



Charnwood Borough Council

Summary of our corporate anti-social behaviour and hate incident policy and procedure

What is anti-social behaviour?

Charnwood Borough Council recognises that residents are entitled to live in a quiet and peaceful environment free from anti-social behaviour and hate incidents (referred to collectively in this summary as 'ASB').

The council has agreed an approach to tackle ASB across all its service areas, including environmental protection, landlord services and community safety that – as far as it is possible - does not differentiate between council tenant, private/housing association tenant or owner occupier.

The Anti-Social Behaviour, Crime and Policing Act 2014, defines ASB as:

- (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.*

How will the council deal with reports of ASB?

ASB can affect different people and communities in different ways but the council will deal with all cases reported in the following way:

- You can report ASB in a variety of ways, including phone, e-mail and online;
- We will risk-assess every case reported to us to establish how we will deal with the incident;

- We will tell complainants how we intend dealing with the incident, including setting time scales and, where relevant, how the complainant can help us in tackling the case (e.g. keeping a written record of events);
- Actions we will take will be reflect the severity of the incident and will follow what we call an ‘incremental approach’ to tackling ASB. A summary of that can be found [on the Charnwood Borough Council website](#).
- We will always try to resolve ASB by non-legal means such as advice, warning letters and mediation. Sometimes, though, this might not be possible and we will have to take legal action against perpetrators of ASB such as possession action (council tenants only), statutory notices, closure orders and injunctions;
- All cases identified as high risk will be referred to a multi-agency group called the ‘Joint Action Group’ or ‘JAG’ for short. All hate incidents will also be referred to the JAG;
- We will tell you if and when we believe that it is right to close the case (subject to contact details being given). A case can be re-opened if there are further incidents;
- All council services dealing with ASB will work together to try to secure the best outcome for complainants and victims.