

Report of:	Head of Housing & Partnerships
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Key Decision:	Yes
Report Track:	Cabinet: 18/04/19

CABINET
18 APRIL 2019
CORPORATE ANTI-SOCIAL BEHAVIOUR POLICY

1 Purpose of Report

- 1.1 To enable Cabinet to review and approve the Council's new Corporate Anti-Social Behaviour Policy.

2 Recommendation

- 2.1 To approve the proposed Corporate Ant-Social Behaviour Policy, which is included as Appendix 1 to the report.

3 Key Issues and Reasons for Recommendation

Key Issues

- 3.1 The Council does not have an existing corporate policy in line with current legislation, statutory guidance and inter-agency procedures.
- 3.2 A number of teams across the Council deliver activities to prevent and manage Anti-Social Behaviour (ASB), including the:
- Partnerships Team
 - Housing
 - Environmental Health

Reason for Recommendation

This new policy sets out, on a corporate basis, the Council's responsibilities around ASB and hate incidents, and provides a common policy framework for the delivery of its services in this respect.

4 Relationship to Corporate Priorities

- 4.1 This report supports the Council's Corporate Priority Improving Community Wellbeing, sustaining safe and secure communities and supporting vulnerable people.

5 Report Detail

- 5.1 The Council recognises that residents are entitled to live in a quiet and peaceful environment free from anti-social behaviour (ASB) and hate crime. For the vast majority of residents, ASB is not an issue. However, where it does occur, ASB can have a devastating impact on the quality of life for residents if not dealt with.
- 5.2 The ASB, Crime and Policing Act 2014 introduced new powers to tackle ASB and provide better protection for victims and communities.
- 5.3 This Policy will ensure that the full range of legal remedies are available to the Council when tackling ASB, and will place victims and communities at the heart of its response. This approach is inline with the intention of the legislation.
- 5.4 In managing ASB and hate related incidents, a firm but fair, transparent and consistent approach will be adopted. The needs and circumstances of vulnerable residents and perpetrators will be taken into account and, where appropriate referrals for support may be made.
- 5.5 The policy explains what we mean by 'anti-social behaviour' (ASB) and sets out the guiding principles for those officers in the Council who deal with ASB.
- 5.6 It says what we want our services to achieve for people experiencing ASB, and sets out the principles on the kind of service level and quality we aim to provide.
- 5.7 The policy document is intended to be a framework with clear principles. For specific service area procedures you should contact the relevant Council directorates. We will develop and maintain procedures for the effective handling of ASB complaints and work closely through the Community Safety Partnership to achieve a satisfactory outcome for the complainant and the community.
- 5.8 The approach will be based on demand lead intelligence to both prevent and act upon ASB by working across departments and with partners to determine the best course of action, and captured in and fully supporting the Cannock Chase Community Safety Partnership priorities and Community Safety Delivery Plan.
- 5.9 Cannock Chase Council Housing Services has its own Anti-Social Behaviour Statement of Policy & Procedures Policy which is in compliance with the Housing Act 1996, the Crime and Disorder Act 1998, The Anti-Social Behaviour Act 2003 and the Anti-Social Behaviour Crime and Policing Act 2014.

www.cannockchasedc.gov.uk/sites/default/files/asb_hate_crime_policy_-_march_2018.pdf

6 Implications**6.1 Financial**

There will potentially be financial implications regarding prosecutions and Court Costs.

6.2 Legal

The legal implications are set out in the policy. The Council must give due regard to its public sector equality duty (as set out in the Equality Act 2010) when determining that formal legal action is to be taken against an individual.

- Anti-Social Behaviour Crime and Policing Act 2014
- Anti-Social Behaviour Act 2003
- Crime and Disorder Act 1998
- Data Protection Act 2018
- Equalities Act 2010
- Housing Acts 1985, 1996 and 2004
- Environmental Protection Act 1990
- Clean Neighbourhoods and Environment Act 2005
- Refuse Disposal (Amenity) Act 1978
- Mental Health Act 1983 (amended 2007)
- Human Rights Act 1998
- Freedom of Information Act 2000
- Care Act 2014
- Local Government Act 2000
- Serious Crime Act 2015

6.3 Human Resources

None

6.4 Section 17 (Crime Prevention)

This policy meets the requirement of Section 17 of the Crime and Disorder Act 1998, as amended by the Police and Justice Act 2006, which requires responsible authorities to consider crime and disorder (including anti-social

behaviour and other behaviour adversely affecting the local environment); and the misuse of drugs, alcohol and other substances in the exercise of all their duties, activities and decision-making. This means that in all policies, strategies and service delivery there is a need to consider the likely impact on crime and disorder.

