

Housing Leeds and **Leeds Anti-Social Behaviour Team (LASBT)** have a responsibility alongside our partners, for tackling antisocial behaviour (ASB). We work to legislation including the Crime and Disorder Act 1998, ASB Crime & Policing Act 2014, the Housing Act 1985, and the Environmental Protection Act 1990. We cannot deal with every complaint that is reported to us. The teams are not an active 24-hour response service as we are only available during office hours.

We cannot deal with a complaint and associated risks, where the complainant is anonymous or where the information or evidence provided is inadequate. We need to be able to contact the complainant, and to do this we need a phone number, email address, or home address.

The complainants' details will only be used for the purposes of assessing a complaint and will not be disclosed to any third party unless there are safeguarding concerns. To read more on how we process and manage personal details, please see how we deal with your information at the end of this service offer.

What we can do:

ASB and crime can cause considerable distress to people. It is damaging to individuals, families, and communities.

The Team's focus and priorities are to:

- ❖ **Deal with** behaviors and circumstances that cause the greatest threat, harm, and risk to individuals and communities.
- ❖ **Protect** and support the most vulnerable victims of anti-social behaviour.
- ❖ **Identify** and respond to repeat victims of ASB.

Our main responsibilities are to:

- ❖ **Prevent** acts of ASB and criminal behaviour
- ❖ **Intervene** early to reduce the risk of escalation of offending/reoffending and divert people away from causing ASB
- ❖ **Reassure** the communities that we serve
- ❖ **Use** available and appropriate sanctions against those who are responsible for ASB within households or the wider community
- ❖ **Collaborate** with local communities before anti-social behaviour escalates, Legal action is usually a last resort for resolving anti-social behaviour
- ❖ **Tackle Domestic Noise Nuisance.** We discharge our statutory responsibility for noise nuisance by empowering residents and communities to resolve this issues themselves before reporting to the authority

ASB cannot be prevented and tackled by just one agency. We work in partnership with the Community Safety Partnership and provide a bespoke service to the residents of Leeds and continuously improve our current core service.

After an initial assessment we will decide if the report constitutes ASB and whether we have a power to act. Reports of ASB can be received from residents, businesses, visitors, and referrals from elected members and partners.

Sometimes anti-social or nuisance behaviour can be resolved through mediation where the victim and the other party/parties discuss the issues that affect them. This takes place under the guidance of our Mediation team.

The process

We will:

- ❖ **Assess all reports** and refer the enquiry to the service best placed to deal with the problem
- ❖ **Assess any vulnerabilities** and needs of the complainant
- ❖ **Respond** to the complainant within **one working day** for some types of ASB complaints (threats, harassment, Hate incidents/Crime or Domestic violence or Abuse)
- ❖ **Respond** to the complainant within **ten working days** for all other ASB complaints
- ❖ **Identify** where **mediation** is a solution and work with both parties to resolve disputes
- ❖ **Allocate** opened cases to a **named Case Officer** who will investigate the complaint, request evidence (e.g., Nuisance diaries, CCTV, or video recordings), and agree an action plan with the complainant
- ❖ **Agree a contact plan** with the complainant at the beginning of the investigation, with a maximum time scale for updates of every **twenty working days**
- ❖ **Work in partnership** with other services to help resolve the problem

What we need from the complainant

- ❖ That they have tried to **take initial steps** to resolve the issue themselves if appropriate
- ❖ That they **participate in mediation** if both parties agree
- ❖ That they **engage** with other services or Support Providers
- ❖ That they keep the Case Officer **up to date** with any further incidents and **provide evidence** of reporting to other relevant agencies
- ❖ That they **do not cause any nuisance** or ASB e.g., in retaliation, as this may harm the case
- ❖ That they **respect** the personal safety of our Case Officers. LCC will not tolerate any verbal abuse, actual or threatened violence, or aggression towards its staff

What we cannot do

- ❖ **Guarantee** the **desired outcome** of the complaint
- ❖ **Provide** target hardening devices, such as CCTV, door, and window locks etc.
- ❖ **Act on** CCTV concerns about privacy breaches. These should be reported to the Information Commissioners Office (ICO)
- ❖ **Provide** alternative **accommodation**
- ❖ **Keep a case open indefinitely** when no further action is possible.
- ❖ **Prevent** you from seeking your own **independent legal advice**
- ❖ **Act on** everyday **annoyances** or irritations, such as noise from children playing, people undertaking DIY at reasonable times, parking disputes, a clash of lifestyles, boundary disputes, general household noise, (this list is not exhaustive)
- ❖ **Act** where you feel **another agency** such as your housing provider or West Yorkshire police have **not acted**
- ❖ **Guarantee** the use of electronic **noise monitoring equipment**. This constitutes covert surveillance and is something that may be considered in investigating cases of noise nuisance, but it is dependent on the circumstances of each specific case

All customers can consider the below options:

Request an ASB/Hate Incident review- It is your right to ask how your report of ASB is being dealt with. This is known as the ASB review (formerly known as the Community Trigger process). An ASB/Hate Incident Review is governed by legislation under section 104 and 105 of the **ASB Crime and Policing Act 2014**. It allows for a local threshold to be set. It is an **impartial review** of the circumstances which have previously been reported.

