



Summary of policy and procedures for dealing with anti-social behaviour



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1. General statement of policy on anti-social behaviour

We are committed to reducing anti-social behaviour (ASB) using all the available methods to achieve this.

Working with our partner agencies and the local community we will take a stand against anti-social behaviour.

We seek to tackle ASB at the earliest opportunity through a combination of prevention, enforcement, support and resettlement activities.

All who are involved in cases are treated with dignity and respect, with individual vulnerabilities and safeguarding needs identified and taken into consideration.

2. Dealing with anti-social behaviour?

The Neighbourhood Nuisance Team deals with all incidents of ASB within the city and this includes ASB reported to us in our capacity as a social landlord.

We recognise that we may not always be the most appropriate agency to respond to, or deal with, the enquiries we receive. Where incidents include acts of a criminal nature, a more appropriate response might be provided by Humberside Police. Reports of noise nuisance may be investigated by our Environmental Protection team depending on tenure.

3. Definition of anti-social behaviour

ASB is defined in 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, conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or conduct capable of causing housing related nuisance or annoyance to any person'.

Our tenancy agreement states you (or anyone living with you or visiting your property) must not act in any way which is anti-social or which is, or is likely to cause a nuisance to any other person.

4. How to report anti- social behaviour

If your complaint is an emergency contact Humberside Police on 999

Alternatively you can report anti-social behaviour by -

- online at www.hull.gov.uk
- emailing hull.citysafe@hullcc.gov.uk
- telephoning your local neighbourhood policing team on 101
- telephoning 01482 300 300
- visiting a customer service centre
- writing to the Neighbourhood Nuisance Team, 33 Witham Hull, HU9 1DB

5. Processing a report of anti-social behaviour

Once you have made a report about anti-social behaviour you can expect us to deal with it appropriately.

We –

- will contact you within two working days of receiving complaint of nuisance, harassment or anti-social behaviour or one working day if a hate incident
- will discuss your options regarding the nuisance and agree a course of action with you including asking you to keep a detailed diary of events in a format that is suitable for you for example written or recorded
- Will provide you with a named officer and contact number throughout the investigation, to provide you with regular updates
- will offer you a 'support package' (including signposting or referral to appropriate support agencies or groups)
- will take appropriate actions, as agreed with you, against offenders – this could include warning letters, interviews, court injunction and possession proceedings or criminal action in partnership with the police. Upon receipt of suitable evidence action is normally taken within one month of the enforcement officer dealing with the case
- will inform you when your case is to be closed providing the reasons for closure and explain what you should do if you experience further problems

6. Victim and witness support

Through partnerships with other agencies we have been able to develop a witness support package which is offered to victims and witnesses as appropriate.

Effective witness support is about setting up systems and putting into practice an approach to deal effectively with anti-social behaviour, whilst boosting the morale and confidence of the witness. We do not underestimate the level of fear and intimidation that victims and witnesses experience or the importance of working with witnesses to establish trust and confidence

7. Service standards

All enquiries and resulting cases are investigated in accordance with set service standards which can be found in our statement of policy and procedures for dealing with ASB.

8. Data protection and confidentiality

Any information given to us is treated in confidence and is not passed to the alleged offender without the permission of the person who gave the information.

9. If you are not happy with our service

We are committed to giving you the best possible service at all times. If you are not happy with the outcome we want you to contact us and let us know.

If you have a complaint, compliment or a comment about us you can -

- use the online form on our website www.hull.gov.uk

- email us at customerfeedback@hullcc.gov.uk
- report it to a member of staff at a customer service centre
- telephone us on 01482 300 300
- write to us at
Freepost RSJC-KKBE-ABXZ
Hull City Council
Customer Feedback Team
PO Box 15
Hull
HU1 2AB