

Anti-Social Behaviour When We Can Help



Anti-Social Behaviour Team
Bournemouth, Christchurch and Poole Council

The Anti Social Behaviour Team

Anti-Social Behaviour - When We Can Help

What level of anti-social behaviour can we become involved with?

If you need an immediate response to anti-social behaviour or harassment you should contact Dorset Police on **101**. If you, your family, your community or your property are at immediate risk you should dial **999**.

If the behaviour consists of loud music or barking dogs please contact Environmental Services, details of who to contact are in the table at the end of this document.

The Anti-Social Behaviour Team at Bournemouth, Christchurch and Poole Council (BCP) has a responsibility alongside our partners, for tackling anti-social behaviour (ASB) in the BCP area. We work to legislation in the ASB, Crime & Policing Act 2014. However, we cannot deal with every complaint that is reported to us and the team is not an active 24 hour response service as we are generally only available during office hours. The Team's focus and priorities are:

- Behaviours and circumstances that cause the greatest threat, harm and risk to individuals and communities.
- Protecting and supporting the most vulnerable victims of anti-social behaviour and those who suffer repeatedly.

Due to its very nature ASB cannot be prevented and tackled by just one agency. It needs a joined up, partnership approach by residents, the council, police and housing providers, including working with others such as Children or Adult Services to deal with the issues.

If we decide we cannot take your case forward we will explain why and signpost you to where you may get alternative help or advice.

After an initial assessment we will then decide if we can accept anti-social behaviour complaints from residents, businesses and visitors, and referrals from partner agencies, based on the following criteria:

- Where the victim or victims are identified as vulnerable and at the greatest risk of harm, or the victim is being personally targeted.
- Where a person is repeatedly a victim of anti-social behaviour.
- Where locations and communities are identified as vulnerable and at the greatest risk of harm or where repeated anti-social behaviour regularly occurs.
- Where bullying, verbal abuse, threats, or intimidation is a key feature of the anti-social behaviour.

- Where property and possessions are damaged or destroyed, or such threats are made. Criminal damage is an offence and the police should be informed.
- Where the anti-social behaviour is driven by hate and prejudice associated with the victim's ethnicity, disability, religion, sexuality, gender or age. Hate crime is a serious offence and we would encourage you to report to the police. There are also support networks through Dorset Race Equality Council and other voluntary sector organisations.
- Where there is drug dealing and associated disorder in a specific property or location, then we will work with Dorset Police to tackle it.
- Where prostitution and associated disorder is taking place in a property or location, then we will work with Dorset Police to tackle it.
- Where individuals or groups of people are causing a persistent or targeted nuisance in a specific location or community.

In many of the above cases a criminal act may have occurred or the threat of one been made. Sometimes the anti-social behaviour is so serious, or the risk of harm is assessed as high that we need to involve the police. In such cases we will work closely with Dorset Police to develop plans to tackle these behaviours to protect and support victims and make them feel safer.

What is not anti - social behaviour

The definition of anti-social behaviour is broad, with an array of behaviours which might be perceived to be anti-social, however, the council's ASB team are not able to deal with every issue.

Some examples of the types of behaviours that we are **not** able to deal with are:

- CCTV – concerns about privacy breaches, these should be reported to the Information Commissioners Office (ICO)
- Loud music and noise.
- Bonfires, flytipping or littering
- Children and young people playing in open spaces, the street, their home or garden.
- Poor parenting or shouting and swearing within a private dwelling, including the garden.
- Entrenched neighbour disputes.
- Neighbours or friends gossiping about each other, including on social networks.
- Varying lifestyles and everyday family living noises.
- ASB based on a belief or perception that is not supported by evidence or witnesses.
- Residents running a business from their home.
- Car repairs at home.
- Inconsiderate vehicle parking.
- Matters to do with planning or building control.
- Noisy consensual sexual activity in a private home.

- We are not able to deal with the smoking of cannabis.
- Untidy gardens or property disrepair.
- Overhanging shrubbery, foliage or trees.
- Neighbours throwing garden cuttings or litter onto your property.
- Dogs barking and other animal related complaints.
- Certain issues related to private land, including trespass, parking and boundary disputes. Breach of lease conditions bylaws
- Formal complaints against another service or organisation.
- Malicious or anonymous complaints.
- Complaints about others making a complaint against you.
- Tenant/leaseholder/landlord relationships.