6.5 Human Rights Act

The Human Rights Act 1998 and Equality Act 2010 has been considered with regards to this policy. Proportionality is key to Human Rights compliance. This means striking a fair balance between the rights of the individual and those of the rest of the community. There must be a reasonable relationship between the aim to be achieved and the means used.

6.6 Data Protection

The policy supports Data Protection procedures and requirements and compliments the Council's Data Protection Policy.

6.7 Risk Management

None

6.8 Equality & Diversity

An Equality Impact Assessment has been completed which demonstrated that the policy is robust and shows that there is no potential for discrimination and that we have taken all appropriate opportunities to advance equality.

6.9 Best Value

None

7 Appendices to the Report

Appendix 1: Corporate Anti-Social Behaviour Policy

Previous Consideration

None.

Background Papers

None.



Corporate Anti-Social Behaviour Policy

April 2019 - 2022

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1. Policy Statement and Scope

The Corporate Anti-Social Behaviour policy document supports Cannock Chase Council's vision, 'Leading our community to deliver better jobs and skills, more and better housing, cleaner and safer environments, and better health outcomes.

The Council wants a future for Cannock Chase District that is better than now. We want people to feel safe and free from intimidation in their local areas and to enjoy a pleasant physical environment.

To achieve this we will:

- Work with partners to foster a safer and stronger community.
- Delivering council services that are customer centred and accessible
- Making the best use of limited resources

The policy tells you what we mean by 'anti-social behaviour' (ASB) and sets out the guiding principles for those officers in the Council who deal with ASB.

It says what we want our services to achieve for people experiencing ASB, and sets out the principles on the kind of service level and quality we aim to provide.

This policy document is intended to be a framework with clear principles. For specific service area procedures you should contact the relevant Council directorates. We will develop and maintain procedures for the effective handling of ASB complaints and work closely through the Community Safety Partnership to achieve a satisfactory outcome for the complainant and the community.

The approach will be based on demand lead intelligence to both prevent and act upon ASB by working across departments and with partners to determine the best course of action, and captured in and fully supporting the Cannock Chase Community Safety Partnership priorities and Community Safety Delivery Plan.

Cannock Chase Council owns, manages, monitors and improves its housing stock of 5,164 properties and delivers a dedicated Housing Management Service in relation to dealing with incidents of Anti-Social Behaviour (ASB).

Cannock Chase Council Housing Services has its own Anti-Social Behaviour Statement of Policy & Procedures Policy which is in compliance with the Housing Act 1996, the Crime and Disorder Act 1998, The Anti-Social Behaviour Act 2003 and the Anti-Social Behaviour Crime and Policing Act 2014.

https://www.cannockchasedc.gov.uk/sites/default/files/asb_hate_crime_policy_-_march_2018.pdf

2. The Councils Responsibilities

Cannock Chase District Council believes that no-one should tolerate anti-social behaviour and will use appropriate tools and powers available to local authorities to prevent and address all forms of nuisance. These powers arise from three complementary roles

The Council's role as a Responsible Authority of the Cannock Chase Community Safety Partnership (CCCSP) as defined by the Crime and Disorder Act 1998.

The Act states that the Council must work with the police and other agencies to reduce crime and disorder in Cannock Chase. The Council cannot always resolve ASB complaints in isolation. Often incidents of ASB are complex and require the input of a number of different agencies. The Cannock Chase Community Safety Partnership is a group made up of the Council, Police, Clinical Commissioning Group, Fire and Rescue Service and other agencies that together work to reduce crime and disorder and improve community safety in the District of Cannock Chase.

Under the Crime and Disorder Act 1998, we must work with the police and other agencies to reduce crime and disorder in Cannock Chase. In this role we play a key part in dealing with ASB of all kinds and also undertake project and preventative work as part of the Cannock Chase Community Safety Partnership.

This policy supports the Cannock Chase Community Safety Delivery plan.

As an environmental protection champion the Council has a range of legal powers to deal with environmental anti-social behaviour such as noise, graffiti, litter, rubbish and abandoned vehicles.

This list is not exhaustive and represents the most common offences and may be added to as legislation is updated or amended. In addition there are additional powers which can assist the Council control accumulations of litter and refuse and will seek to take the appropriate action for these offences using a wide range of enforcement actions as prescribed by legislation.

