

Anti-Social Behaviour



THE FACTS

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INTRODUCTION



This booklet has been produced by the High Peak Community Safety Partnership to help reduce anti-social behaviour and make the High Peak a safer place to live and work. The booklet provides information on the different types of anti-social behaviour, and the agencies to contact to report anti-social behaviour. It also gives advice on what can be done to tackle persistent anti-social behaviour.

A copy of this booklet is available on the High Peak Borough Council website: www.highpeak.gov.uk. It can also be found on the website for community safety working in Derbyshire – www.saferderbyshire.gov.uk and the High Peak Community Housing website – www.hpch.co.uk.

WHAT IS ANTI-SOCIAL BEHAVIOUR?

The term ‘anti-social behaviour’ covers any kind of nuisance, unreasonable behaviour or harassment. It can also include more serious criminal behaviour or activity. It has been defined as:

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

Some of the most common anti-social behaviour problems are listed below:

- Noise Nuisance
- Nuisance from Pets & Animals
- Untidy Gardens
- Children and Young People Causing a Nuisance
- Nuisance from Vehicles
- Rubbish Dumping
- Drug or Alcohol Misuse
- Harassment
- Hate Crime – Examples include:

Name calling, verbal, written racist abuse

Bullying, threats and/or intimidation

Physical violence or assault

Racist Graffiti and fly posting

Damage to property or personal belongings

Offensive jokes and/or comments e.g. about language, dress, food etc

HOW DO I AVOID CAUSING ANTI-SOCIAL BEHAVIOUR?

The best way to prevent causing anti-social behaviour is to avoid action that might cause a nuisance to others and to be respectful of other people's needs.

ADVICE TO HELP PREVENT CAUSING ANTI-SOCIAL BEHAVIOUR

- Try not to carry out DIY jobs between the hours of 11pm and 7am, this should also include the use of domestic appliances e.g. vacuum cleaners.
- Try to locate your TV, radio and hi-fi speakers away from adjoining or party walls.
- Do not play your TV, radio and hi-fi or musical instruments loudly, especially late at night, and especially if you live in a flat where noise travels more easily.

DEALING WITH ANTI-SOCIAL BEHAVIOUR YOURSELF

Firstly, only if safe and appropriate, you should speak to whoever is causing you the problem. Often people are unaware that they are causing the problem in the first place and will immediately stop their behaviour once they have been made aware that it is causing nuisance, alarm or distress.

Below are some useful tips to bear in mind when talking to the individual causing the problem:

- Stay calm and communicate in a friendly manner;
- Explain the problem and how it is affecting you and/ or your family;
- Listen to the person's point of view;
- Do not interrupt the person when they are speaking;
- Do not get abusive; and
- If the person is being unreasonable – leave the discussion.

If the problem continues or worsens then contact the relevant agencies - details are provided in the booklet. If the situation is too serious to confront the person, again contact the necessary agency to deal with the issue.

If you are not comfortable confronting the other person you could try mediation.

Mediation is a proven and effective means of dealing with problems of nuisance and anti-social behaviour. Derby Mediation helps people who are in dispute to reconcile their differences rather than have a solution imposed on them. The service uses local people who are trained to work as volunteer mediators. Derby Mediation is **FREE** to residents in the High Peak. If you would like advice on how mediation could help:

- If you are a **HIGH PEAK COMMUNITY HOUSING TENANT** and are interested in Mediation, contact the Call Centre on 0845 129 8075 or visit your local housing office at Gamesley, Glossop, Fairfield and Buxton and they will assist with your enquiry.
- If you **RENT OR OWN YOUR OWN HOME** contact:
Derby Mediation,
St James Centre, Malcolm Street,
Derby DE23 8LU.
Tel: 01333 746986. Email: mediationderby@cetastjames.org.uk

REPORTING ANTI-SOCIAL BEHAVIOUR



High Peak Borough Council
working for our community

HIGH PEAK BOROUGH COUNCIL

Two council services are responsible for dealing with certain types of anti-social behaviour complaints. These are:

- Community Safety; and
- Environmental Health.

When you contact the council, on 0845 129 77 77, you will initially speak to someone in the Call Centre who may be able to give you advice with your complaint or put you through to the correct department.