If there is another service available with Dorset Police, the council or voluntary sector that may be able to help resolve some of the above matters we will advise you about contacting them or refer your complaint.

The ASB team often get reports of ASB that are a result of a dispute between two neighbours (often referred to as a neighbour dispute). We define a neighbour dispute as a situation where there are complaints and counter complaints from both sides, often about minor issues.

The Council understands that sometimes we may live near people that we do not necessary get along with. However, the Council believes that neighbours must show a level of courtesy to each other and not do anything with the intention of antagonising the other and/or must try to reasonably cooperate with each other, where there is a matter of concern. The Council does not believe that it's role is to manage these relationships.

In addition, the Council requires evidence to take action in ASB cases. It cannot usually use evidence from those who are also a cause of some of the problems themselves.

For these reasons, the ASB team will not class neighbour disputes as ASB unless the behaviour of the parties is affecting the wider community, in which case both parties will be considered perpetrators and the wider community the victim. Advice and guidance may be offered, and referrals to mediation may be considered, in order to try and prevent an escalation, but the report will not be opened as a case of ASB nor managed in line with the ASB policy and procedure.

The ASB team do not investigate incidents or cases involving tenants of a registered social housing provider or council housing. Should the team receive reports from a tenant the complainant will be advised to contact their housing provider.

Working together with you

Only by working together with victims and communities can anti-social behaviour be successfully prevented and tackled. We need the communities' support, help and co-operation in our joint efforts to protect victims, gather evidence and successfully resolve the anti-social behaviour.

When we accept a complaint of anti-social behaviour we enter a mutually agreed, unwritten contract that we will do all in our power to help resolve the anti-social behaviour using whatever tools are available. In return victims are expected to do all that they can to assist us in this aim.

To successfully resolve ASB we need to identify who is causing the ASB and proof – definitive evidence of what is happening. We need victims to help us gather it, but it is not their job alone to do this. The allocated Case Officer will explain the different ways in which victims and other agencies can assist to gather evidence and record incidents, this could include:

- Diary sheets;
- Mobile phone;
- DAT (noise) recorder;
- Photographs or video;
- CCTV

Victims need to co-operate with us when we need to see them or their family. We will need to understand what is happening, to assess threats and risks and identify vulnerabilities. We can meet at any convenient location. At some point we will have to visit the neighbourhood to improve our understanding of the layout, or to assess if any protective measures are necessary. We will also need the victim's consent to challenge the perpetrator(s) of the ASB.

We would also ask that victims co-operate with us in completing any assessments. These are designed to help us gather information, decide what else we need to do, or to signpost to any additional help. At times people may find our questioning and information gathering intrusive or tiresome, but it is necessary if we are to have a chance to resolve the anti-social behaviour or harassment and understand the impact.

In the early stages of the investigation the Case Officer will develop a case plan. We need the victim's help to complete this and for them to undertake any actions they have agreed to.

Sometimes anti-social or nuisance behaviour may be resolved through mediation where the victim and the other party/parties discuss the issues that affect them. This takes place under the guidance of a third party and again we would ask that you seriously consider mediation if we recommend it as a possible solution. Failure to accept mediation may result in your case being closed.

A resolution to a case may be achieved by the intervention of another agency, social services for example. Due to confidentiality we may not be able to give you any details. The main aim is for the anti-social behaviour to stop.

We need victims to work with us to build a case against the perpetrator(s) of ASB. We aim to protect and support them, their family and the community and bring the ASB to a successful resolution. Without victim's involvement, co-operation and support we may not be able to resolve the ASB. We will either refuse to accept the case in the first instance, or will close it due to lack of engagement. Victims will be informed of our decision and where other assistance may be available.

Cases will be closed when:

- The ASB has stopped;
- There is a lack of evidence;
- Upon assessment the problem is deemed not to be ASB;
- One of the parties refuses mediation in a neighbour dispute;
- Every possible tool or power has been tried for a given behaviour;
- The victim fails to engage.

We strive to make a positive difference but sometimes disputes between neighbours are so deep-rooted, with counter claims following allegations, that they may not ever be fully resolved and our involvement may have little or no impact. These cases will be closed when every avenue has been explored. At all times we will be honest and realistic with you.

