



## St Katharine & Wapping Safer Neighbourhood Ward Panel 2019



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

(Ver: 3.2 – 11 Nov 2019)

## **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. It is divided into two parts, **A** and **B**.

**Part A** (page 3) 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) is aimed primarily at residents with little or no experience of the form. It is intended to provide detailed guidance in filling out each section of the form, and attempts to provide workarounds for some of the form's more obvious limitations.

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 *aid memoir* 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.

## **St Katharine & Wapping Safer Neighbourhood Ward Panel**

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

Some elements of the current ASB Web Portal reporting form are not fully developed. It is evolving, however, and modifications have already been made to it since the prototype was introduced in April 2018.

Some key points to note 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 ASB report (other than confirmation of street address).
- Categories or classes of ASB are very limited on the drop-down tab of the reporting form. Residents may find that the type of ASB they need to report is not covered by any of the options available. In that event the simplest alternative short of randomly assigning a report to the wrong category, is to select the generic category "**Neighbour Dispute**" and then in the free text field below this (used for a description of the incident), preface the description by stating *"This is not a neighbour dispute. Your form does not allow me to file a report under an appropriate category. The report actually concerns....."* and then provide a full, detailed description of the incident (see page 8).
- Although the Council asks residents to indicate if photographic or video evidence is available of the incident being reported (see page 9), currently they do not appear ever to request that evidence. There are no means of uploading photo or video evidence to the Council. The Council have explained that if they provided the means now they would be swamped with random images that may or may not constitute evidence, some of which would almost certainly be in breach of GDPR (data protection) legislation. As a consequence they are still investigating ways of making use of photo and video evidence.

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

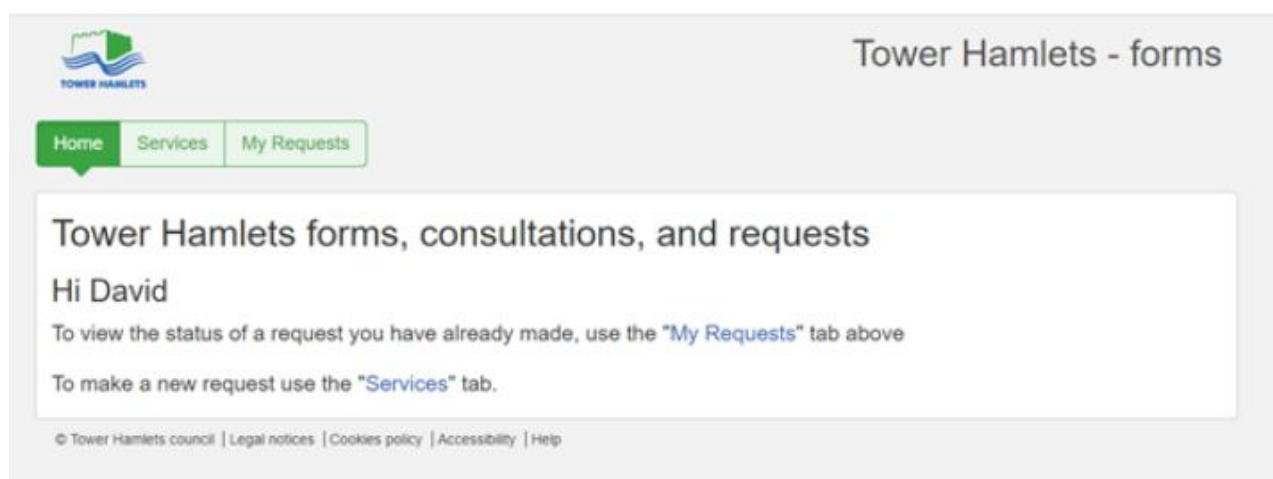
### ● 1) Filing a report

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

[https://forms.towerhamlets.gov.uk/service/report\\_anti\\_social\\_behaviour](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 this link.

Registered users are taken to the screen below upon login (it will show the forename of the registered user).



Any residents who have not registered will be taken directly to the "**Report Anti-social Behaviour - Your Details**" screen shown under item 3 (on page 6). They will then be asked to fill in all of their contact details for each report filed.

## ● 2) Services - procedure for registered users

After login, registered users have to click on the "**Services**" tab, or the "Services" link shown in blue text in the screen capture on page 4 above. Instead of taking users straight to the correct link for reporting ASB, the tab or link opens an A-Z index of *all* available services as follows:

The screenshot shows a webpage titled "Services" with a search bar at the top. Below the search bar, there is an alphabetical index of services from A to T. Each letter is followed by a list of service names. The search bar contains the text "Search available services" and a "Search" button.

