

How we tackle **Anti-social behaviour**



Anti-social behaviour

Introduction

The day to day management and investigation of anti-social behaviour (ASB) is a function undertaken by Cannock Chase Council's Housing Department, working closely with Staffordshire Police and our partner agencies. We will investigate ASB cases and establish preventative measures to deal with anti-social behaviour (ASB) which is a key priority for the Neighbourhoods Team.



Anti-social behaviour

We recognise that in order to provide an excellent Housing Service, it must be effective in tackling the problems created by anti-social behaviour. We recognise that Council tenants and other residents should be able to live free from violence, disturbance and nuisance.

Cannock Chase Council, through its actions will demonstrate that anti-social behaviour will not be tolerated, and will make this clear to tenants, leaseholders and anyone who is seeking a tenancy. We will respond to reports of anti-social behaviour promptly and ensure that they are all fully investigated.

Cannock Chase Council defines anti-social behaviour 'which causes or likely to cause harassment, alarm or distress to one or more persons from the same household'. Examples of anti-social behaviour include using threatening violence, racist or homophobic behaviour, threatening or intimidating behaviour and persistent excessive noise.

Our approach to responding to anti-social behaviour is one of prevention, enforcement and support. Cannock Chase Council will take a balanced approach recognising the importance of the benefits of prevention by engaging and recognising the need to support vulnerable people (as victims of perpetrators), referring them to partner agencies for support where necessary. We however do consider formal action and the need for enforcement, making use of all legal remedies available.



Hate

A hate crime is any incident where someone has been targeted because they are believed to be of a different race, religion, disability or sexual orientation. All reports of hate crimes are responded to swiftly

As we are committed to tackling any kind of hate crime or incident that occurs in the district, we are working closely with Staffordshire is USAH (Uniting Staffordshire Against Hate). USAH is a free and confidential service providing information and emotional and practical support to all victims of hate driven crime or incidents.



Domestic abuse

Cannock Chase Council is committed to offering assistance to any of its tenants or applicants who are suffering from domestic abuse.

We define domestic abuse as any incident of violence, abuse or threatening behaviour perpetrated in order to exercise power and maintain control over another person.

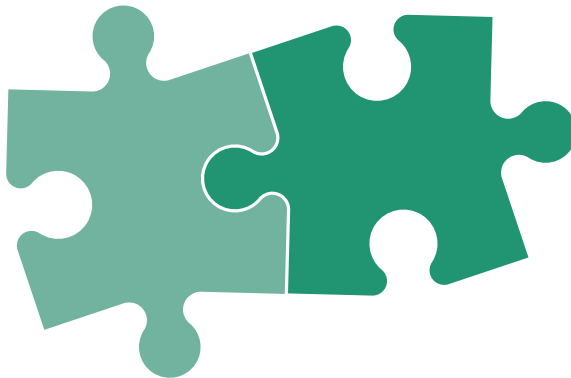
We are committed to responding sensitively, appropriately and effectively to all victims of domestic abuse, and we will provide prompt and professional assistance to victims of domestic abuse. We engage in multi-agency meetings and work with the Police to strengthen security measures.

We recognise that anti-social behaviour must be tackled in partnership with other agencies.

The causes and effects of anti-social behaviour are wide and varied and our work would not be effective in dealing with these issues without input from our partners. We work closely with Staffordshire Police, Community Safety Partnerships, Environmental Health, Social Services, New Era and the Mediation Service.

In most cases joint working will be an important part of the approach we take. Partner agencies have specialist skills, resources or powers at their disposal and are able to provide, support, evidence and additional information.

Some cases may be referred to a specialist meeting where various agencies attend to agree an action plan. This may involve taking legal action or a plan to provide additional support and assistance for vulnerable individuals who may be at risk.



Responding to your report of anti-social behaviour

When a report of ASB is received we will respond as follows:

Category A: Serious

- Harassment/intimidation, threats of violence
- Assault, arson or theft
- Domestic Abuse
- Hate crime

We aim to contact you within 1 working day and interview as soon as possible.

Category B: Persistent

- Criminal damage: damage to property or vandalism
- Noise: such as loud music, shouting, domestic noise or vehicle noise
- Drug related problems: drug related activity such as drug dealing
- Animal related issues: such as barking dogs

We aim to contact you within 2 working days and interview you within 5 working days.

Category C: Environmental

Environmental issues: such as animal fouling, rubbish dumping, severe garden and property condition that is detrimental to health

We aim to contact you within 5 working days and interview within 10 working days.

