

# Newcastle City Council Anti-Social Behaviour Policy

March 2022

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## **Introduction**

This document provides staff and customers with a summary of our approach and the actions that will be taken when a report of anti-social behaviour (ASB) is received.

This policy list of types of anti-social behaviour the Council will investigate is not exhaustive and this policy is not an undertaking to act in every such circumstance. Officers of the Council will, in all reported cases, exercise their judgment in order to establish an appropriate response to the report of anti-social behaviour including what has happened, the harm caused or risk of harm, the frequency of incidents, the evidence available and any known vulnerabilities of the people involved.

This policy applies to reports of anti-social behaviour affecting all residents of the city as well as non-housing related anti-social behaviour.

## **Our objectives**

To strive to ensure that

- Residents in the city live in homes and have access to public spaces that are free of nuisance, annoyance, harm and harassment.
- Privately owned property, commercial premises and private land does not present a statutory nuisance or directly or indirectly present an unacceptable risk to public health, safety or the environment.
- We meet our statutory duties as a local housing authority.

## **Principles of tackling anti-social behaviour**

Newcastle City Council will work in partnership to reduce the level of crime and disorder so that the community feels safe. As part of this approach we will:

- Undertake regular analysis to identify the causes of anti-social behaviour
- Implement situational improvements to reduce the opportunity for crime and anti-social behaviour
- Deal with anti-social behaviour by working in partnership to promote diversionary activities to engage with young people
- Develop and deliver community safety initiatives
- Use the council's enforcement powers to ensure prompt action is taken where required

## **Principles of good enforcement**

This policy is driven by, and follows the guidelines and powers set out in The Anti-Social Behaviour, Crime and Policing Act 2014. When discharging its duties the Council will also follow the principles of good enforcement set out in the following:

- Legislative and Regulatory Reform Act 2006
- The Police and Criminal Evidence Act 1984 (as amended)

- Criminal Procedures and Investigations Act 1996
- Regulation of Investigatory Powers Act 2000 (as amended)
- Code for Crown Prosecutors
- Newcastle City Council's Public Safety and Regulation Enforcement and Prosecution Policy

## **Principles underpinning enforcement action**

Newcastle City Council's enforcement activity will be:

**Targeted** at properties, people and places that pose the greatest risk. This includes

- the owners and landlords that evade licensing and regulation,
- those whose properties cause a nuisance or put people's health and safety at risk
- green spaces and other locations that attract anti-social behaviour.

**Proportionate**, reflecting the nature, scale and seriousness of any breach or non-compliance.

**Fair and objective**, based on the individual circumstances of the case or issue, taking all available facts into account.

**Transparent**, communications will be easy to understand, with clear reasons being given for any enforcement action taken.

**Consistent**, undertaken by well-trained investigators to ensure consistency in the interpretation and enforcement of legislation. We will work with other regulatory agencies and share and develop good practice.

**Accountable**, undertaken in a responsible manner that has a clear purpose.

From time to time we will target our enforcement activity to ensure we meet our objectives effectively and efficiently.

## **Strategic overview**

Newcastle City Council aims for Newcastle to be a place where residents from all backgrounds feel safe, can aspire and live well. Our approach is to become more proactive and creative focusing on a person's or community's strengths and opportunities.

We aim to tackle anti-social behaviour (ASB) with early intervention and prevention, offering support services and strong enforcement action when necessary. We aim to protect and support victims and use informal and formal tools and powers to tackle anti-social behaviour. By working together we are building more resilience in communities to challenge the corrosive effect of anti-social behaviour, intimidation and harassment caused by a minority of people.

This statement is also applicable to anti-social behaviour investigations in the private sector where there is no link to the housing management function of the Council, an Arm's Length Management Organisation (ALMO) or another social landlord. The Council will enforce anti-social behaviour legislation in a fair, equitable and consistent manner. Firm action will be taken against those who flout the law or act irresponsibly.