COMMUNITY SAFETY

The Community Safety Team is based at the Council Offices at Chinley. It includes a Community Safety Officer and a Police Sergeant seconded to the department. We work closely with a number of organisations and agencies including High Peak Community Housing and Environmental Health.

When you make a complaint you will be asked for your name and address. Complainant's details are not divulged to the alleged offender during the investigation; however, if the case goes to a prosecution and this is heard in a criminal court you may be required to give evidence in person.

In certain circumstances in a civil court, so long as we have a signed statement from you, and you feel too intimidated to give evidence, owing to a real fear of retaliation, someone from the council, housing or police may be able to give evidence on your behalf or on behalf of a group. In exceptional circumstances you may be able to complain anonymously. You can report incidents in writing, over the telephone, in person, via e-mail or through your local councillor.

Tel: 0845 129 77 77
Community Safety
Council Offices, Hayfield
Chapel-en-le-Frith SK23 0QJ
e-mail: customer-services@highpeak.gov.uk



Community Safety Team

ENVIRONMENTAL HEALTH

Environmental Health is responsible for dealing with **statutory nuisance from private housing and business premises (eg shops, offices and factories)**. A statutory nuisance is something that is likely to cause injury to health or something that interferes with the peace, comfort and convenience of other people. The main types of statutory nuisance are:



- Unacceptable levels of noise;
- Build-ups of refuse, animal faeces or waste materials;
- Fumes, gases and offensive odours;
- Smoke from burning materials; and
- Premises in an unacceptable condition.

To report problems of this nature, contact Environmental Health in writing, or by telephone:

Tel: 0845 129 77 77

Environmental Health

Town Hall, Buxton SK17 6EL

You must give your name and address when making a complaint because anonymous complaints will not be dealt with. Complainant's details are not divulged to the alleged offender during the investigation, but if the case goes to a prosecution then this is heard in a criminal court and you may be required to give evidence in person.



HIGH PEAK COMMUNITY HOUSING

High Peak Community Housing (HPCH) is an Arms Length Management Organisation (ALMO) which was set up by High Peak Borough Council to manage its Council housing stock. High Peak Community Housing is responsible for dealing with nuisance and anti-social behaviour caused by Council tenants. All High Peak Community Housing tenants have signed a Tenancy Agreement agreeing to keep to the conditions of their tenancy. It is a condition of the tenancy not to cause a nuisance, annoyance or disturbance to any other person. Council tenants are responsible for their own behaviour and the behaviour of every person (including children) living in or visiting their home.

If you are experiencing nuisance and you believe that the person causing nuisance is a tenant of High Peak Community Housing, you should report the problem to High Peak Community Housing at any of the local housing offices or through the Call Centre. You can report incidents in writing, over the telephone, in person, via e-mail or through your local councillor. You should give your name, address and a contact number when reporting a problem to HPCCH because it is extremely difficult to take action if the complaint is anonymous. All complaints will be treated in the strictest confidence – your identity will not be revealed to the person you have complained about without your prior permission. However, in some cases, the person causing the nuisance may be able to guess who has complained due to the nature of the complaint, e.g. noise nuisance.

Tel: 0845 129 8075
High Peak Community Housing
Municipal Buildings
Glossop
Derbyshire
SK13 8AF

By visiting our local offices – these are located at Glossop, Gamesley, Fairfield and Buxton.

By e-mail – please send to enquiries@hpch.co.uk



DERBYSHIRE FIRE AND RESCUE

The mission statement of Derbyshire Fire and Rescue Service is to make 'MAKE DERBYSHIRE A SAFER PLACE TO LIVE, WORK AND VISIT'.

In striving to achieve this Fire Service are committed to reducing the number of deliberate fires in the High Peak and are working closely in partnership with Crimestoppers charity. The Crimestoppers number is 0800 555 111.

Through this national number people are encouraged to call anonymously with information about crime and criminals including arson and deliberate fire setting. The 0800 555 111 number ensures that your identity is not revealed. For parent and guardians who are concerned about a child playing with fire, or fire setting, we offer a free service to educate children about the dangers of fire called 'Firesafe Scheme'. Call 01773 837200 (office hours) or 01332 771221 (24hr) for help and advice.

