ASB.
- Higher penalties and fines – to deter offenders. We will work with MOPAC to map ASB diversion options.

Table showing ASB volume by borough FY24/25

Borough	Volume
Westminster	14,357
Tower Hamlets	12,083
Ealing	11,290
Lambeth	10,535
Camden	10,406
Brent	10,386
Newham	10,300
Southwark	10,081
Islington	9,961
Croydon	9,125
Barnet	8,753
Enfield	8,585
Haringey	8,441
Hackney	8,338
Wandsworth	7,864
Waltham Forest	7,861
Hillingdon	7,773
Lewisham	7,517
Hounslow	7,488
Greenwich	6,806
Hammersmith & Fulham	6,423
Redbridge	6,334
Bromley	5,719
Havering	5,317
Harrow	5,251
Kensington & Chelsea	5,143
Barking & Dagenham	4,590
Merton	3,943
Bexley	3,914
Kingston Upon Thames	3,350
Sutton	3,273
Richmond Upon Thames	3,173
Grand Total	244,380

Hotspots and precision insight

Over the last two years, through a precision-led approach, the Met has identified 34 ASB hot-spots, six priority town centres, and four night-time economy locations that together account for a substantial proportion of ASB and related neighbourhood crime, including retail crime, theft and violence.

These hot-spots include town centres with busy day and night-time economies such as the West End, Ealing Broadway, and Brixton Town Centre, as well as transport interchanges such as Finsbury Park and Shepherd's Bush Green.

Collectively, they account for:

- **10% of knife crime**
- **24% of theft-from-person offences**
- **6% of all ASB calls in London**

Additional contributory factors include increased use of e-bikes and e-scooters in town centres, drug-enabled ASB linked to organised crime groups and county lines, including cuckooing, as well as retail theft and the presence of open sex markets.

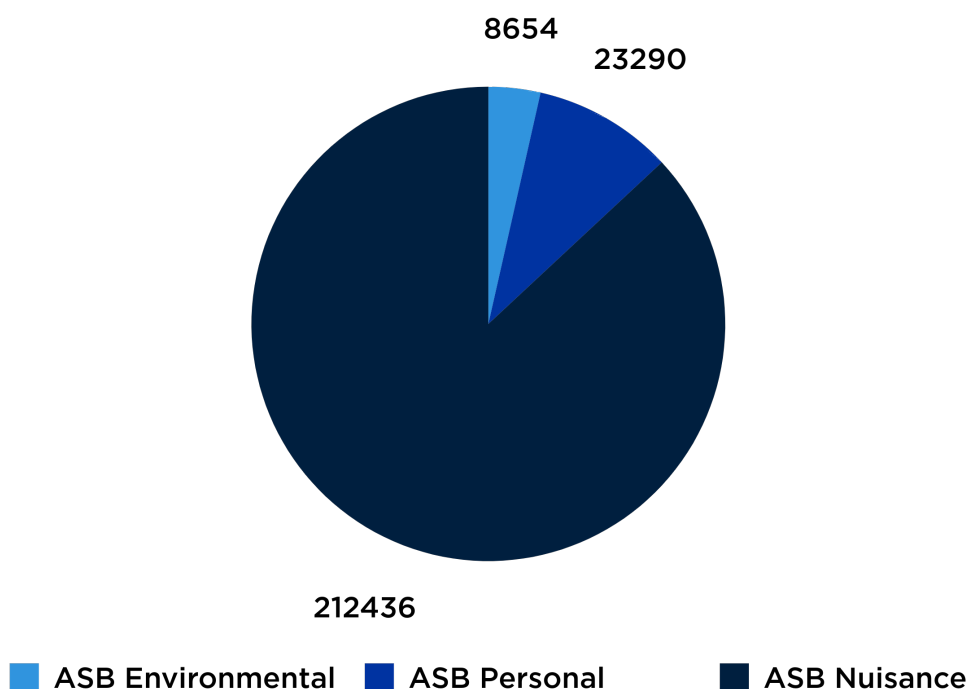
To respond effectively, the Met has invested in strengthening neighbourhood policing. We have enhanced our neighbourhoods operating model to focus on precision activity in crime and ASB hot-spots, strengthening the West End

Policing Team and establishing Town Centre Teams across London in Brixton, Shoreditch, Wood Green, Camden, Wembley, Lewisham, Kingston, Croydon, Stratford, Barking and Uxbridge.

