

# Anti-Social Behaviour

Anti-social behaviour, harassment and hate related incidents and crime can have a negative impact on individuals and communities. We want to know if you have experienced any anti-social behaviour so we can address it and prevent future incidents.

► **EXAMPLES OF ANTI-SOCIAL BEHAVIOUR:**

- Criminal Damage
- Vandalism
- Making Threats
- Being violent
- Graffiti
- Drug Dealing
- Dangerous dogs or animals
- Harassment
- Fighting
- Being drunk and disorderly
- Noise nuisance
- Prostitution
- Fly tipping
- Intimidating others
- Unwanted guests

► **NON ANTI-SOCIAL BEHAVIOUR:**

- Banging doors
- Walking across a floor
- Noise from children playing
- Babies crying
- Loud talking
- Noise from domestic appliances
- One off parties or events
- DIY at reasonable hours

► **REPORTING ANTI-SOCIAL BEHAVIOUR**

Report to any member of staff verbally, in writing or log on our website

► **RESPONSE TIMES**

Conduct that has caused, or is likely to cause, harassment, alarm or distress to a specific person or group – within one working day

Conduct that has a damaging impact on the Charity's properties or communal areas – within five working days

Conduct capable of causing nuisance or annoyance to the local community – within three working days

Not anti-social behaviour – will be logged but not responded to. Potential solutions may still be offered within one working day

Responses may not always be in writing. Where the response is verbal it will be recorded on the case file.

► **HOW WE DEAL WITH ANTI-SOCIAL BEHAVIOUR**

*We use a range of methods for dealing with anti-social behaviour which can include:*

- Offering mediation between the relevant parties
- Asking the victim to complete diary sheets
- Drawing up 'good neighbour agreements' between the parties concerned
- Formulating an action plan with the relevant parties
- Issuing a warning to the alleged perpetrator
- Referral to other support agencies, such as drug & alcohol support

*In cases where anti-social behaviour is more serious we may:*

- Involve other agencies such as the police or environmental health
- If they are a resident, we may evict them
- Apply to court for an injunction
- Ban perpetrators from using our services/ accessing our sites