As a Community Champion – the Council will actively support the communities we serve by promoting campaigns and projects to raise awareness of and improve the perception of ASB

3. What is Anti-Social Behaviour?

A broad definition of anti-social behaviour is difficult but what is important to us in defining anti-social behaviour is the effect of the behaviour on members of the community.

Anti-social behaviour (ASB) is defined under section 2 of the Anti-social Behaviour, Crime and Policing Act 2014.

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

For the purposes of the community trigger, ASB is defined as "behaviour causing harassment, alarm or distress to members or any member of the public" (section 105(4) of the Anti-social Behaviour, Crime and Policing Act 2014 refers).

Not every allegation reported to us will be accepted as being anti-social. All calls will be assessed and passed to the relevant responsible department.

If the calls are not determined to be ASB (eg some complaints may be about lifestyle differences or everyday living noises) we will inform the complainant of any actions which may or may not be taken.

Any intervention taken as a result of alleged ASB will be proportionate and considered on a case by case basis.

Legal action will only be sought as a last resort where all other interventions have failed or the action is necessary to protect the community

4. Policy Principles

These principles underline our approach to tackling anti-social behaviour, how we manage cases and work with our customers and partners.

4.1 No one should have to suffer from ASB

We will:

- make people aware of what anti-social behaviour is and empower them to understand their role in this.
- publicise and promote our various services to tackle ASB
- empower and encourage people to report ASB and make it possible for them to do this using a range of reporting methods.
- respond to each reported case of ASB.
- support victims of ASB throughout the case.
- ensure our Housing tenants are aware of the obligations of the tenancy agreement relating to anti social behaviour

4.2 Reports of ASB will be treated seriously and dealt with professionally.

We will:

- assess the seriousness of ASB reported to us, and take action in accordance with our service standards.
- treat all reports as confidential unless we consider that we should share information for safeguarding purposes, prevention of crime disorder or where it is in the public interest.
- Identify and access support for new Housing tenants and victims to sustain their tenancies where applicable
- share information only with other organisations that can help with the problem and observe data protection laws and in accordance with the One Staffordshire Information Sharing Protocol.
- ensure that criminal activities reported to the Council are quickly passed on to the police.
- fully investigate the complaint in accordance with relevant legislation
- explain our reasons should we choose to take no action, and advise on self-help or other alternative courses of action whenever it is possible and appropriate to do this.

4.3 ASB will be addressed firmly, fairly and proportionately.

We will:

- appropriately risk assess all complaints and prioritise accordingly, acting swiftly to investigate the circumstances and seek to understand all the facts of any matter reported to us.
- seek where possible to resolve cases at the lowest level of intervention, taking formal action when the ASB is serious or persistent or when it threatens people's safety or health.

- use appropriate legal tools and powers available to us under the law and Council policy, according to our best professional judgment.
- Consider relevant legislation (ie the Equality Act/Care Act/Human Rights Act) and adjust our approach as necessary, when a victim or a perpetrator is a vulnerable person.
- Publish case outcomes and reserve the right to use campaigns to target areas of concern

4.4 We will actively seek to prevent ASB

We will:

- use an intelligence lead approach to determine the best cause of action using a wide range of available powers to tackle ASB
- work with partners to identify appropriate diversionary activities
- work with residents, tenant and community groups to develop a neighbourhood approach to tackling ASB
- focus on locally agreed strategies for preventing and tackling ASB with due regard to environmental and social concern
- Provide new Housing tenants with information on their community responsibilities
- Support and assist partners with the rehabilitation of offenders where appropriate

4.4 We will work with partners in order to deliver an effective, value for money ASB service across our communities.

We will:

- play a full part as a lead member of the Cannock Chase Community Safety Partnership. participate in relevant strategic or preventative initiatives, being mindful of our core activities, current workload and costs of participation relative to the likely benefits.
- set shared objectives for all partners and external agencies for the prevention and tackling of ASB
- participate in multi-agency workgroups dealing with specific ASB issues.
- work with Registered Providers, private landlords, letting agents, schools, colleges and businesses, providing professional advice and support as required so that these organisations can act confidently to prevent or tackle ASB making use of their own resources.
- Work in partnership to identify appropriate funding opportunities and community projects to address concerns

4.5 We will deliver high quality customer service.

We will:

- ensure that staff dealing with ASB are trained in equality, diversity and safeguarding.
- ensure that staff dealing with ASB follow agreed policies and procedures.
- provide a range of opportunities for tenants and residents from all groups to get involved in shaping and scrutinising our services
- obtain customer feedback through surveys of users of the ASB service provided by Cannock Chase Council to rate their satisfaction with the service.

