Classification:	Decision Type:
Open	Approval

Report to:	Housing Advisory Board	**Date:** 18 November 2026
Subject:	Anti-Social Behaviour Policy 2027-2030 (Renewal)	
Report of	Kimberley Partridge, Head of Housing and Neighbourhood Services	

Summary

1. This report seeks approval for the adoption of the Bury Council Anti-Social Behaviour (ASB) Policy 2027-2030.
2. The revised policy provides the framework through which Bury Council and its partners will prevent, investigate and respond to anti-social behaviour across the borough. The policy reflects current legislative requirements, supports the Council's commitment to safe and sustainable communities, and sets out a clear and consistent approach to addressing ASB.
3. The policy retains the Council's established victim-centred and harm-focused approach, strengthens partnership working arrangements and introduces clarification regarding complaints relating to overgrown trees, vegetation, high hedges and non-native invasive plant species. These additions respond to recurring enquiries from residents and provide greater clarity regarding responsibilities and appropriate routes for resolution.
4. Approval of the policy will ensure the Council continues to meet its statutory obligations whilst maintaining an effective and proportionate response to anti-social behaviour.

Recommendation(s)

5. It is recommended that the board:
    a. Remmended the approval of the Anti-Social Behaviour Policy 2027-2030 to cabinet.
    b. Approval will be sought from Cabinet to delegate authority to the Assistant Director of Public Protection & Resilience, in consultation with the Cabinet Member for Communities and Inclusion, to make minor administrative, legislative and procedural updates to the policy during its lifetime, provided these do not materially alter its intent or objectives.

Reasons for recommendation(s)

6. The revised policy provides a clear and legally compliant framework for addressing anti-social behaviour whilst supporting Bury Council's strategic commitment to creating safer and stronger communities. It also ensures consistency in the investigation and management of ASB cases and strengthens victim-focused practice through risk assessment and support arrangements. It clarifies the Council's approach to issues frequently reported as ASB but more appropriately addressed through alternative statutory processes whilst promoting

effective partnership working between the Council, Greater Manchester Police, registered providers and Community Safety Partnership agencies.

7. The policy supports transparency, accountability and continuous improvement through performance monitoring and customer feedback mechanisms.

Alternative options considered and rejected

8. Option 1: Retain the Existing Policy. This option has been rejected as the current policy requires renewal and updating to reflect current operational practice, emerging community safety issues and lessons learned from case management and partnership working.

9. Option 2: Develop Separate Policies for Housing Services and other Emerging Issues**.** This option has been rejected as it would create unnecessary complexity and potential confusion for residents and practitioners. Incorporating guidance within the ASB Policy provides a single and coherent framework for managing related community concerns.

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10. Anti-social behaviour can have a significant impact on individuals, communities and neighbourhoods. It can affect residents' wellbeing, reduce confidence within communities and undermine perceptions of safety.

11. The Anti-Social Behaviour, Crime and Policing Act 2014 provides local authorities and partner agencies with a range of powers to prevent and address anti-social behaviour. While responsibility for tackling ASB is shared across several agencies, Bury Council plays a central role in coordinating local responses and supporting affected residents.

12. The existing policy has been reviewed to ensure it remains effective, proportionate and aligned with current operational practice. The revised policy continues to support early intervention and prevention measures while ensuring appropriate enforcement action is available where serious or persistent anti-social behaviour occurs.

Current Anti-Social Behaviour Context in Bury

13. Anti-social behaviour remains one of the most common issues reported by residents and can have a significant impact on community wellbeing, perceptions of safety and quality of life. Complaints received by the Council and partner agencies range from environmental nuisance, neighbour disputes and public space issues through to more serious incidents involving intimidation, criminality, substance misuse and exploitation.

14. The Council utilises a broad range of interventions to prevent and tackle anti-social behaviour. These include informal interventions, problem-solving approaches, community engagement activity and statutory enforcement powers.

15. Where necessary, officers work jointly with Greater Manchester Police, Registered Providers, Community Safety Partnership agencies and other regulatory services to address persistent nuisance, criminality and behaviour causing harm to local communities.

16. This joint working approach ensures that anti-social behaviour, environmental crime, nuisance businesses, criminal exploitation and related community safety concerns are addressed using the most appropriate powers available.

17. The Council works alongside Greater Manchester Police, housing providers and Community Safety Partnership partners to investigate complaints, support victims and take appropriate preventative and enforcement action. The Anti-Social Behaviour Policy provides the overarching framework which guides these activities and ensures a consistent and proportionate approach across the borough irrespective of housing tenure or location.

18. The policy supports the Council's wider ambitions around community safety, neighbourhood resilience and protecting vulnerable residents from harm.

Emerging Community Safety Challenges

20. The nature of anti-social behaviour continues to evolve and increasingly overlaps with wider safeguarding and community safety concerns including:

- Criminal exploitation.
- County lines activity.
- Cuckooing.
- Substance misuse.
- Mental health vulnerabilities.
- Neighbourhood intimidation.
- Hate incidents.

21. The policy supports a multi-agency approach to identifying and managing such risks whilst ensuring vulnerable victims and communities receive appropriate support.

ASB Service Activity and Outcomes

22. During 2025/26 the Council and its partners continued to respond to reports of anti-social behaviour affecting communities across the borough.

23. Performance information is routinely monitored through Community Safety governance arrangements and includes:

Performance Measure	2024/25	2025/26	Trend	Commentary
Number of ASB reports received	357	409	↑ 14.6%	There were 52 more complaints in 25/26 than the previous year, which is an increase of 14.6%.
Community Protection Warnings and Notices (CPWN) issued	1	5	↑ 400%	We issued 1 CPNW in 24/25... and 5 CPNW's in 25/26, with 1 escalating to a full CPN. Which is 400% increase. Demonstrating officers are utilising the tools and powers more to tackle ASB effectively.
Injunctions and Closure Orders obtained	1	1	→	There was one ASB Injunction in 24/25 and one Closure Order in 25/26
ASB Case Reviews requested	4	7	↑ 75%	An increase of 3 Case review requests from 24/25 to 25/26 equivalent to a 75% increase. Note – only 5 of the 11 review requests met the threshold to progress. All reviews had an outcome of "Satisfactory" with slight advisories which is very positive.
Customer satisfaction and victim feedback measures	N/A	77% (Q1) 100% (July-August)	→	Customer feedback during 2025/26 has been highly positive. Transactional customer satisfaction surveys were introduced as a new performance measure in 2025/26 to strengthen the Council's understanding of victim experience and service quality. As this is the first full year of data collection, no directly comparable historical data is available. The introduction of this measure represents an enhancement to the Council's performance management framework and establishes a baseline against which future performance can be

				assessed. During Quarter 1, 77% of respondents reported satisfaction with the way their case was handled, the communication received throughout the process, and the outcome achieved. Eight respondents reported being fully satisfied with the service provided. Performance improved further during July and August, with 100% customer satisfaction recorded across all three measures. Whilst response volumes remain relatively small and should therefore be interpreted with appropriate caution, the results indicate a strong level of customer confidence in the service and provide encouraging evidence that victims feel supported throughout the ASB case management process. Ongoing monitoring will allow trends to be tracked over time and support continuous service improvement.
Housing Services tenant satisfaction with the Council's handling of ASB (Tenant Satisfaction Measures)	50.31% (Q1 24/25)	54.55% (Q1 26/27)	↑ 4.24%	Tenant Satisfaction Measures show a positive upward trajectory, increasing from 50.31% in Quarter 1 2024/25 to 54.55% in Quarter 1 2026/27, representing an improvement of 4.24 percentage points. This suggests a gradual improvement in tenant confidence in the Council's response to ASB and aligns with the positive feedback being received through the newly introduced transactional surveys. The Council will continue to monitor both measures to ensure that service improvements remain focused on victim outcomes, communication, and overall customer experience.