The Council applies a harm centred approach to tackling anti-social behaviour. The Council will consider the harm caused to individuals and communities along with the type of anti-social behaviour reported and the available evidence to determine a course of action that the Council deems appropriate.

Through applying solid effective ASB case management principles, starting at the point of contact and continuing throughout the management of a case, officers will take action that is appropriate and proportionate to the harm caused to the victim or witness, the nature of the complaint and the quality of evidence available.

The focus of our casework will be as much about supporting the complainant or witness of ASB as work around the alleged perpetrator.

The key issues that officers will consider throughout ASB casework processes will include resolving issues at the earliest opportunity, protecting individuals and communities, stopping and changing the offending behaviour where possible and keeping an emphasis on the complainant or witness.

This statement specifically focuses on anti-social behaviour and does not include issues that should be investigated in relation to other legislative frameworks.

# **Newcastle city council's anti-social behaviour policy and procedures**

## **Definitions of anti-social behaviour**

The Council adopts the definitions of anti-social behaviour as outlined in the Anti-social Behaviour, Crime and Policing Act 2014;

### **Non-housing related anti-social behaviour**

For anti-social behaviour in a non-housing related context anti-social behaviour is considered to be conduct that caused, or is likely to cause harassment, alarm or distress to any person. This will apply, for example, where the anti-social behaviour has occurred in a public place, such as a town or city centre, shopping centre, or local park, and where the behaviour does not necessarily affect the housing management functions of a social landlord.

### **Housing related anti-social behaviour**

For anti-social behaviour in a housing context; anti-social behaviour is considered to be conduct that is capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises or the conduct is capable of causing housing related nuisance or annoyance to any person.

The Council will also consider any anti-social behaviour definitions as stated in an individual's tenancy agreement or lease with the Council when taking actions to manage anti-social behaviour.

### **Domestic abuse**

When domestic abuse is reported to the Council or becomes apparent during an investigation we will alert the essential agencies. The details and evidence (if available) will be provided to the Neighbourhood Policing Team and a referral to Adult Social Care and/or Children's social care will be promptly submitted.

Officers will be mindful of the need to ensure that domestic abuse victims are supported in accessing remedies specifically designed to deal with domestic abuse, multi-agency information sharing with Social Services and Northumbria Police ensures consistency of information across agencies. Should a victim seek to take private action, agencies evidence can be provided to the victim to obtain an order, (e.g. non-molestation order).

## **When does the council investigate a report of anti-social behaviour?**

Whenever possible the Council will take action to prevent anti-social behaviour from happening in the first place. Examples of how we may do this include, but are not limited to:

- Working with partners to identify areas of concern and planning coordinated targeted actions
- Supporting the delivery of targeted youth provision

- Considering any environmental improvements that may reduce the likelihood of anti-social behaviour taking place
- Delivering training to partners and community groups regarding anti-social behaviour and community safety issues i.e. hate crime third party reporting centre training

When action is required the Council may take the lead in investigating reports of ASB in the following circumstances

- When the person experiencing and/or perpetrating anti-social behaviour is not a YHN tenant, when both the person experiencing and the person perpetrating anti-social behaviour are owner occupiers or reside in privately rented accommodation,
- When the ASB is taking place in any public place or place to which the public have access.

When either the person experiencing ASB or the perpetrator of ASB is a tenant of another social landlord or lives in a property managed by Your Homes Newcastle (YHN) on behalf of the Council, the report of ASB should be made to the relevant social landlord or ALMO.

Serious ASB involving criminal conduct should be reported to Northumbria Police by telephoning 101 or 999 in an emergency.

### **What types of reports will be investigated?**

Anti-social behaviour can mean different things to different people and may or may not include criminal activity. Types of behaviour that the Council considers to be anti-social include (but are not limited to)

- Hate crimes / Hate Incidents
- Use or threatened use of violence
- Repeated abusive language or behaviour
- Harassment
- Damage to property
- Domestic Abuse
- Excessive noise – examples include shouting, screaming, music, sexual activity, dog barking and other animal noise/nuisance, please note this list is not exhaustive.