Based on this approach we will seek to ensure a “place based solution” that builds community resilience and allows for informed and empowered outcomes.

5. Action we can take

The majority of complaints can be resolved through early intervention methods and these are considered as part of the Community Safety Partnership with an emphasis on stopping bad behaviour before it escalates. Legal action will usually be approved where all early interventions have failed or the behaviour is serious enough to warrant necessary legal action.

5.1 Early and Informal Interventions

No Action

In some cases no action will be taken in cases where there is little or no evidence, or where an alleged offender has fully co-operated with information given in accordance with this policy.

Acceptable Behaviour Agreement/Parenting Contracts

These are voluntary written agreements between an individual, the Council and sometimes other agencies including education and Staffordshire Police. They are useful in dealing with children age 10 plus and in relation to truanting and ASB. These agreements are not legally binding however they are useful in highlighting children's behaviour to their parents and letting them know the consequences if they are not adhered to, which can impact on the tenancy.

Surveillance/CCTV

CCTV service provides a monitoring and recording service which covers Cannock Hednesford and Rugeley using over 100 CCTV cameras and operate 24/7 365 days of the year. The service works in partnership with Staffordshire Police and the criminal justice system by providing quality images of incidents which are then released to the police and used as evidence to support police actions and court cases.

Cannock Chase Council's CCTV team have direct links with the Staffordshire Police Control room and use a radio system to connect to local businesses, pubs and clubs when detecting and reacting to reports of ASB and criminal incidents around the area.

Community Protection Warnings

Community Protection Warnings were introduced in the Anti Social Behaviour, Crime and Policing Act 2014 and can be used in ongoing problems or nuisances which negatively impact on the community's quality of life, for example graffiti, rubbish or noise. These are prescribed forms advising what behaviour needs to stop and by when, followed by positive behaviour expected in the future.

Community Resolution

For less serious issues of ASB where informal agreements are reached between the parties involved to avoid progression through the legal action route.

Fixed Penalty Notices (FPNs)

A Fixed Penalty Notice (FPN) will be issued to persons who have committed a relevant offence – e.g. littering, breach of Public Space Protection Order. Full payment of the FPN will discharge the original offence for which the individual cannot then be prosecuted, provided that full payment is received within the specified time period.

FPNs provide the Council with an effective and visible way of responding to low level environmental ASB e.g. littering and breach of a Public Space Protection Order. They can also be considered for breach of Community Protection Notice.

FPNs will not normally be issued to juveniles (see Section 7)

It is essential for the issuing of a Fixed Penalty Notice that the authorised officer collects adequate evidence to support any legal proceedings if the notice is returned unpaid.

The Council's standard approach will be to set the level of FPN's payable to the maximum set by statute in the prevailing legislation.

5.2 Legal Actions

If a perpetrator is unwilling to change their behaviour or acts in a manner that is threatening or violent, there are formal tools available to the Council and agencies within the Cannock Chase Community Safety Partnership.

Community Protection Notices (CPN)

These Notices are intended to deal with persistent problems that are impacting on the community's quality of life for example graffiti, rubbish or noise. Breach of a CPN can result in a Fixed Penalty Notice issued by delegated officers of the Council or Police officer or prosecution through the magistrates' court.

Public Space Protection Orders (PSPO)

This order imposes conditions which may include multiple restrictions and requirements either throughout the District or in specific areas for example parks or communal areas, where ASB is being caused and is detrimental to the community.

They are designed to ensure that the majority of people can enjoy public spaces and feel safe for example restrictions around the use of alcohol, noise or dogs.

Breach of a PSPO can result in a Fixed Penalty Notice issued by any delegated officer of the Council or Police officer or prosecution.

Civil Injunction

This is a court order to stop or prevent individuals engaging in ASB. It can be used to stop issues escalating and positive requirements can be added to encourage the perpetrator to change their behaviour.

Injunctions are available to use from the age of 10 years and for anybody, not just social housing tenants.

Breach of an injunction can result in a fine or imprisonment for up to 2 years for over 18's. For under 18's the court can issue a supervision order or detention up to 3 months.

Where a breach has occurred by a tenant of Cannock Chase Council, a new mandatory ground for possession has been introduced.

Closure Notices and Orders

This Notice can be used by the Chief Inspector of Police and/or the Managing Director of Cannock Chase Council. Where there are high levels of nuisance, disorder or illegal activity either currently ongoing or expected imminently, a Closure Notice can be served quickly, closing the property for up to 48 hours. To apply for a property to be closed longer than this, a Closure Order can be requested through the court.

