St Katharine & Wapping Safer Neighbourhood Ward Panel

Guide to filing Anti-social Behaviour Reports via the Tower Hamlets ASB Web Portal

(Ver: 4.0 – February 2021)

Introduction:

These notes have been created to provide guidance in understanding what is required when filling out the Anti-social Behaviour (ASB) Reporting form on the Tower Hamlets Council website. This guidance is divided into two parts, **A** and **B**.

Part A (page 3 in blue) is intended for residents who have already used the online reporting form and simply need guidance in understanding the limitations of the form.

Part B (page 4 in green) is aimed primarily at residents with little or no experience of the form. It is intended to provide more detailed guidance in filling out each section of the form.

It is suggested that residents who are already familiar with the layout and functionality of the reporting form use **Part A** and refer to **Part B** only as an *aide memoire* when there are occasions on which they're uncertain about something during the filing of a report.

Residents with little or no experience of the form may benefit from either reading through these guidance notes first (before logging a real report), or keeping them to hand as a reference in the event they encounter something during the reporting process that they're uncertain about.

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Part A): Filing ASB reports via the Tower Hamlets ASB Web Portal: Brief guidance

Some key points to note regarding the ASB reporting form are:

- **Registering with the Tower Hamlets website will allow the Council's system to recall a resident's basic contact details without the need for them to be entered manually on each filing of an ASB report.**

- **Categories or classes of ASB now include (as of Feb 2021) the following categories:**

  Drugs or alcohol misuse.

  Threatening or abusive behaviour.

  Vandalism.

  Aggressive or persistent begging or encampments.

  Vehicle related ASB.

  Sex working and prostitution related ASB.

  Public urination and defecation.

  Noise (non statutory)

  Other

- **The council are now able to accept up to <u>five</u> photographic images as evidence via direct upload through the ASB Reporting form. Video evidence (if available) cannot be uploaded. Residents are asked to retain video files and wait to be contacted about them by an officer.**

  Special note: Due to the provisions of GDPR (General Data Protection Regulation) in relation to photographic images of people, Tower Hamlets Council advise residents to clink on a link they provide to the Information Commissioner's Office to check its guidance document before submitting images. This is to ensure the images are being used lawfully.

Part B): Filing ASB reports via the Tower Hamlets ASB Web Portal: Detailed guidance

Filing a report

Filing an ASB report to Tower Hamlets can be made through the following link:

https://forms.towerhamlets.gov.uk/service/report_anti_social_behaviour

Registering with the Tower Hamlets website pre-fills some of the fields on the ASB reporting form. A "Register" option is available at the top right corner of the page accessed via the link shown above.
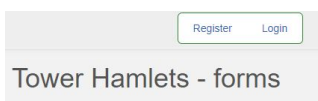
Registered users who log in are taken to the screen below:
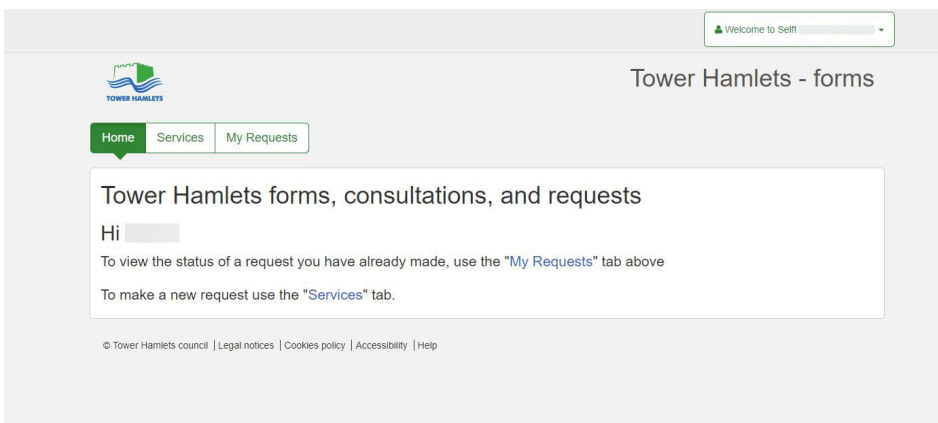
Non-registered users will be taken directly to the **"Report Anti-social Behaviour - Your Details"** screen shown on page 7. They will then be asked to fill in all of their contact details for each report filed.

