

Corporate Anti-Social Behaviour Policy – April 2017

Document Hierarchy: Policy

Document Status: Final

Document Ref: DOC ASB Policy

Originator: J Sands

Owner: Head of Community Safety

Version: 1

Date: 19 October 2017

To be approved by Cabinet

Classification: SEC1 - Routine

Document Location

This document is held by Tamworth Borough Council, and the document owner is Jo Sands, Head of Community Safety.

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Revision History

Revision Date	Version Control	Summary of changes
31/3/17	1	Drafts

Approvals

Name	Title	Approved
Andrew Barratt	Corporate Director, Assets, Growth and Environment	31/3/17
Tony Goodwin	Chief Executive Officer	14/8/17
Cabinet		19/10/17

Document Review Plans

This document is subject to a scheduled annual review. Updates shall be made in accordance with business requirements and changes and will be with the agreement of the document owner.

Distribution

The document will be available on the Intranet and access by authorised users.

Security Classification

This document is classified as SEC 1 Routine with access restricted to Tamworth Borough Council Staff and business partners.

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Foreword Councillor Stephen Doyle, Portfolio Holder – Communities and Wellbeing

I am pleased to present this Corporate Anti-Social Behaviour Policy on behalf of Tamworth Borough Council.

This document provides a framework for all services within the Council to work toward achieving a safer Tamworth. The Policy explains the Council's approach to tackling Anti-Social Behaviour and what you should expect if you report a complaint of Anti-Social Behaviour to us.

Tackling Anti-Social Behaviour and making Tamworth a safer place is a key corporate objective of the Council. To achieve this, the Council is committed to working with our partner agencies such as the police and the local community to take a stand against the types of behaviour that spoils the lives of others.

In Tamworth we will not tolerate Anti-Social Behaviour and will use a full range of prevention and enforcement measures to work together to deal with problems and make our communities safer, more confident and better places to live.

1. Scope and purpose of this policy document

The Corporate Anti-Social Behaviour policy document supports Tamworth Borough Council's vision 'One Tamworth Perfectly Placed' and is intended to fulfil the requirements of section 218A of the Housing Act 1996 (as inserted by section 12 of the Anti-social Behaviour Act 2003) with regard to the publication of the policies and procedures of a local housing authority in relation to anti-social behaviour and integrates service responses to anti-social behaviour providing a consistent and uniformed approach to service users.

The policy directly supports our corporate priority:- 'Living a quality life in Tamworth'

To achieve this we will:

- Support and protect individuals and communities that are or may become vulnerable,
- Enable residents to improve their health and quality of life,
- Work together with partners and residents to tackle the causes of inequality in Tamworth
- Work together with residents to maintain and improve a safe, clean and green environment,
- Work together to improve housing quality in Tamworth.

The policy tells you what we mean by 'anti-social behaviour' (ASB) and sets out the guiding principles for those officers in the Council who deal with ASB.

It says what we want our services to achieve for people experiencing ASB, and sets out the principles on the kind of service level and quality we aim to provide.

This policy document is intended to be a framework with clear principles. For specific service area procedures you should contact the relevant Council directorates. We will develop and maintain procedures for the effective handling of ASB complaints and work closely through the Community Safety Partnership to achieve a satisfactory outcome for the complainant and the community.

The approach will be based on demand lead intelligence to both prevent and act upon ASB by working across departments and with partners to determine the best course of action and captured in and fully supporting the Tamworth Community Safety Partnership priorities and annual action plan.

2. The Council's Responsibilities

Tamworth Borough Council believes that no-one should tolerate anti-social behaviour and will use appropriate tools and powers available to local authorities to prevent and address all forms of nuisance. These powers arise from three complementary roles

The Council's role as a Responsible Authority of the Tamworth Community Safety Partnership (TCSP) as defined by the Crime and Disorder Act 1998.

The Act states that the Council must work with the police and other agencies to reduce crime and disorder in Tamworth. The Council cannot always resolve ASB complaints in isolation. Often incidents of ASB are complex and require the input of a number of different agencies. The Tamworth Community Safety Partnership is a group made up of the Council, Police, Primary Care Trust, Fire and Rescue Service and other agencies that together work to reduce crime and disorder and improve community safety in the Borough of Tamworth.

