



**HILLINGDON**  
LONDON

Anti-Social Behaviour Policy

DRAFT

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## 1. Foreword

From listening to residents and businesses in Hillingdon, we know that tackling and preventing anti-social behaviour is one of the most important priorities for the Council. We hear and see the damaging consequences anti-social behaviour can have on individuals, families, businesses, and the environment, and how it can limit the use we all make of our public spaces.

That is why we committed in our Council strategy to preventing and tackling antisocial behaviour and stated that our ambitions for residents include that all residents should be and feel safe from harm and can enjoy access to green spaces.

I am very pleased, therefore, to introduce this Policy which has been developed by Hillingdon Council as part of our approach to meeting that commitment and achieving our ambitions.

We have been clear in our Council strategy that we will take enforcement action to protect residents and the environment. There is a balance between individual freedoms and collective responsibilities. We all have a responsibility to ensure our behaviour does not cause alarm, distress or nuisance to other persons, and to limit how much our activities have negative impacts on other people. We hope to resolve many problems without having to take formal action but we are clear that we will not tolerate anti-social behaviour and we will use all our legal powers to take action against perpetrators of anti-social behaviour to stop and deter that behaviour.

This policy seeks to explain how we work to prevent and tackle anti-social behaviour. It sets out the Council's role and responsibilities in relation to anti-social behaviour, how you can report anti-social behaviour to us, what to expect from us when you make a report and how we may support you. It also explains what our powers are, how we decide when to use those powers, and when there may be limits to the action we can take or when we might expect others to resolve your problem. To support this Policy the Council will also publish specific procedures which provide more detail about some processes we may follow, for example when you request a review of our response to anti-social behaviour.

There are many people in Hillingdon who are more vulnerable to anti-social behaviour than others due to their personal circumstances. We will prioritise support for more vulnerable people in the Borough to make sure that they do not suffer disadvantage as a result of their personal circumstances or characteristics.

We also recognise the additional responsibilities we have to our tenants as a provider of social housing in the Borough. Our tenants have the right to enjoy their homes, and the community spaces around them, and we will support our tenants where those rights are being eroded by the behaviour of others. We will also ensure we hear from our tenants about how we are dealing with the issues that matter most to them and respond to that feedback.

This policy will need to evolve over time to reflect feedback from residents, to meet the needs of our communities and reflect changes in the law.

## 2. Introduction

- 2.1 This is a policy document for Hillingdon Council in relation to anti-social behaviour in Hillingdon Borough. As a policy document it sets out what the Council means by 'anti-social behaviour' (ASB), when it may take action on anti-social behaviour and also includes the principles the Council applies when deciding how to respond to a report of anti-social behaviour. It explains how the Council responds when people experiencing ASB contact us for help, and what you can expect from the Council.
- 2.2 You may want to read all this policy to understand the Council's approach to ASB or just specific sections which may answer any questions you have. Following is a summary of the policy's sections to help you find the information you need.
  - 2.2.1 Section 5 of this policy explains how the Council will determine whether behaviours or conduct are anti-social.
  - 2.2.2 Section 6 of this policy explains the Council's role and responsibilities and when the Council will investigate reports of potential ASB. It also explains when the Council may not investigate a report of a matter which the reporter believes may be ASB.
  - 2.2.3 Section 7 of the Policy explains the Council's powers in relation to ASB and section 8 explains how the Council will seek to deal with ASB, including how it will use its powers and which Council teams may be involved in work to tackle ASB.
  - 2.2.4 Section 9 of this policy explains when the Council may expect other organisations to lead on the investigation of ASB and section 10 sets out when the Council will not investigate reports of ASB.
  - 2.2.5 Section 11 explains how the Council will seek to ensure the confidentiality of people reporting ASB and section 12 explains how we will ensure that we safeguard children and vulnerable adults when applying this policy.
  - 2.2.6 Section 13 of this policy explains how to report ASB to the Council. Section 14 explains how we may prioritise reports of ASB for investigation and section 15 explains what you can expect if you report suspected ASB to us.
  - 2.2.7 Section 16 of this policy explains when we may refer cases of ASB to other organisations and how we will ensure that we do so with agreement of the person reporting the matter to us. Section 17 provides information about sources of support, advice and further information on ASB.
  - 2.2.8 Section 18 of this policy explains how we may decide to publish details of our work on ASB.
  - 2.2.9 Section 19 of this policy explains the important case review process which can be used in some circumstances when reported ASB remains unresolved. Section 20 also explains how to provide feedback or make a complaint about the Council's work.

