



Antisocial Behaviour

Service Standards

Scope and purpose of this Service Standards document

This document supports Cambridge City Council's [Our vision](#) statement and is intended to set out the standard of service that members of public can expect when they report incidents of antisocial behaviour. It tells you what antisocial behaviour (ASB) is, who to report it to and what the Community Safety Team is and what it will do.

What is antisocial behaviour?

Antisocial behaviour (ASB) is defined, under the [Anti-social Behaviour, Crime and Policing Act 2014](#), as “*conduct that has caused, or is likely to cause, harassment, alarm or distress to any person*”: this is the generally accepted term.

ASB is further defined, under this Act, as follows:

- For the purposes of an application to the courts by a housing provider, local authority or the police for a civil injunction: “*conduct capable of causing nuisance or annoyance to a person in relation to that person’s occupation of residential premises*”;
- For the purposes of the housing management functions of a housing provider or local authority: “*conduct capable of causing housing-related nuisance or annoyance to any person*”
- For the purposes of ASB case reviews (the [Community trigger](#)): “*behaviour causing harassment, alarm or distress to members or any member of the public*”.

Who do I report antisocial behaviour to?

You can report incidents of ASB to several organisations and agencies, depending upon the level, type and location of the antisocial behaviour. Further details, including how to report ASB, can be found under [Report antisocial behaviour](#).

What is the Community Safety Team and what will it do?

The Community Safety Team incorporates the City Council’s ASB Officers, the Senior Community Safety Officer (Community Cohesion) and the Neighbourhood Resolution Panel Co-ordinator. The ASB Officers in the team deal with:

- Medium-level and high-level antisocial behaviour (ASB) affecting or involving council tenants and social housing; 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, including City Homes and Environmental Health Service, as well as other organisations, such as the police.

If you report a problem to the Community Safety Team and they take on your case, the team will:

- ❑ treat your complaint sympathetically and professionally;
- ❑ have due regard to the [public sector Equality Duty](#);
- ❑ never identify you as the person making the complaint unless you have given permission to do so;
- ❑ direct you to another Council service or to an outside agency if we think your problem can be better dealt with by them;
- ❑ appoint an officer who will lead on your case and who will usually stay with it until it can be closed;
- ❑ arrange for the lead officer to contact you within the service standards set out in the Procedures document;
- ❑ support you and let you know what is happening throughout your case;
- ❑ respond to any identified special needs of vulnerable people, repeat victims of ASB or people experiencing intimidation or harassment;
- ❑ use any powers we have under the law and council policy to deal with the problem, though we will always try to resolve things as quickly and as simply as possible, bearing in mind the seriousness of the problem;
- ❑ keep your case open until we think we have got the best possible outcome, taking all the facts into account; and
- ❑ let you know how you can complain if you are not happy with the service you get from the team.

The Community Safety Team is also the specific point of contact for ASB case reviews (the [Community trigger](#)) in Cambridge.

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