

# Bolton Council Antisocial Behaviour (ASB) Policy and Procedure

## Introduction

Bolton Council is committed to help ensure residents, visitors and those working in Bolton do not suffer any form of harassment and distress caused by the minority of people who behave in an antisocial manner. Dealing with antisocial behaviour is not the sole responsibility of one agency. Bolton Council works in partnership with other agencies to tackle and prevent antisocial behaviour.

Bolton Council's Community Safety Services deals with reports of antisocial behaviour from Bolton homeowners and private tenants. These reports may include a nuisance neighbour, youths causing a nuisance or hate crime. Residents who are tenants of a registered housing provider can report antisocial behaviour directly to their housing provider. This document aims to provide information about the process of reporting antisocial behaviour and also what Bolton Council can do to achieve a satisfactory resolution to the report made.

## Definition of Antisocial Behaviour (ASB)

Antisocial Behaviour is a broad term used to describe incidents of crime, nuisance and disorder. Antisocial behaviour is defined by the "Antisocial Behaviour, Crime and Policing Act 2014" as "conduct that has caused, or is likely to cause, harassment, alarm or distress to any person"

## Reporting Antisocial Behaviour To Bolton Council (taking the first step)

Bolton Council and partner agencies believe in challenging the behaviour of those who spoil the peaceful enjoyment of someone's home or community. We work together in challenging those responsible, so that that they are aware of the consequences of their actions. It is also made clear that we will use all available legislation to stop them from behaving in an antisocial manner. The first step to stopping antisocial behaviour is to report it.

Reports of antisocial behaviour can be made to Bolton Council by phone: **01204 336500** or by email: [asbreporting@bolton.gov.uk](mailto:asbreporting@bolton.gov.uk)

## What Happens Next

- (1) If a report is received by phone, details are taken and an Incident Diary is sent out to record the incidents of antisocial behaviour. This forms an evidence base for your case. This is then sent back to the address on the incident diary.
- (2) If a report is received by email the inbox is monitored Monday to Friday during working hours. You will receive a reply no later than 5 working days. You will be sent by email if preferred incident diaries to record incidents of antisocial behaviour. The incident diaries are then returned to us.
- (3) On receipt of the incident diary your case will be allocated to a named Officer who will contact you within 3 working days to discuss your case further. The Officer will explain what will happen next based on the reports which have been made. You will also be provided with contact details for the officer dealing with your case should you need to speak with them or have any questions. If assistance is required in completing incident diaries we can provide alternatives such as a Dictaphone so incidents can be noted verbally.
- (4) An investigation will take place and your case will be progressed to a resolution. An Officer will keep you updated on the progress of your case. The Officer allocated to your case will contact other agencies who may have been involved, for example the Police. All information will be gathered to form part of the investigation. It may be necessary to involve other agencies who can assist in progressing your case.

The above should be considered as a framework for case work. It is important to note that each reported case is considered on its own facts. Bolton Council recognises that each reported case is unique and does not want to take a “one size fits all” approach to responding to and tackling antisocial behaviour. All reports of antisocial behaviour are formally recorded and investigated where possible. However sometimes an investigation is not possible if a report is made anonymously or insufficient details are provided to enable an investigation to take place. Bolton Council recognises that people may be frightened to reveal their identity. We encourage people to report antisocial behaviour. We can discuss your report further and provide reassurance to help with any fears you may have.

If anyone who wishes to report antisocial behaviour feels that that they are at risk or that the case is an emergency this should be reported to the emergency services on 999.

## Confidentiality

Those reporting antisocial behaviour may be concerned about confidentiality. Bolton Council operates a shared information protocol with other agencies such as Police and Housing Providers. These agencies are bound by the Shared Information Protocol. Information is only shared for the prevention of crime and disorder and to

assist in progressing your case with assistance from relevant agencies. Prior to any action being taken consent and agreement is always sought from the complainant.

We can offer a range of support if you require assistance with completing these diaries. The incident diaries assist us in building a case and collecting an evidence base so that we can challenge the behaviour of those responsible for antisocial behaviour.

## **Antisocial Behaviour caused by young people**

Where there are reports of antisocial behaviour received by Bolton Council and partner agencies involving young people (10 to 17 years). In the first instance of receiving a report we ascertain what the antisocial behaviour is and how it is affecting those reporting. In some cases we receive reports that young people are hanging around and not necessarily behaving in an antisocial manner. In order to manage the perception of antisocial behaviour we would link in with partners in Bolton Council's People Department (Childrens) who provide and outreach service. They will go out in the area where reports are received and look to engage with young people and divert them in to positive activities. The team will also work with groups of young people around the perception of communities when they see young people hanging around and make them aware of their behaviour and how it may impact on others.

## **Antisocial Behaviour Pathway (ASB Pathway)**

For young people (10 to 17 years), who are reported and identified as behaving in an antisocial manner which causes harassment, alarm and distress to individuals and communities. Bolton Council will work with its partner agencies to challenge this behaviour by using Bolton's ASB Pathway

The ASB Pathway is an incremental process for tackling juvenile ASB (10 to 17 year olds). The process combines both support and enforcement. It is also an early intervention process. Young people involved in ASB are challenged about their behaviour and warned of the consequence's at an early stage. Their parents are also notified in writing. This has proved very successful and in most cases referred they have not progressed beyond first warning stage. An officer's guide to the ASB Pathway is attached.

The support work offered by Targeted Youth Support Service working alongside the enforcement element of the warning letters and consequences provides significant results in tackling and preventing asb. Whilst the ASB Pathway has been in place there has been a significant reduction in the application at Court for legal Orders to tackle ASB.

## **Antisocial Behaviour Caused by Adults**

It is not only young people who cause antisocial behaviour in the community. Adults are also sometimes responsible. Please see steps 1-4 above in the “What Happens Next” section which explains what you can expect when making a report. Bolton Council and where appropriate our partner agencies will make use of the full range of powers available for challenging and preventing antisocial behaviour. Each case will be dealt with on its own merits and the appropriate action will be taken.

## **Challenging Nuisance Neighbours**

Unfortunately not everyone is lucky enough to have good neighbours. Bolton Council and its partners recognise the stress and upset which can be caused when neighbours do not get along. Disagreements with neighbours can be caused by a number of reasons such as, parking disputes, loud music, untidy properties and just general rude and inconsiderate behaviour, through to verbally abusive and violent behaviour. We understand that your home is the one place where you and your family should feel, safe, secure and relaxed. When this isn't the case Bolton Council can help. In the first instance we ask if you have spoken to your neighbour about the issue. In most cases neighbours are unaware that they are causing an issue and once this is pointed out it is addressed quickly. If you have spoken with your neighbour and the problems continue you should report on the contacts below. Steps 1-4 in the, what happens next stage listed above will take place.

When reports are received about noisy neighbours for example loud music. Bolton Council's Environmental Services, Pollution Control Unit has a team who deal with noisy neighbours and have specific legislation available to them. This allows Bolton Council to challenge the behaviour of noisy neighbours and to take appropriate formal action.

## **Report antisocial behaviour**

Telephone: 01204 336500

Email: [asbreporting@bolton.gov.uk](mailto:asbreporting@bolton.gov.uk)

Tenants of Registered Social Landlords should report antisocial behaviour directly to their housing provider.

## **Reporting noise from premises residential or business**

Telephone: 01204 336500

Complete noise pack online: <http://www.bolton.gov.uk/noise>

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