

# Supporting Anti-Social Behaviour

## What is anti-social behaviour

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*The definition of ASB as contained in the Anti-Social Behaviour Crime & Policing Act is:*

- 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 persons occupation of residential premises.
- Conduct capable of causing housing related nuisance or annoyance to any person.

## Anti-social behaviour

Anti-social behaviour is a broad term used to describe the day to day incidents of crime, nuisance and disorder that make many people's lives a misery – from litter and vandalism, to public drunkenness or noisy or abusive neighbours. Such a wide range of behaviours means that the responsibility for dealing with anti-social behaviour and tackling local issues affecting resident's quality of life is shared between a number of agencies, particularly the Council, the Police and local Housing Providers.

## What action can be taken?

Tameside Council and partners work closely together, they are committed to protecting residents and use a range of tools and powers to stop the behaviour from continuing and where necessary bring people to account for their actions.

In many instances anti-social behaviour can be prevented by effective early intervention. In some cases, involving serious or persistent anti-social behaviour, statutory powers are available to provide protection for victims, witnesses and communities.

## Who to contact

There are several ways for you to report anti-social behaviour or request advice, you can ring the Council's main call centre on 0161 342 8355 or contact your Integrated Neighbourhood Team for the area which you live.

- North Neighbourhood [asb@tameside.gov.uk](mailto:asb@tameside.gov.uk) (Ashton under Lyne, Stalybridge, Dukinfield & Mossley)
- South Neighbourhood [asb@tameside.gov.uk](mailto:asb@tameside.gov.uk) (Droylsden, Denton, Audenshaw, Hyde, Mottram & Hattersley)

You can also contact Greater Manchester Police on 101 to report a non-emergency incident or make a general enquiry. In an emergency you should dial 999, an emergency is if a crime is being committed or has just been witnessed, there is a risk of injury, or a risk of serious damage to property.

## What happens next?

When we receive a call about persistent and serious anti-social behaviour, our first stage is to talk the problem through with you - in the strictest confidence. After we understand the problem fully we will discuss some of the actions that can be taken to resolve the problem.

## Types of action may include:

- You may be asked to complete an Anti-Social Behaviour Incident Diary to record details of the anti-social behaviour and how it affects you.
- We will work with other agencies to try and divert those committing anti-social behaviour into more positive activities.
- We will consider taking enforcement action against those responsible for ASB and will also seek to offer support to all parties wherever possible.

A complaint of Anti-Social behaviour could be made to the same or different organisations such as Greater Manchester Police, Tameside Council or Tameside Registered Housing Providers.

## What happens next?

Tameside currently adopts a 5 stage process to dealing with ASB. This is a flexible approach and is a guide only, for example an officer dealing with a report on ASB will consider all the circumstances surrounding the incident, or incidents, before starting the process. Consideration should be given to the severity of the incident, whether it is an isolated incident or a repeat, the impact on the victim(s) and if the perpetrator(s) have had any previous involvement in ASB. Having given consideration to all the factors the officer will decide where in the 5 step process this incident lies. The officer does not have to start the process at stage 1. The 5 stage process is shown below and copies of letters relating to each stage are stored on the shared drive.

**Informal Action**

**Formal Action**

1

You have been referred to the Integrated Neighbourhood Services team by either a Police Officer or a Tameside Council officer.  
  
Providing you do not come to our attention again, no further action will be taken.

2

You have acted in an anti-social manner either on more than one occasion or at a level that is likely to cause harm or distress to another person.  
  
Your behaviour may be discussed at an Integrated Neighbourhood Services hub which will be attended by various agencies including Greater Manchester Police, Youth Offending Team, New Charter and council staff and any other agency who may wish to be involved in this process.

3

You have continued to act in an anti-social manner and / or your anti-social behaviour has escalated.  
  
It is felt that further action is needed to address your anti-social behaviour.  
  
You may be asked to attend a meeting to discuss your behaviour and it is possible that you will be asked to sign an Acceptable Behaviour Contract (ABC)  
  
The Police and Council will warn you that if you continue to act anti-socially, you will progress to level 4 and formal action will be considered against you and / or your parents/ guardians  
  
**You are warned that your anti-social behaviour must immediately cease to avoid further action being taken.**

4

Owing to your continued levels of anti-social behaviour it is felt that further action is required.  
  
Your case will be discussed at an Integrated Neighbourhood Services hub which is attended by various agencies including Greater Manchester Police, Greater Manchester Probation Service, Youth Offending Team and Local Authority staff.  
  
You may be issued with a formal warning and, if applicable, we will liaise with your housing provider with regards to your anti-social behaviour and the possible enforcement action that they can take against the tenancy holder which could include eviction.  
  
**You are formally warned that your anti-social behaviour must immediately cease to avoid further action being taken.**

5

Your anti-social behaviour is at a level that is deemed 'high risk' and we will be meeting to discuss what action can be taken against you to tackle your anti-social behaviour. Information will be shared with other professionals working with you or your family.  
  
We will consider applying for further enforcement action to be taken through the Courts Anti-Social Behaviour Crime and Policing Act 2014.  
  
These courses of action are used to protect the public from behaviour that causes or is likely to cause harassment, alarm or distress.  
  
These orders can stop you from associating with certain individuals or visiting certain areas. If you breach any order put in force you will be taken to court..  
  
**You are formally warned that your anti-social behaviour must immediately cease to avoid further action being taken.**

## Information Sharing

Relevant information will be provided within 10 working days by the Council, GMP, Clinical Commissioning groups and Registered Housing Providers (through co-option arrangements), unless disclosure of the information would;

- a) Contravene the Data protection Act 1998,  
**or**
- b) Contravene Part 1 of the regulation of Investigatory Powers Act 2000,  
**or**
- c) Breach the confidence owed by the person making the disclosure  
**or**
- d) Breach any other restriction on the disclosure of information (however imposed).

Information may also be requested and shared by other agencies or organisations such as third sector services or General Practitioners if the expressed consent is provided by the Applicant and the information is considered relevant for the purpose of the complaint (and restrictions on the disclosure of the information do not apply).

## Escalation and Appeal

If an applicant is dissatisfied with the response from their complaint, there is a right to request a further a further review to officers from the relevant agencies who are more senior to those that completed the initial complaint. The applicant will need to request the further review by writing to the Head of Neighbourhood Services at Tameside MBC. The request will be acknowledged within two working days and a final response provided within 20 working days of the request for a further review, unless the case is particularly complex when the applicant will be informed of a revised timeframe.

If an ASB Case has been completed and the Applicant is unhappy about the service received from an individual officer or agency, a formal complaint may be made directly to that agency and if necessary may be escalated further through organisations such as the Ombudsman or Independent Police Complaints Commission.

## Further information and related documents.

- [Appendix 1 - Community Trigger Process Flow Chart](#) 
- [Appendix 2 - Registered Social Housing Provider](#) 
- [Appendix 3 - Community Trigger online form](#) 