Derbyshire Fire and Rescue Service also work with in partnership with the

Youth Offending Service to deliver tailored intervention programs in cases where young offenders have been convicted of arson or other related offences. DFRS offer free Home Safety Fire Checks for anyone who feels they would benefit from an informal visit from the Fire Service to highlight and offer practical advice about potential fire hazards in the home. This service also includes the free installation of smoke detectors where necessary. For more information or to book an appointment call 01298 22274.



DERBYSHIRE POLICE

You should report anti-social behaviour that is of a **serious and criminal nature** to the Police. Examples of behaviour that you should report to the Police include:

- Criminal damage e.g. damage to property
- Use or threats of violence
- Drug or alcohol misuse
- Harassment (including racial harassment)
- Vandalism
- Graffiti
- Dangerous dogs
- Public disturbances (eg fighting)

To report a problem to the Police, phone: 0845 123 33 33

In an emergency – dial 999

When you call the Police, you will be asked for your name, address and telephone number. You do not have to give this information but it is far more helpful if you do. Providing your contact details means that the Police can keep in touch with you to let you know the outcome of your complaint.



THE IMPORTANCE OF GATHERING EVIDENCE

We cannot take action against someone simply because another person has reported them-we will need evidence. The most important evidence is the incident log diary that will be given to you to write down the incidents you see and hear (see example below).

We may need to collect other evidence like photographs, video or tape recording of the incidents. We also may need to speak to other people who have seen or heard incidents. The agencies will talk to each other to share information and get their evidence where appropriate.

INCIDENT LOG

Your Name:

Your Address

Date	Start Time	Finish Time	Details of Incident	Who was involved/description

I believe that the information I have given is a true and accurate description of what I saw/ heard

Signed Date:



For copies of this, contact Community Safety Partnership.

WHAT IS RESPECT?

The RESPECT campaign was introduced by the Government to tackle bad behaviour and nurture good - and so help create the modern culture of respect. It is about central Government, local agencies, local communities and ultimately every citizen working together to build a society in which we can respect one another – where anti-social behaviour is rare and tackled effectively, and communities can live in peace together.

- It's about nurturing and, where needed, enforcing a modern culture of respect, which the majority of people want.
- It's about showing tolerance, acceptance and common decency towards the people around us – our family, friends and peers, people who are older or younger than us, people from different walks of life or who follow different cultures or religions.
- It's about being considerate of the consequences of our behaviour for others.

OTHER SOURCES OF ADVICE AND ASSISTANCE

If you are experiencing anti-social behaviour, the following people/organisations may be able to provide you with additional support, advice or assistance.

HIGH PEAK Anti-Social Behaviour Officer **0845 129 77 77**

The Anti-Social Behaviour Officer co-ordinates work and has links with a number of different agencies, including the Police, Housing Services, Environment and Health and the Youth Service.

CITIZENS' ADVICE BUREAU **Telephone advice line 0845 120 2979**

The Citizens' Advice Bureau offers free, confidential, impartial and independent advice on a wide range of issues, including anti-social behaviour, neighbour disputes, civil rights and legal matters.

TENANTS' AND RESIDENTS' ASSOCIATIONS

Gamesley Residents' Association 01457 857770
30 Winster Mews, Gamesley

Residents of Fairfield Association 01298 73904
133 Victoria Park Road, Fairfield

HIGH PEAK VICTIM SUPPORT 01457 862150

This organisation provides support to victims of crime and can complement the work of the Police and the Council by listening and offering specific advice and help.

LOCAL COUNCILLORS

A list of councillors is available at all Council Offices and on the council website www.highpeak.gov.uk. Some hold regular surgeries in their wards – see your local newspaper for details; others may meet with you at your convenience if necessary. You can phone 0845 129 77 77 to find out who is your local councillor.

FIRESAFE SCHEME

01773 837200 (office hours)
01332 771221 (24 hours)



This document is also available in large print, Braille, audio-tape and other languages upon request. Contact Michelle Farraday 0845 129 77 77 ext 2100