### 3. Our Commitment to You

3.1 The Council recognises tackling ASB is a priority for many residents and businesses in the Borough and the impact that it can have on residents and communities. This is why Council's Strategy for 2022-2025 includes commitments to:-

- Actively work in partnership with the Police, other partners and communities to prevent and tackle crime, including antisocial behaviour and drug-related crime.
- Take enforcement action to protect residents and the environment.

The Council's ambitions for residents include that we want all residents to:-

- Be/feel safe from harm
- Enjoy access to green spaces, leisure activities, culture and arts.

Therefore, the Council will take robust action to tackle anti-social behaviour in the Borough.

### 4. The Purpose of this Policy

4.1 This policy seeks to ensure a consistent and effective approach to tackling all aspects of ASB and to provide clarity to residents of the Borough and people working in the Borough on how the Council will respond to reports of ASB.

4.2 This policy does not apply to the Council's parking functions. Separate policies set out how the Council deals with parking related matters in the Borough.

4.3 This policy also does not apply to investigations into 'statutory nuisance'. Statutory nuisance is defined by the Environmental Protection Act 1990 and the Council has specific duties under this Act to investigate and resolve problems that fall under the legal definition of statutory nuisance. Separate policies will be developed to explain the Council's approach to instances of statutory nuisance.

### 5. What is Anti-Social Behaviour?

5.1 The legal definition of anti-social behaviour, in the Anti-Social Behaviour Crime and Policing Act 2014, is as follows. This definition is important since many powers that the Council has to deal with problems depend on whether the issue falls within the legal definition of ASB:

- behaviour by a person which causes, or is likely to cause, harassment, alarm or distress to persons not of the same household as the 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.

5.2 Antisocial behaviour can include:

- Using a vehicle in a way which causes a nuisance to others (e.g. loud engine revving during the night, using e-bikes on footpaths or in busy pedestrian areas).
- Inconsiderate behaviour in public spaces which causes distress or alarm to others or stops them using those public areas.
- Behaviour which has a negative impact on your neighbours' ability to enjoy their property (e.g. regular fires or noise which prevents them using their garden).
- Out of control dogs or persistent dog barking in residential areas.
- Trespassing on private property or limiting someone's access to their own property.
- Not controlling a dog in a public place so that others feel unsafe or unable to use that same public space.
- Aggressive begging.
- Loud noise at night.

5.3 The Council also has powers in other legislation to take action to prevent or address other behaviours which have an impact on local communities, particularly environmental crime. In addition, Public Space Protection Orders and other legal options such as injunctions may be used to tackle public nuisance issues or problems that have a negative impact on quality of life in public spaces, by imposing conditions on the use of defined areas. Other behaviours that the Council may take action against include:

- Abandoning a vehicle in a public space (e.g. normally abandoning old cars).
- Littering.
- Trespassing on private property or limiting someone's access to their own property.
- Fly-tipping.
- Smoking/vaping within children's play areas.
- Exercising dogs within children's play areas.
- Street trading and leaflet distribution without proper consent.
- Holding car meets or street racing events.
- The use of amplification equipment in public spaces such as parks.

5.4 Please note that this is not an exhaustive list, and other behaviours could amount to anti-social behaviour in certain circumstances.

5.5 Whilst domestic abuse and hate crime may have impacts on people other than the immediate victims, these are criminal matters and should be reported to the Police and investigated primarily as a potential criminal offence (see paragraph 4.8 below) rather than ASB. Information about support if you experience domestic abuse is available on the Council's website- <https://www.hillingdon.gov.uk/hdaas>

## 6. The Council's Role and Responsibilities and When It Will Take Action on Anti-Social Behaviour

6.1 Our ambition for residents is to ensure Hillingdon is a safe, inclusive, green, more digital borough with a strong economy. We want all our residents to:

- Live active and healthy lives.