24. The introduction of transactional customer satisfaction surveys during 2025/26 represents a significant improvement in the Council's ability to understand victim experience and service effectiveness. Whilst no historical comparator is available, the data establishes an important baseline for future performance monitoring. Combined with the improving Tenant Satisfaction

Measure results, the feedback indicates that residents increasingly feel listened to, supported and informed throughout the management of ASB cases. Future reporting periods will enable trend analysis and benchmarking against the baseline established during 2025/26.

Policy Overview

25. The Anti-Social Behaviour Policy 2027-2030 establishes the principles and procedures that will guide the Council's response to anti-social behaviour. The policy also maintains the statutory ASB Case Review process, providing victims with the right to request a multi-agency review where they believe reports of persistent anti-social behaviour have not been adequately addressed. This provides an important accountability mechanism and reinforces the Council's commitment to victim-centred service delivery

26. Key elements of the policy include:

27. A Victim-Centred Approach - The policy places victims at the heart of service delivery. All reports are assessed according to risk and vulnerability, adopting a harm-centred approach, ensuring that vulnerability and the impact of anti-social behaviour on victims are considered alongside the behaviour itself when determining priorities and appropriate interventions.

28. Encouraging Reporting and Community Intelligence - The Policy recognises that many incidents of anti-social behaviour go unreported and that early reporting is essential to enable the Council and its partners to understand emerging issues, identify repeat locations, victims and perpetrators, and deploy appropriate interventions. The Council actively encourages residents, businesses, elected Members, landlords and community organisations to report concerns, even where incidents may appear minor in isolation. Multiple reports relating to the same location, behaviour or individual can assist agencies in building a broader intelligence picture, identifying hotspots, understanding cumulative harm and directing resources to where they are most needed. The Policy therefore promotes a culture of reporting, recognising that if concerns are not reported, agencies may be unaware of problems affecting communities and unable to take appropriate action.

29. Risk-Based Prioritisation - Reports are prioritised according to the severity of harm and risk posed to victims and communities. Serious incidents involving violence, hate crime, safeguarding concerns or criminal activity are referred to Greater Manchester Police and partner agencies where appropriate.

30. Investigation Standards - Reports will be acknowledged within five working days and allocated to a named investigating officer. Investigations will be undertaken proportionately and in accordance with relevant legislation and guidance.

31. Prevention and Early Intervention - The policy emphasises prevention through:

    - Community engagement.
    - Mediation and restorative approaches.
    - Warning letters and acceptable behaviour agreements.
    - Referrals to support services.

- Partnership intervention and problem solving.

32. Enforcement - Where informal measures are unsuccessful or where serious harm is identified, the Council may use a range of legal remedies, including:
    - Community Protection Notices.
    - Civil Injunctions.
    - Criminal Behaviour Orders.
    - Closure Orders.
    - Possession proceedings and tenancy enforcement where appropriate.
33. Partnership Working - The policy supports coordinated working arrangements between the Council, Greater Manchester Police, Community Safety Partnership agencies and Safeguarding and support organisations. The policy also recognises the responsibilities of Registered Providers in managing anti-social behaviour affecting their tenants and establishes clear arrangements for partnership working, information sharing and coordinated enforcement where appropriate
34. Relationship with Wider Enforcement Activity - The Anti-Social Behaviour Policy forms part of a broader enforcement framework used by the Council and its partners to protect residents and communities.
35. Where appropriate, complaints of anti-social behaviour may also be addressed through the following alternative provisions ensuring the most appropriate regulatory and enforcement powers are used to address both behaviour and its root causes:
    - Environmental Protection legislation.
    - Licensing enforcement.
    - Trading Standards investigations.
    - Community Protection powers.
    - Planning enforcement.
    - Housing standards enforcement.
    - Public Protection investigations.
    - Community Safety Partnership interventions.
    - Criminal investigations led by Greater Manchester Police.
36. Anti-Social Behaviour and the Private Rented Sector - The policy applies equally across all housing tenures, including social housing, owner occupied properties and the private rented sector.

37. Where anti-social behaviour is linked to privately rented accommodation, the Council works with landlords, managing agents, housing providers and other agencies to address complaints and improve outcomes for affected communities.

38. The policy complements wider housing enforcement activities and supports the Council's ability to tackle issues including nuisance, persistent disorder, poor property management and behaviours which negatively affect neighbouring residents.

39. This demonstrates that ASB powers sit alongside Housing Standards, Licensing and Community Safety powers rather than operating in isolation.

Revised Policy Changes

40. Overgrown Trees, Vegetation and High Hedges - The revised policy provides clarification regarding complaints relating to overgrown trees, vegetation and high hedges. These matters are not normally considered anti-social behaviour and will generally be managed through planning legislation, property maintenance responsibilities or other relevant statutory processes. The clarification will help ensure residents receive accurate advice and are directed to the most appropriate service area.

41. Non-Native Invasive Plants **-** The policy introduces guidance relating to non-native invasive plant species, including Japanese Knotweed and Giant Hogweed. The revised policy clarifies the responsibilities of landowners, outlines the Council's approach to infestations on Council-owned land, establishes circumstances where intervention may be considered due to significant nuisance, public safety concerns or wider community impacts and promotes consistency in decision making and case management.

42. Community Impact **-** The policy supports the Council's ambition to create safer and more resilient communities. The expected benefits are anticipated to include:

    - Improved support for victims of ASB.
    - Greater clarity regarding reporting routes and responsibilities.
    - More effective case management.
    - Stronger partnership responses.
    - Increased confidence in local services.
    - Better targeting of resources towards high-risk and vulnerable residents.

43. Increased reporting and community engagement are expected to improve the Council's understanding of local anti-social behaviour trends and emerging neighbourhood concerns. This intelligence-led approach will support earlier intervention, better identification of repeat locations and victims, and more effective partnership responses through Community Safety Partnership arrangements.

44. The policy supports early intervention, prevention and enforcement activity designed to reduce harm, improve community confidence and protect vulnerable victims. It also

contributes to wider priorities around neighbourhood management, crime reduction, environmental quality and place-based working through the Let's Do It strategy.

45. The policy has been developed with sufficient flexibility to accommodate future legislative and regulatory changes, including reforms introduced through the Crime and Policing Act 2026 and any future statutory guidance relating to anti-social behaviour powers and community safety.