This policy supports the Tamworth Community Safety Partnership plan.

As a landlord the Council has a duty to respond to ASB affecting the properties we manage.

The Council has signed up to the Respect ASB Charter for Housing consisting of seven commitments. By signing up to this Charter, we are committed to delivering high quality ASB services focused on outcomes for our tenants. The commitments are as follows:

- We demonstrate leadership and strategic commitment
- We provide an accessible and accountable service
- We take swift action to protect communities
- We adopt a supportive approach to working with victims and witnesses
- We encourage individual and community responsibility
- We have a clear focus on prevention and early intervention
- We ensure that a value for money approach is embedded in our service

Our landlord duties and powers complement the duties and powers we have to deal with ASB by non-council tenants. In this document, and our Anti-social Behaviour Procedure document, we will make it clear when a duty or a power only applies to Council tenancies

As an environmental protection champion the Council has a range of legal powers to deal with environmental anti-social behaviour such as noise, graffiti, litter, rubbish and abandoned vehicles.

This list is not exhaustive and represents most the most common offences and may be added to as legislation is updated or amended. In addition there are additional powers which can assist the Council control accumulations of litter and refuse and will seek to take the appropriate action for these offences using a wide range of enforcement actions as prescribed by legislation.

As a Community Champion – the Council will actively support the communities we serve by promoting campaigns and projects to raise awareness of and improve the perception of ASB

3. What is anti-social behaviour?

A broad definition of anti-social behaviour is difficult but what is important to us in defining anti-social behaviour is the effect of the behaviour on members of the community

Anti-social behaviour (ASB) is defined under section 2 of the Anti-social Behaviour, Crime and Policing Act 2014.

(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.

For the purposes of the community trigger, ASB is defined as "behaviour causing harassment, alarm or distress to members or any member of the public" (section 105(4) of the Anti-social Behaviour, Crime and Policing Act 2014 refers).

The Council will record initial reports for ASB based on the National Standard for Incident Recording (NSIR) that will ensure that cases of ASB are initially coded and logged consistently across the Authority and is consistent with our main partners the police.

The three codes are:-

- **Personal** – designed to identify ASB incidents that are perceived as deliberately targeted at an individual or group rather than the wider community. Such incidents can impact on individuals in different ways, ranging from minor annoyance to a serious deterioration of health, mental or emotional wellbeing. Examples include an individual or family repeatedly having their windows broken, car vandalised, graffiti daubed on their property or being taunted or harassed by the same group of individuals on a regular basis
- **Nuisance** – focuses on an act, person, condition or 'thing' that causes annoyance, inconvenience, offence or suffering in the local community rather than an individual. Different aspects of tolerance affect how communities perceive ASB issues. What is deemed acceptable in one community may cause significant distress in another. Examples include neighbours causing distress by being noisy, rowdy, loud and inconsiderate. Inconsiderate use of vehicles, off road bikes, quad bikes or group of individuals hanging around in areas which are not suitable eg outside shops, off licences or drinking in public places and behaving in a rowdy manner.
- **Environmental** – deals with interface between people and places. It includes incidents where individuals and groups have an impact on their natural, built and social surroundings. This category seeks to encourage acceptable and reasonable behaviour so people can enjoy both private and public spaces. Examples include littering, fly tipping, dog fouling and graffiti

Not every allegation reported to us will be accepted as being anti-social. All calls will be risk assessed and passed to the relevant responsible department.

If the calls are not determined to be ASB (eg some complaints may be about lifestyle differences or everyday living noises) we will inform the complainant of any actions which may or may not be taken.

Any intervention taken as a result of alleged ASB will be proportionate and considered on a case by case basis.

Legal action will only be sought as a last resort where all other interventions have failed or the action is necessary to protect the community

3.1 Case Categorisation

The focus in defining anti-social behaviour is the effect of anti-social behaviour on members of the community. The severity of any case received will be determined by a risk scoring matrix.

The management of risk-assessed individual Anti-social behaviour cases will be categorised according to the type of behaviour and department/agency who lead on the complaint.

