

Leeds City Council

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We are committed to reducing anti-social behaviour, to protecting victims and witnesses of anti-social behaviour and to using all the available tools and powers to achieve this.

We will tackle anti-social behaviour and damage through a combination of prevention, diversion and enforcement activities.

We recognise that to provide a quality housing service, we must be effective in tackling the problems created by anti-social behaviour. We will demonstrate by our actions that we will not tolerate anti-social behaviour and will make that absolutely clear to our tenants and to any person seeking a tenancy.”

Summary of policy and procedures for dealing with Anti-Social Behaviour

General Statement of policy on anti-social behaviour

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Who is responsible for tackling asb

The Arms Length Management Organisations and Tenant Management Organisation who manage council housing have responsibilities set out in their management agreements for the delivery of services. They have a responsibility to meet the legal requirements set in the relevant legislation to tackle Anti-Social Behaviour

Leeds has a dedicated multi tenure Anti Social Behaviour Unit (ASBU)

Multi agency partnerships operate throughout Leeds to tackle anti social behaviour.

Definition of Anti-social Behaviour

Leeds City Council generally uses the following definition of Anti-Social Behaviour based on the Crime and Disorder Act 1998.

"Behaviour that causes or is likely to cause harassment, alarm or distress to one or more persons not of the same household".

Making a report of Anti-Social Behaviour

There are many routes by which a report of Anti-Social Behaviour can be made some of which are listed below:

- Face to face at Council offices such as Housing Offices;
- By telephone to the ASBU on 0113 3984701;
- By e mail at asbu@leeds.gov.uk;
- Through third parties such as the police;
- Through Hate Crime Reporting Centres;
- At hostels and other temporary accommodation;
- At the Housing Advice and Prevention centre;
- To Police Community Support Officers.

If your complaint is about noise you can contact the Environmental Action Teams on 0113 398 4760. Out of Hours you can call 0113 240 7361

Processing a complaint of Anti-Social Behaviour

Once you have made a report about anti social behaviour you can expect us to deal with it appropriately.

WE WILL

- Ensure that all reports of anti-social behaviour are responded to promptly with appropriate action being taken against perpetrators and resolved at the earliest opportunity.
- Tackle anti-social behaviour through effective co-ordination of service actions on prevention, diversion and enforcement.
- Support victims and witnesses in their homes where possible.
- Encourage victims/witnesses to report incidents and to work in collaboration with the Council and other agencies.

Victim and Witness Support

All complainants are allocated an officer dedicated to dealing with their complaint.

In some cases victims may receive additional physical support measures such as panic alarms.

Service Standards

- Leeds City Council has adopted Customer Care Standards. These are available on our website.
- The ASBU has Service Standards for dealing with anti social behaviour cases. Copies of these are available by contacting the ASBU or on the Safer Leeds website www.leedsinitiative.org/safer
- The ALMOs each have service standards for dealing with complaints of anti social behaviour. Copies of these are available by contacting the ALMO or on the websites (details)
 - West North West Homes Leeds 0800 9151 113 www.westnorthwesthomesleeds.org.uk
 - East North East Homes Leeds 0800 9151 600 www.eastnortheasthomesleeds.org.uk
 - Aire Valley Homes Leeds 0800 9156 600 www.airevalleyhomes.org.uk
 - Belle Isle Tenant Management Organisation 0113 2141833 www.belleisletmo.co.uk

Data Protection and Information Sharing

Leeds City Council needs to process personal data and private information in order to deliver many of its services.

Leeds City Council, the ALMOs and West Yorkshire Police use an agreed Information Sharing Protocol created under the Crime and Disorder Act, 1998. We may share information with other agencies for the purpose of preventing anti-social behaviour or crime (see section on data protection and information sharing)

In general all information received from victims and witnesses of anti social behaviour will be treated as having been given to Leeds City Council in confidence and will not be disclosed to third parties unless those providing the information have agreed that we may do this.

We will treat every case in confidence and officers will do all they can to protect the identity of victims and witnesses.

If you are not happy with our service

We are committed to giving you the best possible service at all times, but sometimes we make mistakes. If this happens, we want you to contact us and let us know.

If you have a complaint, compliment or a comment about the council, you can talk to the member of staff concerned or their manager, or:

- You can phone us on 0845 129 0113 or 0113 398 4762.
- If you are a minicom user you can ring us on 0845 127 1113.
- You can use the online form on the Council website at www.leeds.gov.uk .
- You can email us at complaints@leeds.gov.uk
- You can write to us at:

Freepost RLZR-ELTX-RUEH
Leeds City Council
PO BOX 657
LS1 9BS

If you have a complaint about the ALMOs you can contact

- West North West Homes (freephone) 0800 9151 113
- East North East Homes (freephone) 0800 9151 600
- Aire Valley Homes (freephone) 0800 9156 660
- Belle Isle TMO 0113 2141833