The Council is committed to developing and supporting cohesive communities across the city and expects a reasonable level of tolerance between neighbours and others within our communities. Residents are encouraged, where possible, to try to resolve their disputes themselves without the need for the Council to be involved. Officers will seek to make a fair evaluation on whether complaints made are reasonable and are determined to constitute alleged anti-social behaviour. With reference to this ASB policy the following matters will not be investigated:

- Actions that are considered to be normal everyday activities or household noise

- Children playing ball games, unless the children are also engaged in associated ASB
- Reports related to people staring with no other associated ASB
- Actions which amount to people being unpleasant to each other but are not sufficiently serious considering the likely harm caused to justify our involvement
- Cases of illegal drug use, production or supply when there is no associated ASB. Residents will be advised to report such issues to Northumbria Police
- Environmental or other Housing issues such as fly tipping, overcrowding and disrepair.

The above lists are not exhaustive.

When determining if a report is considered to be anti-social behaviour or not, officers will exercise professional judgement. If an officer determines that the complaint does not constitute anti-social behaviour, they will inform the complainant at the earliest opportunity, advising them that no ASB action will be taken. The officer will provide advice and sign posting information if appropriate.

### **Anonymous reports**

Reasonable steps are taken to identify and contact the anonymous reporter. In most cases the council must have direct contact with the person experiencing the ASB (“the complainant”) to understand the problems they are experiencing, offer appropriate support and provide updates. Information may be shared with other agencies if deemed necessary.

### **How are anti-social behaviour reports prioritised?**

The Council will prioritise reports of anti-social behaviour involving the use or threatened use of violence to person or property and / or reports involving significant harm or risk of harm to individuals, families or neighbourhoods e.g. hate incidents. These types of cases will involve making urgent contact with the complainant.

All other reports of anti-social behaviour will involve a standard response time and these cases will usually involve informal actions, such as an interview with the alleged perpetrator, to try to resolve the report of anti-social behaviour without the need for legal action. When individuals fail to change their behaviour despite being given the opportunity to do so and their behaviour continues to have negative impact upon the quality of life of another person the officer may decide that it is appropriate to take legal action. (See Appendix number 2)

Officers will review the approach to a case dependent upon what is reported to them and any other new information presented to them. A standard response case may become a priority case and vice versa.

### **Multi-agency working**

Often anti-social behaviour cases require involvement from other Council departments and other agencies. We work closely with other enforcement agencies such as the police,



registered providers and other local authorities. It may be that these agencies have access to a more appropriate enforcement action or diversionary techniques.

We may work with other partners such as Northumbria Police, Newcastle and Northumbria Universities, Tyne & Wear Fire and Rescue Service and voluntary organisations when a specific issue arises.

There will be times when reports of anti-social behaviour will need to involve other Local Authority areas or social housing providers because either the complainant or the alleged perpetrator are tenants of that organisation or local authority area.

We recognise that both complainants and perpetrators may have support needs and we want to offer referrals to support services when appropriate.

We may discuss reports of anti-social behaviour at a multi-agency forum to ensure that a coordinated response is taken involving the relevant partners to resolve the anti-social behaviour problem. Types of forums include;

- Anti-Social Behaviour Panels
- ASB vulnerability meetings
- AVATAH
- Child protection conferences
- Community Safety partnership meetings
- Early Help triage and allocation meetings
- Multi Agency Risk Assessment Conference (MARAC)
- Operation Oak
- Police Joint Taskforces
- Safer Estates
- Stand Alone Problem Solving (SAPS)
- Student in Newcastle Forum
- YEIAH
- City Centre Coordination Group

### **Information sharing and confidentiality**

We will treat all information received with the strictest of confidence. In the first instance the best interest and wishes of the complainant will drive the actions we take. It is important to understand that in certain circumstances we may have a legal obligation to share relevant information with other statutory agencies e.g. if there is a serious safeguarding concern.