Impact

- ASB has a significant effect on feelings of safety, well-being and quality of life and is recorded across three categories:
- Personal ASB targeting an individual or group, causing harassment, distress or intimidation.
- Nuisance ASB affecting a wider community, such as drug misuse, noisy or inconsiderate behaviour.
- Environmental ASB affecting public spaces, e.g. vandalism or littering.

ASB call volume by category for FY24/25



Personal ASB carries the highest risk and addressing it is where policing has the greatest impact.

Engagement through the Met Engage, Local Matters Survey shows that ASB remains the top concern among respondents. Between its launch and December 2025, 21,965 out of 44,934 submissions identified ASB as a priority issue. While some of these concerns overlap with recorded incidents, ASB remains under-reported, meaning community feedback provides essential additional insight.

As part of the New Met for London 2 launch, community road-shows were held in every borough. Across 32 events, neighbourhood policing visibility, ASB, drug-taking in open spaces, and perceptions of safety were among the most

frequently raised issues, each mentioned more than 300 times. According to the MOPAC Public Attitudes Survey (Q1 25/26), 43% of Londoners are worried about ASB.

This insight reinforces a clear need for the Met to focus on:

- Tackling the highest-risk personal ASB
- Identifying and safeguarding repeat victims
- Addressing repeat perpetrators
- Prioritising chronic high-nuisance locations

We will work with statutory partners to scope a more aligned model for high-risk ASB, particularly where there is a strong link to crime and its drivers.

Tackling ASB in partnership

ASB takes many forms and no single organisation can resolve these issues alone. Effective multi-agency working is essential.

We work closely with several partnership groups across London, including:

- London Heads of Community Safety (LHOCs), Directors of Community.
- Safety from all 32 boroughs, alongside Met leadership.
- Mayor's Office ASB Forum, attended by all borough Community Safety Managers.
- Combatting Drugs Partnerships, one in each borough, supporting delivery of the national 10year drugs strategy and monitoring ASB, crime and treatment engagement.

At borough level, Local Strategic Partnership Boards, Safer Communities Partnerships, and Safer Neighbourhood Boards function as the key forums where ASB data, trends and joint actions are discussed.

Neighbourhood policing design

Our refreshed neighbourhood policing model maximises the number of officers focused on tackling ASB and neighbourhood crime, with teams designed to be more visible, effective and rooted in their communities. Officers are responsible for all elements of neighbourhood policing, ensuring greater ownership and consistency.

This ASB Action Plan, alongside our commitments in A New Met for London, provides an opportunity to strengthen local partnership working further. A key principle of our operating model is ensuring that ASB receives the right response from the right agency, and that we use the full range of policing and partnership powers to protect communities, prevent harm and solve long-term problems.



Section 2: Delivery and Analysis

Overview: our action plan

We want Londoners to feel safe from ASB. To achieve this, we will prevent and reduce ASB wherever possible and respond quickly and effectively when it does occur.

Our approach is rooted in precision policing, better identification and recording of ASB, and strong partnership working. Together, we will problem solve repeat locations, protect victims and take action against persistent offenders.

Our vision

Our vision is clear: Londoners should feel safe in their communities.

We will achieve this by preventing and reducing ASB, responding effectively, and working closely with partners to solve problems, protect victims, and take robust action against offenders.

Working with our communities

Met Engage is our community platform that connects residents with local officers, providing updates on crime and safety and allowing the public to share their concerns. We will grow our use of Met Engage to keep communities informed about the action we are taking to tackle ASB. Feedback from residents will help us apply the full range of tools available, including Community Protection Warnings and Notices, Criminal Behaviour Orders and Closure Orders, to safeguard the most vulnerable people and places.

We will work closely with councils across London to support the effective use of Public Space Protection Orders and assist with enforcement where police intervention is required. Repeat victims, persistent offenders and problem locations will be addressed jointly through Community Multi-agency Risk Assessment Conferences (ASB Community MARACs).



Our strategic objectives

1: Improve how we identify, record and understand ASB

To effectively tackle ASB we need to improve our data picture around the prevalence of ASB, repeat victimisation, offender profile, victim demographics and the breakdown of crime and non-crime. We also want to better track ASB investigations from inception to outcome, including use of police ASB powers.