**Services**

Search available services

**A**

- Air Quality Fund
- All Points East Competition
- Antisocial behaviour community trigger
- Application for charitable relief from Business Rates
- Application to request a stall in the reception
- Apply for a dropped kerb
- Apply for a parking waiver
- Apply for a single person discount
- Apply for a student exemption
- Apply to put a skip on a street or pavement
- Apply to suspend use of a parking space
- Ask Mayor Biggs

**B**

- Best Bar None Tower Hamlets Application
- Bi-annual Client Satisfaction Questionnaire
- Book an appointment with the Housing Advisory Service
- Breathe Clean Challenge
- Build Here
- Bulky waste collection
- Business Rates Direct Debit Instruction

**C**

- Careers service changes proposal
- Ceremony enquiry form
- Changes to recycling days
- Childcare questionnaire
- Childrens Centre questionnaire 2017 to 2018
- Childrens health and wellbeing proposal
- Columbia Road Market
- Community Alcohol Partnership survey
- Community School Admissions
- Compensation claim for a missed appointment
- Conduct complaint form
- Contact us
- Contact your Councillor
- Council tax - moving in

**D**

- Disability Reduction Council Tax
- Domestic abuse pledge

**E**

- E-billing
- Early learning for two year olds application
- Early years course booking
- EHEnquiries

**F**

- Family Information Service
- Food Safety online training
- Food4Health healthy catering certificate

**G**

- Governor equality form

**H**

- Holiday Childcare Scheme questionnaire
- Housing register
- HR Absence Management Launch Process
- HR Absence Management Return Form - Mark All Processed
- HR Absence management return form - Start page
- HR New Starter Medical Assessment Questionnaire
- HR non-standard report request
- HR Occupational Health referral form
- HR Sickness
- HR system enrolment

**I**

- IEYS event booking
- IEYS qualifications and skills form
- Impact of training on cancer
- Integration of One Stop Shops and Idea Stores proposal
- Isle of Dogs Childrens Choir application form

**L**

- Learning and Development Application

**M**

- Mayor's Surgery Survey
- Moving house
- Moving in or out of a business rateable

**P**

- Parking and Mobility Services survey
- Parking permits - eligibility checker
- Passenger journey booking
- Primary school survey
- Problems receiving Our East End
- Public Health adult weight management proposal

**R**

- Register for a Council tax or Business rates account
- Register for Enterprise Business Support
- Register to be a Clean and Green volunteer
- Renters' Charter Quiz
- Report a lost pet or stray animal
- Report a street problem
- Report an abandoned vehicle
- Report an issue with the bin schedule
- Report Anti Social Behaviour
- Report electoral fraud
- Report fraud
- Request to review a rehousing decision
- Resident parking permits
- Resident Support Outreach Referral

**S**

- School governor application form
- School Sixth Form survey
- Schools Building, Plant and Equipment Survey
- Schools Building, Plant and Equipment Survey Process Test
- Secondary school survey
- Shared Lives carer interest
- Smokefree
- Soundbox Application Form - THAMES
- Special educational needs enquiry
- Sugar Smart Sign up

**T**

- THAMES Music Centres application form
- Tower Hamlets Careers Service Interview

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### ● 3) Report Anti-social Behaviour; registered and non-registered users

Go to the "R" section (on the "Services" screen capture on page 5 above) and click on "Report Anti-social Behaviour."

This will open a "Type of Incident" page (shown below). It is for entering details of the incident being reported.

Registered users who have logged in will find their name and contact details pre-filled on the form. Address details have to be confirmed by clicking on the "Find Address" button. Non-registered users will need to fill out all of their contact details for each report. They will have been directed to this page by default:

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## Report Anti Social Behaviour

Your Details | Type of incident

- We do not monitor responses outside office hours. Please do not use this form to report a problem that is occurring **now**. If you need a response now, please refer to the main [anti-social behaviour webpage](#) for details.
- It is important that you report anti-social behaviour live and as it is happening to the police on the non-emergency number, which is 101 but always call 999 when a crime is happening nearby, someone is injured, being threatened or otherwise in danger.
- We will ask you if you have a landlord. This is because we work closely with a variety of landlords in the borough and the information will help us manage your complaint more effectively from your initial report to us.

Do you wish to report the Anti Social behaviour anonymously? \*  Yes  No ✓

Do you have a landlord? \*  Yes  No

Are you reporting the incident on behalf of someone else? \*  Yes  No

Title  ✓

First name \*  ✓

Last name \*  ✓

Phone number  ✓

Email \*  ✓

Postcode \*  ✓

When this is complete, click on "next" at bottom right of the screen (not shown in the capture above).