What you can do

Report incidents of anti-social behaviour to the Housing Neighbourhoods Team and where appropriate to Staffordshire Police. Your case will be managed by the Neighbourhoods Officer who will carry out an investigation and provide you with the necessary advice and support.

Keep a written record of all incidents e.g. when the incident occurred, what happened, how this affected you and your family/ partner and who was there.



If possible, tell us the names of those who are behaving in an anti-social manner.

You may wish in the first instance to speak to the person or family of the person responsible, but only if it is safe to do so.

Tell us what you want us to do; we will only act with your consent. We will treat all information received as confidential.

We will not disclose your details to an alleged perpetrator during the course of our investigation (if there is a need to disclose your details we will ask your permission to do so first).



What we will do

We will respond to all reports of anti-social behaviour promptly. The action we take will depend on the seriousness of the complaint.

Any action will be agreed with the complainant and we will maintain contact throughout the course of the complaint and update you on the progress that is being made. Our actions however are often dependent upon the quality, quantity and relevance of the evidence we have at our disposal. Severe action will be taken against perpetrators where justified. We will with the assistance of our Partners use the full range of legal and non-legal remedies available to stop anti-social behaviour.

Types of remedies available (non-legal and legal)

Non-legal remedies:

- Warnings
 - Mediation
 - Community Protection Warnings
 - Good Neighbourhood Agreements
 - Extension of introductory tenancies
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Legal remedies:

- Possession Orders
- Injunctions
- Notice of Seeking Possession
- Court Undertakings
- Demotion of tenancy
- Absolute Grounds for Possession

Other remedies

In addition the Council's Environmental Health Service have certain powers to deal with noise nuisance such as excessive noise, loud music and barking dogs. We are committed to ensuring that our residents should be able to enjoy the peace and quiet at their home.

We work in partnership with Environmental Health to tackle excessive noise and barking dogs.

Support for complainants and witnesses

With assistance from other agencies, we want to ensure that residents feel safe. In all cases, we will keep you informed by regular contact in writing, by telephone or by meeting with you.

- We will in exceptional circumstances for safety reasons, provide emergency temporary accommodation.
- Improve the security of your home where necessary
- Provide practical support during court cases
- Use injunctions to address witness intimidation
- With your permission, we can refer you to various agencies for further help and support



Prevention

We are committed to preventing and tackling anti-social behaviour. The measures we use include:

- Working with the Police. The local PCSO's patrol designated areas to prevent anti-social behaviour. The PCSO's maintain a high profile on our estates in order to deter anti-social behaviour, and they can also act as witnesses to any anti-social acts.
- We use our Mediation Service, which is an independent organization called Talking Resolutions to resolve disputes where possible and to help prevent issues from escalating. We will with your permission refer the appropriate cases to this service. We believe that all suitable cases should have the opportunity of being resolved through mediation at the earliest opportunity.
- We will use community protection warnings to deter and combat anti-social behaviour.
- We share publicity on any Legal Enforcement Action taken against ASB in order to send a message out to customers.



Information Sharing

Cannock Chase Council is a signatory to the information sharing protocol exchange with Staffordshire Police

Training

Housing Neighbourhood Officers are trained in line with Policy and Procedures and Legislative changes.



You can contact us by:

Tel: **01543 462621** (Monday to Friday 9am - 5pm)

Out of hours ASB 24hr hotline:

01543 462621 (after 5pm onwards)

Report ASB online via our website:

<https://customers.cannockchasedc.gov.uk/report-a-nuisance-ccdc>

or email: EMTeam@cannockchasedc.gov.uk

By personal visit to the Civic Centre or your home

Monday to Friday 9am - 5pm

(An appointment may be necessary to speak with a named officer)

Cannock Chase Council, Civic Centre, Beecroft Road,

Cannock, Staffordshire WS11 1BG

Visit: www.cannockchasedc.gov.uk

 Search for 'Cannock Chase Life'  [@CannockChaseDC](https://twitter.com/CannockChaseDC)  [@CannockChaseDC](https://www.instagram.com/CannockChaseDC)

Useful contacts:

For reporting incidents of a criminal but non-emergency nature

please contact the **Police** on **101**

In an **EMERGENCY** please dial **999**

Crime Stoppers visit <https://crimestoppers-uk.org>

New Era visit www.new-era.uk

USAH on **0330 0881 339** or visit <https://usah.co.uk>

Mediation Service Talking Resolutions visit ww.talkingresolutions.co.uk