



## ANTI-SOCIAL BEHAVIOUR (ASB) AWARENESS WEEK

3RD – 9TH JULY 2023

### What is ASB?

Acting in a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household.

### How do I report ASB?

You can report via our website, social media, email: [htenancy@middevon.gov.uk](mailto:htenancy@middevon.gov.uk) or call 01884 255255.

### How do I report a crime?

Please remember if you witness a crime or an emergency you must always report to the police first by calling 999 in an emergency or 101 for non urgent incidents.

### What happens when I report anti-social behaviour?

Your complaint will be sent to the Neighbourhood Officer for your area, who will acknowledge your complaint. The Neighbourhood Officer will contact you to discuss how you wish to progress your complaint.

## ASB Action plan - Explained



In March 2023 the government released the 'Anti-social Behaviour Action Plan' setting their approach to stamping out ASB. They want to restore the right of people feeling safe in their homes and proud of their local area.

The ASB Action Plan commits to 5 themes of tackling ASB. These include stronger punishments, making communities safer, building local pride, prevention and early intervention, improving data and reporting and accountability for action.

From 2024 the government will be working with every police force area in England and Wales to see thousands of additional patrols taking place. A big part of the Action Plan is aimed at young people and includes more powers to the police to test for more drugs and increasing the use and size of on-the-spot fines.

## ASB Case Review

Previously known as the Community Trigger, this is a process for problem solving and finding solutions for victims who believe they have not received a satisfactory response to their ASB complaint. For an application to be accepted, it must meet the locally agreed threshold. For East and Mid Devon this is:

- The investigation into the ASB is complete.
- The first report of ASB was made within one month of the alleged behaviour taking place.
- The initial report was made after 2014.
- There have been 3 or more reports of ASB to the same agency or multiple agencies in the last 6 months.
- The alleged incidents have all been reported to an agency e.g. Devon and Cornwall Police, Mid Devon District Council.
- The behaviour is likely to cause harassment, alarm or distress to members or any members of the public.

The logo for RESOLVE, featuring the word 'RESOLVE' in white capital letters on a teal background. To the left of the text is a circular icon with a white triangle and a blue circle.

## 2023 Resolve ASB Awards

We are delighted to announce that Mid Devon Housing has been awarded Team of the Year by Resolve ASB! We take great pride in the work we do around anti social behaviour on our estates and we couldn't have done this without working so closely with our tenants, leaseholders and residents living on Mid Devon Housing estates, so thank you!

## TEAM OF THE YEAR AWARD



## An Interview with Victim Support

We invited Victim Support along for an interview, speaking to Heather Welch, the Area Manager for Devon and Cornwall to discuss the help and support that is available to not only our tenants but for anyone affected by a crime or traumatic incidents.

### Who are Victim Support and what do they do?

We are a national charity and we specialise in supporting people around the impact of crime and traumatic events. Our service is free, confidential and completely independent from the police.

This means that we support any crime type, reported or unreported to the police, it doesn't matter how long ago the crime happened. We look to do several things, we look to help people make sense of how a crime has made them think, feel and act, we are able to help them with safety planning, helping them to feel safer, offering free security items, we advocate for them on their behalf with other agencies, and we help them to establish and check their support networks because crime can feel quite isolating.

Above all, we validate their experience because the impact of crime in society isn't particularly well understood. People can feel impacted for quite a long time which is a perfectly natural and normal response but those around them might not understand why they are still feeling the way they're feeling.

### Do you often work with people who have been affected by Anti-social Behaviour?

Yes, we work with people who have experienced ASB, harassment and stalking and this is one of our largest areas of work in our Adult Multi-Crime Service. We also have a bespoke ASB service which the police and crime commissioner pays for separately and which is open to referrals from other agencies.

ASB can be a difficult to experience, because it's often happening close to home and it tends to be ongoing. There can be a 'drip, drip' effect of what may sometimes appear to be low level incidents; not knowing if and when it will stop or, when it is going to happen again or whether it will escalate can have a really significant impact on people.

ASB can leave people feeling quite alone and disillusioned, it's a difficult experience to have. ASB can happen anywhere too, at work, on the street and in any neighbourhood and it can take many different forms.

### Do you have support available for younger people too?

Our national services support people of any age, but locally we help those over 18. We have a great Children, Young People and Family Support service in Devon, Cornwall and Isles of Scilly which is overseen by Young Devon and is a consortium of providers that are able to support those under 18 that are affected by crime and ASB and we work closely together to make sure everyone can access help regardless of their age. One of the partners is the online support service Kooth, which gives young people the ability to speak to someone online – you can find it here [www.kooth.com](http://www.kooth.com)

### What help do you have in Mid Devon?

We have a team of Independent Victim Advocates who do a fantastic job working across Devon and Cornwall to provide support – they do the real work! We have a local helpline – **0300 303 0554** open 9am to 6pm weekdays, and two national 24/7 services; our Helpline – **0808 1698 111** – and Live chat service – [www.victimsupport.org.uk](http://www.victimsupport.org.uk)

Finally we also have an online platform which has guides about different types of crime, ideas for self-care and support if you or someone else has been affected by crime and lots of information about your rights as a victim of crime. There is a great one on ASB and harassment! You can find it at [www.mysupportspace.org.uk](http://www.mysupportspace.org.uk). And if people do wish to speak with Devon and Cornwall Police, their Victim Care Unit can be contacted on **01392 475900**.