We will do this by:

a) Fixing data foundations and analysis issues

- An ASB Data Working Group will be established to carry out an end-to-end review of how ASB is reported and how we record it, ensuring our processes are both efficient and accurate so we have the clearest possible picture to inform precise and effective operational decisions with partners. The group will also examine how analysts can access and extract data from our case management system to better understand ASB reporting and investigation processes. This work will enable the tracking of ASB investigations, identification of repeat victims and locations, assessment of the use of police powers, identification of the most appropriate lead agency where policing is not the primary responder, and more effective problem-solving overall.

b) Better recording of data

- We will provide better guidance to our people and communities on the definition of ASB, recognising its importance alongside neighbourhood crime, with up-skilling training on use of powers.
- We will promote effective investigations and problem-solving prompts within our case management system to improve and track the victim journey.
- We will work within our call handling centres (MetCC) to ensure initial calls are correctly identified as ASB or crimes, so that the right agency provides the correct response.
- We will continue to audit ASB to identify hidden or unreported incidents within initial calls for service and ensure we are compliant with National Standards for Incident Recording.
- Our end-to-end review will identify how we can ensure that ASB incident data is accurately transferred to our case management system for investigation improving navigation, insight and most importantly, our service to communities.

c) Develop our understanding of ASB

- With improved recording and data we will improve our analysis to understand the scale of ASB compared to other call types. This includes building a better understanding of victims and their needs, locations that are persistently affected, whether the right agency is responding, and our performance.
- We will use our borough-based Precision Crime Fighting meetings to share information with council partners to ensure we have the best possible understanding of and local response to ASB.
- ASB is embedded within our Force Management Statement and Control Strategy, which uses intelligence to set policing priorities and focus resources on specific threats.

d) Improved focus on staff training

- We will use the Neighbourhood Professionalisation Pathway to strengthen officers' knowledge and confidence in applying ASB police powers and in using structured problem-solving approaches.
- We will maintain and develop officers' knowledge through continuous professional development, building a community where officers and staff can share experience and good practice. This will include an enhanced focus on problem-solving, supported by bite-size knowledge-boost sessions, case studies, and concise guides on ASB powers.

e) Better prioritisation

- Through our commitment to improve the way we identify, record and analyse ASB, we will seek to maximise our ability to focus on repeat victims, locations and persistent offenders. We will explore the use of data tools and technology to tackle ASB in our hot-spots and in our seasonal policing plans.
- We will use the Scanning, Analysis, Response and Assessment problem-solving model to tackle recurring and persistent ASB by targeting its root causes rather than just the symptoms.
- We will adopt this structured problem-solving methodology to address repeat victims, repeat offenders and recurring ASB locations, helping us identify and understand hotspot wards and town centres and bring together a coordinated, full partnership response.
- We will ensure the Met makes consistently effective decisions about deploying to ASB, prioritising police attendance for cases where the risk, harm or threat to the public is greatest.

f) In partnership we will

- We will seek to combine datasets with local authorities and incorporate public feedback to build a clearer understanding of ASB, enabling a more precise and targeted approach to tackling it. This will help ensure the right agency leads the response and support a problem-solving approach that prevents repeat victimisation. Precision Crime Fighting meetings with partners will remain a key borough-level forum for driving this activity, supported by strong engagement with the MOPAC ASB Forum as a pan-London partnership group focused on addressing ASB.

Outcomes

- A stronger, shared understanding of ASB, informed by better data, public insight and partnership intelligence.
- More accurate and consistent recording of ASB, enabling effective data sharing and joint analysis with partners.
- A more focused and effective response to the highest-harm ASB within the personal category, ensuring resources are directed where risk and impact are greatest.



Improve our response to ASB by targeting the highest risk perpetrators, victims and locations

We will do this by:

a) Continuing to strengthen neighbourhood policing

- We will continue to build on our approach to neighbourhood policing with more operational and visible officers in wards and town centres, problem-solving and focusing on hot-spots to tackle ASB.
- We will make full use of the national training programme under the neighbourhood policing guarantee to provide our officers and Police Community Support Officers with the skills and knowledge they need to respond effectively to ASB.

b) Early intervention

- We will work with partners to make better use of the ASB Early Intervention Scheme, including issuing warning letters, conducting home visits and making referrals into diversion programmes for offenders.
- We will work with MOPAC to map the ASB diversion landscape across London, identifying the full range of interventions and opportunities for earlier, more effective support.
- We will explore long-term solutions for non-deployable ASB, including the potential use of robotics and AI, to ensure police attendance is prioritised to where it is needed most.

