

Tackling anti social behaviour

Service
standards
inside



 Knightstone

What is anti social behaviour?

Anti social behaviour is acting in a manner that causes alarm, harassment or distress to someone who isn't part of your household. The behaviour must be persistent, ongoing and preventable (POP).

Please respect different lifestyle choices and recognise that there is a need to accept some behaviour, even though you may not like it.

Anti social behaviour includes:

- Hate related incidents such as racist, homophobic and other discriminatory acts
- Illegal drug taking, drug dealing and buying drugs on the street
- Verbal abuse
- Harassment
- Intimidation
- Violence or threats of violence
- Loud noise
- Criminal damage
- Graffiti.

What is reasonable behaviour?

We respect the right of people to live their lives. Reasonable behaviour includes:

- Children playing
- Usual household noise from washing machines, vacuum cleaners and routine DIY
- One-off parties.

What you can do

You may be able to resolve personal disputes and everyday nuisance problems by talking to your neighbour. Most people are reasonable if you approach them informally first. Your neighbour may not be aware that they're causing a problem.

When you speak to your neighbour, remember to:

- Be calm and friendly
- Listen to what your neighbour has to say
- Try not to interrupt when your neighbour's talking
- Stay in control and don't shout
- Don't be abusive or aggressive
- Politely remove yourself from the situation if you feel your neighbour's becoming unreasonable.

If you've spoken to your neighbour and matters don't improve then call us.

Reporting anti social behaviour

Anti social behaviour may also involve criminal activity. All criminal activity should be reported to the Police.

In cases of emergency, ring 999. You should call the Police on 101 to report crimes and other concerns that don't require an emergency response.

You can also ring Crimestoppers on 0800 555 111.

Contact us when you need our help.

Prevention and early intervention

We can support you to help resolve issues before they get worse. We'll carry out an assessment that will help us find out the right response to your problem.

Solutions include:

■ Mediation

Mediation can be used in most disputes between neighbours or for issues affecting communities. Mediators are professionally trained and independent. We've found that most cases referred to mediation reach full or partial agreement, and almost everyone said they'd recommend mediation.

■ Warning letter

Warning letters are written warnings sent to the person causing anti social behaviour. The aim is to change their behaviour and it's an effective way to stop it. Warning letters are evidence of attempts made to resolve the behaviour if it continues and more formal or legal action needs to be taken.

■ Community days

We may arrange a community day where everyone is invited to get involved in their neighbourhood, such as a clean up day. Arts projects or sports activities can be used as diversionary activities for young people. Some of the benefits are a reduction in anti social behaviour, improved living environments and improved communication between residents.

■ Acceptable behaviour contract (ABC)

These are voluntary contracts between the person causing anti social behaviour, us and the local Police or the community safety partnership.

The ABC will be in force for up to six months and during this time the person will be closely monitored. If the anti social behaviour doesn't improve, the ABC can be used as evidence if legal action needs to be taken.

■ Restorative justice

Restorative justice works to resolve conflict and repair harm. It encourages those who've caused harm to recognise the impact of what they've done and gives them an opportunity to make good. For those who've suffered harm or loss, it gives the opportunity to have it acknowledged, made good and stop it happening again.

For example, we can use this to ask a group of people to clean up an area they've graffitied.

Legal actions

If prevention and early intervention has not been successful or the case is of a very serious nature, we may be able to take formal court action. This can include an injunction or action against the tenancy, lease or conveyance document. See separate Legal actions leaflet for more information.

Noise complaints

We'll ask you to contact the local authority Environmental Health department, who'll be able to establish whether there's a statutory noise nuisance.

If they provide evidence that there is, we'll work with them and may consider taking legal action against the anti social behaviour.

For other incidents and where there's no statutory noise nuisance, we may look at taking more informal action.

Children and young people's activities

If a parent is unable or unwilling to control their child's anti social behaviour we may be able to work with other agencies to help. Options may include support for the family, or we could ask the young person to sign an Acceptable Behaviour Contract in conjunction with the Police.

Nuisance arising from problems with animals

All residents must seek permission to keep pets. Animals must be kept under control and not cause a nuisance to other residents. If they do, we may withdraw permission and ask you to re-house your pet.

We may also work in partnership with the local authority Dog Warden.

Hate crime and harassment

We take all incidents of hate crime and any act of harassment seriously.

They're criminal offences and we encourage you to report incidents to the Police. You should also report it to us, as this constitutes a breach of tenancy and may breach terms in a lease or conveyance document.

Drug related incidents

Drug use and dealing in the area is a breach of tenancy and may breach terms contained in a lease or conveyance document. Any conviction of such offences will be dealt with seriously. We're obliged to pass on any information we receive to the Police.

We advise you to make direct contact with the Police to report incidents. If you want to remain anonymous, we can pass the information to the Police on your behalf.

Service standards

our promise to you

We promise to:

- Take time to listen
- Be clear about what we can and can't do
- Take prompt action
- Keep you informed and updated.

What we'll do. We'll:

- Listen to you and make an assessment of the problem
- Be clear about what we can and can't do
- Agree an action plan with you setting out what we'll do and what you'll do
- Take actions using informal methods through to tenancy enforcement and other court action, depending on the nature of the problem

- Keep you informed of progress and action taken
- Bring in the expertise of other local agencies, such as local Council, Police, local community and support groups, if we need to
- Recommend you take independent advice, if necessary
- Arrange urgent repairs and removal of offensive graffiti within 24 hours
- Offer support to everyone involved so we can find a resolution.

In some cases you'll be able to take action yourself to resolve the problem. Your involvement, co-operation and support is vital as we can't progress without it.

If we get anything wrong we'll:

- Put it right as soon as possible
- Let you know what's happening
- Say sorry
- Learn from mistakes so they don't happen again
- Find out if you're satisfied with how we've dealt with the problem
- Let you know how to make a complaint if you're not satisfied.

We'll monitor our performance by:

- Customer satisfaction results
- Performance measures that tell us how we deal with reported anti social behaviour and our success rate
- Feedback from complaints and compliments.





Get in touch

talktous@knightstone.co.uk

knightstone.co.uk

Weston Gateway Business Park,
Weston-super-Mare, Somerset BS24 7JP

T: 08458 729729

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another format please contact us.



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