- Enjoy access to green spaces, leisure activities, culture and arts.
- Live in a sustainable borough that is carbon neutral.
- Be/feel safe from harm.
- Live in good quality, affordable homes in connected communities.
- Stay living independently for as long as they are able.
- Achieve well in education, with opportunities for learning at all ages.
- Have opportunities to earn an income that supports their families.

6.2 Anti-social behaviour can impact on a number of these ambitions for residents.

6.3 This policy supports our ambitions for Hillingdon residents and to achieve these ambitions we will work in partnership with the Police, other partners and communities to prevent and tackle crime, including anti-social behaviour and drug-related crime.

6.4 We will seek to understand and respond to anti-social behaviour that is impacting on local areas and residents in the Borough through seeking feedback from community groups and organisations, residents' associations and elected members. We will also provide opportunities for our tenants and people living on the estates we manage to inform us of their priorities so we can plan to address ASB and environmental problems impacting on them.

6.5 The Council will investigate reports of behaviours or conduct (of individuals or businesses) which may constitute ASB as defined in section 4 above except as otherwise stated in this policy.

6.6 As a landlord we also have a duty to respond to ASB affecting our tenants and the neighbourhoods in which they live. The Council is committed to meeting the Regulator of Social Housing's Neighbourhood and Community Standard in relation to the safety of shared areas, local area cooperation, anti-social behaviour and hate incidents.

6.7 The Council will not normally lead the investigation of cases of ASB in other residential social landlord's or private landlord's properties where the behaviour relates to the tenant's activities in those properties. Those landlords are required follow their own policies and legislation applying to their business activities. Only in those exceptional circumstances will the Council intervene if the landlord fails to take effective action to resolve the situation and Council action becomes necessary.

6.8 In many instances, anti-social behaviour may also constitute a crime. Where the behaviour being reported constitutes a crime, the victim or complainant will be encouraged to report the matter to police. The Council will liaise with the Police and will seek to address the anti-social behaviour only where our actions do not conflict with any Police criminal investigation.

6.9 Other organisations, particularly the Police, also have statutory responsibilities in relation to ASB. ASB complaints may also be made to the Police and we will work alongside the Police, Registered Social Landlords and other organisations to provide a comprehensive response to ASB in Hillingdon.

## 7. Our Powers

- 7.1 Our powers to tackle ASB are mainly contained in the Anti-social Behaviour, Crime and Policing Act 2014. Information and guidance on these powers is published by the Government. See- <https://www.gov.uk/government/publications/anti-social-behaviour-crime-and-policing-bill-anti-social-behaviour>. The Council also has available to it other powers from legislation including the Anti-Social Behaviour Act 2003 and the Clean Neighbourhoods and Environment Act 2005 which may be relevant in certain circumstances. The Council will use any of the powers available to it when ASB is identified as impacting on residents, our communities or public spaces if it is determined that those powers are most likely to reduce or resolve the ASB.
- 7.2 Anti-social behaviour committed by a Council tenant or occupant/visitor to a Council property may be a breach of the tenancy agreement that applies to that property. In these circumstances we may take action under housing legislation to ensure the ASB stops.
- 7.3 Our Enforcement Policy sets out how we make decisions on the use of enforcement powers available to the Council. See <https://www.hillingdon.gov.uk/enforcementandsanctionspolicy>
- 7.4 The Council will seek to explore the use other wider powers such as discretionary licensing of Housing of Multiple Occupancy as a tool to reduce significant and persistent ASB in the Borough. It will also consider introducing Public Spaces Protection Orders or other measures (e.g. seeking injunctions) where those options may be most effective in reducing or preventing ASB.
- 7.5 Hillingdon Council supports the key principles of a consistent approach to addressing ASB published by the Government. These can be found at:  
<https://www.gov.uk/government/publications/anti-social-behaviour-principles>
- 7.7 The Crime and Disorder Act 1998 provides the Council with the legal power to share information with partner agencies for the purposes of preventing, detecting, and tackling crime and anti-social behaviour in Hillingdon.