If we consider it important to access specific information from independent professionals in order to assess how we deal with a case we will ask the complainant for their written consent to do so, unless there is an urgent overriding safeguarding concern involving a risk of harm to either the complainant or another person.

Anti-Social Behaviour information is recorded on a secure case management system and case files are stored securely. Data is held in accordance with the Council's data retention and destruction schedule.

We have a duty to share information with relevant agencies as defined in the Crime and Disorder Act 1998. We will share information with accordance to the Data Protection Act 2018 and the General Data Protection Regulation data sharing principles.

## **Anti-social behaviour investigation**

### **Victim / witness support**

A harm centred approach is taken, which means that in addition to considering the type of anti-social behaviour we will consider the impact that anti-social behaviour is having on individuals, families and neighbourhoods to understand the harm that is being caused. Victims and witnesses (complainants) are at the centre of the action we take to investigate and resolve reports of anti-social behaviour. All complainants will be provided with a named officer who will be responsible for investigating their report. Support to a complainant will be assessed individually with each complainant that engages with us to ensure that the support offered is tailored specifically to individual needs.

In addition, the ASB Volunteer Service are a team of volunteers who befriend and support victims of ASB. They receive referrals from any partner or council department where they feel the victim would benefit.

We always prefer to communicate directly with people who are experiencing anti-social behaviour. This helps us to gain an understanding of the problems they are experiencing, allows us to assess the risk of harm and means that we can provide updates regarding the progress of their report and actions taken. A complainant's identity will not be disclosed to the alleged perpetrator without seeking consent from the complainant to do so. In some cases we do not need to provide the alleged perpetrator with the complainant's identity at any stage within the case. In other cases, specifically if the complainant has had direct contact with the alleged perpetrator, it may be obvious to the alleged perpetrator who has complained.

### **Interviewing the complainant**

When a report of ASB is made, the Investigating Officer will endeavour to contact the complainant to confirm all relevant facts. As part of the action plan the complainant will be expected to keep an accurate record of any further incidents of anti-social behaviour and report any further incidents to the Investigating Officer.

### **Wider investigations**

Dependant of the severity of the behaviours being reported officers may conduct a wider investigation which may involve contacting other potential complainants or witnesses, in

addition to making enquiries with any relevant Council departments or partner agencies such as Northumbria Police.

### **Counter allegations**

If a counter allegation regarding ASB is reported the officer managing the existing case may also manage the counter case. Counter allegation cases will be assessed on a case by case basis and officers may be required to re-allocate a case/s to a different officer at management request or with management consent to do so.

Most anti-social behaviour investigations take place within a civil law framework which means a civil standard of proof is applicable. The Officer needs only to be able to demonstrate that the incident(s) is more likely than not to have happened.

When civil legal action has been taken and a Court Order has been disobeyed i.e. breach of an Injunction order, Closure Order or prosecution for breach of a Community Protection Notice; the criminal standard of proof applies. This means that the Investigating Officer will need to demonstrate that the incident(s) happened “beyond reasonable doubt”.

### **Gathering information and evidence**

Depending on complaint type and investing department / organisation the method for gathering information and evidence will vary. However the information and evidence required to act formally or close a case may comprise of:

- information obtained through interviewing the complainant
- incident reports provided by the complainant
- statement from the complainant
- statements from officers who have visited the complainant and/or alleged perpetrator
- statements from other professional witnesses or persons
- transcripts of PACE interviews with the alleged perpetrator
- DAT recordings
- reports containing the outcome of any noise monitoring exercise.

The following are examples of the type of information which needs to be recorded:

- time complaint received
- time of officer’s arrival outside the complainant’s premises
- observations of any anti-social behaviour
- distance from sourced premises
- detailed observations of noise inside the complainant’s premises, both extraneous noise and the noise complained of i.e. volume (subjective and measured), frequency and tone (heavy bass beat, high pitched, whine or drone, etc.), type of music, vocals audible, continuous or intermittent, windows open/closed, most affected room(s).