## ● 4) Type of incident

The most apparent defect of this form is a very limited number of categories of Anti-social Behaviour listed in the drop-down menu as shown in the screen capture below. By contrast the Tower Hamlets Homes ASB form (not shown in these guidance notes) currently offers more granular and specific options. If none of the categories available match an incident, the simplest option is to use the generic category "Neighbour Dispute". Confusingly, that will then bring up a second drop-down tab that requires a user to select "Neighbour Dispute" a second time as a sub-category. Users should select that as well, and then click on to the next page.

TOWER HAMLETS

Tower Hamlets - forms

Home Services My Requests

### Report Anti Social Behaviour

Your Details Type of incident

Category \*

Select...

Select...

- Drugs and Alcohol misuse
- Begging and Street Population
- Sex Working and Prostitution
- Public urination and defecation
- Neighbour Dispute
- ASB Shadwell Basin

Additional help on categories

< Previous Cancel Submit

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(Go to next page)

## ● 5) About the incident

This is the "About the Incident" screen:

The screenshot shows the 'Report Anti Social Behaviour' form on the Tower Hamlets website. The form is titled 'Report Anti Social Behaviour' and has four tabs: 'Your Details', 'Type of incident', 'About the incident' (which is active), and 'Giving permission'. The form contains several input fields and radio button options:

- 'What date did it happen' and 'What time did it happen' are text input fields.
- 'Where did it happen \*' is a text input field with an information icon.
- 'Brief description of incident \*' is a larger text input field.
- 'Do you have video or photographic evidence? \*' has radio buttons for 'Yes' and 'No'.
- 'Residential or Business \*' has radio buttons for 'Residential' (which is selected) and 'Business', with a green checkmark to the right.
- 'Gender of person(s) involved \*' has radio buttons for 'Male', 'Female', 'Both', and 'Do not know'.
- 'Apparent age of person(s) involved \*' has radio buttons for 'Under 18', 'Over 18', and 'Do not know'.
- 'Do you know the person/people involved? \*' has radio buttons for 'Yes' and 'No'.
- 'Has this been reported before? Y/N \*' has radio buttons for 'Yes' and 'No'.

At the bottom of the form, there are three buttons: 'Previous' (disabled), 'Cancel' (red), and 'Next' (green). The footer of the page includes copyright information for Tower Hamlets council and links to legal notices, cookies policy, accessibility, and help.

Try to be precise about when and where the incident happened. Descriptions such as "in the street" or "round the corner" aren't especially helpful.

In the free text field marked "**Brief description of incident**", reports being filed under "Neighbour Dispute" (because an accurate category doesn't exist on the form) should be prefaced with the statement "***This is not a neighbour dispute. Your form does not allow me to file a report under an appropriate category. The report actually concerns.....***". A full description of the incident can then be entered.



If photo or video evidence is available it's also useful to add a brief description of that evidence in the **"Brief description of incident"** free text field as there is no facility anywhere else on the form to describe it. The only other means residents have to alert the council that photo/video evidence is available is via a "radio button" below the free text field used to give a description of the incident. Experience has shown that currently the Council do not ever request photo/video evidence. For completeness and accuracy, however, it's still recommended that if video or photographic evidence is available the radio button should be ticked. There may come a time when this evidence can be requested by the Council for future reports.

