

Request for Service

REQUESTS FOR SERVICE IN CONNECTION WITH ANTI-SOCIAL BEHAVIOUR – BROXTOWE BOROUGH COUNCIL

The Council has a number of departments that utilise specific powers in order to tackle anti-social behaviour. The following provides brief guidance as to how different departments can take different approaches:

Environmental Health: The Environmental Health section deals with any issue that constitutes a statutory nuisance under the Environmental Protection Act, the Control of Pollution Act, the Noise Act and other legislation. For action to be taken, the nuisance complained of must be, or be likely to be, prejudicial to health or interfere with a person's legitimate use and enjoyment of their premises for a substantial period of time, or materially affect the comfort or quality of life of members of the public. A statutory nuisance could arise from the general state of premises, the emission of smoke, fumes, gases or noise from premises, the keeping of animals in unsatisfactory conditions, deposits and accumulations of refuse and/or other material on premises, or noise emitted from or caused by a vehicle, machinery or equipment in the street.

Housing: When the anti-social behaviour perpetrator is a Council tenant, the Housing team use their powers to curb the behaviour. Council tenants have specific clauses in their tenancy agreement in relation to nuisance behaviour and harassment. Tenants are also responsible not just for their own behaviour but also of those living with and visiting them. Housing Officers can visit tenants to remind them of their tenancy obligations and if unsuccessful can pursue action for regaining possession of the property.

Legal: The Anti-Social Behaviour Co-ordinator is based in the legal department and provides a central point for all enforcement action in relation to anti-social behaviour. The post also provides legal advice on policy and procedures for other departments tackling anti-social behaviour.

Communities: The Anti-Social Behaviour Enforcement Officer is a dual role that includes liaising closely with the Police and integrating the services provided to the community by both organisations. By attending Police Co-ordination and Tasking meetings the Anti-social Behaviour Enforcement Officer is in a unique position in the Council and has an overview of anti-social behaviour in the borough and knowledge of perpetrators and links between individuals. The Enforcement Officer collates evidence, undertaking enforcement action where appropriate. For action to be taken the activity complained about must be sustained and evidence based and the perpetrator must normally be identifiable. Where appropriate, complainants will be expected to assist in providing sufficient relevant evidence in the form of documentary evidence or witness statements to enable the Council to successfully undertake enforcement action.

Planning: Where the state of gardens or other open land is causing serious detriment to amenity, it is sometimes possible to take action through planning legislation.

Neighbourhood Wardens: Neighbourhood Wardens investigate environmental crime (fly tipping/fly posting/dog fouling/litter and have the power to issue Fixed Penalty Notices, Community Protection Warning Letters and Notices where evidence is present and perpetrators are identified. They use education as a prevention measure and provide advice where appropriate.

Broxtowe Borough Mediation Service: Mediation is a way of solving problems between neighbours. Trained mediators listen and talk to the people involved. They do not take sides or judge anybody, but aim to help neighbours reach an agreement that works for everyone. Mediation is free, impartial, independent and confidential and in some situations can be the only way to resolve neighbour issues. Telephone 0115 917 3736.