

Anti Social Behaviour Summary



Anti-social behaviour (ASB) blights peoples' lives, destroys families and ruins communities. The Council recognises that in order to provide a high quality housing service for its residents, it must be effective in tackling the problems created by ASB.

Our Commitment To You

Accountability, leadership and commitment – we are committed to taking steps to prevent and tackle anti-social behaviour.

Making the service accessible - by providing clear information, publicising and promoting our service.

Protecting communities through prompt and proactive actions - by building strong partnerships and using the full range of tools and powers available.

Adopting a supportive approach to working with victims and witnesses – by identifying and minimising risks to protect our communities and providing support in a number of ways.

Bringing communities together – by encouraging and developing resident engagement to make our neighbourhoods a safe place to live.

Prevention and early intervention – by proactively engaging with our residents and partnership agencies.

Offering a value for money service – by evaluating performance against resident satisfaction and cost

Our Approach to Tackling ASB

Our intentions are to:

- Deal firmly but fairly with perpetrators;
- Deter anti-social behaviour and prevent future occurrences;
- Encourage complainants and witnesses to come forward.

What should I do if I experience ASB?

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.

You can then report incidents of ASB to your Neighbourhood Officer by;

Telephone: 01884 255255 during normal working hours and in emergencies through our out of hours service

Email: htenancy@middevon.gov.uk

Write to: Housing Services Mid Devon District Council Phoenix House Phoenix Lane Tiverton EX16 6PP

Worried about reporting ASB?

At no time will your identity be given to the person you are complaining about, although due to the nature of some neighbourhood complaints it is obvious who the complaint has come from.

You can remain anonymous, although we will be unable to provide you with regular updates on how the case is progressing. Please also note that we will have to decide on how to progress the complaint rather than you being able to help us to determine the appropriate action to take. Should you contact us again for an update we will be unable to do this as you have not divulged your identity.

What Happens Next?

All complaints of ASB are logged on our electronic database to manage the case but also to monitor performance and trends. We use a straightforward approach to tackling ASB, we will:

- investigate the complaint;
- evaluate the evidence;
- take appropriate action to resolve the matter.

This initial investigation should take no more than 20 working days depending on the complexity or severity of the complaint. We can help and support you in a number of ways. We can:

- provide regular contact by telephone or home visit
- refer you to counselling, victim support and witness support services
- arrange translation and interpretation services if English is not your first language
- liaise with appropriate support workers if you are physically or mentally vulnerable
- seek to provide appropriate support if you are hearing-impaired or visually-impaired
- provide free transport to and from investigation meetings, court and other venues
- assist with childcare costs so that you can attend meetings
- consider re-housing you on a temporary or permanent basis (in the most serious ASB cases)
- continue to provide advice and support following court proceedings
- monitor the behaviour of the perpetrator following court proceedings to ensure that any order of the court is kept too
- carry out a “risk assessment” of your home and install appropriate support measures such as CCTV cameras, alarms, extra locks or spy holes in your front door

How You Can Help Us

In many instances, especially those that may involve legal action, we will need your help to build our case against a perpetrator of ASB. You may need to:

- keep a regular diary of events
- allow noise monitoring or video equipment to be installed in your home
- allow professional witnesses, the police and/or Council staff to use your home for surveillance purposes
- encourage other witnesses to come forward
- report incidents to the police
- attend meetings with other witnesses and with our legal representatives
- attend Court and give evidence to support the Council’s case
- monitor the behaviour of the perpetrator following court proceedings to ensure that any order of the court is kept too

Response Times & Risk Assessments

Category: High

Response Time: 1 working day

- Reports involving serious risk to individuals or the neighbourhood.
- This may include a serious threat of violence
- Reports of offensive graffiti
- Reports of domestic abuse

Category: Medium

Response Time: 3 working days

- Reports of behaviour that is persistent* and unreasonable and where mediation would not be an option

Category: Low

Response Time: 5 working days

- Initial reports of neighbour disputes or nuisance

Category: Anonymous Complaints

Response Time: Record only - no further action

- Generally, these complaints will be recorded as information only. In the event of serious allegations, MDH will involve other agencies in order to take appropriate action.

Do you require this document in an alternative format? Please telephone 01884 255255 or email customerfirst@middevon.gov.uk