Services - procedure for registered users

After login, registered users are asked to click on the **"Services"** tab (in green), or the "Services" link shown in blue text in the screen capture below:
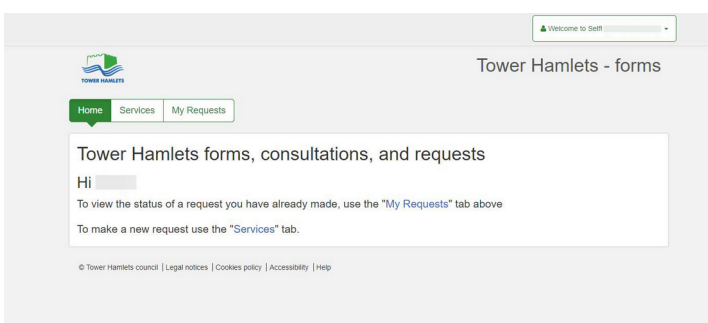
Being directed to the **"Services"** page does not serve a useful purpose at present. Instead of taking users straight to the ASB Reporting Form, the "Services" tab or link opens an A-Z index of **all** available Council services as follows:
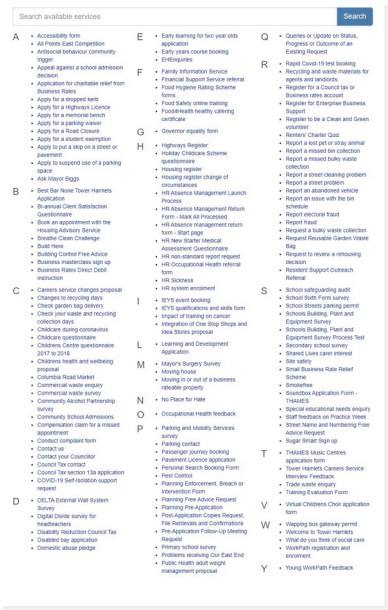
This appears to be an error on the system as the time of writing (Feb 2021) the "Services" index has no provision for anyone wishing to file an ASB report.

The simplest workaround for registered users who have logged-on is therefore to click once on the "Tower Hamlets" logo at the top left of the form shown in the screen capture shown below:
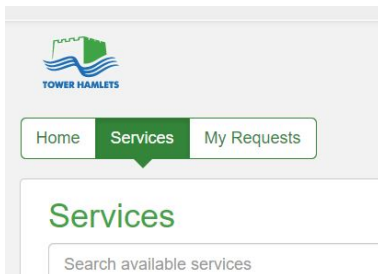

This will take registered users to the Tower Hamlets Council home page. One of the options on the home page is **"Report it"** as shown below:


Select **"Anti-social behaviour"** from the list (third item down). It will open the general information page shown on the next page. *This page is worth taking some time to read fully if you have not seen it previously.*
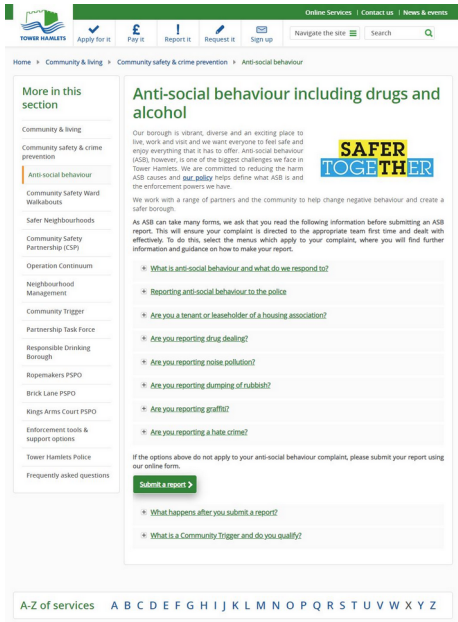
If after reading the advice on the Anti-social behaviour page you are satisfied that you wish to file a report, click once on the green **"Submit a report"** icon near the bottom of the page:
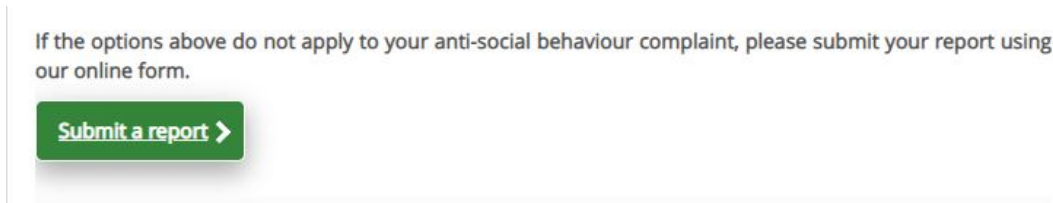
It will open the following page:
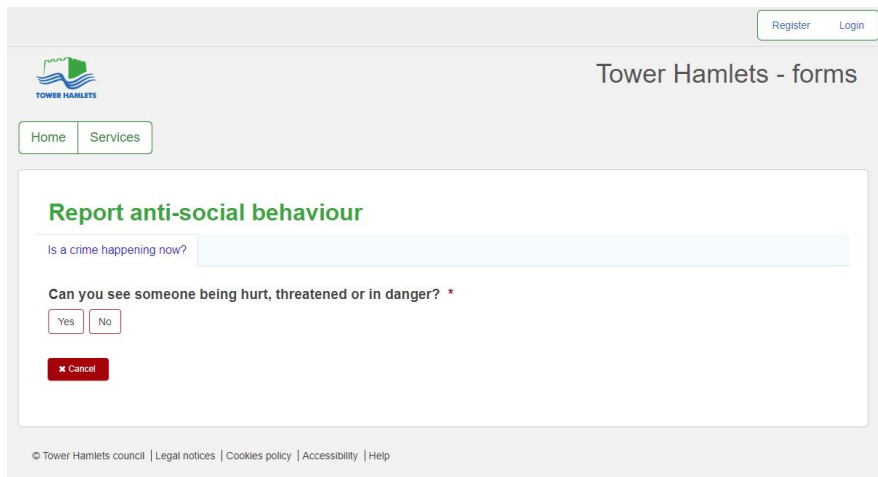
If you have witnessed someone being hurt, threatened, or in danger you should call the Police on 999 **immediately** rather than continue to use this form. If the activity is not one of immediate danger, click on the "No" option.
The form then gives brief advice about how a report will be dealt with as follows:

The next page of the reporting form (below) asks a variety of questions about the person filing the report. If you are already registered and have logged into the Tower Hamlets website, most of these fields will already be populated. *"Are you reporting the incident on someone else's behalf?"*, *"Postcode"*, and *"Do you have a landlord or housing association?"* will require input from you however. If have not registered and do not wish to remain anonymous, all fields will need to be filled out. It is possible to report anonymously, but that reduces the effectiveness of the report.

Do you want to report the anti-social behaviour anonymously? *

[Yes] [**No**]   ✓

Are you reporting an incident on someone else's behalf? *

[Yes] [No]

Your details

Title

[Select... ▾]

First name *

[   ]

Last name *

[   ]

Phone number *

[   ]

Email *

[   ]

Postcode *

[   ]

[Find address]

Do you have a landlord or housing association? *

[Yes] [No]

[‹ Previous] [✖ Cancel]   [Next ›]

Anti-social behaviour category

The next page asks users to select from a drop-down list the category of anti-social behaviour they are reporting. Only one class can be selected:

(Go to next page)

About the incident

The next page is concerned with details of the incident being reported. The fields are self-explanatory. Overall the "About the incident" page looks like this:

Report anti-social behaviour

| Is a crime happening now? | Your details | Type of incident | About the incident ❶ |

What date did it happen? *

What time did it happen? *

How do you want to tell us where it was? *
You can show us on a map, enter a post code or describe where it happened.

Select... ▾

Please briefly describe the incident *

Do you have photos of the incident? *

Yes | No

Do you have videos? *

Yes | No

If vehicles were involved, did you make a note of any number plates? *
○ Yes
○ No
○ Already described it / uploaded a photo

Are you reporting this as a resident or a business? *

Resident | Business | Both

Gender of person(s) involved *
○ Male
○ Female
○ Both
○ Do not know

Apparent age of those involved *
○ Under 18
○ Over 18
○ Do not know

Do you know the person/people involved? *

Yes | No

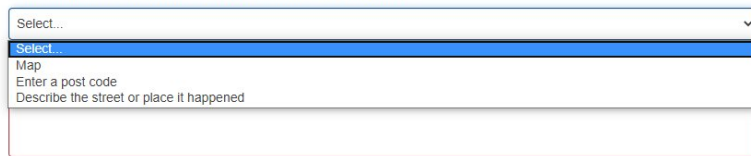**Have you reported this before?** *

Yes | No

‹ Previous | ✖ Cancel

Physical location:

The physical location of the incident (*"How do you want to tell us where it was?"*) offers three options:
1) Map (click on location).
2) Post code.
3) Description.

