



# **Uttlesford District Council**

## **Anti-Social Behaviour Policy**

October 2019

## Introduction

Uttlesford District Council recognises that the problems created by Anti-Social Behaviour (ASB) need to be addressed in a fair but firm manner. Residents are entitled to live in a quiet and peaceful environment and where appropriate the Council will endeavour to act quickly and efficiently to tackle incidents of ASB.

Uttlesford District Council will not tolerate incidents of ASB and this will be made clear to all tenants, prospective tenants and residents of the district.

The Council's ASB Policy applies to tenants and residents, their families and any other occupants and visitors. The same principles apply to members of staff and other people working on behalf of the council.

Uttlesford District Council has fully reviewed its ASB Policy and Procedures.

## 1. Scope and purpose of this policy document

This document is one of two that tells you about Uttlesford District Council's anti-social behaviour (ASB) responsibilities and what we do to tackle ASB.

This is the policy document. It tells you what we mean by 'anti-social behaviour' and sets out our objectives for the Council's ASB services. It says what we want our services to achieve for people experiencing ASB, and details the kind of service level and quality we aim to provide. It also explains the broad approach we have agreed to adopt in order to support and advance our objectives.

This document does not say how we will deal with ASB on a day-to-day basis. This is explained in our procedure document, which should be read alongside this one.

## 2. Our ASB responsibilities

Uttlesford District Council has a wide range of responsibilities to tackle ASB. These arise from three distinct roles which are:

### a. Our landlord role

As a landlord and under the [Anti Social Behaviour Act 2003](#) the Council has a duty to respond to ASB affecting the properties we manage. Our landlord duties and powers are different from, and usually act in addition to, the duties and powers we have to deal with ASB in the wider community. In this document (and the procedure document) we will make it clear when a policy or a power applies only to Council tenancies. We now have a range of additional powers to take action against those causing ASB under the [Anti-social Behaviour, Crime and Policing Act 2014](#).

### b. Our role as a statutory member of the Uttlesford Community Safety Partnership

Under the [Crime and Disorder Act 1998](#), the Council must work with the police and other agencies to reduce crime and disorder in Uttlesford. In this role we play a key part in dealing with anti-social behaviour of all kinds and also undertake project and preventative work as part of the [Uttlesford Community Safety Partnership](#).

### c. Our environmental protection role

The Council has a range of responsibilities to deal with 'environmental' ASB like noise, graffiti, litter, fly-tipping and abandoned cars. These responsibilities arise from a number of Acts and local byelaws, in particular from the [Environmental Protection Act 1990](#).

While these are distinct roles, there are very strong links between all three and close working arrangements have been developed between the teams that deliver the various services. However, the policies described in this document mainly concern our landlord and Community Safety Partnership roles and so tend to say more about the work of the Council's Housing Department and the Council's Community Safety Team. Environmental ASB is tackled by a number of different teams within the Council each of which works to its own set of policies and procedures.

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

Anti-social Behaviour (ASB) is defined, 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*" This is the generally accepted term.

ASB is further defined, under this Act, as follows:

- For the purposes of an application to the courts by a housing provider, local authority or the police for a civil injunction: "conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises"
- For the purposes of the housing management functions of a housing provider or local authority: "conduct capable of causing housing-related nuisance or annoyance to any person"
- For the purposes of the [Community Trigger \(also referred to as ASB Case Review\)](#): "behaviour causing harassment, alarm or distress to members or any member of the public"

## 4. The Council's objectives

The Council's ASB policy is founded on the following 5 objectives.

### 1. No one should have to experience ASB

Our policy is to:

- make people aware of what anti-social behaviour is
- publicise and promote our various services to combat ASB
- encourage people to report ASB and make it possible for them to do this using a range of reporting methods
- seek to respond to each reported case of ASB as quickly as possible and
- support victims of ASB throughout the case to the extent the seriousness of the case requires

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

Our policy is to:

- assess (and periodically reassess) the seriousness of ASB reported to us, and take action according to our target times
- treat all reports as confidential, sharing information only with other organisations that can help with the problem (for example the police) and observing data protection laws and information sharing agreements
- ensure that criminal ASB reported to the Council is quickly passed on to the police
- register each case we take on and give it a unique reference number
- explain our reasons, should we choose to take no further action on a report of ASB, and advise on self-help or other alternative courses of action whenever it is possible and appropriate to do this
- continue to treat all reports as live until, in the opinion of the lead officer and the lead officer's manager, they can be closed and the complainant notified
- respond promptly to [complaints about our service](#) and advise anyone not satisfied with the way in which their report was handled as to how to make a formal complaint
- provide a mechanism for victims of ASB to ask for a review of their case where they feel that either no action or inadequate action has taken place to tackle the reported problem ([Community trigger](#))
- 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

### **3. ASB will be dealt with firmly, fairly and proportionately.**

Our policy is to:

- deal with the most serious reports of ASB as a matter of urgency, especially where vulnerable people are involved, either as the complainant or the perpetrator
- use all available and appropriate powers to address and resolve

### **4. We will work with partners in order to deliver an effective, value for money ASB service across the community.**

Our policy is to:

- play a full part as a key member of the Uttlesford Community Safety Partnership
- participate in permanent or ad-hoc multi-agency groups dealing with specific ASB issues
- work with housing associations, private landlords, letting agents 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

### **5. We will provide a high quality service which meets people's identified needs.**

Our policy is to:

- ensure that staff dealing with ASB are appropriately trained
- ensure that staff dealing with ASB understand and follow agreed policies and procedures; review this policy document and procedures document at least once every three years
- seek to ensure that all our activities are prioritised and undertaken with regard to clear evidence of need; sound consideration of how effective the work undertaken is likely to be, and a clear understanding of the outcomes sought

**This document is owned by, and will be reviewed by:**

Community Safety Team  
Uttlesford District Council  
Council Offices  
London Road  
Saffron Walden CB11 4ER  
E-mail: [communitysafety@uttlesford.gov.uk](mailto:communitysafety@uttlesford.gov.uk)