- information as to how the noise is affecting the complainant's enjoyment of their property, e.g. disturbing sleep, unable to study/concentrate, interferes with watching TV, unable to relax. This to be detailed in the witness statement/s.
- confirmation as to how the source of the noise was established, if no visit made at the time (i.e. listen at the letterbox, standing next to the outlet of the extraction system), etc.
- time the officer left complainant's premises
- time of arrival of the officer at the alleged perpetrator's premises
- detailed account of discussions and outcome of visit to the alleged perpetrator's premises including name and description of person responsible, caution if given, etc. Where appropriate any interviews are to be recorded under Code C.
- time officer left perpetrator's premises
- chronology of incidents compiled by either the complainant or the officer.

### **Insufficient evidence**

During the course of an investigation there may be a number of reasons why an Investigating Officer cannot take action. 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
- Not being able to investigate fully due to non-cooperation of the complainant / witness
- The ASB has stopped and the likelihood of further ASB is low

The Investigating Officer will inform the complainant at the earliest opportunity if they determine that they cannot take action or further action and will close the case.

### **Support for vulnerable perpetrators**

We recognise that some perpetrators may have support needs. When we are made aware by the perpetrator or 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 sharing relevant information with the support service.

We reserve the right to make a normal or safeguarding referral to other Council department or the police without the permission of the individual (s) concerned where the situation and provision of the Data Protection Act and any other legislation justifies it.

When the perpetrator of the anti-social behaviour is a young person we will refer to Northumbria Police to instigate the Newcastle Intervention Pathway. This is a graduated approach to support the young person and their family ensuring the most appropriate

response and allowing for professional judgement in relation to when to issue a letter, or take action incorporating ASBCPA 2014 legislation.

## **ASB and crime youth early intervention - partnership approach**

An early intervention graded response process works to prevent young persons from continuing to engage in ASB and criminal behaviour. It is a partnership approach to support the young person and their family.

### **First response**

- Young person identified through ASB / Crime (Police will use the eliminated crime data to identify young persons and follow this process). Early help are contacted ([earlyhelpplan@newcastle.gov.uk](mailto:earlyhelpplan@newcastle.gov.uk)) and the first letter is sent by Police. This is a single organisation response.
- Update – IS & Central Harm Reduction Mailbox [centralharmreduction@northumbria.pnn.police.uk](mailto:centralharmreduction@northumbria.pnn.police.uk)

### **Second response**

- Further incidents or crimes occur, a visit is conducted by that organisation (Neighbourhood team for Northumbria Police) to speak to the parents or guardians to ensure they are aware of the behaviour, reiterate the diversionary activities, explain early help services/how to access provide and encourage support. Serve 2<sup>nd</sup> letter.
- Update – IS & Central Harm Reduction Mailbox [centralharmreduction@northumbria.pnn.police.uk](mailto:centralharmreduction@northumbria.pnn.police.uk)

### **Third response**

- Contact Youth Justice prevention officer and a visit will be conducted (via Safe Estates Meetings). This will visit will establish if there are any underlying or wider issues in relation to the family that require further support. Young person and family can be made aware of the consequences of further behaviour but also provide any sign posting, bespoke support. Third letter to be served prior to visit and YEIAH coordinator made aware. The young person will be triaged and decided whether to accept into YEIAH or for the young person to be monitored. There may already be early help offers or diversionary engagement that the group feels the young person requires monitoring. This will ensure if a young person stops engaging YEIAH are aware.
- Update – IS & Central Harm Reduction Mailbox [centralharmreduction@northumbria.pnn.police.uk](mailto:centralharmreduction@northumbria.pnn.police.uk)