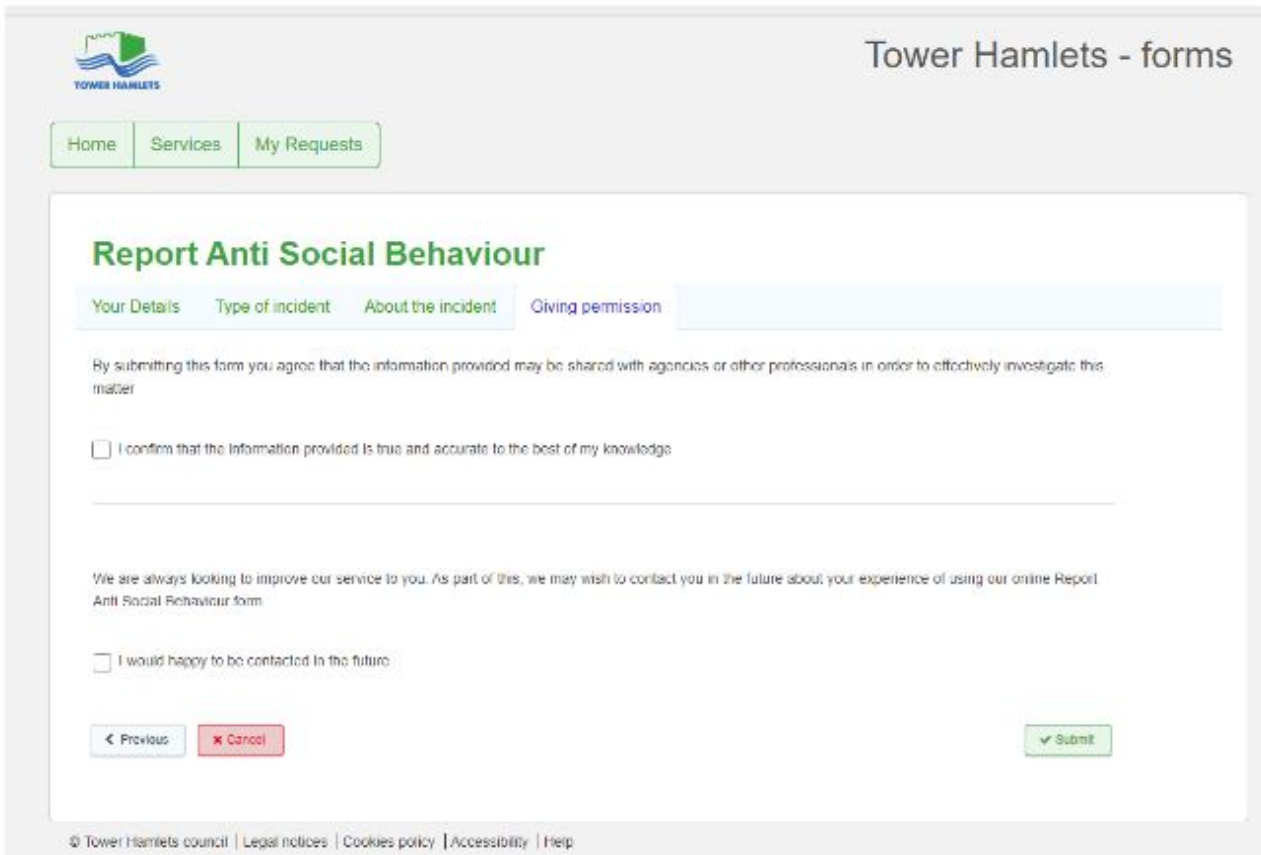
The remainder of questions on the page are self explanatory.

Click on **"Next"**

**(Go to next page)**

## ● 6) Giving permission

The final page "**Giving Permission**" is simply to provide the Council with assurance that the person filing the report has provided true and accurate information. At the foot of that page is another box that, if ticked, authorises the Council to send the user an online survey about the reporting process. Be aware that currently, ticking that box can result in the Council sending surveys for reports even if the box "I would be happy to be contacted in the future" is not ticked on future reports submitted. The Council do analyse survey results, so it is worth filling surveys in if it's not an inconvenience.