Data protection and information sharing

Bournemouth, Christchurch and Poole Council operates under the principles of the Data Protection Act 2019 and we will protect any personal or sensitive information that is gathered during the course of an investigation. The Crime and Disorder Act 1998 allows us to share appropriate information with relevant partners in our efforts to support and protect victims and to prevent and tackle crime and disorder. We gather, store, share and destroy personal data to strict guidelines.

Further information on how we tackle and prevent anti-social behaviour and support victims, and more on data protection is available on our website at <https://www.bcpCouncil.gov.uk>

To contact the ASB team please email: asbteam@bcpcouncil.gov.uk

Where other help or advice might be available

If the Anti-Social Behaviour Team cannot accept your complaint or we have closed your case further help, support or advice may be available elsewhere, here are some suggestions.

Where other help or advice might be available:

You can contact customer services on:

BCP Customer services: 01202 123456

Alternatively we have a variety of ways reporting issues such as noise, bonfires, litter, parking, dogs barking, graffiti, used needles and flytipping on council land and we ask that you visit the following website and follow the instructions on how to report it online in your area: www.bcpCouncil.gov.uk

Dorset Police Can be contacted to report a variety of issues, that are criminal such as drug dealing, car racing, hate crime or if you need an immediate response.	It is important you report at the time the incident is happening to: Phone: 101 Online reporting: Home Dorset Police
Dorset Race Equality Victim Support	01202 392954 enquiries@dorsetrec.org.uk If you've been affected by crime, call your local victim care team in Dorset on 0300 3030 163. Lines are open Monday to Friday 9am-6.30pm. Alternatively, you can contact via live chat - open 24/7. https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/south-west/dorset If you need support outside of open hours, call the Supportline for free on 08 08 16 89 111 or request support via our website
Children's Social Care Out of Hours , BCP wide. Open: 8pm until 9am. Providing an emergency response for any child in BCP who is either in crisis or needs urgent help.	Out of Hours 01202 738256 ChildrensOOHS@bcpcouncil.gov.uk
BCP Children's First Response Hub	01202 123334 or email: childrensfirstresponse@bcpcouncil.gov.uk

Sovereign Housing	0300 500 0926
Kinson Hub	01202 123200
Rough Sleepers	
Shelter	0344 515 1400
Streetlink	0300 500 0914
St Mungoes	01202 315 962
<u>Environmental services out of hours, after 5pm:</u>	0800 50 60 50
Environmental:	<ul style="list-style-type: none"> • Bournemouth area: 0800 0281870 • Christchurch area: 0800 0281870 • Poole area: 0800 506050 8pm to 2am from Monday to Saturday as well as 9am to 5pm on Saturday
Housing	<p>Housing issues can be discussed with BCP Housing</p> <p>01202 123 147 bcpousingadvice@bcpcouncil.gov.uk</p>
Adult Social Care:	
BCP	<p>01202 123 654</p> <p>You should call us if you or an adult you know needs urgent social care help outside of normal office hours.</p> <p>You can call our emergency line on 0300 123 9895:</p> <ul style="list-style-type: none"> • Monday to Thursday, from 5pm to 9am • Fridays, from 4pm to 9am on Monday • all bank holidays, including Christmas Day and New Years Day
Drug & Alcohol Services	
Bournemouth	Adults

<p>Poole</p> <p>EDP Christchurch</p>	<p>01202 558855 to speak to the BEAT (Bournemouth Engagement & Assessment Team) drop in to the BEAT, 6 Trinity House, 161 Old Christchurch Road, BH1 1JU</p> <p>Children and young people Young Addiction 01202 830173</p> <p>01202 735777 smartadmin@edasuk.org</p> <p>0800 043 4656</p>
<p>Parking</p>	<p>01202 123911</p>
<p>Citizen Advice Bureau (CAB) BCP Wide</p>	<p>0800 1448848</p>
<p>Mediation Dorset</p> <p>Relate</p>	<p>01305 257717</p> <p>01202 311231</p>
<p>Domestic CCTV Information Commissioners website</p>	<p>https://ico.org.uk/your-data-matters/domestic-cctv-systems-guidance-for-people-using-cctv/</p>