

# Stafford Borough Council

## Anti-Social Behaviour Policy 2017 - 2020

### 1. Tackling anti-social behaviour

Anti-social behaviour can affect anyone and can have serious consequences for both individuals and communities alike. As such, Stafford Borough Council is committed to working in partnership with agencies to challenge and prevent anti-social behaviour across our borough.

#### 1.1 Our priorities

- To ensure that every member of the community is able to safely and peacefully enjoy their home and neighbourhood.
- The problem of anti-social behaviour is robustly challenged across the borough
- Offenders or anti-social behaviour are challenged about their behaviour in a timely way
- Early intervention such as verbal or written warnings should be considered as an option for resolving anti-social behaviour issues.
- Communities are educated about the consequences of anti-social behaviour
- Local residents feel confident to report their concerns
- Local residents feel satisfied with our response in relation to their complaint and the outcome achieved.
- Vulnerable people in our communities are identified and supported
- Repeat offending is reduced
- Participate fully in joint working with partner agencies to enable the best possible outcomes

### 2. What is anti-social behaviour?

Anti-social behaviour can include a variety of behaviour which adversely affects an individual or community. The Anti Social Behaviour, Crime and Policing Act 2014 defines anti-social behaviour 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.

Types of anti-social behaviour include:

- Nuisance, rowdy or inconsiderate neighbours
- Vandalism, graffiti and fly-posting
- Street drinking
- Environmental damage including littering, dumping of rubbish and abandonment of cars
- Prostitution related activity

- Begging and vagrancy
- Fireworks misuse
- Inconsiderate or inappropriate use of vehicles

### **3. Working in partnership**

Stafford Borough Council is committed to working in partnership to challenge and tackle anti-social behaviour within our borough. The partnerships team are responsible for co-ordinating a multi-agency response to dealing with all community protection concerns including anti-social behaviour. The team work with a number of agencies including: the Borough Council, the Police, Staffordshire County Council, and Staffordshire Fire and Rescue Service. If appropriate, cases will be discussed with partner agencies in order to agree the best course of action.

### **4. Customer satisfaction**

Stafford Borough Council are committed to providing an effective service to our customers. Our customer service advisors are the first point of contact for all initial contacts in respect of anti-social behaviour. We will endeavour to work with customers to ask for feedback about the service that you receive and we will utilise this information to continuously improve our service to you.

### **5. Community remedies**

The community remedy gives victims of low-level crime and anti-social behaviour a say in the punishment of offenders out of court. This means victims will get justice quickly, and the offender has to face immediate and meaningful consequences for their actions. Punishments could include the offender signing an acceptable behaviour contract, paying compensation to the victim, or doing local unpaid work in the community. Any arrangement is determined in consultation with the victim of the anti-social behaviour.

