

This leaflet tells you more about anti-social behaviour and how you can report it.

What is anti-social behaviour?

This is behaviour which is likely to cause harassment, alarm or distress to others. Some examples of this behaviour might be: (However this list is not exhaustive)

- Harassment of residents, their visitors or passers-by
- Verbal abuse
- Criminal damage and vandalism
- Noise nuisance
- Graffiti
- Threatening behaviour
- Substance misuse
- Nuisance from vehicles
- Abandoned vehicles
- Fly tipping
- Litter
- Uncontrolled animals
- Intimidating gatherings of young people
- Hate behaviour targeted at individuals or groups on the grounds of race, sexual orientation, religious beliefs or disability.

How can I report anti-social behaviour?

Reports of anti-social behaviour can be made to Keniston in writing, by telephone, at our office, via our website or by telling your Housing Officer.

In the first instance, please contact your Housing Officer. Any incident of anti-social behaviour can also be reported to the relevant department at your Council. We work with Community Safety Teams at the Council.

Anyone can report litter, fly tipping, graffiti and abandoned vehicles if it is occurring in your neighbourhood to the rubbish and recycling department at the Council; noise nuisance complaints, dog fouling, barking dogs, stray and dangerous dogs and bonfires to the environmental health department at the Council; harassment, intimidation, threatening behaviour, vandalism or vehicle nuisance the Police and the Council Community Safety Team can also be contacted.

Witnesses to a crime can contact Crimestoppers on 0800 555111. This can be done anonymously.

If an urgent response to an incident of anti-social behaviour is needed, please contact the Police on: Police non-emergency number – 101 Emergency Calls – 999

Case review - community trigger

Victims and/or complainants are entitled to apply for a review of their case if they feel their problem has not been resolved, despite having previously reported it to us or any other agency.

The Anti-Social Behaviour, Crime and Policing Act 2014, sets out the requirement for local authorities and other agencies to make arrangements for and to carry out anti-social behaviour case reviews – otherwise known as the 'Community Trigger'. There are certain criteria that need to be met in order for anti-social behaviour cases to be considered for a case review. For further details, please contact your Local Authority Community Safety Unit.

What are the possible remedies available in relation to anti-social behaviour?

Below are a few examples of the remedies or actions that we may be able to take or put in place in relation anti-social behaviour.

- Acceptable Behaviour Contracts
- Injunctions
- Environmental improvements such as fencing and gating
- Mediation
- Restorative Justice Interventions
- Suspended possession order or in extreme cases eviction

Please remember that the actions or remedies taken must be appropriate to the problem identified and not all of the above actions may be suitable every time.

What can I expect when making a report of anti-social behaviour?

The complainant's co-operation is critical to success in tackling anti-social behaviour and in some cases complainants may need to go to court as witnesses. We aim to:

- Quickly and formally acknowledge every report of anti-social behaviour
- Investigate reports at the earliest possible time after receiving a complaint
- Where appropriate provide complainants with easy to complete diary sheets
- Ask the complainant how they would like to see the complaint resolved
- When needed give on-going support to complainants and witnesses
- Agree to keep in contact with the complainant providing feedback on the progress of the investigation
- Consider any special needs to witnesses such as translators and extra security measures on their property
- Refer them to other specialist agencies who may be able to provide further assistance and support i.e. Victim Support
- Formally advise complainants when it has been decided that no further action will be taken and the case has been closed.

Anti-Social Behaviour Policy

To see a copy of our Anti-Social Behaviour Policy, please contact the Keniston office or see our website www.kenistonha.co.uk.

Hard to read?

If you would like this document in another format, such as large print or a coloured background, or if you would like any of our leaflets translated into another language, please contact our office.

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