## 8. How the Council will take action to prevent and reduce ASB

- 8.1 Whenever possible the Council will take action to prevent anti-social behaviour from happening in the first place. This may be through (as examples);
- For our tenants, completing pre-tenancy checks, housing people appropriately and having a robust sign-up process setting clear expectations of behaviour and supporting people to access appropriate services.
  - Working with partners to identify areas which may be at greater risk of ASB occurring, and planning coordinated targeted actions to reduce those risks.
  - Providing opportunities to take part in activities, for example through our youth services, to reduce opportunities for behaviour to have an anti-social impact.
  - Considering any environmental improvements that may reduce the likelihood of anti-social behaviour taking place.

- Liaising with community groups and networks to support their work to reduce anti-social behaviour.
- 8.2 When ASB is occurring the Council may take formal or informal action to prevent that ASB escalating and to reduce the impact of it. These actions range from education and awareness raising through to warning and where necessary enforcement actions such as fixed penalty notices, injunctions, closure orders, or possession proceedings.
- 8.3 The council recognises that behaviours that may have a lower impact individually can have a bigger, cumulative impact on communities over time, such as small deposit fly tipping and litter. The Council will seek to ensure that persistent or repetitive lower impact ASB is stopped, and may routinely use CCTV and enforcement through fixed penalty notices to achieve this.
- 8.4 Where the ASB is directed at specific individuals the council recognises the greater risk and impact this can have on victims particularly where they may be more vulnerable due to their personal circumstances. We adopt a risk assessed and victim focused response to ASB which will prioritise cases which are targeted at vulnerable people or which have more harmful impacts on certain people.

#### **Who investigates the different types of ASB**

- 8.5 The Council receives a large number of complaints about ASB each year. The Council may take the lead in investigating reports of ASB in the following circumstances;
- When the ASB is taking place in any public place or place to which the public have access.
  - When the person experiencing and/or perpetrating anti-social behaviour is a Council tenant, or if the ASB is perpetrated by another person when visiting a Council tenant, the Council's Housing Services have a responsibility to investigate these matters. Information on ASB involving Council tenants and leaseholders can be seen here- <https://www.hillingdon.gov.uk/asb-tenants-leaseholders>
  - When both the person experiencing and the person perpetrating anti-social behaviour are owner occupiers or reside in privately rented accommodation.
- 8.6 The Council has a number of different teams which have a role in tackling ASB who may lead the response to a particular issue depending on the circumstances. The Council also operates an out of hours nuisance service to respond to urgent noise or light related nuisance complaints outside of normal business hours. When investigating a report of ASB we will inform the person who reported that ASB who to contact for more information about the investigation.
- 8.7 In addition, the Council will liaise with the Police and other organisation to understand where local areas are more often impacted by ASB, and the causes of that ASB, and may instigate proactive action to reduce ASB in that locality.
- 8.8 The Council publishes information on our website for local residents and businesses explaining what anti-social behaviour is, what we can do and what we cannot do, how to report ASB and who else may be able to help with ASB or other similar matters.

## 9. When the Council will expect another organisation to lead the investigation of a report of ASB

- 9.1 Serious ASB as a result of criminal conduct, for example drug dealing, should be reported to the Metropolitan Police Service by telephoning 101 or 999 in an emergency. The Council will work closely with the Police to tackle anti-social behaviour involving crime conduct.
- 9.2 When both the person experiencing ASB and the perpetrator of the alleged ASB is a tenant of another social landlord, the report of ASB should be made to the relevant social landlord. Where the Registered Social Landlord fails to respond to the report a formal complaint should be made under the landlord's complaints process and, if you remain dissatisfied with the response you should escalate the matter to the Housing Ombudsman.
- 9.3 The Council is not an emergency service. Incidents where there is an immediate risk of harm to persons or property should be reported to the Police.

