

Anti-social behaviour - What is it?

Anti-social behaviour (ASB) is specified under the Anti-social Behaviour, Crime and Policing Act 2014 as:

“conduct that has caused, or is likely to cause, harassment, alarm or distress to any person”

We want to make it easy for you to know what to do if you're facing anti-social behaviour (ASB) or other difficult behaviour.

Some problems count as ASB, others don't, and some are criminal offences. Because of this, it's difficult to know who to speak to for help.

Below, you'll find advice with the most common issues people might face. Including whether it would be considered as anti-social behaviour in the context of Ipswich Borough Councils procedures.

- What you can do to help resolve the issue
- Who you need to speak to (e.g., Your Housing Officer, Environmental Protection, the police)
- How to report it to us if it is anti-social behaviour.

What would not be considered as Anti-Social Behaviour

Behaviour that would not generally be considered as unreasonable or is a result of lifestyle differences is not considered anti-social. This may include, but is not limited to, the following examples:

- Babies crying
- Cooking odours (although this may be considered an issue when odours come from mixed residential / business use properties)
- Normal behaviour occurring at unusual times due to different working patterns, provided that the resident is attempting to keep disturbance to a minimum
- One-off celebrations (although this can depend on the noise volume)
- Clash of lifestyles including cultural differences
- Children's play
- Noise transference from one property to another (such as children running across the floor in a flat)
- DIY or garden upkeep during reasonable social hours
- Cats roaming and fouling

- “My neighbour is intimidating me by staring/talking about me/using swear words”
- Brief periods of noise (such as occasional dog barking)
- Playing of games including football in gardens or in the street, except when it leads to excessive noise, damage or continual intrusion into other peoples’ gardens
- Households falling out with each other
- People gathering and socialising in open public spaces – unless they are causing damage, being abusive or threatening, or being excessively noisy
- Civil disputes such as boundary issues
- Disputes between neighbours due to the siting of wheelie bins.

When behaviour is ASB how to deal with it or report

- Depending on the type of anti-social behaviour you’re experiencing, there are different steps you should take.
- Keep records on an [ASB Log Sheet](#) which will assist should your case progress to court as they provide an accurate record of what you have experienced, in your own words.
- Make notes of the time and place of incidents. Include as much detail as possible such as who was involved, how long it lasted, if there were other witnesses and how it made you feel. You can also take photos, as long as it’s safe to do so and won’t make the situation worse. Use the link above to obtain a log sheet.

Can you talk to the person involved?

- If you feel safe and comfortable to do so, try talking to the person involved about how their behaviour is affecting you and tell them what you think may improve the situation. Listen to their views and try to reach a compromise. Refer to our 10 tips for ‘**Talking to your neighbours**’
- Do not apportion blame as this can aggravate a situation.

How do I report ASB?

You can report anti-social behaviour on-line to Ipswich Borough Council [Report Anti Social Behaviour](#)

Or if you wish to report something anonymously, information about crimes can be reported to [Crime Stoppers](#)

In an emergency, you should always call 999. An emergency situation is:

- when a crime is happening
- when someone suspected of a crime is nearby
- when someone is injured, being threatened or in danger.

To report ASB or a crime when it is not an emergency call 101. Or report online at [Police UK](#) .

What can I do if I have previously reported the issues?

If you have already reported ongoing ASB to either:

- The police
- Ipswich Borough Council

and you would like a say in the way your complaint has been handled, you have the right to request a Case Review (formerly known as the Community Trigger).

What is a Case Review?

The Anti-Social Behaviour, Crime and Policing Act 2014 introduced specific measures designed to give victims and communities a say in the way that complaints of Anti-Social Behaviour are handled. This includes a Case Review, which gives victims of persistent Anti-Social Behaviour reported the right to request a multi-agency review where the threshold is met.

The review encourages a problem-solving approach aimed at dealing with persistent and complex cases.

For more information on the Case Review, please refer to [Case Review](#) on Ipswich Borough Council's website.

Certain thresholds need to be met to activate an ASB Case Review - more information is available on our website at [Case Review](#)