



## Anti-social behaviour summary

### What is anti-social behaviour?

Anti-Social Behaviour (ASB) is any conduct that can make you feel harassed, alarmed or distressed. ASB may include:

- ❑ aggressive or threatening language or actions;
- ❑ noise from neighbours;
- ❑ intimidation and harassment;
- ❑ vandalism and damage to property;
- ❑ dumped rubbish, littering or graffiti;
- ❑ fouling of public areas.

### What should I do if I experience ASB?

You can report incidents of ASB to:

- ❑ the Council's ASB team;
- ❑ your housing officer (if you are a council tenant or leaseholder);
- ❑ the police (in cases of criminal ASB involving violence, threats or damage);
- ❑ environmental services (for noise complaints);
- ❑ the racial harassment and community cohesion service (for hate-related ASB); or
- ❑ the street care and cleaning teams (for graffiti; dumping and other environmental ASB).

### What is the ASB Team and what will it do?

The ASB team is part of the Council's safer communities section. The job of the team is to deal with medium and higher level ASB affecting Council properties, and ASB of all kinds affecting the wider community, including problems in public spaces or involving private-sector housing. The team works closely with other sections of the Council (like housing and environmental health) and other organizations (like the police).

If you report a problem to us and we take on your case:

- ❑ we will treat your complaint sympathetically and professionally;
- ❑ we will appoint an officer who will lead on your case and who will usually stay with it until it can be closed;
- ❑ the lead officer will contact you within 24 hours in high-level cases or within two to seven days in all other cases;
- ❑ we will never identify you as the person making the complaint unless you have given us permission to do so;

- ❑ we will support you and let you know what's happening throughout your case;
- ❑ we will respond to any identified special needs of vulnerable people, repeat victims of ASB, or people experiencing intimidation or harassment;
- ❑ we will direct you to another Council service or to an outside agency if we think your problem can be dealt with better there;
- ❑ we will use any of the powers we have under the law and council policy to deal with the problem, and we will always try to resolve things at the lowest level we can, bearing in mind the seriousness of the case;
- ❑ we will keep your case open until we think we have got the best possible outcome, taking all the facts into account; and
- ❑ we will let you know how you can complain if you are not happy with the service you get from the team.

### **Where to report ASB:**

#### **Antisocial Behaviour Team**

Safer Communities Section  
Cambridge City Council  
PO Box 700  
CB1 0JH

01223 – 457950

asbsection@cambridge.gov.uk

You can download an **ASB incident report form** from the Council's website:

<http://www.cambridge.gov.uk/ccm/content/community-and-living/community-safety/antisocial-behaviour/report-antisocial-behaviour.en>

#### **Racial Harassment Service**

01223 – 457967

#### **City Homes**

01223 – 457000

#### **Environmental Health**

01223 – 457890

Out of hours: 457457

#### **Street Enforcement Team**

01223 – 458282

streetenforcement@cambridge.gov.uk

#### **Cambridge and District Mediation**

01223 – 302514

#### **Cambridge Police**

0345 456 4564

999 - emergency