The Council will use a range of demand led intelligence to frame its response so that the approach is reasonable and proportionate and focuses on prevention and rehabilitation as well as enforcement to remedy incidents.

4. Policy principles

These principles underline our approach to tackling anti-social behaviour, how we manage cases and work with our customers and partners.

4.1 No one should have to suffer from ASB

We will:

- make people aware of what anti-social behaviour is and empower them to understand their role in this.
- publicise and promote our various services to tackle ASB
- empower and encourage people to report ASB and make it possible for them to do this using a range of reporting methods.
- respond to each reported case of ASB within our target times.
- support victims of ASB throughout the case.
- ensure our Housing tenants are aware of the obligations of the tenancy agreement relating to anti social behaviour

4.2 Reports of ASB will be treated seriously and dealt with professionally.

We will:

- assess the seriousness of ASB reported to us, and take action in accordance with our service standards.
- treat all reports as confidential unless we consider that we should share information for safeguarding purposes, prevention of crime disorder or where it is in the public interest.
- Identify and access support for new Housing tenants and victims to sustain their tenancies where applicable

- Agree an action plan with customers within an agreed timescale
- share information only with other organisations that can help with the problem and observe data protection laws and in accordance with the One Staffordshire Information Sharing Protocol.
- ensure that criminal activities reported to the Council are quickly passed on to the police.
- register each case appropriately to maximise opportunity to achieve multi-agency cooperation.
- fully investigate the complaint in accordance with relevant legislation
- formally close cases with reasons for closure, using the complainant's preferred method of correspondence
- explain our reasons should we choose to take no action, and advise on self-help or other alternative courses of action whenever it is possible and appropriate to do this.

4.3 ASB will be addressed firmly, fairly and proportionately.

We will:

- appropriately risk assess all complaints and prioritise accordingly, acting swiftly to protect people and property.
- investigate the circumstances and seek to understand all the facts of any matter reported to us.
- seek where possible to resolve cases at the lowest level of intervention, taking formal action when the ASB is serious or persistent or when it threatens people's safety or health.
- use appropriate legal tools and powers available to us under the law and Council policy, according to our best professional judgment.
- Consider relevant legislation (ie the Equality Act/Care Act/Human Rights Act) and adjust our approach as necessary, when a victim or a perpetrator is a vulnerable person.
- with the consent of the people involved, refer suitable low-level cases to mediation.
- Publish case outcomes and reserve the right to use campaigns to target areas of concern

4.4 We will actively seek to prevent ASB

We will:

- use intelligence lead approach to determine the best cause of action using a wide range of available powers to tackle ASB
- work with partners to identify appropriate diversionary activities
- work with residents, tenant and community groups to develop a neighbourhood approach to tackling ASB
- focus on locally agreed strategies for preventing and tackling ASB with due regard to environmental and social concern
- Provide new Housing tenants with information on their community responsibilities
- Support and assist partners with the rehabilitation of offenders where appropriate

4.4 We will work with partners in order to deliver an effective, value for money ASB service across our communities.

We will:

- play a full part as a lead member of the Tamworth Community Safety Partnership. participate in relevant strategic or preventative initiatives, being mindful of our core activities, current workload and costs of participation relative to the likely benefits.
- set shared objectives for all partners and external agencies for the prevention and tackling of ASB
- participate in multi-agency workgroups dealing with specific ASB issues.
- work with Registered Providers, private landlords, letting agents, schools, colleges and businesses, providing professional advice and support as required so that these organisations can act confidently to prevent or tackle ASB making use of their own resources.
- Work in partnership to identify appropriate funding opportunities and community projects to address concerns

4.5 We will deliver high quality customer service.

We will:

- ensure that staff dealing with ASB are trained in equality, diversity and safeguarding.
- ensure that staff dealing with ASB follow agreed policies and procedures.
- set ourselves demanding service standards, and publicly report on our performance against the standards.
- provide a range of opportunities for tenants and residents from all groups to get involved in shaping and scrutinising our services
- obtain customer feedback through surveys of users of the ASB service provided by Tamworth Borough Council to rate their satisfaction with the service.
- Seek views of service users and partner organisations as part of each review.
- Regularly undertake sample quality audits of ASB complaints to ensure that policies and procedures are followed

Based on this approach we will seek to ensure a “place based solution” that builds community resilience and allows for informed and empowered outcomes.

