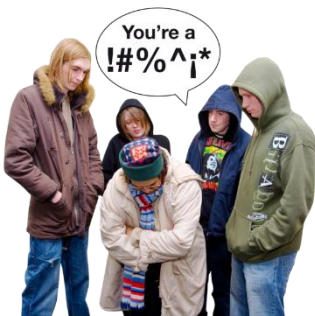


Anti-social behaviour policy (ASB)



Anti-social behaviour

Anti-social behaviour is when someone behaves in a way that can upset other people

It can make people scared to go out or afraid when they are in their own home – it includes things like



- damaging property



- leaving litter or rubbish about



- making noise



- using cars or motorbikes illegally



- threatening or bullying other people



- drinking or drug taking



Some things don't count as ASB – it includes things like

- normal everyday noise



- children playing



- doing DIY between **7am** and **11pm**



- some kinds of problems between neighbours

Our policy



We want to help people who have been upset by someone's behaviour



We want to support people to feel safe where they live



To tell us about anti-social behaviour

- fill out the online anti-social behaviour form by clicking on the link below



Online form to report anti-social behaviour

<https://www.camden.gov.uk/antisocial-behaviour-form>



- phone us on **020 79 74 44 44**



- We are open **9am to 5pm, Monday to Friday**



- If you are
 - a Camden Council tenant or leaseholder
 - and the anti-social behaviour is happening on a council estate between **4pm and 4am**
 - you can call the Responsive Security Patrol on **020 79 74 44 44**





We can help you by offering

- translators
- BSL interpreters
- support for blind people
- support for people with learning disabilities
- and support for people who need help with reading and writing

You can find more information about how to report ASB by clicking on the link below



[Community safety team](https://www.camden.gov.uk/community-safety1)

<https://www.camden.gov.uk/community-safety1>



You should report any crimes to the police by calling 999

Preventing ASB



We do a lot of work to stop ASB from happening to begin with



When you report ASB we will

- contact you within **7 working days**



- complete a risk assessment and offer you support



- complete an ASB Action Plan with you



- investigate the report



- put in place any reasonable adjustments needed



- ask for and look for evidence



Some things we can do to help include

- mediation - this is where we support people to reach an agreement



- giving warnings



- behaviour contracts



- speaking to the police

The most serious cases



If someone has done something very serious or something criminal, we might need to take legal action



In the very worst cases, we might take back a Council tenant or leaseholder's home



Closing a case

We will investigate and close your case as soon as we can - we will let you know before we close your case



Partnership working

We work with other organisations to support victims of ASB - we might ask you to come to a meeting

Anti-social behaviour case review



You can ask for a ASB case review if you have reported anti-social behaviour **3** times in **6** months and we haven't done anything about it

For information about asking for a case review click on the link below



[ASB case review](https://www.camden.gov.uk/en/anti-social-behaviour-case-review)

<https://www.camden.gov.uk/en/anti-social-behaviour-case-review>

Supporting residents

Some people may have support needs that we need to think about when we receive an ASB report - we offer support for people who

- are disabled
- need support with mental health





- need drugs and alcohol support



- are upset by anti-social behaviour



- have been abused



- or are a victim of hate crime - you can report a hate crime by clicking on the link below



Report a hate crime

<https://www.camden.gov.uk/hate-crime#jlng>

Complaints

If you are not happy with how we respond to your ASB report, you can make a complaint by



- phone



- email



- letter



- using the online form – click on the link below
[Make a complaint](#)

<https://www.camden.gov.uk/complaints>



- or by contacting your local MP