

BURY COUNCIL

ANTI-SOCIAL BEHAVIOUR POLICY 2023-2026

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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.

1.1.1 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.

1.1.2 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.

Type of ASB	Reporting Method
Neighbour disputes	<ul style="list-style-type: none"> – <i>Report to Bury Council if.</i> <ul style="list-style-type: none"> ○ <i>Private Rented, Owner occupier or a Bury Council Tenant</i> – <i>If you're a tenant of a housing association, report to them direct.</i>
Noise and environmental nuisance	
Use of violence or threatening behaviour	<ol style="list-style-type: none"> 1. <i>In the first instance report to Greater Manchester Police (GMP)</i> 2. <i>If follow up is required:</i> <ul style="list-style-type: none"> ○ <i>Privately rented, Owner Occupier or Bury Council Tenant = Bury Council</i> ○ <i>Social housing = relevant Housing Provider</i>
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	

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

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.

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
[Council](#)

[Report anti-social behaviour or nuisance - Bury](#)

Police

[Report antisocial behaviour | Greater Manchester Police \(gmp.police.uk\)](#)

Housing

[Contact Us | Six Town Housing](#)

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.

2.1.1 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.

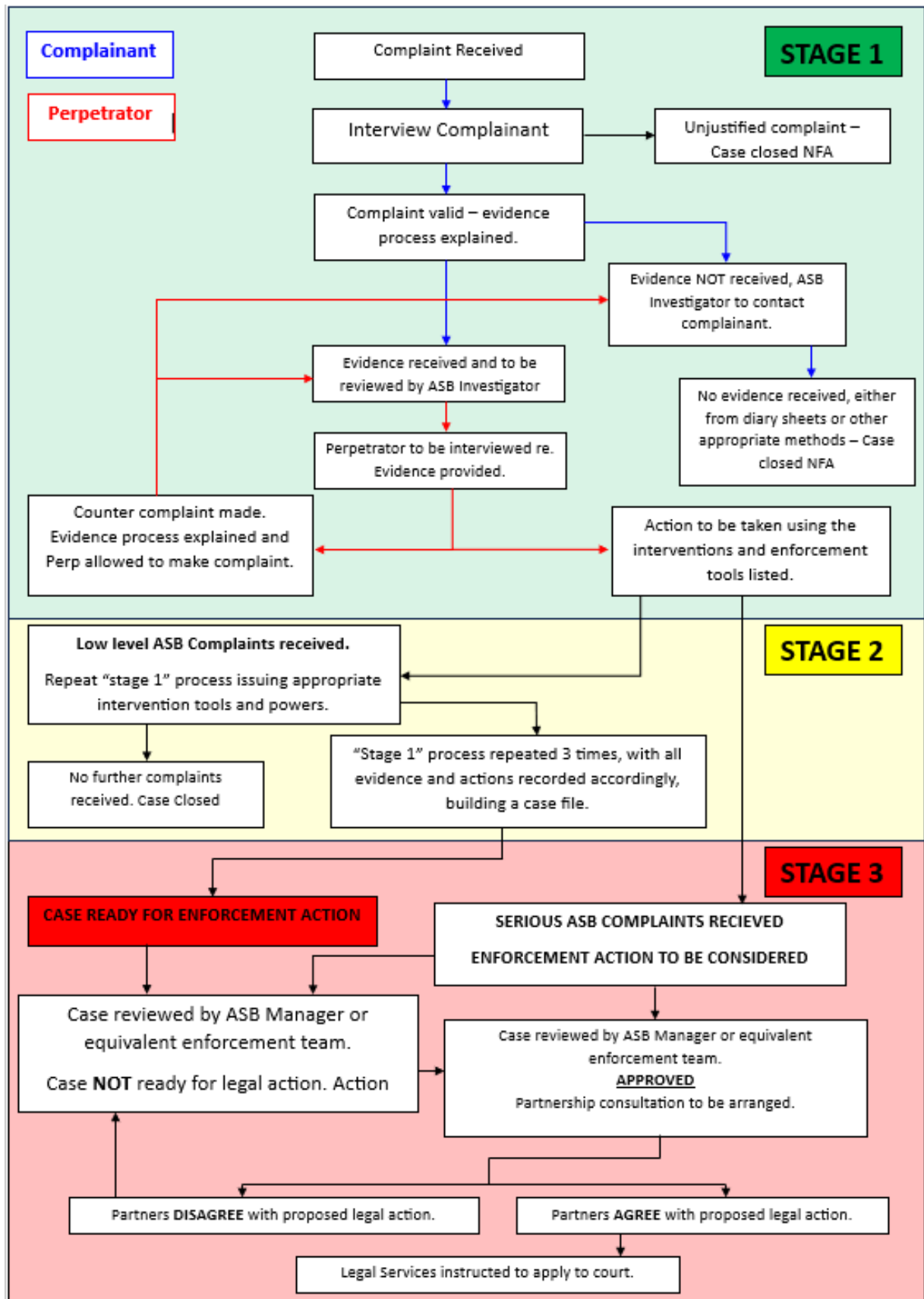
2.4 CROSS TENURE ISSUES

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

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.

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

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

Additional information

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.

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