Guide to dealing with anti-social behaviour
What is anti-social behaviour?

Anti-social behaviour (ASB) can cover a variety of issues ranging from minor neighbour disputes to serious criminal behaviour. It is defined as behaviour that is likely to cause harassment, alarm or distress.

The following are some of the most common examples:

- Excessive noise (especially late at night)
- Threatening or swearing at neighbours
- Criminal activity
- Nuisance caused by animals
- Vandalism
- Assault or physical violence including domestic abuse
- Dumping of litter or rubbish
- Breaches of tenancy conditions
- Racist or homophobic abuse or graffiti.

Preventing nuisance behaviour

Attempting to resolve the problem with the person concerned is often the simplest and most effective solution.

Here are some tips:

- Make a friendly visit to the person causing the problem to discuss the situation
- Try to settle the problem without ill-feeling. Explain why you are complaining and that you would appreciate their co-operation in trying to sort out the matter
- Be prepared to compromise and reach an agreement you are both prepared to stick to.
Try not to:
- Get drawn into an argument
- Approach them when you are angry – calm down first
- Speak to your neighbour in a loud or aggressive manner.

Please remember – everyone has the right to lead their chosen lifestyle within the privacy of their own home. We will only take action where it is clear that this is interfering with the rights of others of the “quiet enjoyment” of their home.

If we are unable to take action due to lack of evidence, you may wish to seek legal advice on taking action, such as taking out an injunction, yourself.

There are some steps which can be taken towards preventing nuisance from occurring in the first place.

Setting up or joining a tenants' or residents' group or Neighbourhood Watch scheme, can raise awareness of any issues in your area. Contact your Neighbourhood Officer or Neighbourhood Watch Administrator for further information on activities in your neighbourhood. We can often help you to set up a group if there isn’t one already.

The Police can also give practical tips on making your home more secure.

Voluntary organisations such as Victim Support and Age Concern run schemes to help victims of crime and other vulnerable groups.
We have Neighbourhood Standards Agreements (known as NiSAs) in some areas, which call upon everyone in the community to sign up to a code of conduct covering issues such as personal safety, looking out for each other and looking after the environment.

If you would like to find out more about how a NiSA could work in your area, contact your Neighbourhood Officer to find out more.

We are always keen to hear your views on how crime and ASB can be reduced. Contact us to let us know your thoughts.

**Reporting ASB**

You may contact us verbally or in writing to tell us about any issue. We will respond to all complaints within 5 working days. Contact should also be made with the Police if the ASB is of a criminal nature.

The officer dealing with your ASB case will be your Neighbourhood Officer. Serious complaints regarding racial harassment or serious ASB will be responded to urgently within 24 hours. At all stages through the investigation of the case we will take a victim centred approach ensuring that communication is maintained on a regular basis.

At the start of each case an action plan will be created with you detailing what action we will take with timescales. It will also be made clear to the complainant what action is required from them to ensure a successful resolution of the case.
Throughout the case we will keep in regular contact with you and give you updates on how the case is progressing or request further information.

Depending on the severity of the nuisance we may just visit the perpetrator and remind them of their tenancy conditions and consequences of not abiding by them. For more serious cases, we may consider immediate legal action.

We may involve the Police or other statutory agencies in the case and will normally inform you of doing so. However, in cases of emergency or if we believe that a crime has happened this may not always be possible.

**Supporting victims and witnesses of ASB**

We will endeavour to support all victims and witnesses throughout the process, in return we ask for co-operation in any action we may take. It is important that we are kept up to date with recent incidents and they are accurately recorded. Should the case go to court then we normally ask for the attendance of witnesses to give evidence. Full support will be given to enable this to happen.

**Other options available to Severnside**

We may take a number of actions to resolve ASB and will agree appropriate actions with the victim. These options may include;

- Mediation/Restorative Justice
- Warning letters
- Acceptable behaviour contracts
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- Injunctions
- Code of Conduct
- Possession Orders

We will also work with partner agencies which enable us to utilise a range of other options to resolve ASB. These may include:
- Dispersal Orders
- Closure Orders
- Community Remedy
- Criminal Behaviour Orders
- Community Protection Notices
- Public Spaces Protection Orders

Drugs and crime

Incidents of drug taking and/or dealing and other criminal activity should be reported directly to the Police on 101. You can also pass information anonymously by calling Crimestoppers on 0800 555 1111.

Hate crime

We have signed up to a multi-agency protocol for tackling hate crime in Shropshire.

This enables victims of hate crime to report it to a range of third parties, for example to housing associations or to community organisations set up to represent particular groups of people (for example disability or faith groups).

These third parties will then talk directly with the Police or other agency on behalf of the victim.
This is designed to break down barriers to reporting hate crime, and to encourage people to report it to those they feel most comfortable talking to.

If you are a victim of hate crime you can report it to any of the numbers listed below under the heading ASB reporting numbers.

**Domestic abuse**

Domestic abuse affects the lives of millions of people, young or old, male or female, and often goes unreported. Severnside, in partnership with local agencies, is committed to preventing domestic abuse and supporting and protecting its victims.

We work closely with other agencies through the Multi Agency Risk Assessment Conference (MARAC) to share information and better help victims of domestic abuse.

**ASB reporting numbers**

If you are a victim of ASB you can report it to any of the following organisations:

- Severnside Housing – Call 01743 285000 or 0300 300 0059
- Shropshire Council – Call 0345 678 9020
- West Mercia Police – Call 0300 3333000 / 101
- Victim Support Call – 01743 362812
- Citizens Advice Shropshire – Call 0844 899 1100
If you would like any more information about Severnside Housing, please contact us:

**Write to us**
Severnside Housing
Brassey Road
Old Potts Way
Shrewsbury
SY3 7FA

**Ring us**
0300 300 0059 or 01743 285000

**Email us**
enquiries@severnsidehousing.co.uk

**Visit our website**
www.severnsidehousing.co.uk

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Severnside Housing provides a telephone interpreting service for more than 150 languages and can provide this document in a range of formats.

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Jeśli potrzebna jest jakakolwiek pomoc w zrozumieniu niniejszego dokumentu, lub potrzebne jest tłumaczenie na inny język, proszę o telefon na numer 0300 300 0059.

Os hoffech gael cymorth i ddeall y ddogfenn yma, neu os hoffech gael ei chyfeithu i iaith arall, ffoniwch 0300 300 0059.

يا آپ اس کا ترجمہ کسی اور زبان میں آپ کو کسی طرح کی مدد کی ضرورت ہے اگر دستاویز کو سمجھنے میں پر تیلیفون کرین - 0300 300 0059

倘若在理解本文档方面您需要任何帮助，或者希望把它翻译成另一种语言，请拨打 0300 300 0059。