Prosecution

In certain cases prosecution through the courts may be the most appropriate course of action, or where other enforcement actions have had no effect. This will only be with due regard to the Enforcement Strategy principles.

Prosecution will likely follow when:

- A Fixed Penalty Notice is issued to an alleged offender is returned unpaid after the 14 day payment period
- An offence is of a size or nature where other enforcement actions are considered to be insufficient.
- Previous actions have failed and there is no option for other enforcement action
- The nature of the offence is deemed to be in the interest of the public
- The offence has a serious or significant impact on the environment and community

Criminal Behaviour Order (CBO)

These Orders can be issued against a person aged 10 upwards who has been convicted of an offence to tackle the most persistent anti social behaviour where involvement includes criminal activity. Breach of a CBO for over 18's can result in up to 5 years' imprisonment, a fine or both. For under 18's, the court can issue a two year detention order.

Notice of Intention to Seek Possession

This is a legal Notice served on the tenant/s advising them of their Landlord's intention to seek possession of their home. A Notice will usually be served where previous early interventions have not been successful and ASB is escalating.

Possession Proceedings

This is an application by the landlord to the court which can lead to the tenant/s being evicted from their home. There will have been several warnings prior to this stage which is usually the last resort. The landlord would need to show that it is reasonable for the court to evict the tenant/s. A new mandatory ground for possession 'Absolute Grounds' was introduced in the Anti Social Behaviour, Crime and Policing Act 2014 and this can be used where ASB or criminality has already been proved in another court. As long as the landlord follows the correct procedures, the court must grant possession.

Demotion Orders

In circumstances where anti social behaviour is prolonged and detrimental but of a less serious nature than required for a possession order, the Landlord can ask the court to reduce the security of tenure but it can still lead to possession if breached. These orders remove certain rights including the right to buy and the right to exchange. Demoted tenancies last for a year and may be extended if notice to seek possession of the property is served during this period.

Other Registered Social Landlords form part of the Cannock Chase Community Safety Partnership and we will work with them to use appropriate powers as necessary.

6. Vulnerable people and Juveniles

In the course of an investigation an officer may come across a person whose welfare may raise safeguarding concerns. Whether or not the subject has a direct connection to the case under investigation, it remains the duty of officers to ensure that these safeguarding concerns are properly logged and passed to the appropriate agency in line with the Council's Safeguarding Children and Adults at Risk of Abuse and Neglect Policy.

We recognise that perpetrators of ASB may themselves be vulnerable and we will consider the provision of support to help an individual address their unacceptable behaviour. Where the perpetrator has vulnerability issues, such as poor parenting skills, disabilities, mental health problems, drug or alcohol dependency, we will work with partner agencies to provide intervention and support.

6.1 Hate Incidents and Hate Crime

A hate crime or incident is any crime or incident which is perceived, by the complainant or any other person, to be motivated by hostility or prejudice based on a person's actual or perceived social group or groups, and this could be one or more of the following:

- Disability
- Gender
- Race
- Religion and belief
- Sexual Orientation
- Transgender

We will:

- Respond to hate reports
- Take all reports of hate seriously
- Encourage victims to report hate crime to the police
- Work with partner agencies to support victims
- Take hate complaints from third parties on behalf of the victim/s

6.2 Domestic Abuse

Domestic Abuse is a specific type of crime usually, but not always, directed towards women. Some examples of this type of abuse are:

- Controlling and coercive behaviour
- Physical abuse
- Sexual abuse
- Emotional abuse
- Honour based crimes including forced marriage
- Female Genital Mutilation (FGM)

We are committed to highlighting issues as early as possible and providing early support and intervention to complainants through our partner agencies.

The Anti Social Behaviour Crime and Policing Act 2014 added strength to already powerful domestic abuse legislation in place such as Non Molestation Orders, Occupation Orders, Domestic Violence Protection Notices (DVPN's) and Domestic Violence Protection Orders (DVPO's).

6.3 Juveniles and ASB

Fixed Penalties

When a juvenile is alleged to have committed an environmental or other ASB offence for which a Fixed Penalty can be issued, the name, address, age and date of birth of the suspected offender should be obtained, together with the name and address of his or her parent or legal guardian. Once the age of the offender has been ascertained, the correct course of action can then be followed.

For offenders between 10 and 15 years old, DEFRA guidelines (environmental ASB) state that a fixed penalty should not normally be issued in the first instance.