c) Precision policing

- We will implement the problem solving programme using the Scanning, Analysis, Response and Assessment model, embedding consistent problem solving practice across ward and town centre teams throughout London. This approach will support partners in addressing the root causes of ASB in identified hot-spot areas.
- We will scope and begin the rollout of the new Early Intervention scheme as part of the problem solving programme, incorporating tools such as mediation, incremental warnings and the use of ASB legislative powers, supported by a comprehensive mapping of diversion pathways.
- We will continue the work through our Addiction, Diversion, Disruption, Enforcement and Recovery (ADDER) teams to tackle the supply of illicit drugs in the boroughs most affected, supporting partners in helping communities impacted by drug use and drug-related harm.
- We will intensify our focus on the antisocial and criminal use of e-bikes and e-scooters through the continued expansion of Op Lexand, which

has already proven successful in stopping uninsured riders, seizing non-compliant vehicles and disrupting those using e-bikes to commit offences such as phone snatches. We will accelerate its targeted deployment across London, guided by intelligence, local data and feedback from our Met Engage survey, identifying areas where the problem is most acute. Alongside enforcement, we will work with hire schemes, retailers, local authorities and Transport for London to problem-solve underlying issues, while collaborating with MOPAC to convene a London-wide summit to drive longer-term solutions. This approach will help ensure law-abiding users are supported with clear guidance on the safe use of accessible and environmentally friendly modes of transport across the city, while communities are kept informed of progress through Met Engage.

- We will expand the Clear, Hold, Build programme this year into two additional areas, strengthening our longer-term, partnership-led problem-solving approach to tackling crime and ASB. Clear, Hold, Build is a Home Office-backed, three-stage policing strategy designed to stabilise and regenerate neighbourhoods affected by serious and organised crime and persistent ASB, working alongside local partners to deliver sustainable change for communities.
- We will reflect on the successes of the V100 programme (data driven initiative targeting London's most dangerous perpetrators of violence against women and girls) and explore the potential for developing an ASB100 approach, focused on identifying the one hundred most persistent and harmful ASB offenders across London. Any future model would be informed by our commitment to improvements in ASB recording, providing clearer insight into offending patterns, and by the use of technology to more efficiently and effectively identify those responsible for a disproportionate amount of ASB.
- We will strengthen our use of police-initiated ASB statutory powers as a precise and proportionate way to target persistent offenders and protect victims. Working closely with partners, we will monitor and maximise the effective use of Community Protection Warnings, Community Protection Notices, Criminal Behaviour Orders, Civil Injunctions, Dispersal Powers, Closure Notices and Orders, and ASB Case Reviews.
- We will strengthen our approach to licensing so we can better tackle ASB linked to the night-time economy, especially alcohol and drug-related problems and any behaviour that puts women and girls at risk. We will make our approach more consistent across London and work closely with partners, including local councils, MOPAC, the Greater London Authority, licensees and schemes like Licensing SAVI. Together, we will make tackling ASB a shared priority while staying proportionate and supporting responsible businesses.

f) Improve support for victims

- We will improve the way we record and analyse ASB so we can better identify vulnerable and repeat victims and provide a more effective service. We will also review how we assess risk and vulnerability from the first point of contact and throughout ASB investigations, placing emphasis on victim care, regular updates and strong supervision.
- We will continue to engage with partners through Community Multi Agency Risk Assessment Conferences to ensure repeat and vulnerable victims are protected and receive the right service from the right agencies.
- Our problem-solving approach to persistent ASB will include a stronger focus on identifying and responding to repeat and vulnerable victims.
- Our improved neighbourhood operating model means we have more operational officers on patrol in ward and town centre teams, who will directly engage with residents, visitors and local businesses about our response to ASB.
- Through Met Engage our neighbourhood officers will keep local communities updated about how we are responding to ASB and will proactively seek their feedback.

g) Diversion

- Through our Addiction, Diversion, Disruption, Enforcement and Recovery (ADDER) teams we will work with local partners and diversion schemes linked to county lines to help divert persistent ASB perpetrators away from further offending.
- We have strengthened our neighbourhood policing model, with more operational officers and dedicated ward officers to focus on the safety of children and young people, including on their routes to and from school. When young people regularly come to notice, whether through vulnerability or ASB-related behaviour these officers will work with schools, local authorities and other partners to ensure the right interventions and diversion opportunities are put in place by the agencies best equipped to support them. This approach directly aligns with the Met's Children's Strategy and reinforces our commitment to keeping young Londoners safe and preventing their involvement in ASB, whether as victims or offenders.
- We will increase our use of out-of-court disposals for ASB, including conditional cautions and community resolutions. These tools help tackle the root causes of behaviour and provide quick, practical consequences without unnecessary criminalisation.