5. Action we can take

The majority of complaints can be resolved through early intervention methods and these are considered with the complainant during the initial interview and risk assessment with the emphasis on stopping bad behaviour before it escalates. Legal action will usually be approved where all early interventions have failed or the behaviour is serious enough to warrant necessary legal action.

5.1 Early and Informal Interventions

No Action

In some cases that no action will be taken in cases where there is little or no evidence or where an alleged offender has fully co-operated with information given in accordance with this policy.

Verbal Warnings/Written Warnings

Warnings are issued initially if ASB is admitted or the investigating officer feels ASB has or is likely to occur. The perpetrator will be told the nature of the behaviour which has resulted in the warning and the consequences of not adhering to the warning.

Mediation

Mediation can be used successfully in most low level disputes. Officers can offer an independent mediator on a confidential impartial basis for neighbour disputes, disputes between up to 10 residents, family mediation and also offer mediation in an attempt to avoid court action.

Good Neighbour Agreement

These agreements are useful for issues in small blocks of flats or streets where anti social behaviour is affecting the whole block or street. An example of this would be obstructing communal areas, leaving bins out or children playing in the street until late at night. The onus is put back onto the residents to comply with the requirements of the agreement.

Acceptable Behaviour Agreement/Parenting Contracts

These are voluntary written agreements between an individual, the Council and sometimes other agencies including education and Staffordshire Police. They are useful in dealing with children age 10 plus and in relation to truanting and ASB. These agreements are not legally binding however they are useful in highlighting children's behaviour to their parents and letting them know the consequences if they are not adhered to, which can impact on the tenancy.

Surveillance

Tamworth Borough Council reserves the right to work with partner agencies to carry out surveillance. This can include applying for CCTV footage where there is a need for the prevention and detection of crime in accordance with prevailing legislation.

Community Protection Warnings

Community Protection Warnings were introduced in the Anti Social Behaviour, Crime and Policing Act 2014 and can be used in ongoing problems or nuisances which negatively impact on the community's quality of life, for example graffiti, rubbish or noise. These are prescribed forms advising what behaviour needs to stop and by when, followed by positive behaviour expected in the future.

Support and Counselling

Support is useful for a number of reasons from low self esteem to extreme behaviour. Local agencies can provide this support and counselling depending on the need.

Community Resolution

For less serious issues of ASB where informal agreements are reached between the parties involved to avoid progression through the legal action route.

Fixed Penalty Notices (FPNs)

A Fixed Penalty Notice (FPN) will be issued to persons who have committed a relevant offence - eg littering, breach of Public Space Protection Order. Full payment of the FPN will discharge the original offence for which the individual cannot then be prosecuted, provided that full payment is received within the specified time period.

FPNs provide the Council with an effective and visible way of responding to low level environmental ASB eg littering and breach of a Public Space Protection Order. They can also be considered for breach of Community Protection Notice.

Experience has shown that the public generally welcomes the use of FPNs provided they are issued sensibly, enforced even-handedly and are seen as a response to a genuine problem.

FPNs will not normally be issued to juveniles (see Section 7)

It is essential for the issuing of a Fixed Penalty Notice that the authorised officer collects adequate evidence to support any legal proceedings if the notice is returned unpaid.

The Council's standard approach will be to set the level of FPN's payable to the maximum set by statute in the prevailing legislation.

5.2 Legal Actions

If a perpetrator is unwilling to change their behaviour or acts in a manner that is threatening or violent, there are formal tools available to the Council and agencies within the Tamworth Community Safety Partnership.

Community Protection Notices (CPN)

These Notices are intended to deal with persistent problems that are impacting on the community's quality of life for example graffiti, rubbish or noise. Breach of a CPN can result in a Fixed Penalty Notice issued by any delegated officer of the Council or Police officer or prosecution through the magistrates' court.

Public Space Protection Orders (PSPO)

This order imposes conditions which may include multiple restrictions and requirements either throughout the borough or in specific areas for example parks or communal areas, where ASB is being caused and is detrimental to the community.

