

Runnymede Borough Council

**Antisocial Behaviour Policy for
Community Safety**

June 2025

Classification: Official

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Introduction

This policy sets out the policy on dealing with antisocial behaviour (ASB) for Runnymede Borough Council's Community Safety Team (CST). This document should be read in conjunction with the ASB procedure.

Purpose

This Antisocial Behaviour Policy has been drafted in line with the following principles and aims to ensure that all victims and witnesses of antisocial behaviour can expect a response which.

- Is fair, accountable, consistent, proportionate, and transparent.
- Is an effective use of resources through a risk-based methodology.
- Improves protection for the community and businesses within.
- Reduces the regulatory burden.
- Actively seek to involve the community in any resolution, or review and development of the policy.

Aims & Objectives

A key priority of the Runnymede Community Safety Partnership (RCSP) is to reduce crime and antisocial behaviour. The Council is committed to tackling antisocial behaviour through prevention, education and enforcement.

The Council will work in partnership with our colleagues from both statutory partners such as Surrey Police, and non-statutory partners where appropriate to.

- Reduce antisocial behaviour and create sustainable long-term solutions to prevent antisocial behaviour.
- Put victims of antisocial behaviour at the heart of any resolution.
- Develop, review and update policies aimed at tackling antisocial behaviour.
- Use all legislation available to tackle antisocial behaviour where enforcement is necessary.
- Take a multi-agency approach to tackling antisocial behaviour ensuring the right agency is leading.
- Provide clear guidance around policy so that public expectation can be always met.
- Embrace best practise and be open to change when further guidance is published.

Expectations

The Council expects residents, and visitors to the area, to be tolerant of others and will not accept reports of behaviour that most people accept as a reasonable part of everyday life. The Council recognises that some behaviour can be perceived as unpleasant or inconsiderate, yet it may not be antisocial behaviour requiring investigation, such as children playing without the presence of negative behaviours, or parking outside of a property with no parking restrictions in force. Everyone has a right to enjoy their homes and public spaces and are entitled to go about their daily lives without having concerns that a report will be made against them.

Definition

The [Anti-social Behaviour, Crime and Policing Act 2014](#) (ASB, C&P 2014) defines antisocial behaviour as;

- a) conduct that has caused, or is likely to cause, harassment, alarm or distress to any person,
- b) conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises; or
- c) conduct capable of causing housing-related nuisance or annoyance to any person

Responsibilities

Due to the vast nature of antisocial behaviour, there is no single agency or department within the Council that holds sole responsibility for progressing reports of antisocial behaviour. Each report will be reviewed and assigned to the most appropriate team, such as, but not limited to

- A report of antisocial behaviour caused by a Runnymede Borough Council tenant will be progressed by the council's Housing Department.
- A report of antisocial behaviour which may amount to a [statutory nuisance](#) will be progressed by the council's Environmental Health Department.

Where a report of antisocial behaviour falls under the responsibility of another agency, the council will not intervene. This may be when

- A report of antisocial behaviour is caused by a social housing tenant which is managed by a registered social housing provider. [Click here to navigate through to the relevant social housing provider to make a report.](#)
- A report of antisocial behaviour is also a crime. [Click here to report to Police.](#)

Reporting antisocial behaviour

All reports of antisocial behaviour which are to be raised for the attention of Runnymede Borough Council's Community Safety Team should be reported online via our electronic [report form](#). Where an online form cannot be raised, a report of antisocial behaviour can be made by these alternative means:

- Telephone – 01932 838383
- Letter – Addressed to:
C/O Community Safety Team, Runnymede Borough Council, Civic Offices, Station Road, Addlestone, Surrey. KT15 2AH
- 3rd party – via local councillors, Surrey County councillors, MP etc.

All reports will be handled in the strictest of confidence.