Outcomes

- More high-risk ASB perpetrators identified and managed through criminal justice outcomes, out-of-court disposals and civil orders.
- Increased use of police-initiated civil and criminal powers to target persistent offenders.
- Less repeat victimisation and improved outcomes for victims of ASB.
- Better joined-up problem solving with partners through proactive management plans and use of the Scanning, Analysis, Response and Assessment model.
- Enhanced visibility alongside council and civil enforcement teams in local neighbourhoods.
- Improved public trust and confidence in our response to ASB.



Increase public confidence through improved communication and visibility

We will do this by:

- Work with our statutory partners to deliver a London-wide ASB communications campaign, improving awareness of what we are doing and how communities can work with us.
- Help the public understand who does what by jointly explaining the role of the Met in responding to the most serious and harmful forms of ASB, and which issues are better handled by other agencies such as local authorities or housing providers.
- This ensures people get the right help first time, sets clear expectations, and supports all partners in reducing ASB across London.
- Share regular local updates through Met Engage, including what neighbourhood officers are doing to tackle ASB, and run a new survey to gather feedback on the Action Plan. Messages can be translated into different languages to reach more residents.
- Showcase our work through social media and London-wide media, highlighting successful operations, positive outcomes and community problem-solving. Where appropriate, we will use Body Worn Video to demonstrate transparency and build confidence.
- Provide updates through press releases and media opportunities, including inviting journalists to key operations so communities can see our activity first-hand.
- Support our officers and staff through internal communications, with guidance, FAQs and resources to help them deliver a consistent and effective response to ASB.
- Update and improve ASB information materials, ensuring leaflets, online content and digital advertising reflect the new Action Plan and reach the areas most affected.
- Keep partners informed through briefings, updates and shared communication materials, helping ensure consistent messaging and strong collaboration across London.

Outcomes

- Londoners understand the role of the Met in responding to ASB and how we will work with partners.
- The public have greater confidence in reporting ASB to the right agency and feel supported when they do.

Section 3: Sustainability

Delivery plan

The next stage of this work is to develop a detailed delivery plan that will translate our strategic objectives into clear operational and tactical actions. This plan will be created in consultation with partners to ensure a shared approach across London. As part of this, we will keep our neighbourhood operating model under review, making the best use of our more visible neighbourhood teams in wards and town centres. We will continue to work closely with partners to ensure we respond effectively to ASB and meet the needs of local communities.

Deployable incidents

We will review how we define and respond to “deployable” ASB incidents to ensure police resources are focused on the forms of ASB that pose the greatest risk to public safety or a feeling of safety. This work will help ensure we are where the public most need us, while supporting partners to lead on incidents where they are best placed to respond. In line with the 2024 Policing Productivity Review, we will also examine wider areas of “non-crime” demand that take up officer time, including ASB, and work with MOPAC and London Councils to identify and remove unnecessary demand so that the right agency can respond effectively to ASB. The Right Care, Right Person approach has already shown how important it is for public services to respond only to the demand they are best placed to manage. While some non-crime ASB incidents require a police response, many do not, and we have often stepped in where other agencies are better suited to lead. This must change so that police time is focused on the ASB that poses the greatest risk to public safety or a feeling of safety.

Delivery and governance

The ASB Action Plan, along with its internal Delivery Plan, will be overseen by the Neighbourhood Policing Board, chaired by the Commander responsible for neighbourhoods. The Board will track progress against commitments and ensure ownership and engagement across the Met. We will continue to work closely with the strategic partnership groups that play a key role in tackling ASB across London. These stakeholders will receive regular updates on our progress:

- London Heads of Community Safety (LHoCs) – bringing together Directors of Community Safety from all 32 boroughs, alongside the Met’s neighbourhood Policing lead and ASB Senior Responsible Officer. LHoCs will play a key role in co-creating and developing the Delivery Plan, helping to define the operational and tactical actions needed to deliver the improvements set out in this ASB Action Plan.
- Mayor’s Office ASB Forum – co-chaired by the Mayor’s Office ASB portfolio lead and attended by all 32 borough Community Safety Managers. This pan-London partnership forum supports joint problem-solving and alignment of local and regional ASB priorities.



