

Tackling Anti-Social Behaviour



INVESTOR IN PEOPLE



CUSTOMER SERVICE EXCELLENCE



JEPHSON
HOUSING ASSOCIATION GROUP

Tackling **Anti-Social Behaviour**

Anti-social behaviour causes distress to people who want to live peacefully in their homes and neighbourhoods. Jephson is committed to dealing quickly and firmly with those who behave in a way which threatens the peace and security of local residents. We ask you, as a tenant of Jephson, to respect your neighbours and the wider community.

Jephson expects all its tenants to treat others living in their neighbourhood fairly, and in a way that they would like to be treated themselves. We believe that by being a good neighbour you will be helping us to stop nuisance and anti-social behaviour on our estates and in your local community.

What is Anti-Social Behaviour?

Anti-Social behaviour is “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 as the perpetrator” (Crime and Disorder Act 1998).



We appreciate that sometimes you may experience difficulties with your neighbours. This booklet sets out ways in which you and Jephson can try to sort out problems.

Having difficulty with your neighbours?

Many different things can cause neighbour problems:

- Music played very loudly
- Noisy parties
- DIY
- Revving motorcycles or cars and general car repairs
- Inconsiderate parking
- Noisy arguments
- Pets

More severe case of anti-social behaviour are:

- Violence
- Verbal abuse
- Behaviour related to drug or alcohol abuse
- Behaviour of children or visitors to the property causing serious nuisance or harassment
- Harassment

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What can I do if I am affected by Anti-Social Behaviour?

Tell us by contacting your Local Office and give us as much detail as possible.

You can also report incidents to us by using our website www.jephson.org.uk

If the problem involves a risk of harm to yourself or your family, then you should contact the Police straight away.

Will I need to confront the culprit?

We would never suggest that you put yourself at risk.

However, if the situation you are reporting does not involve threats, violence or harassment then we may suggest that you talk the problem through with the other party involved. It may be helpful to prepare for this discussion by thinking how you would want to be approached if you were causing the disturbance. You may find your neighbour is completely unaware that they are disturbing you.

If you feel uneasy about approaching the other person(s) we can set up a meeting for you and be there with you.



If you have tried to speak to your neighbour about noise and it does not solve the problem, then mediation can be considered. This is where a third party will listen to the views of both neighbours and help to reach an agreement or compromise. Most local authorities offer their own mediation services.

What happens after I report Anti-Social Behaviour?

We will sit down with you and discuss the details of your report with you. This will lead us to making some initial decisions about how we can best deal with your problem together and how we may be able to support you. This forms the basis of an action plan for dealing with your report.

The action plan will also include details of who to contact about your report, what actions we agree and when and how you will be kept updated of the progress made.

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How much evidence is required?

We cannot take action against someone just on the basis that another person has complained about them – we need evidence. We may ask you to complete an incident log sheet to record incidents that you see and hear.

We may need to speak with other people who may have experienced the same problem – your family and neighbours – and in some instances the action plan may recommend involving other agencies like the Police or Social Services.

What action will Jephson take?

After collecting the evidence we will form an opinion as to whether the person causing the nuisance has a case to answer. We will discuss our view with you together with our reasons.

In very serious cases, where you are in danger, we will take legal action straight away. In other situations we will take a step by step approach to try to get the persons involved to change their behaviour.

In most cases we will need to interview the person carrying out the anti-social behaviour. We will tell the person to change their behaviour and warn them of action we will take if they do not.



If I am not happy with the service I receive, what can I do?

There may be times when we don't quite get it right or you feel dissatisfied with our response.

In such circumstances you can discuss this informally with the Housing Estates Officer who has been dealing with your case or you can make a formal complaint using our complaints procedure. Full details of our complaints procedure can be obtained from your Local Office or on our website.

What happens when the case is closed?

We collect and collate information from all reports of anti-social behaviour made to us.

We use this information to make the best use of our resources and to work with partners to identify what else we need to do to make our local communities more safe.

We also report our performance overall to our Regional Committees and Board of Management on an annual basis.

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