They are designed to ensure that the majority of people can enjoy public spaces and feel safe for example restrictions around the use of alcohol, noise or dogs.

Breach of a PSPO can result in a Fixed Penalty Notice issued by any delegated officer of the Council or Police officer or prosecution.

Civil Injunction

This is a court order to stop or prevent individuals engaging in ASB. It can be used to stop issues escalating and positive requirements can be added to encourage the perpetrator to change their behaviour.

Injunctions are available to use from the age of 10 years and for anybody, not just social housing tenants.

Breach of an injunction can result in a fine or imprisonment for up to 2 years for over 18's. For under 18's the court can issue a supervision order or detention up to 3 months.

Where a breach has occurred by a tenant of Tamworth Borough Council, a new mandatory ground for possession has been introduced.

Closure Notices and Orders

This Notice can be used by the Chief Inspector of Police and/or the Chief Executive of Tamworth Borough Council. Where there are high levels of nuisance, disorder or illegal activity either currently ongoing or expected imminently, a Closure Notice can be served quickly, closing the property for up to 48 hours. To apply for a property to be closed longer than this, a Closure Order can be requested through the court.

Prosecution

In certain cases prosecution through the courts may be the most appropriate course of action, or where other enforcement actions have had no effect. This will only be with due regard to the Enforcement Strategy principles.

Prosecution will likely follow when:

- A Fixed Penalty Notice is issued to an alleged offender is returned unpaid after the 14 day payment period

- An offence is of a size or nature where other enforcement actions are considered to be insufficient.
- Previous actions have failed and there is no option for other enforcement action
- The nature of the offence is deemed to be in the interest of the public
- The offence has a serious or significant impact on the environment and community

Criminal Behaviour Order (CBO)

These Orders can be issued against a person aged 10 upwards who has been convicted of an offence to tackle the most persistent anti social behaviour where involvement includes criminal activity. Breach of a CBO for over 18's can result in up to 5 years' imprisonment, a fine or both. For under 18's, the court can issue a two year detention order.

Notice of Intention to Seek Possession (Landlord Services)

This is a legal Notice served on the tenant/s advising them of their Landlord's intention to seek possession of their home. A Notice will usually be served where previous early interventions have not been successful and ASB is escalating.

Possession Proceedings (Landlord Services)

This is an application by the landlord to the court which can lead to the tenant/s being evicted from their home. There will have been several warnings prior to this stage which is usually the last resort. The landlord would need to show that it is reasonable for the court to evict the tenant/s. A new mandatory ground for possession 'Absolute Grounds' was introduced in the Anti Social Behaviour, Crime and Policing Act 2014 and this can be used where ASB or criminality has already been proved in another court. As long as the landlord follows the correct procedures, the court must grant possession.

Demotion Orders (Landlord Services)

In circumstances where anti social behaviour is prolonged and detrimental but of a less serious nature than required for a possession order, the Landlord can ask the court to reduce the security of tenure but it can still lead to possession if breached. These orders remove certain rights including the right to buy and the right to exchange. Demoted tenancies last for a year and may be extended if notice to seek possession of the property is served during this period.

Other Registered Social Landlords form part of the Tamworth Community Safety Partnership and we will work with them to use appropriate powers as necessary

6. Roles and Responsibilities

6.1 Complainants and Witnesses

It is important that all witnesses and complainants understand the importance of working with us to resolve issues of ASB. This includes:

- Responding to calls and/or letters
- Providing information requested
- Providing written statements to support legal action

- Attending court to give evidence where necessary
- Engaging with suggested methods of resolution
- Not making malicious complaints about anybody

If you don't engage with us, this may lead to the case being closed due to lack of evidence.

6.2 Landlord Services Tenants

There are different types of agreements in use in relation to the management of Tamworth Borough Council Landlord Services properties and these include:

- Secure Tenancies
- Fixed Term Tenancies
- Licence Agreements

Regardless of the type of agreement, all tenants have signed an agreement outlining conditions that must adhere to during your tenancy

7. Vulnerable people and Juveniles

In the course of an investigation an officer may come across a person whose welfare may raise safeguarding concerns. Whether or not the subject has a direct connection to the case under investigation, it remains the duty of officers to ensure that these safeguarding concerns are properly logged and passed to the appropriate agency in line with the Council's Safeguarding Children and Adults at Risk of Abuse and Neglect Policy.