## 10. When the Council will not investigate reports of ASB

- 10.1 The Council will not normally investigate anonymous reports of ASB. It is important that we can understand and record evidence of the impact that behaviour reported as ASB is having on individuals and communities and we may be unable to act if we cannot do this. However, we may investigate anonymous reports of ASB where we believe a vulnerable person is being affected by that ASB and we will use anonymous reports of ASB to help inform our decisions on proactive approaches to resolving issues which have a community impact.
- 10.2 For the Council to take action to resolve ASB it is essential that we can obtain evidence of the behaviour. The Council will not investigate cases where no evidence is provided or likely to be available to support the allegation.
- 10.3 Some activities or behaviours are not normally be considered anti-social (or a statutory nuisance under the Environmental Protection Act 1990) including:
  - Normal everyday activities or household noise such as children playing ball games, unless the children are also engaged in other behaviours that could cause harassment, alarm or distress to other persons.
  - Actions which amount to minor disagreements but are not sufficiently serious considering the harm that results to justify our involvement.
  - Noise from vehicles on the highway carrying out their normal activities, noise from emergency service vehicles, aircraft or helicopters, noise from demonstrations.
  - Reasonable living noise in domestic settings such as lawn mowing, household DIY, crying, loud talking, toilets flushing, banging doors and noise from household appliances or fittings unless evidence is provided (e.g. from noise logs and recordings) which shows these are excessive and persistent or taking place at unreasonable hours.
  - Alcohol consumption in a public space that is not causing anti-social behaviour.
  - Sporadic noise from late night revellers moving through public spaces.

10.4 Illegal use of drugs does not normally constitute ASB in itself. Illegal drug use is normally a matter for the Police to investigate. However, the Council's Housing Services will investigate illegal use of drugs in Council owned or managed premises since this is likely to be a breach of tenancy conditions. In doing so they may share information with the Police. Illegal use of drugs may lead to other ASB problems, such as causing harassment or distress to other persons in a public place. In such circumstances the Council will investigate reports of ASB with an aim to end the ASB.

## 11. Confidentiality

11.1 We will not disclose a complainant's personal information to the alleged perpetrator of the ASB without consent to do so. On occasion, for the Council to be able to take action it may be necessary to provide to a court a witness statement from the person impacted by the ASB. When providing a statement this will be explained to you. If you are unwilling to provide a statement it may limit the action the Council can take to resolve the problem.

11.2 In some instances, even if we do not disclose information directly, it may be obvious to the alleged perpetrator who has made a complaint about them. You should consider whether this may be the case when contacting us to report ASB and, if you are concerned about this, we are willing to discuss this with you to determine how to respond to your complaint. An example would be the need for council officers to make enquiries with neighbours to secure evidence of the reported ASB.

11.3 The Council will share information with partner agencies in accordance with information sharing protocols made under Section 115 of the Crime and Disorder Act 1998 for the purposes of preventing, detecting, and tackling crime and anti-social behaviour in Hillingdon.

## 12. Safeguarding Children, Young People and Vulnerable Adults

12.1 The Council will always prioritise the safeguarding of vulnerable people. The Council's Safeguarding Policies set out how we will respond to safeguarding concerns relating to children, young people and vulnerable adults. Our safeguarding policies take precedence over this policy.

12.2 On some occasions, the alleged perpetrator of ASB may be vulnerable and we may determine that they require support. When we are made aware by the perpetrator, or determine by any information made available to us, that a person has or may have a support need we will explain our concerns and invite the perpetrator to discuss their needs with us and seek their consent to make a referral(s) to an appropriate Council department or external organisation on their behalf if appropriate. If the perpetrator is already engaged with a support service we will discuss with the perpetrator the sharing of relevant information with the support service.

12.3 The Council reserves the right to make a referral to the Adult or Children Social Care, or the police without the permission of the individual(s) concerned where the situation justifies it and information sharing provisions permit it.

12.4 When the perpetrator of the anti-social behaviour is a young person we will attempt to engage with their parents or guardians to offer appropriate family support. This may involve seeking consent to make a referral into the Council's Stronger Families Hub.

12.5 Our enforcement decisions will take account of any known welfare concerns relating to the perpetrator.

12.6 The Council will carefully consider and justify our actions to ensure we do not disadvantage people with protected characteristics under the Equality Act 2010.

### 13. Making a report of ASB to the Council

13.1 Reports of anti-social behaviour to the Council should be made on the 'Report it' pages on the Council's website-

<https://www.hillingdon.gov.uk/report>

13.2 Reports of ASB in Council owned properties should be reported to the Council's Housing Services either by email to [asbriskmanagement@hillington.gov.uk](mailto:asbriskmanagement@hillington.gov.uk), or through the Council contact centre on 01895 556666.

13.3 Reports of ASB can be made by a third party, for example by a Local Councillor or Member of Parliament. If a report is made via a third party we will seek the consent of the complainant to communicate and share information with that third party.

