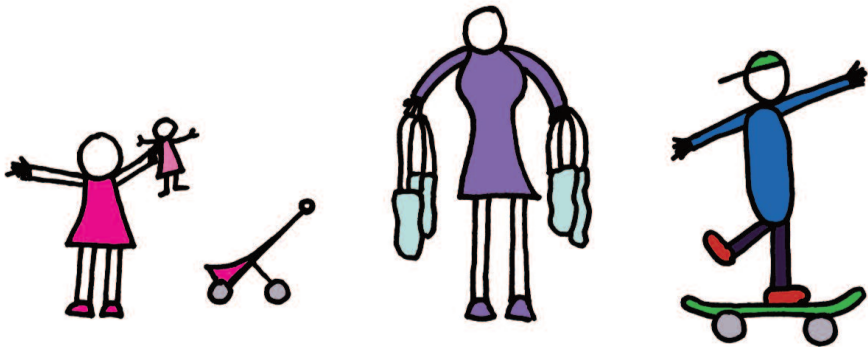


# Anti-Social Behaviour



November 2009

This leaflet explains how Spire Homes deals with complaints of anti-social behaviour, and is part of our Tenancy and Estate Management Service.

It looks at what anti-social behaviour is, what you can do about it, and the different ways in which Spire Homes can help if you or your household have experienced anti-social behaviour.

## **What is anti-social behaviour (ASB)?**

Anti-social behaviour (ASB) is behaviour that unreasonably interferes with other people's rights to the use and enjoyment of their home and community. It can include:

- Violence, threats or intimidation
- Hate crimes such as racial or sexual harassment, homophobia, or domestic violence
- Leaving rubbish or litter in public areas
- Noise
- Vandalism, graffiti and other damage to property
- Drug dealing
- Vehicle related nuisance
- Nuisance from pets and other animals.

## **What is not anti-social behaviour?**

Spire Homes is committed to helping you tackle ASB - but please remember that not everything that annoys you is anti-social! For example, people swearing in conversation in public may be something you dislike - but it is not ASB. We will not normally get involved with complaints about children playing, unless their behaviour is excessive. Young children being bullied or harassed by other youngsters is

generally something that parents should resolve. Different people live in different ways - and we have to respect this.

## **What help can Spire Homes provide?**

Spire Homes is committed to ensuring that you can enjoy your home without fear of ASB. We take reports of ASB seriously and investigate cases promptly and impartially.

We work with residents, community groups and in partnership with agencies such as the Police and Rutland County Council's Community Safety Team to tackle ASB.

## **What can I do about anti-social behaviour?**

For minor ASB, as a first stage, you should consider talking to your neighbour.

Often people are not aware that their behaviour is causing a problem, and a polite request can sort things out. Stay calm when you approach your neighbour, and explain why their behaviour is causing you a problem. Remember that different people live their lives in different ways, and things that irritate you don't necessarily bother others. Also, people are much more likely to respond positively to you if you are pleasant, and don't try to tell them what to do.

For more serious ASB, or where you have been unable to reach agreement with your neighbour, you may need to report the problem.

## **How do I report anti-social behaviour**

- By phone to Spire Homes on 01572 755465
- By e-mail to [spirehomes@longhurst-group.org.uk](mailto:spirehomes@longhurst-group.org.uk)

- By letter
- In an emergency - to the Police on 999
- For fly tipping - to the Council on 01572 722577.

## What will Spire do with my report?

Often, even if you report an incident to us, we will also be informed about the ASB by one of our partner agencies who is also involved.

Once we receive your report, we assess the situation. If we think that the report doesn't involve ASB or we cannot get involved for some other reason, we will tell you this, and the options that are open to you.

Sometimes - because the report does not involve a Spire tenant - we will refer the matter to a more appropriate organisation to deal with your complaint. This may be, for example, because the report is about a tenant of another housing association, a private tenant, an owner occupier or a business operation. Again, we will let you know about this.