## **YEIAH**

- The core group for YEIAH are Northumbria Police (chair) as well as Neighbourhood / Youth Justice / Children Social Care / Early Help / Safe Living / Environmental Health / CNTW Liaison and Diversion / Education. The group meets 4 weekly and discusses a cohort of young persons identified by police data and Neighbourhood officers.
- Further incidents recorded or lack of engagement the young person should be accepted into YEIAH for enhanced intervention. Any use of ABA (u 16's) CPNW or CPN's should be discussed at YEIAH. This is to ensure previous support and intervention has been offered and documented. If there is a consideration for the use of ABA / CPNW / CPN the correct wording for prohibitions is used and there is a consideration of positive requirements.
- The previous visit by the YJ Prevention will provide a background to the YEIAH core group.

Should there be escalating incidents the child will be referred to the Youth Early Intervention Anti-Social Behaviour Hub to ensure a consistent approach amongst multi agency professionals working with children and young people to ensure that effective intervention is offered as soon as possible to tackle problems emerging early for young people and their families.

If a perpetrator of anti-social behaviour refuses to or stops engaging with an appropriate support service without a reasonable excuse or if they accept support but the anti-social behaviour continues, the Council will consider taking legal action. If the Council decides to apply for an Injunction or a Criminal Behaviour Order we will consider applying for a positive requirement for the perpetrator to attend an assessment and/or engage with a specific Council department or external organisation.

In some priority cases, when a decision is made to apply for urgent legal action, an invitation to the perpetrator to discuss any support needs may take place after the legal application has been made.

If during the time the ASB report is open to our service we are made aware that the perpetrators needs have changed we will consider this new information and offer to make any further appropriate referrals.

We will carefully consider and justify our actions, with a focus so as not to disadvantage those protected by the Equality Act 2010.

### **Determining appropriate actions**

The Investigating Officer will assess each case on the information available and the actions taken will be proportionate and bespoke to the circumstances of each case. Typically officers will use informal methods to try to resolve a report of anti-social behaviour in the

first instance. However in priority cases, such as when there has been a use or threat of violence, legal action may be the first course of action.

### **Informal methods**

The Council's aim is to intervene early to stop and prevent cases of anti-social behaviour escalating. The informal interventions that may be considered are:

- Providing information and advice
- Investigatory interviews – where an Investigating Officer assesses whether an incident of anti-social behaviour has taken place
- Warning Interviews – where an Investigating Officer, on the balance of probabilities, is satisfied that an anti-social behaviour incident has taken place and will therefore explain the consequences of continuing to act in an anti-social manner
- Acceptable Behaviour Agreements (ABA)– an agreement with an individual which sets out what they will or will not do in the future. This type of agreement or contract will usually be used with a young person aged 10 – 17 years or a vulnerable adult.
- Referrals to colleagues/ partners / support agencies

### **Legal actions**

The Council may consider taking legal action when anti-social behaviour continues following an attempt to resolve the ASB informally. In priority cases involving the use or threat of violence towards person or property and or where there is serious risk of harm, we may not take any informal actions and instead take legal action in the first instance. Examples of legal actions that we may consider include:

- **The Civil Injunction**  
This is a civil power which can be applied for by Police, Local Authorities, Housing providers, the Environment Agency and the National Health Service. The Injunction can offer fast and effective protection for victims and communities, and set a clear standard of behaviour for perpetrators, stopping the person's behaviour from escalating.
- **Criminal Behaviour Order**  
This can be applied for by the Crown Prosecution Service and Local Authorities on conviction for any criminal offence in any criminal Court. This is aimed at the most serious and persistent offenders where their behaviour has culminated in them being prosecuted before a criminal court.
- **Community Protection Notice**  
Community Protection Notices – A Notice that aims to stop a person aged 16 or over, business or organisation committing anti-social behaviour which spoils the community's quality of life. . The Police and Council are able to issue these notices where appropriate.

