






Anti-social behaviour reports made easy: procedure summary

If you have tried but are unable to resolve an anti-social behaviour (ASB) issue yourself, you can report your concerns to us so we can investigate. We will deal with your report in five stages:

STAGE 1: YOUR REPORT 	STAGE 2: INVESTIGATION 	STAGE 3: ACTION 	STAGE 4: MONITOR RESULTS 	STAGE 5: CASE CLOSURE 
<p>We will:</p> <ul style="list-style-type: none">• Consider whether the behaviour you're reporting is deemed ASB and seek information to help us decide what steps to take next.• If it's not ASB, we'll explain why and offer advice that we think may help you. <p>i Many different agencies, such as the police or council, also deal with ASB reports. You may be asked to report the issue to them too.</p>	<p>We will:</p> <ul style="list-style-type: none">• Ask you for full details about what's happened and the impact it's had.• Agree an action plan with you, including how best to keep in touch. We may ask you to keep a record of any further incidents.• Try to gather more evidence from others who may have experienced or witnessed the events (such as your neighbours), and/or the police or local council.• Speak to the alleged perpetrator to hear their version of events to help decide what we can do to stop further incidents.• Update you as much as we can (we must adhere to UK privacy laws, so some information may need to be kept confidential).	<p>We will:</p> <ul style="list-style-type: none">• Decide whether we have enough evidence to pursue your case or not. We'll explain why if it's not possible for us to act.• Consider the best action to take given the evidence we've gathered. Some perpetrators are vulnerable and/or have support needs, and while we're not excusing their behaviour, we'll try to help them too.• Help you speak to the other party or offer mediation if we think this may be the best solution for you.• Refer your case to the police or council if we don't have the legal powers to deal with it. If this happens, we'll tell you and explain why.• Pursue legal action if all other options have failed	<p>We will:</p> <ul style="list-style-type: none">• Regularly monitor the action we have taken to see if it resolves the problem.• Keep in touch with you throughout the case to see if the actions we've taken have helped improve the situation. <p>You need to:</p> <ul style="list-style-type: none">• Let us know if there are any further issues of ASB so we can deal with it promptly.	<p>We will:</p> <ul style="list-style-type: none">• Discuss and take your thoughts on board before closing a case.• Ask for feedback from you to ensure that we continue to improve our services. If any further issues of ASB arise after a case has been closed, please let us know so we can reinvestigate.• Provide details of our complaints process and/or the local community trigger process if you're unhappy with the outcome of your case or the way it's been managed. <p>i A community trigger is a multi-agency review of your case. For more information see: www.cottsway.co.uk/asb)</p>