Legally fixed penalty notice can be issued to anyone over the age of 10 and authorities are recommended to adopt special procedures for issuing notices to young offenders.

To tackle the issue of environmental ASB by young people we will introduce a restorative justice intervention scheme for 10-17 year olds, where there is an alternative option to the fixed penalty notice financial and/or Court action.

For offenders aged 16 or 17 years old, a Fixed Penalty Notice can be issued using the same procedure as for adults.

7. Community Trigger

Any person has the right to activate a Community Trigger if they feel their complaint(s) regarding ASB has not been dealt with appropriately.

The Community Trigger 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 trigger gives victims and communities the right to request a case review to examine how local agencies have responded to previous ASB complaints and consider whether further action should be taken

Cannock Chase Council with our partners in the Cannock Chase Community Safety Partnership has agreed that the local threshold for activating a trigger will be:

- Three separate incidents have been reported in the last 6 months to the police, council or social landlord
- The last report was within one month of the day of the trigger application

A victim of ASB and someone acting on their behalf can ask to activate a Community Trigger by telephoning Staffordshire Police on 101. Local partners are required to review their response.

The Police and other partner agencies will share relevant information for the purpose of carrying out the case review.

The ASB Crime and Policing Act 2014 places a duty on the relevant bodies to respond to the victim at particular points in the Community Trigger process. These include:

- The decision as to whether or not the threshold is met
- The outcome of the review, and

- Any recommendations made as an outcome of the review.

8. Supporting and future legislation

This Policy contributes to the councils statutory requirement under the Crime and Disorder Act 1998 that places a legal duty on the council to work in partnership to tackle the District 's crime and disorder priorities, specifically section 17 that states that "each authority needs to do all it reasonably can to prevent crime and disorder and to ensure services give due regard to crime and disorder."

Together with our partners, we will make full use of relevant legislation including but not limited to:

- Anti-Social Behaviour Crime and Policing Act 2014
- Anti-Social Behaviour Act 2003
- Crime and Disorder Act 1998
- Data Protection Act 2018
- Equalities Act 2010
- Housing Acts 1985, 1996 and 2004
- Environmental Protection Act 1990
- Clean Neighbourhoods and Environment Act 2005
- Refuse Disposal (Amenity) Act 1978
- Mental Health Act 1983 (amended 2007)
- Human Rights Act 1998
- Freedom of Information Act 2000
- Care Act 2014
- Local Government Act 2000
- Serious Crime Act 2015

The council will develop and publish revised procedures necessary to implement any future legal powers.

9. Protecting Our Staff

Cannock Chase Council will not tolerate, under any circumstance, any threats, violence or abusive behaviour towards our staff or contractors. We will take firm action against any person who shows acts of aggression towards any person carrying out their work in respect of this ASB Policy or any other service. We will involve the police if it is decided that this action is appropriate.

Where there is a risk of harm or violence from someone at an address, a marker will be added to all Cannock Chase Council systems as a warning to staff that may come in to contact with this person

10. Supporting Policies and Strategies

This Corporate Anti Social behaviour policy links to a number of existing strategies and policies that may impact on the reduction of ASB in the District of Cannock Chase. Some of these are listed below:

- Allocations Policy
- Tenancy Management Policy
- Cannock Chase Community Safety Delivery Plan

- Lone Working Policy
- Domestic Abuse Policy
- Hate Crime Policy
- Safeguarding Children and Adults at Risk of Abuse and Neglect Policy

11. Comments, compliments and complaints

Cannock Chase Council is committed to providing high quality, accessible and affordable services to all of its Customers.

There are times when we do things well, but we accept that there may also be times when things go wrong and you are left unhappy or dissatisfied.

We value your feedback and want to hear from you whether you have a comment, compliment or complaint about our services.

If you have a complaint and this cannot be resolved informally, you may wish to make a formal complaint. You can do this online, by telephone on 01543 462621 or write to Cannock Chase District Council, Beecroft Road, Cannock, WS11 1BG.

12. Media Arrangements

Where possible and if it is deemed to be in the wider community interest we will publish the outcomes of court decisions taken where prosecutions have been undertaken by the Council.

13. Monitoring and Review of the Policy

We will review this policy every 3 years to ensure that any changes in legislation or best practice are included and updated.

We will consult with service users, staff, internal and external partners in the review.

The Council will maintain procedural documents for the use of ASB enforcement powers and this will be subject to scrutiny and monitoring by the Housing, Crime and Partnerships Scrutiny Committee.

Any changes to policy will be subject to Cabinet approval.