Consultation

46. The policy review has been informed through engagement with Community Safety Partnership agencies, Greater Manchester Police, Housing Services, Public Protection, Environmental Health, Licensing and Neighbourhood Services. Feedback obtained through operational case management, partnership working and lessons identified through ASB Case Reviews has been used to inform the revised policy.

47. In addition, the draft policy was shared with tenant engagement groups through Housing Services as part of the consultation process. A second consultation session was held on 4 November 2026. During consultation with the Tenant Review Group, feedback was received on a range of areas including the clarity of timescales, definitions of anti-social behaviour, roles and responsibilities, reporting routes and the overall readability of the policy. Tenants also suggested the development of a separate Housing ASB Policy and raised queries regarding the inclusion of issues relating to untidy gardens. The Council considered this feedback and clarified that untidy gardens are managed through separate housing management policies and tenancy enforcement processes rather than through the ASB Policy.

    The Council recognises and values the time, commitment and insight provided by tenants throughout the consultation process. All feedback was carefully considered as part of the policy review and, whilst the Council's preferred approach is to retain a single corporate ASB Policy to provide a consistent framework across all services, the consultation directly informed the development of supporting guidance and the production of tenant-friendly and easy-read versions of the policy to improve accessibility and understanding.

    The policy was also reviewed as part of the wider ASB service review undertaken by Housemark, with no concerns raised regarding its content or the Council's proposed approach. This provides additional assurance that the policy aligns with good practice and relevant regulatory expectations in the management of anti-social behaviour. The Regulator of Social Housing has also reviewed the Council's approach to anti-social behaviour through inspection and raised no concerns in this area.

    The feedback received helped shape the Council's approach to implementation and communication of the policy, ensuring tenant views have been considered and reflected where appropriate. This has included a future review of the Housing Services Hate Crime Policy.

    The Good Neighbour Policy has also been reviewed with the Tenant Review Group and Housing Services will continue to work closely with the group to ensure tenant feedback informs future policy development and service improvements. This demonstrates that, whilst the Council did not adopt the suggestion to develop a separate Housing ASB Policy, tenant feedback has had a meaningful influence on the review and development of supporting

policies, guidance and documentation. This has helped to ensure that policies are accessible, relevant and responsive to the needs of residents, and reflects the Council's ongoing commitment to working collaboratively with tenants to shape and improve services.

48. Wider community consultation has also taken place through Anti-Social Behaviour (ASB) ward clinics and resident engagement events across the borough, providing opportunities for residents to raise concerns and share their experiences. Feedback from these sessions has helped inform a number of clarifications and accessibility improvements incorporated within the revised policy to ensure it is clearer, more user-focused and easier for residents to understand.

49. Feedback received through community engagement activity identified that some residents remain reluctant to report anti-social behaviour due to concerns around confidentiality and fear of reprisals. In response, the revised policy provides strengthened guidance regarding the handling of complainant information and the safeguards in place when investigating reports.

Governance and Performance Monitoring

50. The implementation and effectiveness of the Anti-Social Behaviour (ASB) Policy will be monitored through a comprehensive performance framework, incorporating key indicators including the number of ASB reports received, levels of high-risk and repeat victimisation, the use and outcomes of enforcement activity, Community Protection Warnings and Notices issued, Injunctions and Closure Orders obtained, and requests for and outcomes of ASB Case Reviews. Customer satisfaction measures will also be used to assess the quality and impact of interventions and service delivery. Performance information will be reported through established Community Safety Partnership governance arrangements, enabling oversight, accountability and continuous improvement across partner agencies. The Policy will remain subject to ongoing review throughout its lifespan to ensure it remains effective, proportionate and responsive to local needs, and may be amended at any time to reflect changes in legislation, statutory guidance, case law, operational practice or emerging local priorities.

51. Performance information will be subject to regular review through Community Safety Partnership governance structures, enabling emerging trends, repeat demand and enforcement outcomes to be scrutinised and used to inform future service improvement

Conclusion

52. The Anti-Social Behaviour Policy 2027-2030 provides a robust, proportionate and effective framework for tackling anti-social behaviour across Bury. It reinforces the Council's commitment to protecting residents, supporting victims, promoting community safety and working collaboratively with partners to address issues affecting local neighbourhoods.

53. The revised policy also provides important clarification regarding overgrown vegetation, high hedges and invasive plant species, responding to emerging resident concerns while ensuring resources remain focused on genuine anti-social behaviour.

54. Cabinet is therefore requested to approve the adoption of the Anti-Social Behaviour Policy 2027-2030.

Links with the Housing and Corporate Priorities:

Please summarise how this links to the Let's Do It Strategy.

55. Effective management of anti-social behaviour contributes to wider corporate priorities by improving community confidence, supporting neighbourhood sustainability, reducing demand on public services and helping residents feel safe within the places where they live, work and visit. The Anti-Social Behaviour Policy contributes directly to the Council's commitment to creating safer, stronger and more resilient communities.The policy supports the Council's ambitions by:

i. Protecting residents from harm.

ii. Improving confidence in local neighbourhoods.

iii. Supporting vulnerable individuals and victims.

iv. Promoting community resilience.

v. Enhancing partnership working.

vi. Contributing to safer places where people want to live, work and visit.

Tenant voice

Please summarise how the tenants voice has influenced the recommendation or approach where applicable

Tenant feedback has played an important role in shaping the development and implementation of this policy. The draft policy was reviewed with tenant engagement groups through Housing Services, including a dedicated consultation session with the Tenant Review Group. Feedback was received on the clarity of timescales, definitions of anti-social behaviour, roles and responsibilities, reporting routes and the overall readability of the policy. Tenants also suggested the development of a separate Housing ASB Policy and raised queries regarding the inclusion of untidy gardens.

All feedback was carefully considered as part of the policy review. Whilst the Council has chosen to retain a single corporate ASB Policy to provide a consistent framework across all services, tenant feedback directly influenced the development of supporting guidance and the production of tenant-friendly and easy-read versions of the policy to improve accessibility and understanding. The feedback also informed the Council's approach to implementation and communication and has contributed to the future review of the Housing Services Hate Crime Policy.

This demonstrates that, although a separate Housing ASB Policy was not adopted, tenant feedback has had a meaningful influence on the review and development of supporting policies, guidance and documentation, helping to ensure services remain accessible, relevant and responsive to the needs of residents.

Equality Impact and Considerations:

56. An Equality Impact Assessment has been undertaken and considered as part of the policy review process. The policy is designed to promote fair and equitable access to services and ensures vulnerability, protected characteristics and individual circumstances are considered when responding to reports of anti-social behaviour. Where necessary, reasonable adjustments and additional support will be provided to ensure residents can access services and participate fully in investigations and support processes.

Environmental Impact and Considerations:

*Please provide an explanation of the Environmental impact of this decision. Please include the impact on both **Carbon emissions** (contact climate@bury.gov.uk for advice) and **Biodiversity** (contact S.Tinsley@bury.gov.uk and Dennis.whittle@bury.gov.uk for advice)*

This report is for information only and does not propose any changes to policy, services or assets. As such, there are no direct impacts on carbon emissions or biodiversity arising from the recommendations within this report.