13.4 The Council does not accept reports of ASB by Social Media, e.g. Twitter/ X.

### 14. How are anti-social behaviour reports prioritised?

14.1 Reports of ASB are assessed on receipt and may be prioritised for response depending on the potential impact and harm of the alleged behaviour. Factors we will consider when determining whether to prioritise one allegation over another for a response include-

- The level of harm that could arise from the behaviour and whether physical violence or threats of harm are alleged.
- Whether the perpetrator has been warned previously or been subject to prior enforcement action that appears not to have resolved the problem.
- If the incident is motivated by hate (hostility towards a person's race, sex or ethnicity, sexual orientation, disability, religion or belief, or transgender identity).
- If the victim may be more vulnerable to ASB or more impacted by it due to their personal circumstances.
- Whether there are child or adult safeguarding risks.
- Whether domestic abuse may be taking place.
- Serious harassment, intimidation and threatening behaviour.
- Racist or offensive graffiti.
- Threats to Council staff.

## 15. What you can expect if you report ASB

- 15.1 If you report ASB to the Council we will assess your complaint according to this policy and determine whether it is appropriate for the Council to investigate the complaint. If the Council determines that the complaint is not an issue that it will investigate you will be informed of this decision and the reasons for that decision. If the complaint is within the remit of another organisation we will inform you of which organisation we believe you should direct your complaint to.
- 15.2 If an investigation is commenced we will allocate the matter to the most appropriate team. You will be contacted and advised who is investigating your complaint. We will keep you informed of progress on the investigation and will ensure that you are informed of the outcome.
- 15.3 The Council will seek to resolve cases with the lowest level of intervention, taking formal action in accordance with our Enforcement Policy when the matter is deliberate, serious or persistent or when it threatens people's safety or health.
- 15.4 The use of informal and legal action will be decided by the Council having considered the circumstances of each individual case and will be proportionate to the type of anti-social behaviour and risk of harm.
- 15.5 In our capacity as a landlord the Council may take ASB possession proceedings. The Council has no basis to seek possession of a property where we are not the landlord.
- 15.6 In many instances of ASB, we rely on evidence provided by the public when it is difficult for a Council officer to witness the ASB themselves. Without this evidence we may be unable to take action. We may ask you to record evidence for us, for example by keeping a note of the nature, date and time of ASB incidents you witness. It is important to support the Council if we ask you to do this and we will explain any implications if we make this request of you.
- 15.7 There are often different views on allegations of ASB and the view of the complainant may be different from the alleged perpetrator. We will often need to speak with the alleged perpetrator(s) before determining what, if any, action is appropriate. Occasionally, counter-allegations are made in the course of an investigation. We will make decisions on action we take based on an objective, impartial assessment of the available evidence, history and views of the parties concerned. Decisions on action to take will also seek to provide a proportionate response to the harm being caused.
- 15.8 During the course of an investigation there may be a number of reasons why an investigating officer determines that no action can be taken. These reasons may include;
- Establishing that the incident did not happen.
  - Not having enough evidence to prove the matter to the relevant standard of proof.
  - Finding the issues reported to be not what the Council considers as antisocial behaviour.
  - Not being able to investigate fully due to non-cooperation of the reporter / witness.
  - The ASB has stopped and the likelihood of further ASB is low.
- 15.9 Some ASB problems can be difficult to resolve or may take some time to resolve. For example, if the problem relates to the behaviours of some individuals using a public space and those individuals are taking steps to avoid being identified. In addition, some ASB

problems require court action to resolve and the law requires that the persons concerned are given an opportunity to stop the behaviour before formal legal action can be commenced. In these instances, we will ensure that you are informed of the action we are taking and the expected timescales, but it is not always possible for the Council to control the length of time it will take.

## 16. Referrals to other agencies

16.1 Investigating Officers will make referrals to other Council departments or agencies as appropriate in the course of their investigation. Any referrals made which involve sharing personal information of the complainant will be made with the consent from the individual concerned, unless there is an overriding safeguarding concern in relation to a vulnerable adult or child.

