



**Summary Document**  
**Anti-social Behaviour Procedures**

Managing Anti-Social Behaviour  
(Council Housing Tenants & Leaseholders)

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## INTRODUCTION

The purpose of this document is to summarise our procedures for preventing and tackling antisocial behaviour (ASB) and provide clear guidelines in relation to:

- Reporting ASB
- How the council will deal with reports/complaints of ASB
- What may be expected of you to help resolve the ASB you are experiencing
- The support offered for victims, witnesses, and perpetrators
- The ways in which different agencies may inform and assist the planning of action to tackle ASB cases.
- Closing an ASB case

## ASB POLICY STATEMENT

The Council recognises that preventing and tackling ASB effectively will have a positive impact within communities and neighbourhoods and, where appropriate, we will work in partnership to prevent and resolve ASB at the earliest opportunity. The Council will support tenants and leaseholders effectively through partnership working, identifying hotspot locations; providing professional advice and support; taking appropriate enforcement action and delivering initiatives to reduce ASB effectively.

## DEFINITION OF ASB

‘Anti-social behaviour’ is a broad term for describing different types of behaviour. The ASB policy and procedure is designed to deal with ASB that directly effects the housing management functions of the Council.

‘The Council will assess each case individually against the definition set out in the [Anti-social Behaviour, Crime and Policing Act 2014](#) which defines ASB as:

- (a) conduct that has caused, or is likely to cause, harassment, alarm or distress to any person,
- (b) conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, *or*
- (c) conduct capable of causing housing-related nuisance or annoyance to any person.

The Council has extended the above definition to also include behaviour by residents, groups of residents, members of their household or their visitors, which would generally be considered to cause annoyance, nuisance or disturbance to other people in the area.

In all cases, judgment will be exercised to decide what amounts to ASB in each individual situation by following the general principles of the Councils ASB Housing Policy and Procedures.

## HOW TO REPORT ASB

Reports of ASB can be made in the following ways:

- via the Council [website](#) or by contacting the Customers Service Centre 01473 432000
- by contacting the Police

- 101 or <https://www.suffolk.police.uk/contact-us/report-something>

- Crime stoppers to report any crime anonymously on 0800 555 111 or via their website [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org) (An independent charity which is not part of the police.)
- Remember to call 999 if immediate Police response is required (*i.e., a crime is in progress or about to happen*) and to report drug activity.

## **HOW WE DEAL WITH YOUR COMPLAINT**

The Council will always encourage people to discuss complaints with the person they allege is responsible, where it is felt safe to do so. Sometimes people are unaware they are causing a nuisance, especially when the problem relates to noise, and so a neighbour may just need advising that their behaviour is upsetting you.

Once a report is received, we will aim to:

- deal with your complaint as quickly as possible
- aim to resolve the complaint wherever possible by discussing the matter with you and the person you allege to be responsible
- work with other appropriate agencies such as the police
- maintain regular contact with you until your complaint has been resolved
- consider the use of enforcement action where this is appropriate

We will undertake an assessment of your case and consider factors such as any specific vulnerabilities relating to you or your family members, whether the complaint includes violence or threats of violence and whether the complaint is motivated by hate behaviour.

## **COUNTER ALLEGATIONS**

In some instances, both parties may be responsible for the behaviour or harassment and in such cases, the Officer will seek to establish further facts. This may include contacting the police where reports have been received as well as speaking to neighbours and close by residents, who may also be affected by the anti-social conduct.

## **EARLY INTERVENTION**

When a case has been created, where possible, the Council will adopt an early intervention approach to resolve complaints without the need for legal action. Non legal remedies available to use include, but not limited to:

- verbal and written warnings
- multi-agency/partnership working
- Acceptable Behaviour Contracts and Parenting Agreements
- mediation
- referral to support services

## **ACTION PLANS**

Where appropriate the investigating Officer will agree a plan which generally includes the actions we will take to resolve the ASB along with the method and frequency of contact with you, referrals to other agencies and what we expect from you for example, recording any further incidents.

As part of investigation into the complaint, the Council will gather evidence in a number of ways which may include but is not limited to:

- interviewing victims, witnesses and perpetrators
- obtaining Community Impact and Witness statements
- gathering information from other agencies, such as the police

## **PARTNERSHIP WORKING**

As a registered provider of social housing, we are empowered to tackle ASB caused by any person whose behaviour impacts upon the communities that we serve. Therefore, we will work closely with partner agencies, both statutory and voluntary, to resolve complaints and issues in the most effective way. The ASB Team have established successful working partnerships with internal colleagues and external partners, developing and delivering effective action plans and strategies for dealing with ASB in our neighbourhoods.

## **HOW YOU CAN HELP**

When you report an issue to us you may be asked to complete an incident monitoring log sheet to help build a picture of the activity taking place. These sheets help provide essential evidence that will help us take further action if required. The investigating Officer will explain these further, making sure you know how to complete them and understand their purpose.

## **LEGAL REMEDIES**

Legal action is generally only used when all other interventions and attempts to change the ASB have failed. However, the Council will quickly pursue possession action in cases of a serious or criminal nature and, where such action is assessed as being proportionate and reasonable in the circumstances.

The legal options available to the Council include:

- Notice of Seeking Possession
- Community Protection Notice
- Civil Injunction
- Closure Order
- Possession Order

## **SUPPORTING VICTIMS, WITNESSES AND PERPETRATORS**

The Council aims to ensure that victims and witnesses feel supported by offering regular support which may include helping you to attend court – if relevant.

The level of support you receive will be individually tailored to meet the needs and circumstances of the case. As a minimum standard, we will provide a named Officer who will maintain a regular contact with victims and witnesses, keeping them fully informed throughout the process.

Sometimes, support is also extended to perpetrators who commit ASB and require support to resolve issues and change their behaviour.

Any identified issues or vulnerabilities will be taken into consideration when identifying support requirements for victims, witnesses and perpetrators.

## **CLOSING A CASE**

All reports of ASB will be treated as an open case until it is agreed with the complainant and the Council that the case can be closed.

The Officer, in discussion with the ASB Manager, will close the case when:

- action has been taken which has resolved the issue
- it has been found that the issues reported are not what the Council considers to be ASB
- following investigation, there is no ASB occurring or insufficient evidence to support further action
- the person reporting ASB fails to assist in providing evidence therefore no further action can be taken

## **CONFIDENTIALITY**

Information received from victims and witnesses of anti-social behaviour will be treated as having been given to the Council in confidence and Officers will do all they can to protect the identity of victims and witnesses. Information shared with us will only be used to manage your case and will not be disclosed to third parties, unless those providing the information have agreed that we may do so.

## **MONITORING OUR PERFORMANCE**

The Council is committed to continually reviewing the service provided to identify best working practice and any service improvements that may be required. We will monitor our performance by:

- setting targets and measuring the level of satisfaction with our service
- publishing details of our performance in our annual report and other media
- reviewing our policies and procedures on a regular basis and updating them in line with changes in legislation or developments in good practice

## **HOW TO COMPLAIN**

Officers aim to provide a high-quality service however If you are unhappy with any aspect of the way in which your complaint has been handled, you can challenge this through our complaints process. All complaints received, are investigated and responded to in line with the Council's complaints procedure, details of which can be found [here](#).

This document is owned by, and will be reviewed by:

**ASB Team  
Community Support  
Ipswich Borough Council**