### Is there a message you'd like to give our tenants that may have been victim to ASB that might be struggling?

There is help out there, please don't struggle on your own. ASB can be isolating, you can feel hopeless because it's hard to make it stop. We try and help people to improve their relationship with a situation, how they think about it and how resilient they are, as well as helping them work with the appropriate agencies to try and make it stop. Reach out, get help, and speak to someone.

*Heather Welch - Victim Support Area Manager for Devon and Cornwall*

# UPCOMING ASB EVENTS

We are supporting ASB Awareness Week with a number of events from Monday 3rd July to Friday 7th. Each day will see a different focus, from Victim's Day to ASB Hero's Day. The aim of the week is to encourage communities to take a stand against ASB and highlight the actions that can be taken by those experiencing it. We hope to see you there!



## MONDAY 3RD JULY

### ASB Case Review - The Relaunch

Monday will see a series of posts on Facebook and Twitter introducing you to ASB and the ASB Case Review also known as Community Trigger. Join in on the conversation online.



## VS

VICTIM  
SUPPORT

## TUESDAY 4TH JULY

### Victim's Day

Join us, Victim Support and Cullompton Police from 11.30am until 1pm for a drop in hub outside Aldi in Cullompton. Pop by for advice, to report an issue or for a general chat. EX15 1FU



## Devon & Cornwall POLICE

## WEDNESDAY 5TH JULY

### The Big ASB Conversation

Join us, Devon & Cornwall Police and Neighbourhood Officers at Crediton and Cullompton for a coffee morning to discuss and report ASB.  
Crediton: Lords Meadow Leisure Centre 10.30am-12 noon.  
Cullompton: Culm Valley Sports Centre 10.30am - 12 noon.



## THURSDAY 6TH JULY

### ASB Heroes Day

Join Neighbourhood Officers, Street Scene and the Police for our mini Neighbourhood Walkabout in Westex North and South in Tiverton. Starting at 9.30am and finishing around noon. If you see us passing by make sure to pop out and say hello!



## FRIDAY 7TH JULY

### Young Peoples Day

Friday will see a series of posts on Facebook and Twitter, signposting help and support available to the youth, local youth clubs and more.

# EMPOWERING TENANTS

## HAVE YOU SEEN OUR ASB TOOLKIT?

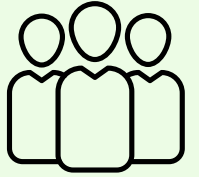
Our handy ASB toolkit will help you to work out what is, and what is not classed as ASB and the necessary steps you need to take. MDH take reports of ASB seriously, using a range of preventative measures, including early intervention and legal action where appropriate

You will find the tool kit here:  
[www.middevon.gov.uk/residents/mid-devon-housing/your-neighbourhood/anti-social-behaviour-toolkit/](http://www.middevon.gov.uk/residents/mid-devon-housing/your-neighbourhood/anti-social-behaviour-toolkit/)



## JOIN US!

Help us to help you, come and join the Tenant Involvement Team, your Neighbourhood Officer and the Neighbourhood Policing Team at any of the listed events to report any ASB you may be suffering from.



If you want to get more involved with your neighbourhood you can also become an Estates Champion - email [tenantinvolvement@middevon.gov.uk](mailto:tenantinvolvement@middevon.gov.uk) to find out more

## DEAR NEIGHBOUR...

If you are made to feel uncomfortable or disturbed by other people's behaviour around your home, where it is safe to do so, you should first try to approach the other party involved and explain to them that their actions are affecting you. Sometimes, other people will be unaware that their behaviour is causing distress or a nuisance and therefore giving them an opportunity to remedy the situation may help.

Have you thought about using our 'Dear Neighbour' card to highlight an issue with your neighbour?

Here is a 'Dear Neighbour' card that you can use. Simply cut out and send to your neighbour



Dear  
Neighbour

You may not be aware but I was disturbed by noise coming from your property on

.....

I could hear

TV  Music  Shouting  Other

It affected me because

.....

.....

.....

I am sure you were not aware that you were causing a disturbance, and therefore this is just a friendly reminder. Hopefully it won't happen again so we can all enjoy living here.

Thank you for your cooperation and kind regards.