How do you want to tell us where it was? *

You can show us on a map, enter a post code or describe where it happened.

Select...

| Select... |
| Map |
| Enter a post code |
| Describe the street or place it happened |

Photo/video evidence:

The "About the incident" page allows users to upload photo evidence, and/or state if video recordings are available.

Photo evidence

The Council are now able to accept up to **five** images as photo evidence which can be uploaded directly via the form. Files can be dragged and dropped using a mouse, or navigated to by clicking once on "upload". The Council also advises users to check guidance from the Information Commissioner's Office regarding submission of photo evidence. This is to ensure that images comply with the provisions of GDPR (General Data Protection Regulation). Guidance is available via the blue link shown in the capture below:

Do you have photos of the incident? *

Yes   No   ✓

If you have domestic CCTV footage or stills that you want to share, please check the Information Commissioner's Office guidance document to ensure it is being used lawfully.

Please upload your photos *

Drop files here to upload -   ⬆ upload

Uploaded: 0 of 5

Video evidence

Currently there is no means up uploading video evidence via the form due to the size of video files. Because of this anyone with video evidence is asked to state that video is available, and then retain it until contacted by a Council officer.

Do you have videos? *

Yes   No

Please keep this. An officer may contact you to view it.

If it is domestic CCTV footage or stills that you want to share, please check the Information Commissioner's Office guidance document to ensure it is being used lawfully.

Vehicles

If vehicles form a part of the report clicking on the "yes" radio button (shown in green below) opens a text field into which vehicle details can be entered:

If vehicles were involved, did you make a note of any number plates? *

● Yes
○ No
○ Already described it / uploaded a photo

Please tell us *

[text field]

All remaining fields on this page only require users to click once on a button.
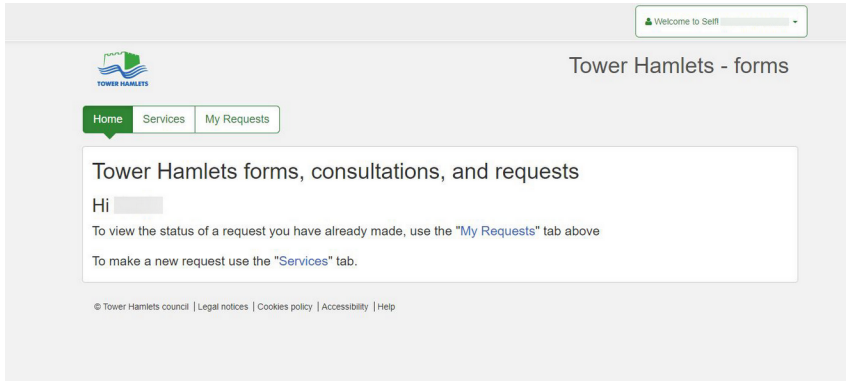
Final section: Giving permission

The final page of the form asks users to confirm that any information given is accurate to the best of their knowledge, and asks if they wish to complete "equalities monitoring questions". Upon answering those two queries (and/or completing the monitoring questions) the form will offer a green "Submit" button at bottom left of the screen. That completes the submission process and a case number will be issued. Normally there is also an option available at the bottom of the page for users to download their report as a PDF. Occasionally this is not available for technical reasons.

Register   Login

Tower Hamlets - forms

TOWER HAMLETS

Home   Services

Report anti-social behaviour

Is a crime happening now?   Your details   Type of incident   About the incident   Giving permission ⓘ

The details you submit may be shared with other agencies or professionals to fully investigate it.

☐ I confirm that the information I have given is true and accurate to the best of my knowledge

Would you like to answer some equalities monitoring questions? *
○ Yes ○ No

‹ Previous   ✕ Cancel

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Supplementary

Registered users can review their existing reports when logging on to the reporting form by clicking on the blue "My Requests" link as shown in the capture below:

End.