Assessment and Mitigation of Risk:

Link to risk register = make sure you use risks that are on the housing strategic risk register

Risk / opportunity	**Mitigation**
Failure to adopt an updated policy could result in: • Inconsistent responses to anti-social behaviour. • Reduced clarity for residents and partner agencies. • Increased organisational and legal risks. • Reduced confidence in Council services. • Missed opportunities to support vulnerable residents and prevent escalation. The revised policy mitigates these risks through clear governance arrangements, defined responsibilities and a consistent framework for intervention.	Adopt amended policy

Procurement Implications:

Add in any procurement implications if any

None

Legal/ Regulatory Implications:

Add in any legal or regulatory implications

1. The Council must discharge its responsibilities relating to anti-social behaviour in accordance with the Anti-Social Behaviour, Crime and Policing Act 2014. In doing so, it must also comply with other relevant legislation concerning community safety, housing management, safeguarding and data protection, including the Equality Act 2010, the Human Rights Act 1998, and applicable data protection laws. The Council must further have regard to relevant statutory guidance and regulatory requirements, including the Housing Ombudsman Complaint Handling Code.

2. The revised policy strengthens the Council's legal and regulatory position by establishing clear processes, decision-making stages and intervention thresholds. The existence and consistent application of a transparent, published policy is an important consideration in the context of complaints, regulatory oversight and potential legal challenge. Adopting the policy supports the Council in demonstrating that decisions are lawful, reasonable, proportionate and aligned with statutory obligations and recognised good practice.

3. Enhanced provisions relating to victim support, risk assessment and safeguarding promote compliance with current statutory guidance and equality obligations, reducing the risk of legal challenge arising from concerns about vulnerability or a failure to protect individuals. Greater transparency, accessible communication and defined review mechanisms, including the ASB Case Review process, are also expected to improve accountability, reduce complaints and strengthen the Council's ability to justify its decisions where these are subject to scrutiny.

Financial Implications:

Add in any financial implications - if requiring additional budget speak to your finance lead

1. There are no significant additional financial implications arising from the adoption of the policy.

2. The policy primarily formalises existing operational arrangements and clarifies how current statutory powers and partnership resources will be utilised.
3. Implementation will be delivered within existing service budgets and staffing structures.

Appendices:

Please list any appended documents (please save these as clearly labelled separate documents in the Teams folder).

Appendix one – Proposed amended Anti-Social Behaviour Policy 2027-2030

Background papers:

Please list any background documents to this report and include a hyperlink where possible.

BURY COUNCIL ANTI-SOCIAL BEHAVIOUR POLICY 2023-2026
https://www.bury.gov.uk/asset-library/asb-policy-2023-2026.pdf

Glossary of terms, abbreviations and acronyms used in this report.

Term	Meaning
ASB	Anti-Social Behaviour
ASB Case Review	Statutory process enabling victims to request a multi-agency review where persistent anti-social behaviour concerns have not been satisfactorily addressed
Community Protection Warning (CPW)	Formal warning issued to address anti-social behaviour before a Community Protection Notice may be served
Community Protection Notice (CPN)	Formal notice requiring an individual or organisation to stop behaviour that is having a detrimental effect on the community
Community Safety Partnership (CSP)	Partnership of agencies, including the Council and Police, working together to tackle crime, anti-social behaviour and community safety issues
Closure Order	Court order used to restrict access to premises associated with serious nuisance, disorder or criminality
Criminal Behaviour Order (CBO)	Court order imposed following conviction for a criminal offence to prevent further anti-social behaviour
GMP	Greater Manchester Police
Injunction	Civil court order used to prevent anti-social behaviour and protect victims and communities

Let’s Do It Strategy	Bury Council's corporate strategy setting out the long-term vision and priorities for the borough
Registered Provider (RP)	Housing association or social landlord registered with the Regulator of Social Housing
Public Protection	Council service responsible for functions including community safety, licensing, environmental health and regulatory enforcement
Tenure	The legal basis on which a property is occupied, for example owner-occupied, private rented, council or social housing
Vulnerability	Circumstances that increase an individual's risk of harm or adverse impact from anti-social behaviour

Appendix 1: Anti-Social Behaviour Policy 2027-2030

BURY COUNCIL

ANTI-SOCIAL BEHAVIOUR POLICY 2027-2030

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1. INTRODUCTION

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

All our residents within our borough have the right to live without experiencing anti-social behaviour. To achieve this all our residents and those who visit our borough are expected to act responsibly and respect others. Everyone is responsible for their own behaviour, the behaviour of those people who live with them and the behaviour of people who visit their property. Working together we will achieve a safe borough for everyone.

1.1 WHAT IS THE DEFINITION OF ANTI-SOCIAL BEHAVIOUR?

Bury Council adopts the definitions of ASB as outlined in the Anti-social Behaviour, Crime and Policing Act 2014 which is as follows:

- conduct that has caused, or is likely to cause, harassment, alarm, or distress to any person,
- conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or
- conduct capable of causing housing-related nuisance (Private or Social) or annoyance to any person.

Non–Housing Related Anti-Social Behaviour

For ASB in a non-housing related context, ASB is conduct that causes, or is likely to cause harassment, alarm or distress to any person. This will apply, for example, where the ASB has occurred in a public place, such as a town centre, shopping centre, public space, or local park.

In the first instance, this type of ASB is usually reported to the Police as criminal behaviour. Greater Manchester Police will investigate the following types of ASB:

- **Abandoned vehicles:** This covers vehicles that appear to have been left by their owner, rather than stolen and abandoned. It includes scrap or 'end of life' vehicles.
- **Vehicle nuisance or inappropriate use:** This relates to vehicles being used in acts such as street cruising (driving up and down the street causing annoyance and bothering other road users), vehicle convoys and riding or driving on land other than a road. It also covers the misuse of go-peds, motorised skateboards and electric-propelled cycles.
- **Rowdy or inconsiderate behaviour:** This refers to general nuisance behaviour in a public place or a place to which the public have access, such as private clubs. It does not include domestic-related behaviour, harassment or public disorder which should be reported as crimes.

- **Rowdy or nuisance neighbours:** This covers any rowdy behaviour or general nuisance caused by neighbours, including boundary and parking disputes. It also covers noise nuisance from parties or playing loud music.
- **Littering or drugs paraphernalia**: This includes fly posting and discarding litter, rubbish, or drugs paraphernalia in any public place.
- **Animal problems:** This covers any situation where animals are creating a nuisance or people's behaviour associated with the use of animals is deemed as antisocial.
- **Trespassing:** This is any situation in which people have entered a place or premises or accessed land or water without permission or lawful authority.
- **Nuisance calls:** This covers any type of communication by phone that causes anxiety and annoyance, including silent calls and intrusive 'cold calling' from businesses. It does not cover indecent, threatening, or offensive behaviour which should be reported as crimes.
- **Street drinking:** This relates to unlicensed drinking in public spaces, where the behaviour of the persons involved is deemed as antisocial. It also covers unplanned and spontaneous parties which encroach on the street.
- **Prostitution-related activity:** This relates to any activity involving prostitution such as loitering, displaying cards, or promoting prostitution.
- **Nuisance noise:** This relates to all incidents of noise nuisance that do not involve neighbours (see 'Nuisance neighbours' above).
- **Begging:** This covers anyone begging or asking for charitable donations in a public place, or encouraging a child to do so, without a license.
- **Misuse of fireworks:** This will include the inappropriate use of fireworks, the unlawful sale or possession of fireworks and noise created by fireworks.
- **Overgrown Trees, Vegetation and High Hedges**
  Complaints relating solely to overgrown trees, shrubs, vegetation, garden maintenance, or the height of hedges will not normally be investigated under this Anti-Social Behaviour Policy. Such matters are generally considered to be private civil issues or matters governed by separate statutory powers. In accordance with the provisions of Part 8 of the Anti-Social Behaviour Act 2003 and associated national guidance, concerns regarding high hedges should be referred to the relevant local authority planning function for assessment and determination. Where complaints are received relating to high hedges or overgrown vegetation, residents will be signposted to Bury Council's Planning Department or other appropriate service for advice and resolution. The Council will only consider intervention under this Policy where there is evidence of wider

anti-social behaviour or a significant and immediate risk to public safety that falls within the scope of its statutory responsibilities