Responding to a report of antisocial behaviour

Upon receipt of a report, the Community Safety Team aim to respond within 3 working days (weekends and bank holidays not included). Reports made via our [online form](#) will receive an automated response detailing a unique case reference number. This reference number will begin with the letters 'ASB' followed by 6 numbers - example: ASB000000

Reports made by any means other than the online form will require the Community Safety Team to manually record the details on the record management system before a unique reference number can be obtained and provided.

Antisocial behaviour reports will be progressed based on available evidence and as such it is not possible to provide a formal timeline for how long a report will remain open, however reports will be progressed by taking a victim centred approach, alongside available evidence to determine the most appropriate course of action.

We aim to address antisocial behaviour in a way which is fair, transparent, and consistent across cases of a similar nature. However, each case of antisocial behaviour is likely to have its own unique set of individual circumstances. This means that we may use our discretion to vary our approach to ensure the best outcome for reporters/victims, witnesses and/or the perpetrator, in keeping with our responsibilities under the Equality Act 2010 and the public sector equality duty. Where discretion is used, we will always act in the spirit of this policy.

Antisocial behaviour reports can progress via early/informal intervention and/or legal remedies.

Partnership Working

We work with partner agencies wherever necessary to achieve the best possible outcome. This may mean your case is discussed with other internal departments or external agencies. Additionally, your case may be discussed in a multi-agency forum with all relevant parties present. If this is the case, we will endeavour to inform you of this prior to any discussions taking place.

Such forums may include, but are not limited to: -

- Community Harm and Risk Management Meeting (CHaRMM)
- Joint Action Group (JAG) Meeting
- Serious Organised Crime Joint Action Group (SOC/JAG)
- ASB Case Review (formally known as Community Trigger) Panel Meeting
- Case Conferences

Cases and reports of antisocial behaviour are shared or discussed with other agencies in accordance with the [Community Safety Privacy Notice](#) and in keeping with GDPR and the Data Protection Act.

Closing an antisocial behaviour case

When a report of antisocial behaviour is received, we aim to investigate, monitor and progress the case to its conclusion as soon as possible. There are several circumstances when a case will be closed including where:

- The antisocial behaviour has ceased.
- There is insufficient evidence to take any action.
- The behaviour cannot be reasonably classed as antisocial behaviour.
- The perpetrator has moved.
- The reporter/victim has moved.
- Where no reports of antisocial behaviour have been received for four weeks.

There may be occasions when cases are closed before the expiry of four weeks, such as in agreement with the reporter/victim. If there are further incidents of antisocial behaviour, then we will review reports of any incidents line with this policy.

Antisocial Behaviour Case Review

The Antisocial behaviour case review (ASBCR), formally known as the Community Trigger, was introduced by the Antisocial Behaviour, Crime and Policing Act 2014. It gives victims and communities the right to request a review of their antisocial behaviour case and, where the threshold for a review is met, brings agencies together to take a joined up, problem solving approach to find a solution. Further information on the ASBCR can be reviewed on: [ASB Case Review – Runnymede Borough Council](#).

The Antisocial behaviour case review is not a complaints process.

Compliments and Complaints

We strive to provide a high-quality service to the best of our ability to all reporters/victims, however we recognise that we do not always meet the standards we set ourselves. For details on the Council's complaints policy and procedure please visit: [Complaints – Runnymede Borough Council](#)

If you are not satisfied with the way we have handled a report of antisocial behaviour, you can make a complaint by

- Completing our [Make a complaint](#) e-form and submitting this online
- By telephoning us on 01932 838383, or
- By visiting (during normal office hours) or writing to us at the Civic Centre, Station Road, Addlestone, KT15 2AH

Compliments and feedback

If you have been impressed by the way we have provided our services, or if our staff have excelled in their duties, we would like to hear from you. Compliments will be passed on to staff so they will know their efforts were appreciated.

For all information contained within this document contact:

Runnymede Borough Council
The Civic Centre
Station Road
Addlestone
Surrey KT15 2AH

Tel 01932 838383

email: safer.runnymede@runnymede.gov.uk

www.runnymede.gov.uk

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