A panel will review the case and determine if appropriate action is being taken to resolve the ASB. The panel can **make recommendations** to the responsible organisation to improve the situation. There is a local threshold that we follow to establish if the case is suitable for review.

“Not more than three complaints in the previous six-month period. The last being within a month of this request. The authorities may also take account of the persistence of the ASB, the harm or potential harm caused by the ASB, and the adequacy of response to the ASB”

The ASB review is **not a complaints process**. If you're unhappy with the service you've received, you should make a complaint to the organisation who dealt with the initial contact.

To request an ASB review, contact us with your name and contact details: By phone: 0113 378 9669 (8am to 4pm) By email: Community.Trigger@leeds.gov.uk. By post: Anti- social Behaviour Review, Community Safety, Merrion House, 4th Floor, 110 Merrion Centre, Leeds, LS2 8BA.

Complaints and compliments

Tell us what you think about our service – we are always glad to hear from you. If you want to tell us about something we have done well or if you would like to make a formal complaint, you can do this on our web page follow the link. <https://forms.leeds.gov.uk/Complaints/>

Alternatively, you can call us on 0113 222 4405 (Monday, Wednesday, and Friday, 9am to 5pm) or email complaints@leeds.gov.uk.

The Housing Ombudsman

They will investigate complaints about social housing providers and all aspects of their responsibility as a landlord for example housing management, repairs, leaseholder complaints, transfers and mutual exchanges, anti-social behaviour.

Telephone 0300 111 3000

Address: The Housing Ombudsman PO Box 152, Liverpool, L33 7WQ

Website www.housing-ombudsman.org.uk

The Local Government & Social Care Ombudsman

They will investigate complaints about the Local Authority for example allocations, homelessness, Right to Buy and Disabled Facilities Grants. They will not deal with issues within Housing Leeds remit as Landlord. They will consider complaints within 12 months from the date that your stage two complaint was closed.

Telephone 0300 061 0614

Address: Local Government & Social Care Ombudsman, PO Box 4771, Coventry, CV4 0EH

Website www.lgo.org.uk

DATA PROTECTION & PRIVACY NOTICE

During the time your complaint is open to us we may collect and hold personal or sensitive data about you, your family, and other people involved. We need this data to progress the case, identify risks and provide appropriate support to understand motivations and signpost appropriately. All information will be treated confidentially, stored securely on a web based computerised management system shared with our partners.

Information is only shared with a third party as appropriate, ideally with your permission but not necessarily. We will hold this information for six years from the date we close your case or six years after a tenancy ends if the tenancy ends due to a court action.

All information held will be compliant with the principles of the Data Protection Act 2018 and GDPR regulations 2018. At any time you may request to view the files we hold on your case or amend data if it is inaccurate.

INFORMATION SHARING

While investigating your issue, we may need to share relevant information with other agencies we work with, such as West Yorkshire Police, Social Services, Housing, Health, and Youth Offending Service to help us resolve the matter. The Crime & Disorder Act allows us to do so and overrides certain aspects of the General Data Protection Regulations regarding public safety and preventing or detecting crime and disorder.

We will always try to protect your information and share only what is **relevant and appropriate**. If you have signed a disclosure form, you will have granted us permission to share your information with partner agencies in relation to the case under investigation.

If we have any concerns regarding the welfare or **safeguarding** of any children, young people, or vulnerable adults, we will inform the relevant social services department and the police.

If you are a victim or witness of anti-social behaviour, contact us on:

0113 222 4402

(Weekdays, 9am to 5pm, except Wednesdays when we are open from 10am)

For the Out of Hours Noise Nuisance Service, contact e: 0113 376 0337
(5pm to 3:30am)

Other useful numbers

West Yorkshire Police:

Emergency - 999

Non-Emergency - 101

Street Lighting and Highways enquiries:

0113 2224407

Graffiti, Fly Tipping, Needle Removal & Stray Dogs:

0113 2224406

Citizens Advice

0113 2234400