16.2 We will always pass details of identified criminal activities to the Police and may not seek consent to do this.

## 17. Support and advice for victims

17.1 The Council recognises the impact that ASB has on victims. Support and independent advice is available from a range of agencies that includes;

- Victim Support
- ASBHelp
- Citizens Advice

## 18. Publicity

18.1 Publicity is an essential part of tackling anti-social behaviour through;

- Reassuring the community that the Council and partners work together and take reports of anti-social behaviour seriously.
- Reassuring complainants, witnesses and the wider community that successful action has been taken to tackle anti-social behaviour.
- Publishing details on individual cases so that breaches of orders obtained can be reported to the relevant organisation.
- Making it clear to perpetrators that the Council will not tolerate anti-social behaviour and will take action to protect others.

18.2 In circumstances when a Court has not imposed reporting restrictions, and the Council considers it to be necessary and proportionate, a press release or other publicity material, such as an information leaflet or social media messaging, may be issued when formal court action is concluded or formal notice has been served. The decision to publicise will be considered carefully based on the facts of each case.

## 19. ASB Case Review/Community Trigger

19.1 The ASB Review/Community Trigger gives victims and communities the right to request a review of their anti-social behaviour case, where the locally defined threshold is met. The focus of the ASB Review/Community Trigger is on the ongoing anti-social behaviour and should be used if you believe your complaint has not been appropriately addressed or no effective action has been taken. The case review process cannot be used to report general acts of crime, including hate crime. The case review process is not an alternative complaints procedure and does not replace the complaints procedures of individual organisations, or your opportunity to complain to the Local Government Ombudsman or Independent Police Complaints Commission.

### **Who can raise an ASB Case Review/Community Trigger:**

19.2 A victim can be an individual person, a business, or a community group.

19.3 A third party can make an application for a case review on behalf of a victim (with their consent). This can include a friend, relative, carer, councillor, Member of Parliament, or another professional person. Please note: We will need to contact the victim to establish the facts and will need to confirm their consent.

19.4 You can use the ASB Review/Community Trigger if:

- You have reported anti-social behaviour (ASB) to the council, police and/or registered housing provider 3 times (each made within 1 month of the ASB taking place) in the last 6 months.
- No action has been taken or you feel the action taken was inadequate.
- Your case has been closed (if your case is still open you must wait for the outcome).

19.5 The Council will not consider an ASB Review/Community Trigger if:

- You do not meet the criteria above.
- Reports of anti-social behaviour have been made so recently that an organisation has not had a reasonable amount of time to act.
- You already used, or are in the middle of using, an existing complaints procedure about any of the organisations involved in your case.
- The reports or request for a ASB Review/Community Trigger are vexatious, malicious, or unreasonable.
- The reports or request for a ASB Review/Community Trigger are made anonymously.

If you qualify for activating the ASB Review/Community Trigger, the application form can be completed on-line via the Hillingdon Website, or be downloaded and submitted via post to:

ASB Review  
C/O Community Safety Team  
London Borough of Hillingdon  
4N Civic Centre  
High Street  
Uxbridge UB8 1UW

19.6 Your case will be reviewed and if accepted we ask the agencies involved to provide details of your complaints and any actions that they have considered and taken. Once this information has been reviewed if your application still falls within the criteria for an ASB Case Review a meeting will take place between the appropriate agencies involved to discuss the anti-social, review the responses and make recommendations for any further action that should be taken, including which agency should take it.

## 20. Review of Policy and Procedures Statement

20.1 This policy will be reviewed annually or response to changes in relevant legislation.

## 21. Comments, Compliments and Complaints

21.1 The Council is always open to feedback to help us improve our service or to recognise and acknowledge when a good service has been provided. Please provide this feedback to the officer concerned or via the feedback page on the Council's website- <https://www.hillingdon.gov.uk/feedback>

21.2 Complaints about the service provided by the Council should be made via the Council's website- <https://www.hillingdon.gov.uk/complaints>

### Related Policies

Hillingdon Council Enforcement Policy

Private Sector Housing Enforcement Policy

Noise Policy (under development)

Victims Code: <https://www.gov.uk/government/publications/the-code-of-practice-for-victims-of-crime>

Guidance for Professionals: <https://www.gov.uk/government/collections/antisocial-behaviour-guidance-for-professionals>