- **Non-Native Invasive Plants**
  The Council recognises that certain non-native invasive plant species, including but not limited to Japanese Knotweed (*Fallopia japonica*), Giant Hogweed (*Heracleum mantegazzianum*) and other species listed under relevant environmental legislation, can have a detrimental impact on communities, public safety, biodiversity and the built environment. Reports of invasive plants will be assessed on a case-by-case basis to determine the level of risk, location, land ownership and any associated nuisance or harm. Where invasive plants are identified on Council-owned land, the Council will manage and control infestations in accordance with current legislation, recognised good practice and available resources. Where infestations occur on privately owned land, responsibility for treatment remains with the landowner; however, the Council may provide advice, signposting or take enforcement action where there is a statutory basis to do so. The presence of invasive plants alone will not normally constitute Anti-Social Behaviour, but where an individual's actions or failure to manage an infestation results in significant nuisance, risk to public health and safety, damage to property, or the spread of invasive species onto neighbouring land, the Council will consider appropriate interventions in line with its powers and responsibilities.

Housing Related Anti-Social Behaviour

For ASB in a housing context, ASB 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.

For those living in a Bury Council managed property are bound by the specific terms of a tenancy agreement which is a legal contract between the tenant(s) and Bury Council and can be enforced where needed. Bury Council tenancy agreement contains several conditions relating to the conduct of tenants, those who live with tenants and those who visit tenants. Within the tenancy agreement, a tenant is not only responsible for their own conduct but is also responsible for the conduct of any person residing at or occupying their property (whether adults or children). A tenant is also responsible for the conduct of any lawful visitor to their property, whether that visitor is an adult or a child.

In the first instance reports should be made

- Directly to the landlord for example the Housing Association, or private sector housing provider for rented housing.
- Homeowners should report direct to Bury Council.

- Bury Council Housing tenants should report to Bury Councils Housing Services and will be investigated by the Housing Team
- Directly to police where it could be classed as criminal behaviour.

1.2 TYPES OF ANTI-SOCIAL BEHAVIOUR

ASB can mean different things to different people and may or may not include criminal activity. Whilst definitions have been provided above, the list below describes some examples of ASB and who you should report such acts to.

<table>
<tr><th>Type of ASB</th><th>Reporting Method</th></tr>
<tr><td>Neighbour disputes

Noise and environmental nuisance</td><td>– Report to Bury Council if.
○ Private Rented, Owner occupier or a Bury Council Tenant
– If you’re a tenant of a housing association, report to them direct.</td></tr>
<tr><td>Use of violence or threatening behaviour

Repeated abusive language or behaviour.

Damage to property

Domestic abuse or violence

Hate crimes / Hate incidents.

Misuse of open spaces, including begging/off-road use of vehicles</td><td>1. In the first instance report to Greater Manchester Police (GMP)

2. If follow up is required:

○ Privately rented, Owner Occupier or Bury Council Tenant = Bury Council

○ Social housing = relevant Housing Provider</td></tr>
</table>

A table referencing different types of ASB and the relevant reporting method

Misuse of Fireworks: This includes the inappropriate use of fireworks, unlawful sale or possession of fireworks, deliberate misuse causing alarm, distress, nuisance or risk to public safety, and persistent noise disturbance associated with fireworks. The Council recognises that fireworks may have a significant impact on vulnerable residents, animals and communities. Residents should be aware that legislation restricts the use of fireworks during certain hours and periods of the year. Outside permitted periods, the use of fireworks late at night may constitute anti-social behaviour and may be investigated in partnership with Greater Manchester Police and other enforcement agencies where appropriate.

The Council recognises that cultural celebrations and nationally recognised events involving fireworks form an important part of community life. However, fireworks should be used responsibly and in accordance with legal restrictions relating to sale, possession and permitted hours of use. The Council will support proportionate enforcement where misuse causes significant nuisance, distress or public safety concerns.

With reference to this ASB policy the following matters will not be investigated unless they are having a harmful impact on a person because they are vulnerable in which case they may be investigated. The definition of vulnerable in this context refers to being susceptible to harm, either physically, emotionally, or mentally, often due to weakness exposure or lack of protection. This refers to adults and young people.

- Young people gathering socially (aged 16 or under)
- Children playing in the street, including ball games.
- DIY in reasonable hours (reasonable hours will be defined on a case-by-case basis)
- Disputes over social media
- Bonfires and BBQs (unless risk to life or property)
- Lifestyle differences
- One off house parties

The lists above are not exhaustive. Officers of Bury Council and Greater Manchester Police will exercise judgement to establish an appropriate response.

Please note that schools and colleges have their own ASB Policies. Should a member of the public be concerned by behaviour relating to an educational institution they can either report it directly to the Headteacher or via Bury Council.

2. REPORTING ANTI SOCIAL BEHAVIOUR

Bury Council will investigate all complaints of ASB regardless of tenure. This means that if the person perpetrating the behaviour resides in a property that is owned by them, are private rented through a RSL or it is owned by Bury Council, the case will be investigated in the same way.

Every report helps build a better understanding of anti-social behaviour across the borough. Individual incidents which may appear minor when viewed in isolation can help identify wider patterns of behaviour, repeat offenders, vulnerable victims and locations experiencing persistent problems. Information received from residents, businesses, councillors, housing providers and partner agencies enables the Council and its partners to identify emerging hotspots, target resources effectively and take earlier preventative action. Residents are therefore encouraged to report anti-social behaviour whenever it occurs, as agencies may otherwise be unaware of the impact on individuals and communities.

However, note that this does not include Housing Associations whereby the HA has its own ASB Team to undertake the investigation. Support from Bury Council can be offered on a case-by-case basis.

When either the person experiencing ASB or the perpetrator of ASB is a tenant of a property managed by a Housing Association e.g. Irwell Valley Homes, Places for People, Springs TMC, the report of ASB should be made to the relevant organisation and will be dealt with under their ASB policy. It would usually be

the case that these investigations would be led by the housing provider however in some cases Bury Council may support the investigation.

Serious ASB involving criminal conduct should be reported to Greater Manchester Police by telephoning 101, or online at https://www.gmp.police.uk/contact/af/contact-us/ In an emergency call where there is threat to life or property always call 999.

