



**Tonbridge & Malling Anti-Social Behaviour**  
**Operational Procedure**  
**2021 – 2024**

**1. Scope and Purpose of this Operational Procedure Document**

This document is one of two that tells you about Tonbridge & Malling Borough Councils anti-social behaviour (ASB) responsibilities and what we do to tackle ASB.

This is the operational procedure document. It tells you how you can expect us to deal with your case should you report ASB to the Council's Community Safety Team.

The ASB policy document tells you what we mean by 'anti-social behaviour' and sets out our responsibilities and objectives.

You can find a copy of the Borough Council's ASB Policy on our website.

**2. How we respond to ASB reports**

Tonbridge & Malling Borough Council employs one Anti-social Behaviour Officer (as of March 2021). At the time of writing this procedure, the Anti-social Behaviour Officer works office hours from Monday to Friday.

Tonbridge & Malling Borough Council is committed to ensuring that our staff are trained in the complexities of legislation and the law relating to ASB. Staff are trained to work with complainants, witnesses, perpetrators and partnership agencies. Staff attend accredited training courses with reviews of their skills and training needs as appropriate.

Tonbridge & Malling Borough Council has agreed the following minimum standard of service in terms of addressing issues in relation to reported and referred incidents of anti-social behaviour to the Council's Community Safety Team:

- We will make contact with the victim/witness as soon as we can, but we will aim to respond within a maximum of five working days.
- The incident to be fully investigated (if appropriate). The initial investigation should take no more than twenty working days depending on the complexity or severity of the complaint. Staff will maintain regular contact with you in the way and at the frequency agreed with you.
- Details will be recorded on our anti-social behaviour database.
- If a multi-agency response is required, the Anti-Social Behaviour Officer will raise with the appropriate agencies and co-ordinate a response if appropriate.

- Explore additional measures for gathering evidence and seek permission of the victim/witness if required.
- Regular updates to victim/witness throughout the investigation.
- On completion of the investigation, victim/witness to be informed of the outcome and also the reasons for that outcome.
- Any feedback received as a result of an investigation is reviewed.
- If dissatisfied with the outcome explain procedures for complaining to Tonbridge & Malling Borough Council to have their complaint investigated. (<https://www.tmbc.gov.uk/services/council-and-democracy/complaints/complaints-procedure>)

### **3. What we can do to deal with ASB**

Our ASB policy commits us to trying to reach a fair, realistic and lasting solution to ASB problems as quickly as possible. In most non-serious cases we will start with low level action and then, if this does not stop the problem or reduce it to a reasonable and acceptable level, start to take increasingly stronger measures depending on the level of ASB and the evidence available.

The council (on its own or in partnership with other agencies like the police) can deal with anti-social behaviour problems in a variety of ways. The approach we will take in any individual case will depend on a large number of things, in particular if it's housing related, whether it is ASB in the wider community or whether it is environmental ASB.

Council policy commits us to using any of the tools and powers available to us under law and council policy, according to our best professional judgement. However, legal remedies can take time. Officers will take the time to explain to victims of ASB the process and that it will be the court that decides whether an application is justified, therefore the better the evidence the more likelihood of success in court.

### **4. Reporting incidents of ASB**

Incidents of ASB can be reported in a number of different ways:

- Using the online incident reporting form (available via [Anti-social behaviour incident - Tonbridge and Malling Borough Council \(tmbc.gov.uk\)](https://www.tmbc.gov.uk/anti-social-behaviour))
- Telephoning the ASB Officer on 01732 876149 or 07717 883444
- Emailing [csp@tmbc.gov.uk](mailto:csp@tmbc.gov.uk)
- Write to the ASB Officer at Tonbridge & Malling Borough Council, Gibson Building, Gibson Drive, Kings Hill, West Malling ME19 4LZ