We recognise that perpetrators of ASB may themselves be vulnerable and we will consider the provision of support to help an individual address their unacceptable behaviour. Where the perpetrator has vulnerability issues, such as poor parenting skills, disabilities, mental health problems, drug or alcohol dependency, we will work with partner agencies to provide intervention and support.

7.1 Hate Incidents and Hate Crime

A hate crime or incident is any crime or incident which is perceived, by the complainant or any other person, to be motivated by hostility or prejudice based on a person's actual or perceived social group or groups, and this could be one or more of the following:

- Disability
- Gender
- Race
- Religion and belief
- Sexual Orientation
- Transgender

We will:

- Respond to hate reports by the next working day
- Take all reports of hate seriously

- Encourage victims to report hate crime to the police
- Work with partner agencies to support victims
- Take hate complaints from third parties on behalf of the victim/s

Investigating officers are trained in dealing with reports of hate and are aware of how to access support services for victims.

7.2 Domestic Abuse

Domestic Abuse is a specific type of hate crime usually, but not always, directed towards women. Some examples of this type of abuse are:

- Controlling and coercive behaviour
- Physical abuse
- Sexual abuse
- Emotional abuse
- Honour based crimes including forced marriage
- Female Genital Mutilation (FGM)

We are committed to highlighting issues as early as possible and providing early support and intervention to complainants through our partner agencies.

The Anti Social Behaviour Crime and Policing Act 2014 added strength to already powerful domestic abuse legislation in place such as Non Molestation Orders, Occupation Orders, Domestic Violence Protection Notices (DVPN's) and Domestic Violence Protection Orders (DVPO's).

7.3 Juveniles and ASB

Fixed Penalties

When a juvenile is alleged to have committed an environmental or other ASB offence for which a Fixed Penalty can be issued, the name, address, age and date of birth of the suspected offender should be obtained, together with the name and address of his or her parent or legal guardian. Once the age of the offender has been ascertained, the correct course of action can then be followed.

For offenders between 10 and 15 years old, DEFRA guidelines (environmental ASB) state that a fixed penalty should not normally be issued in the first instance.

Legally fixed penalty notice can be issued to anyone over the age of 10 and authorities are recommended to adopt special procedures for issuing notices to young offenders.

To tackle the issue of environmental ASB by young people we will introduce a restorative justice intervention scheme for 10-17 year olds, where there is an alternative option to the fixed penalty notice financial and/or Court action.

Young people who fail to respond to either the litter pick option or to payment of Fixed penalty payment following the prescribed process, will receive one final visit and letter from the Council reminding them of the consequences of the offence and offering a final chance of litter pick or payment . Following this, failure to respond to best efforts will result in prosecution.

We see this scheme as a positive way to reduce environmental crime without criminalising juveniles, whilst still ensuring the community can see that justice is being done.

For offenders aged 16 or 17 years old, a Fixed Penalty Notice can be issued using the same procedure as for adults.

Nuisance/Personal ASB

The Council has the lead role in the Community Safety Partnership to deal with juvenile ASB. In the first instance our partners will share the names and details of young people involved in matters of community concern.

The approach is designed to provide a proportionate response to young people and reduce the risks of offending.

All young people will be dealt with in the following way:

- First offence – first stage letter
- Second offence – Multi Agency visit
- Third Offence – Anti Social Behaviour contract signed by the child and parent
- Further offences – potential Youth Injunction (in consultation with all agencies)

8. Community Trigger

Any person has the right to activate a Community Trigger if they feel their complaint(s) regarding ASB has not been dealt with appropriately.

The Community Trigger is designed to ensure the Council and our partners are responding to cases of persistent ASB, especially where the victim is vulnerable or at greater risk.