2.1 REPORTING ANTI-SOCIAL BEHAVIOUR

Reports of ASB should include as much detail as possible and can be made in any of the following ways depending on the location and severity of the ASB:

ONLINE

Bury Council	Report anti-social behaviour or nuisance - Bury Council
Police	Report antisocial behaviour | Greater Manchester Police (gmp.police.uk)
Housing	**Housing Services - Bury Council**

OTHER METHODS

Other methods of complaining are available; however, we will encourage victims of ASB to use the above online method where possible.

Other ways in which ASB complaints may be received are:

- Telephone
- Email
- Face to Face (Via Housing Officer or ASB Caseworker)
- Visit our reception service based at the Town Hall
- Local Councillors and Local MP
- Home visit with your Housing Officers (If your property is managed by Bury Council)

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

Reports of ASB are **not** accepted by social media e.g. Twitter, Facebook however we will respond and direct you on how best to report your concerns.

ANONYMOUS REPORTS

Bury Council always prefer to have direct contact with the person experiencing ASB ("the complainant") to understand the problems they are experiencing, offer appropriate support and provide updates regarding the investigation. Officers will investigate an anonymous report if the report can be substantiated and will make reasonable attempts to substantiate the report.

2.2 HOW ARE ANTI-SOCIAL BEHAVIOUR REPORTS PRIORITISED?

Reports of ASB are prioritised at point of contact. This involves confirming the allegation and asking a series of short questions to assess the potential risk of harm caused by the ASB. Reports of ASB are then allocated to a named Investigating Officer.

- Complaints of hate crime/hate incidents or any serious or violent behaviour reported to Bury Council will be referred to GMP within 24 hours (if reported during normal business hours – Mon-Fri, 9.00am to 5.00pm. If an incident occurs outside of these hours, please report directly to GMP)

- All other reports of ASB to be handled by Bury Council will be acknowledged within 5 working days.

2.3 REFERRALS TO OTHER AGENCIES

Investigating Officers will make referrals to other Council departments or agencies as appropriate during their investigation. Any referrals made will involve the Investigating Officer seeking consent from the individual concerned, unless there is an overriding safeguarding concern in relation to a vulnerable adult or child.

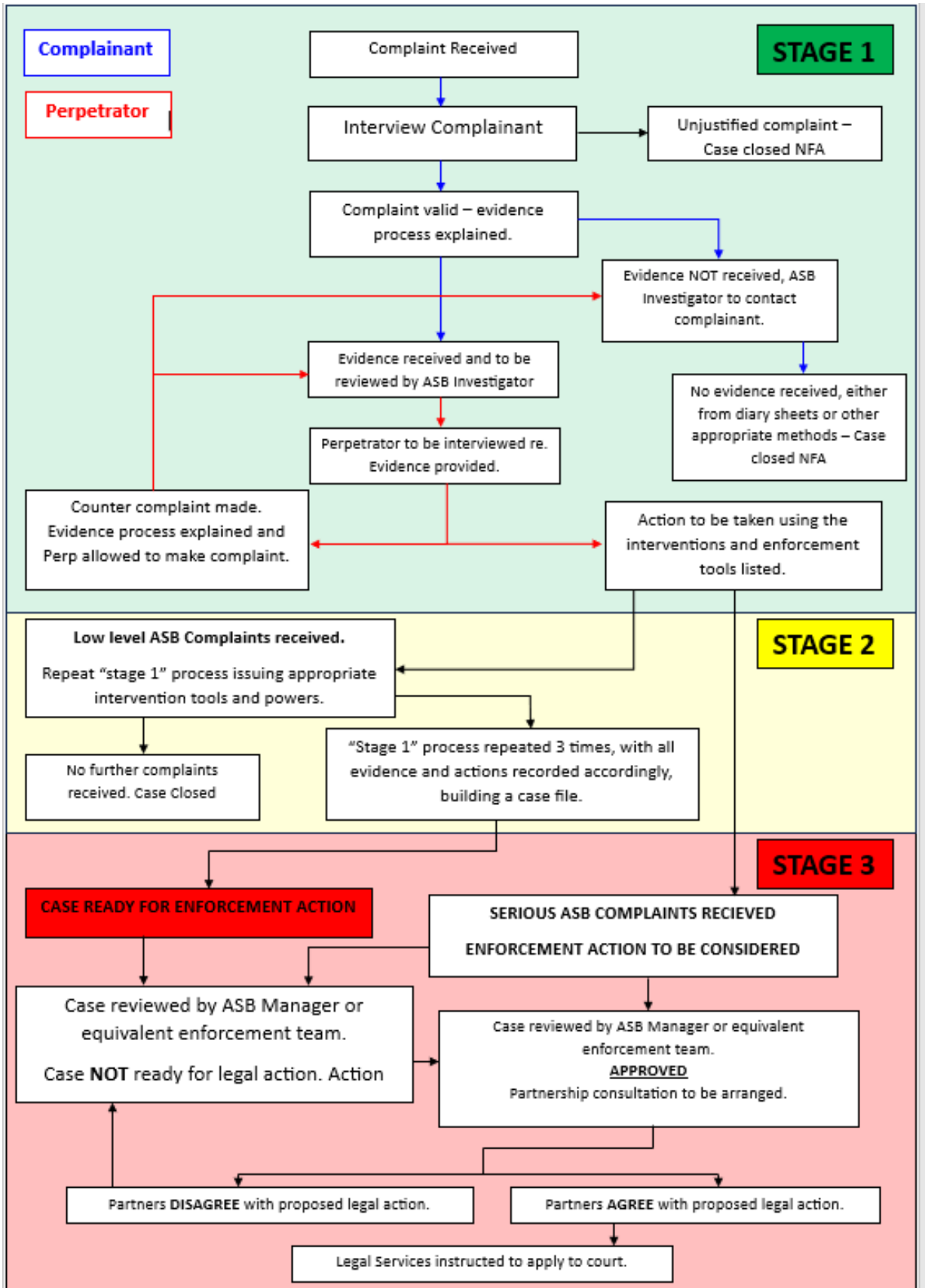
2.4 CROSS TENURE ISSUES

There will be times when reports of ASB 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. When these types of reports are made to Bury Council, the ASB Investigating Officer will discuss with the relevant organisation who will take a lead role in coordinating specific actions and this information will be shared with everyone involved in the ASB report.

GMP may also investigate reports of ASB across all tenures, particularly when there is an allegation that a crime has been committed. Bury Council will work in partnership with GMP to investigate and tackle ASB in our communities.

3. INVESTIGATING ANTI SOCIAL BEHAVIOUR

This section sets out how Bury Council will investigate ASB. As stated above, where the lead for the investigation is undertaken by another housing provider, the investigation will be undertaken in accordance with their own organisational policy. The Processes for a Bury Council ASB investigation are summarised in the flowchart below:



For Bury Council, there are several stages involved in investigating ASB:

1. Interview complainant (compile an action plan within appropriate timescales as above)
2. Carry out ASB risk assessment based on information received.
3. Gather evidence from complainant.
4. Interview perpetrator and agreed an action plan where possible.
5. Take necessary intervention and enforcement action (warnings etc)

Where any of the parties involved require reasonable adjustments to be made to allow them to participate fully in the process these will be made in agreement with the Investigating Officer.