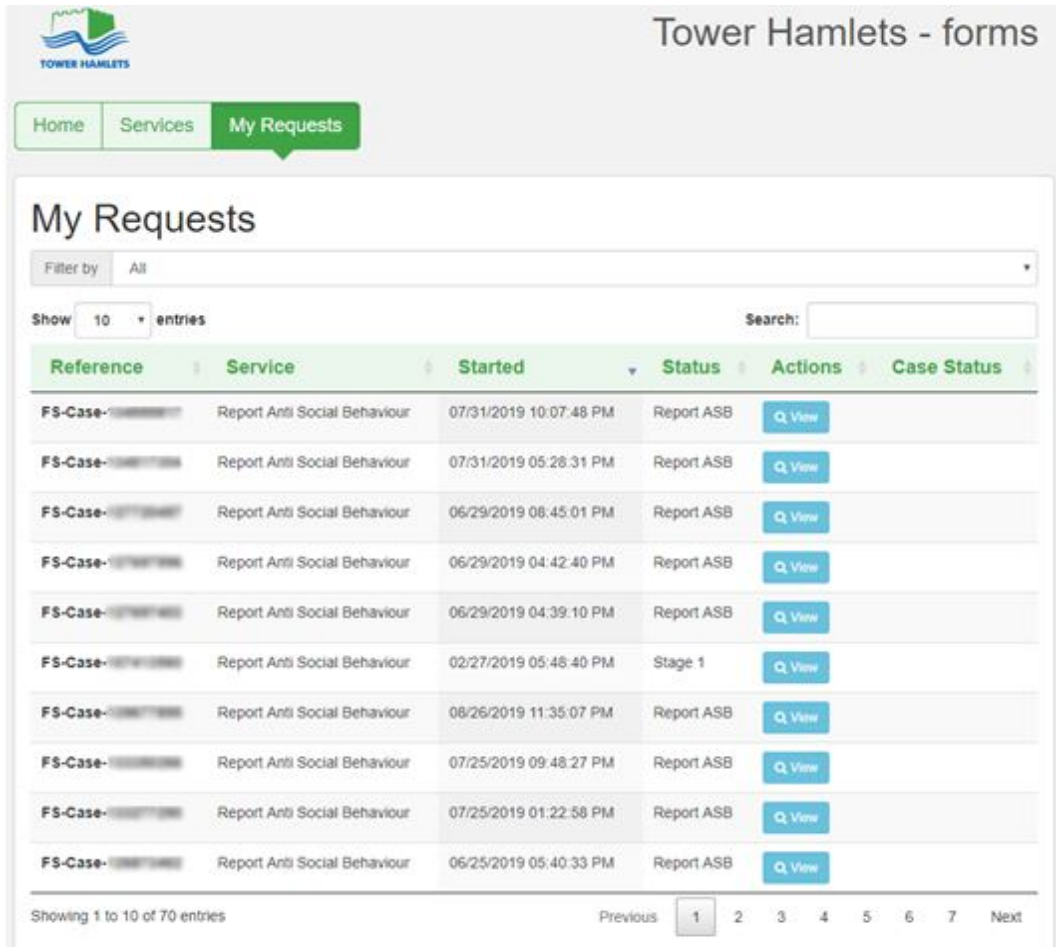
The screenshot shows the 'Report Anti Social Behaviour' form on the Tower Hamlets website. The page title is 'Tower Hamlets - forms'. The navigation menu includes 'Home', 'Services', and 'My Requests'. The form title is 'Report Anti Social Behaviour'. The current step is 'Giving permission', with other steps being 'Your Details', 'Type of incident', and 'About the incident'. The form contains two checkboxes: 'I confirm that the information provided is true and accurate to the best of my knowledge' and 'I would be happy to be contacted in the future'. At the bottom, there are buttons for 'Previous', 'Cancel', and 'Submit'. The footer includes '© Tower Hamlets council | Legal notices | Cookies policy | Accessibility | Help'.

When the final "**Submit**" button is clicked, users will be shown a summary of their report and get an opportunity to download a PDF copy of it (available at centre bottom of the report summary page).

**(Go to next page)**

## ● 7) Registered users: All previous filed reports

Details of reports that have been filed and actions taken can also be found for registered users under the "My Requests" tab:



The screenshot shows the 'My Requests' page in the Tower Hamlets forms system. The page has a navigation bar with 'Home', 'Services', and 'My Requests' (the active tab). Below the navigation bar, there is a 'My Requests' heading, a 'Filter by' dropdown set to 'All', and a 'Show 10 entries' selector. A search box is also present. The main content is a table with 10 rows of report data. Each row includes a reference number, the service type (all are 'Report Anti Social Behaviour'), the start time, the status, and a 'View' button. The statuses are mostly 'Report ASB', with one entry at 'Stage 1'. The footer of the table shows 'Showing 1 to 10 of 70 entries' and a pagination control with 'Previous', '1', '2', '3', '4', '5', '6', '7', and 'Next'.

Reference	Service	Started	Status	Actions	Case Status
FS-Case-123456789	Report Anti Social Behaviour	07/31/2019 10:07:48 PM	Report ASB	<a href="#">View</a>	
FS-Case-123456789	Report Anti Social Behaviour	07/31/2019 05:28:31 PM	Report ASB	<a href="#">View</a>	
FS-Case-123456789	Report Anti Social Behaviour	06/29/2019 08:45:01 PM	Report ASB	<a href="#">View</a>	
FS-Case-123456789	Report Anti Social Behaviour	06/29/2019 04:42:40 PM	Report ASB	<a href="#">View</a>	
FS-Case-123456789	Report Anti Social Behaviour	06/29/2019 04:39:10 PM	Report ASB	<a href="#">View</a>	
FS-Case-123456789	Report Anti Social Behaviour	02/27/2019 05:48:40 PM	Stage 1	<a href="#">View</a>	
FS-Case-123456789	Report Anti Social Behaviour	08/26/2019 11:35:07 PM	Report ASB	<a href="#">View</a>	
FS-Case-123456789	Report Anti Social Behaviour	07/25/2019 09:48:27 PM	Report ASB	<a href="#">View</a>	
FS-Case-123456789	Report Anti Social Behaviour	07/25/2019 01:22:58 PM	Report ASB	<a href="#">View</a>	
FS-Case-123456789	Report Anti Social Behaviour	06/25/2019 05:40:33 PM	Report ASB	<a href="#">View</a>	

End.