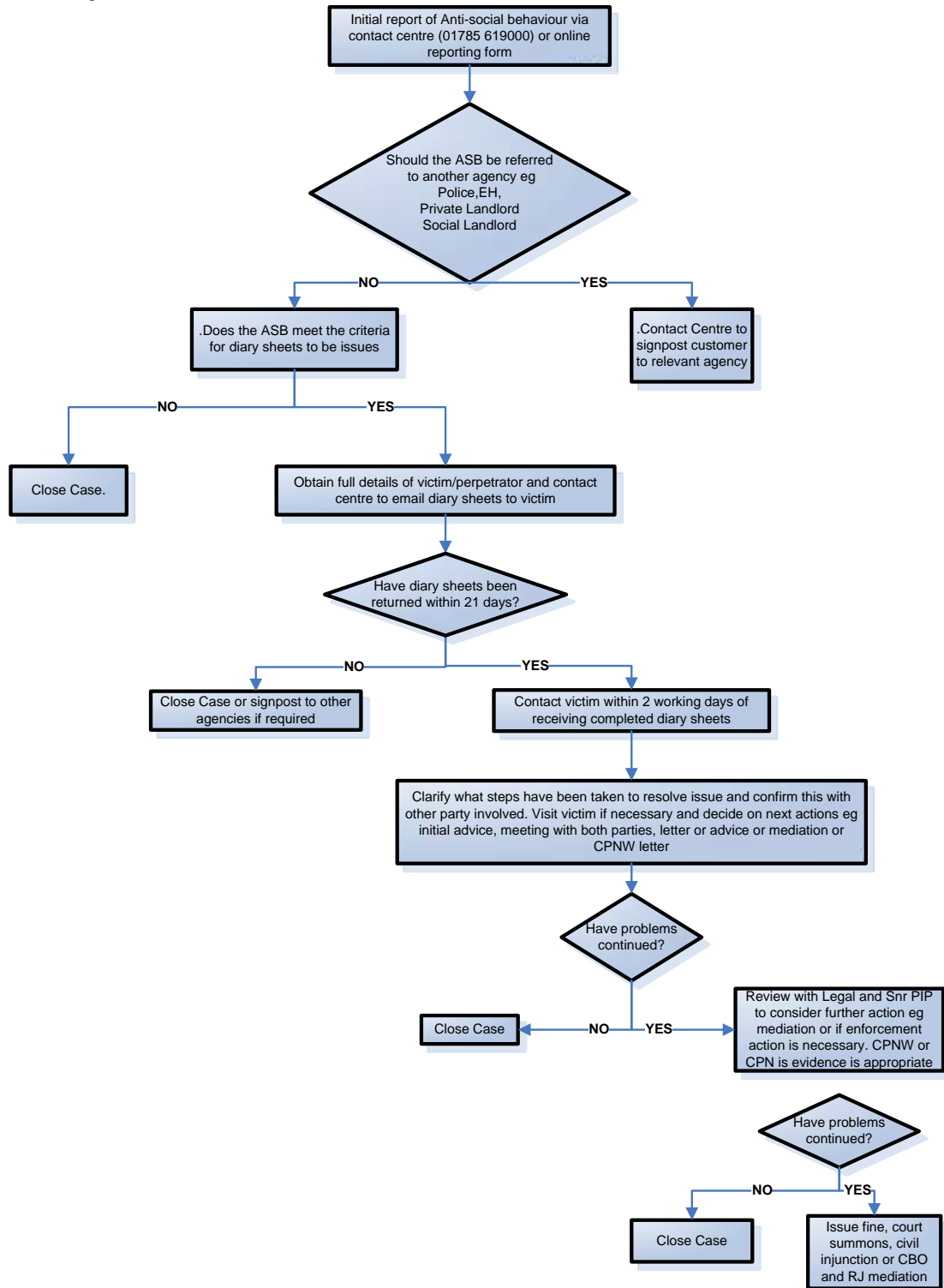
### **6. The community trigger**

The community trigger is a process which allows members of the community to ask for a review in respect of responses they have received in relation to complaints of anti-social behaviour. The community trigger can be used in the following situations:

- If you (as an individual) have complained to the Council, Police or a Registered Housing Provider (social landlord) about three separate incidents in your locality in the last six months.
- If three individuals in your local community have complained separately to the Council, Police or Registered Housing Provider (social landlord) in the last six months about the same incident of anti-social behaviour in the locality.
- If you have been a victim of a hate crime or incident in the last six months.
- The County procedure for Community Triggers is that they are reported via the Police (101), once a Community Trigger request has been received by an agency.
- Locally, at Stafford Borough Council we have constructed a reporting form for Community Triggers and members of the public can complete the form which will then be forwarded to the Police.

- Any Community Triggers will be discussed at the Partnership Hub and decisions made collectively by relevant partners and statutory agencies as to whether the threshold has been met and any subsequent actions.
- A lead agency will then be identified in terms of updating the complainant, dependant on who the Community Trigger request was made to or other relevant factors.
- An appeal can be requested via the Chief Executive if you are unhappy with the response.
- If there is an ongoing complaint being dealt with by one of the partnership organisations, the case will not be appropriate for the Community Trigger.

## 7. Our process



## 8. Support for victims and witnesses of anti-social behaviour

We recognise that being a witness or victim of anti-social can be hugely upsetting and distressing. As such, anybody reporting a complaint of anti-social behaviour can expect the following response:

- To be treated with respect
  - To have a response from an officer with 4 working days
  - To have/be offered a personal visit by the investigating officer
  - To have regular updates regarding their case
  - To keep their complaint confidential if they chose
  - To be informed about the way their complaint is dealt with
  - To have access to other victim and witness support services
  - To consider the needs of all individuals in their day to day work and functions.
- Stafford Borough Council is committed to ensuring fairness and accessibility for all.