- **Closure Orders**  
The Closure Power is a fast and flexible power that can be used to protect victims and communities by quickly closing premises that are causing nuisance or disorder. This is implemented in two stages: - the Closure Notice, and then the Closure Order. The Council and Police can apply a Closure Notice out of Court, and can then apply to the Courts for a Closure Order, which if awarded can mean that a property can be closed for up to three months initially, and up to six months where necessary.
- **Breach Proceedings – Action to enforce the above powers.**
- **Public Space Protection Orders**  
Public Space Protection Orders (PSPOs) are intended to deal with a particular nuisance or problem in a specific area, that is detrimental to the local community's quality of life, by imposing conditions on the use of that area and apply to everyone. Councils take the lead in making new PSPOs.
- **Property Licensing Conditions (HMO, Additional and Selective Licence Conditions) –** conditions attached to a property licence will be enforced if a landlord or managing agent is failing to tackle anti-social tenants in a licenced property.
- **Civil Penalties – Property licence holders/Managing Agents failure to manage ASB**  
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.

Generally we would wish to obtain agreement with complainants about the particular actions to be followed. There may be occasions where the complainant would wish that the Council takes no specific action on their report. The situation may however be serious enough that we feel we have little option to pursue against their wishes. In such circumstances we will take appropriate measures to protect all those affected.

In some circumstances and if the situation is appropriate the Council may be unable to progress an anti-social behaviour case if a complainant refuses early intervention actions. The Council will decide and take whatever action we consider to be most appropriate.

If the officer considers it appropriate to proceed with legal action the formal enforcement consultation process will be initiated. In the event that Public Safety and Regulation Officers require a panel meeting this will be chaired by the Team Manager. All other panel meetings are chaired by an officer rank of Senior Practitioner or above.

Publicity is an essential part of tackling anti-social behaviour in terms of:

- 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 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.

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, may be issued when the following orders have been granted or a Notice has been served. The Council may also issue a press release if the Court finds that any of these orders / Notice has been breached:

- Final Injunction Order
- Final Criminal Behaviour Order
- Closure Order
- Anti-Social Behaviour Possession Order
- Community Protection Notice

The press release will be factual and may give the name, age and address of the individual against whom the order has been made or the breach occurred, the anti-social behaviour they have been involved in and the terms of any order or sentence.

The decision to publicise will be considered carefully based on the facts of each case adhering to the Ministry of Justice, Criminal Justice System, Publicising Sentencing Policy 2011. The Council will consult with relevant partners such as Northumbria Police and other Council departments if an individual is engaged with services, including Youth Justice in respect of young people, to consider the following:

- Whether or not the court imposed any reporting restrictions
- The circumstances of the case
- The need for the public to be made aware of the order
- The need to publicise personal information
- The vulnerability of the individual
- Any likely consequences of publicising the order
- Where and how the order will be publicised

The final decision to publicise an order will be made by the Team Manager.

The Council may also engage in other media coverage as deemed to be appropriate.

### **Case reviews (community trigger)**

The Anti-social Behaviour, Crime and Policing Act 2014 introduced specific measures designed to give victims and communities a say in the way that complaints of anti-social behaviour are dealt with. Newcastle City Council will adhere to the Case Review (community trigger) policies and procedures.

To find out more or apply for a case review (community trigger) please visit:

- [apply for a case review to the Northumbria Police and Crime Commissioner](#)

## **Anti-social behaviour case closure**

### **Reasons for case closure**

Officers will close cases in a timely manner so that cases are not open longer than necessary. The officer will communicate with complainants and partners when resolutions have been reached, or a case is closed and ensure accurate recording of cases.

## **Complaints**

If any person is aggrieved by the enforcement of legislation or the investigation and outcome of a case they can register a complaint by:

- Phone: 0191 278 7878 and ask for Complaints
- Email: [complaints@newcastle.gov.uk](mailto:complaints@newcastle.gov.uk)
- Writing to us at: Complaints at Newcastle, Newcastle City Council, Civic Centre, Newcastle upon Tyne, NE1 8QH.