ASB caseworkers will measure risk levels following initial interviews to determine seriousness of cases.

- ***Low level ASB good practice***
  - Issue up to 3 warnings, alongside the intervention tools.
  - *Progress to Enforcement Action if behaviour persists after this.*

- ***Serious ASB good practice***
  - Intervention tools considered, however ASB Officer can consider escalating straight to Enforcement Action if the evidence justifies it.

3.1 INTERVIEWING THE COMPLAINANT

When a report of ASB is made to Bury Council, one of the Council's Investigating Officers will interview the complainant to confirm all relevant facts and an action plan will be discussed. As part of the action plan the complainant will be expected to keep an accurate record of any further incidents of ASB and report any further incidents to the Investigating Officer. This may be in the form of a written statement or a more suitable format dependent on the circumstances. The officer will risk assess the complainant's vulnerability to the ASB they are experiencing and may carry out necessary actions to support them.

Where a complaint is made against a Bury Council managed property this will be investigated by Housing Services. For the purposes of this document, the Investigating Officer, will be investigated by a Housing Officer.

3.2 WIDER INVESTIGATIONS

Investigating Officers will usually 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 GMP.

3.3 INTERVIEWING THE ALLEGED PERPETRATOR

During most investigations, contact will be made with the alleged perpetrator. The alleged perpetrator will be given a fair opportunity to respond to the ASB allegations. The Investigating Officer will explain the consequences of perpetrating ASB and summarise the next steps in the investigation.

3.4 COUNTER ALLEGATIONS

Investigating Officers will conduct a proportionate investigation into any counter allegations that are classed as ASB. Support will be provided to the person making the counter allegation and an action plan will be discussed with the alleged perpetrator as well, however as a complainant in this instance.

3.5 VICTIM / WITNESS SUPPORT

Victims and witnesses (Complainants) are at the centre of the action we take to investigate and resolve reports of ASB. All Complainants will be provided with an Investigating Officer who will be responsible for investigating their report. Support to Complainants will be assessed individually with each Complainant that engages with us to ensure that the support offered is tailored specifically to individual needs.

A harm centred approach is taken, which means that in addition to considering the type of ASB we will consider the impact that ASB is having on individuals, families, and neighbourhoods to understand the harm that is being caused. We will do this by completing an ASB Vulnerability Risk Assessment with complainants (not acting in their professional capacity i.e., police officer). In some cases when a neighbourhood is experiencing ASB, we may conduct a Community Impact Statement involving information from residents and partners.

Type of actions may include a referral to a victim support service, additional contact from the ASB Officer, asking if the police could carry out additional patrols or conduct reassurance visits, making a referral to another Council department or agency e.g., Adult Safeguarding, Bury Drug and Alcohol Services, Mental Health Services.

3.6 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 referral to the Directorate of Children and Families, or the police, including a safeguarding referral, without the permission of the individual (s) concerned where the situation and provision of the Data Protection Act and any other legislation justifies it.

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

4. TACKLING ANTI SOCIAL BEHAVIOUR

Whenever possible Bury Council will take action, and encourage that of partners, to prevent ASB from happening in the first place. Examples of how we may do this include, but are not limited to:

- Carry out pre-tenancy checks, provide housing for members of the public appropriately and have a robust sign-up process with clear expectations of behaviour.
- Supporting the delivery of targeted youth provision, through targeted deployment of the Youth Outreach team.
- Considering any environmental improvements that may reduce the likelihood of ASB taking place in conjunction with colleague in the Operations department and community-led environmental groups in the Borough.
- Delivering training to partners and community groups regarding ASB and community safety issues i.e., hate crime ambassadors and third-party reporting centre training.

Where actions are required, the table below identifies which Community Safety Partners are able to instigate the different elements of enforcement.

Power	Bury Council	Greater Manchester Police	Community Safety Partner	Other Housing Provider
Civil Injunction	✓	✓	✓	✓
Community Protection Notice	✓	✓	✓	x
Criminal Behaviour Order	✓	✓	x	x
Public Space Protection Order	✓	x	x	x
Expedited Public Space Protection Order	✓	x	x	x
Closure Power (Notice and Order)	✓	✓	x	x

Absolute Grounds for Possession	✓	x	✓	✓
Dispersal Power	x	✓	x	x

4.1 LEVELS OF EVIDENCE

Within this Council policy, most ASB investigations take place within a civil law framework which means a civil standard of proof is applicable. The Investigating 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 are "beyond reasonable doubt".

4.2 INSUFFICIENT EVIDENCE

During an investigation there may be several reasons why an Investigating Officer cannot take action. These 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 Bury Council consider 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 act or take further action and will close the case.

4.3 DETERMINING APPROPRIATE ANTI-SOCIAL BEHAVIOUR 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, Investigating Officers will use informal methods to try to resolve a report of ASB 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.

4.4 INFORMAL METHODS OF RESOLUTION

Investigating Officers may consider using informal methods such as:

- Mediation

- Restorative Meetings
- Noise monitoring equipment
- Observation of behaviour where permitted.
- Providing information and advice
- Investigatory interviews
- Warning Interviews
- Acceptable Behaviour Contracts (ABC's) *(see appendix A)*
- Referrals to partners / support agencies

4.5 LEGAL ACTIONS

Bury Council may consider taking legal action when ASB continues following an attempt to resolve the issue 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:

- Injunction (including powers of arrest)
- Criminal Behaviour Order
- Community Protection Notice Warnings/Notices CPNW/ CPN
- Closure Order
- Breach Proceedings
- ASB Possession Proceedings (within our landlord capacity only)

Bury Council has no basis to seek possession of a property where we are not the landlord.

In our capacity as a landlord Bury Council may also take ASB possession proceedings. Prior to deciding to proceed with a claim for possession we will give our tenants a right to reply to the ASB allegations.

If the Investigating Officer considers it appropriate to proceed with legal action, the case will be reviewed by the ASB Manager prior to making a referral to legal services for legal advice. The Investigating Officer will always consider the legal advice received prior to instructing a solicitor to proceed with a legal application. Such advice is legally privileged and therefore will not be disclosed.

4.6 TACKLING ANTI-SOCIAL BEHAVIOUR IN SHARED SPACES

Bury Council are committed to providing safe spaces for all within the community. We work collaboratively with partner agencies, such as GMP, to ensure the people of Bury feel safe. Examples of ASB within shared spaces include:

- Town Centre ASB e.g. alcohol related incidents, night-time economy, youths causing disturbances.

- Retail ASB e.g. beggars, chuggers
- Open spaces e.g. playgrounds, parks, public plaza

In the first instance, Bury Council work closely with partners such as The Rock, Millgate, and Public House licensees to tackle ASB within the Town Centre. For persistent ASB cases, various methods of resolution will be considered (see Sections 3.4 and 3.5).

More serious acts of ASB, e.g. violence, would be dealt with by GMP by using powers of arrest or the issuing of dispersal orders.

