



Lancaster City Council

Housing and Property: Council Housing

Summary of policy and procedures for dealing with anti-social behaviour

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1. General statement of policy on anti-social behaviour

We are committed to reducing anti-social behaviour (ASB) using all the available methods to achieve this. Working with our partner agencies and the local community we will take a stand against anti-social behaviour.

We seek to tackle ASB at the earliest opportunity through a combination of prevention, enforcement, support and resettlement activities. All who are involved in cases are treated with dignity and respect, with individual vulnerabilities and safeguarding needs identified and taken into consideration

2. Dealing with anti-social behaviour?

The Community Safety Team deals with all incidents of ASB within the district and this includes ASB reported to us in our capacity as a social landlord.

We recognise that we may not always be the most appropriate agency to respond to, or deal with, the enquiries we receive. Where incidents include acts of a criminal nature, a more appropriate response might be provided by Lancashire Police.

Reports of noise nuisance may be investigated by our Environmental Protection team depending on tenure.

3. Definition of anti-social behaviour

ASB is defined in 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, conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or conduct capable of causing housing related nuisance or annoyance to any person'.

Our tenancy agreement, sections 4.3 - 4.9 states you (or anyone living with you or visiting your property) must not act in any way which is anti-social or which is, or is likely to cause a nuisance to any other person.

4. How to report anti- social behaviour

If your complaint is an emergency contact Lancashire Police on 999

Alternatively, you can report anti-social behaviour by –

- emailing chasb@lancaster.gov.uk
- telephoning your local neighbourhood policing team on 101
- telephoning 01524 582929
- visiting Lancaster or Morecambe Town Hall or any of our other offices
- writing to the Community Safety Team at:
 - Lancaster Town Hall PO Box 4 Lancaster LA1 1PJ

5. Processing a report 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 contact you within five working days of receiving complaint of nuisance, harassment or anti-social behaviour or one working day if a hate incident
- will discuss your options regarding the nuisance and agree a course of action with you including asking you to keep a detailed diary of events in a format that is suitable for you for example written or recorded
- will provide you with a named officer and contact number throughout the investigation, to provide you with regular updates
- will take appropriate actions, as agreed with you, against offenders – this could include mediation, warning letters, interviews, court injunction and possession proceedings or criminal action in partnership with the police. Upon receipt of suitable evidence action is normally taken within one month of the enforcement officer dealing with the case
- will inform you when your case is to be closed providing the reasons for closure and explain what you should do if you experience further problems
- will ask you for feedback to ensure continued improvement of the service

6. Victim and witness support

Through partnerships with other agencies, we are able to support witnesses by setting up systems and putting into practice an approach to deal effectively with anti-social behaviour, whilst boosting the morale and confidence of the witness. We do not underestimate the level of fear and intimidation that victims and witnesses experience or the importance of working with witnesses to establish trust and confidence.

7. Service standards

All enquiries and resulting cases are investigated in accordance with set service standards which can be found in our statement of policy and procedures for dealing with ASB.

8. Data protection and confidentiality

Any information given to us is treated in confidence and is not passed to the alleged offender without the permission of the person who gave the information unless there is an overriding safeguarding concern where the safety of the individual is at risk.

9. If you are not happy with our service

We are committed to giving you the best possible service at all times. If you are not happy with the outcome we want you to contact us and let us know.

If you have a complaint, compliment or a comment about us you can -

- use the online form on our website [Making a formal complaint - Lancaster City Council](#)
- email us at housingcomplaints@lancaster.gov.uk
- report it to a member of staff at a customer service centre at Lancaster or Morecambe Town Halls
- telephone us on 01524 582929
- write to us at: Lancaster City Council, PO Box 4, Lancaster, LA1 1PJ