All reports that we deal with are placed into one of two categories:

- Category A is serious ASB such as violence, drug dealing, hate crimes, or domestic violence. These are all things which place an individual at serious immediate risk of harm. We will contact you within one working day to discuss the complaint
- Category B is other nuisance such as persistent noise nuisance, or non-offensive graffiti. We will contact you within 7 working days to discuss the complaint.

When we discuss the incidents with you, we will develop an action plan that will depend on how serious the ASB is, how frequently it happens, what time of day it happens, and the information we have. The action plan may include:

- Recording future incidents on ASB diary sheets
- Getting help from other agencies such as the Police
- Writing to or visiting the person causing the ASB
- Mediation
- Acceptable Behaviour Contracts
- Parental Contracts
- Offering support through services such as Spire's Floating Support
- Anti-Social Behaviour Orders
- Demoted Tenancies (tenants only)
- Injunctions
- Possession proceedings (tenants only)

We will not contact the person causing the ASB, or tell them who made the complaint, without your consent.

## What happens then?

We will let you know what action has been taken within 10 days of your report. In many cases of minor ASB, this is the end of the matter. We monitor the situation for around three months until we are happy that the problem has been resolved, but no further action is required.

Where the problem recurs, or is more serious, we will support witnesses by maintaining regular contact with them and keeping them informed.

## Hate Crimes

Hate crimes include things such as racial harassment, sexual harassment, homophobia and domestic violence.

They usually involve a deliberate attempt by someone to intimidate or dominate you, a member of your household, or one of your visitors.

Spire Homes treats these kinds of ASB extremely seriously. Further guidance on how we deal with hate crimes is set out in Spire Homes' Tackling Harassment Policy and Domestic Violence Policy.

## Anonymous Reports of ASB

Sometimes we receive anonymous complaints about anti-social behaviour. Although we try to investigate these, very often there is little, or nothing, we can do about the situation.

## What help and support is available?

We can provide support to vulnerable tenants, including those who find it hard to manage their tenancy, through Spire's Floating Support Service, or with other agencies.

In serious cases, where appropriate, we will consider providing additional safety measures to people who may be at risk. In these cases, we can also work with agencies such as Victim Support, Women's Aid and the Race Equality Council to provide extra support.

Contact details for some agencies who can provide help and support

are given here:

- **The Emergency Services** **999**  
If someone is in immediate danger or if a serious crime is underway.
- **Police** **0116 222 2222**  
To report a crime that is not an emergency and crime prevention advice. **www.leics.police.uk**
- **Crimestoppers** **0800 555 111**  
To report a crime anonymously **www.crimestoppers-uk.org**
- **Victim Support** **0116 255 6628**  
For confidential support and information to victims of crime and to witnesses attending local courts  
**www.victimsupport.org.uk**
- **Womens Aid** **0116 242 6440**  
Outreach support and access to refuges for women experiencing domestic abuse **www.wa-leicester.org.uk**
- **Leicester and Leicestershire REC** **0116 299 9800**  
The Race Equality Council provides expert advice and support to challenge race discrimination. **www.lrec.org.uk**
- **Equality and Human Rights Commission Helpline**  
Information and guidance on discrimination and human rights issues  
**0845 6046610**  
**Text phone 0845 604 6620**  
**www.equalityhumanrights.com**
- **Rutland Community Safety Partnership**  
To report abandoned vehicles, fly tipping, littering and noise

This leaflet is available in various formats, i.e. different languages, braille, audio formats etc. Please contact us for further information.



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### **Rushden Office**

1 Crown Court  
Crown Way  
Rushden  
Northamptonshire  
NN10 6BS

t: 0845 603 5399

text: 447797 800062

### **Rutland Office**

Pinewood  
1 Cold Overton Road  
Oakham  
Rutland  
LE15 6NT

t: 01572 755465

text: 447797 800062

email: [spirehomes@longhurst-group.org.uk](mailto:spirehomes@longhurst-group.org.uk)

[www.spirehomes.org.uk](http://www.spirehomes.org.uk)