The Council will also consider **Public Space Protection Orders** when it is considered the most appropriate tool to address a place based ASB issue and work with GMP to consider other potential solutions.

4.7 REASONS FOR CASE CLOSURE

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

4.8 USING AN ASB CASE REVIEW (previously known as the community trigger)

Any person has the right to activate an ASB Case Review if they feel their complaint(s) regarding ASB has not been dealt with appropriately.

The ASB Case Review is designed to ensure the Council and our partners are responding to cases of persistent ASB, especially where the victim is vulnerable or at greater risk. The Case Review gives victims and communities the right to examine how local agencies have responded to previous ASB complaints and to consider whether further action should be taken.

In addition to the victim, the Case Review can be activated by a person on behalf of the victim who is aware of the circumstances and acts with the victim's consent. This might include a family member, friend, carer, councillor, Member of Parliament or other professional.

A Case Review can be submitted through the following approaches:

- Bury Council: https://www.bury.gov.uk/index.aspx?articleid=11362
- GMP by calling 101.

Bury Council along with our partners in the Community Safety Partnership have agreed that the threshold for activating a Case Review will be:

- Three separate incidents have been reported in the last 6 months to the police, Bury Council, or social landlord.

- The last report was within one month of the date of the trigger application.

The definition of ASB in this context is behaviour causing harassment, alarm or distress to a member or members of the public. When deciding whether the threshold is met, agencies should consider the cumulative effect of the incidents and consider the harm or potential harm caused to the victim, rather than rigidly deciding whether each incident reached the level of harassment, alarm, or distress.

The activation of a Case Review will be primarily responded to through the ASB Manager. If they are directly involved in the previous cases, then the co-ordination of the review will be overseen by the Community Safety Manager.

A multiagency meeting will be convened with appropriate representation from across the Team Bury Community Safety Partnership with a specific focus on place-based colleagues from the specific neighbourhood in question. Attendees will be drawn from the following teams:

- ASB Neighbourhood Caseworker
- GMP Neighbourhood Inspector
- Broader Housing representatives if perpetrators or victims' tenants of a housing association
- Children's Early Help Neighbourhood lead
- Beacon Service link worker.

The Review Panel will determine a co-ordinated and phased action plan, with agreed review points. The *ASB Crime and Policing Act 2014*, places a duty on the relevant bodies to respond to the victim at points in the Case Review process:

- The decision as to whether the threshold is met.
- The outcome of the review, and
- Any recommendations or actions agreed, as an outcome of the review.

Outcomes and an overview of any Reviews will be considered by the Tackling Crime and ASB sub-group of the Community Safety Partnership to determine key learning points and to task Public Service Leadership Teams of any further actions to address place-based vulnerabilities.

5. OTHER INFORMATION

5.1 PUBLICITY

Publicity is an essential part of tackling ASB in terms of:

- Reassuring the community that Bury Council and partners work together and take reports of ASB seriously.
- Reassuring complainants, witnesses, and the wider community that successful action has been taken to tackle ASB.
- Publishing individual cases so that breaches of orders obtained can be reported to the relevant organisation.

- Making it clear to perpetrators that Bury Council will not tolerate ASB and will take action to protect others.

In circumstances when a Court has not imposed reporting restrictions, and Bury 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. Bury 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
- ASB 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 ASB they have been involved in and the terms of any order or sentence. Bury Council may also engage in other media coverage as deemed to be appropriate.

5.2 INFORMATION SHARING AND CONFIDENTIALITY

Bury Council understands that some residents may be concerned about reporting anti-social behaviour because they fear their identity may be disclosed to the person they are reporting. As a general principle, the Council will not reveal the identity of a complainant to an alleged perpetrator without the complainant's knowledge and consent unless required to do so by law, court process or where there is an overriding safeguarding concern. Wherever possible, investigations will be conducted in a manner that protects complainant confidentiality whilst still enabling the Council and its partners to investigate allegations fairly and effectively.

We will treat all information received with the strictest confidence and will take reasonable steps to protect the identity of complainants and witnesses wherever possible. 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.

ASB information is recorded on a secure case management system and case files are stored securely. Data is held in accordance with Bury 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 1998 and data sharing principles.

5.3 TRAINING AND SERVICE DEVELOPMENT

Bury Council is committed to continually reviewing the service we provide so that we can identify and share practice and identify any service improvements.

Our performance is monitored through a range of indicators including number and types of cases, customer response times and the types of informal and formal ASB actions. We have recently introduced a customer survey which we will undertake with ASB complainants and consult with residents before making any significant changes to Council services.

We report quarterly to our Community Safety Lead and provide reports to our Communities Scrutiny Committee and Community Safety Partnership Board. Reports to our Communities Scrutiny Committee are available to the public to access at Bury Town Hall and on Bury Council 's website.

5.4 AVAILABILITY OF THE ASB POLICY AND PROCEDURES STATEMENT

A copy of this ASB Policy can be found on Bury Council 's website https://www.bury.gov.uk

Please contact the ASB Team if you require a translated copy of the Statement and Summary or a copy in an alternative format (i.e., Braille and large print).

5.5 REVIEW OF POLICY AND PROCEDURES

This policy and procedures statement will be reviewed periodically or in line with changes in relevant legislation.

5.6 COMMENTS AND COMPLAINTS

The Council's ASB Team will endeavour to complete a short survey with every complainant or witness to check they are satisfied with the service they have received. The manager will be made aware of any circumstances when the feedback received is not satisfactory (see Appendix Two).

Complaints can be made using the appropriate links below.

Bury Council - Complaints about most council services - Bury Council
GMP - Complaints | Greater Manchester Police (gmp.police.uk)

Please note that concerns about ASB related to Gypsy and Traveller encampments please refer to Unauthorised gypsy and traveller encampments - Bury Council for further guidance and information.

6. APPENDIX ONE: CUSTOMER SATISFACTION SURVEY

ANTI-SOCIAL BEHAVIOUR CASEWORK INVESTIGATIONS

Anti-Social Behaviour Customer Satisfaction Survey

Q1. How was the communication between you and the Investigating Officer at Bury Council?
Poor 1 2 3 4 5 6 7 8 9 10 *Outstanding*

Q2. Are you happy with the outcome of your complaint?
Poor 1 2 3 4 5 6 7 8 9 10 Outstanding

Q3. How would you rate the customer service provided?
Poor 1 2 3 4 5 6 7 8 9 10 Outstanding

Q4. Was your complaint resolved? YES / NO (if no, please provide details)
Additional information

_____
_____
_____
_____
_____

Q5. How did you rate the investigation process?
Poor 1 2 3 4 5 6 7 8 9 10 Outstanding

Q6. Did you contact any other agency? YES /NO (if YES, who?)

_____
_____

Q6a. Was your complaint handled better by this agency? YES / NO
Additional information

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_____
_____
_____

Q7. Would you contact the Bury Council in the future? YES / NO (if no, please give details)
Additional information

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Q8. Please give any more details that could help us improve our service in the future. Also, any opinions or thoughts that you want to share that we can take note and learn from in the future.

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Please return to ASB TEAM – asb.caseworkers@bury.gov.uk or by post TOWN HALL, KNOWSLEY STREET, BURY, BL9 0SW