The trigger gives victims and communities the right to request a case review to examine how local agencies have responded to previous ASB complaints and consider whether further action should be taken

Tamworth Borough Council with our partners in the Tamworth Community Safety Partnership has agreed that the local threshold for activating a trigger will be:

- Three separate incidents have been reported in the last 6 months to the police, council or social landlord
- The last report was within one month of the day of the trigger application

A victim of ASB and someone acting on their behalf can ask to activate a Community Trigger by telephoning Staffordshire Police on 101. Local partners are required to review their response

The Police and other partner agencies will share relevant information for the purpose of carrying out the case review.

The ASB Crime and Policing Act 2014 places a duty on the relevant bodies to respond to the victim at particular points in the Community Trigger process. These include:

- The decision as to whether or not the threshold is met
- The outcome of the review, and
- Any recommendations made as an outcome of the review.

9. Supporting and Future legislation

This policy fulfils the requirements of section 218A of the Housing Act 1996 (as amended by the Anti-Social Behaviour Act 2003) with regard to the publication of the ASB procedures of a local authority landlord

It also contributes to the council statutory requirement under the Crime and Disorder Act 1998 that places a legal duty on the council to work in partnership to tackle the Borough's crime and disorder priorities, specifically section 17 that states that "each authority needs to do all it reasonably can to prevent crime and disorder and to ensure services give due regard to crime and disorder."

Together with our partners, we will make full use of relevant legislation including but not limited to:

- Anti-Social Behaviour Crime and Policing Act 2014
- Anti-Social Behaviour Act 2003
- Crime and Disorder Act 1998
- Data Protection Act 2003
- Equalities Act 2010
- Housing Acts 1985, 1996 and 2004
- Environmental Protection Act 1990
- Clean Neighbourhoods Act 2002
- Refuse Disposal (Amenity) Act 1978
- Mental Health Act 1983 (amended 2007)
- Human Rights Act 1998
- Freedom of Information Act 2000
- Care Act 2014
- Local Government Act 2000
- Serious Crime Act 2015

The council will develop and publish revised procedures necessary to implement any future legal powers.

10. Protecting Our Staff

Tamworth Borough Council will not tolerate, under any circumstance, any threats, violence or abusive behaviour towards our staff or contractors. We will take firm action against any person who shows acts of aggression towards any person carrying out their work in respect of this ASB Policy or any other service. We will involve the police if it is decided that this action is appropriate.

Where there is a risk of harm or violence from someone at an address, a 'HAT' (Harassment, Assault and Threat) marker will be added to all Tamworth Borough Council systems as a warning to staff that may come in to contact with this person

11. Supporting Policies and Strategies

This Corporate Anti Social behaviour policy links to a number of existing strategies and policies that may impact on the reduction of ASB in the borough of Tamworth. Some of these are listed below:

- TBC Allocations Policy
- TBC Tenancy Management Policy
- Tamworth Community Safety Partnership Plan
- TBC Lone Working Policy
- TBC Domestic Abuse Policy
- TBC Hate Crime Policy
- TBC Safeguarding Children and Adults at Risk of Abuse and Neglect Policy
- TBC Equality Scheme 2015-2019
- TBC Enforcement Strategy
- TBC Environmental Crime Policy

12. Comments, compliments and complaints

The Borough Council provides a wide range of services for people who live and work in Tamworth and for visitors to the town.

We want to know what you think about these services so that we can make sure that they meet our needs and expectations.

You can also take a look at our Tell Us policy which details how to make a comment, compliment or complaint.

Our Tell Us Scheme helps us to learn from your views and improve our services. However, for more serious matters you may wish to make a formal complaint.

To ensure we receive customer feedback, either positive or negative, please use our on-line form that can be found here: <http://www.tamworth.gov.uk/making-complaint> or call us on our mainline number: 01827 709709 email: enquiries@tamworth.gov.uk

13. Media Arrangements

Where possible and if it is deemed to be in the wider community interest we will publish the outcomes of court decisions taken where prosecutions have been undertaken by the Council.

14. Monitoring and Review of the Policy

We will review this policy every 3 years to ensure that any changes in legislation or best practice are included and updated.

We will consult with service users, staff, internal and external partners in the review.

The Council will maintain procedural documents for the use of ASB enforcement powers and this will be subject to scrutiny and monitoring by the Healthier and Safer Scrutiny Committee.

Any changes to policy will be subject to Cabinet approval.