

USEFUL CONTACTS

Crimestoppers - 0800 555 111

If you would like to talk to the police anonymously or in confidence about any criminal activity. You can also report crimes online at www.crimestoppers-uk.org

Respect - Action Line: 0870 220 2000

Email: actionLine@bss.org

www.respect.gov.uk

The Respect campaign supports local agencies and residents to tackle anti-social behaviour in their communities. The website provides information, advice, and resources to help take effective action across England and Wales. It also contains a search tool that will tell you who your local authority ASB Coordinator is.

Victim Support - 0845 30 30 900

Email: contact@victimsupport.org.uk

www.victimsupport.org.uk

Victim Support is the national charity which helps people affected by crime. Victim Support provide free and confidential support to help you deal with your experience, whether or not you report the crime. As well as providing support and information to victims of crime and their friends and families, Victim Support also have a Witness Service available to help and support anybody going to court.

Police

You can of course also report ASB to your local police station or Community Action Team – get in touch with us if you do not have local contact details.

If you ever feel threatened, you should dial 999 immediately to contact the police as an emergency.

If you are experiencing nuisance or anti-social behaviour please do not suffer in silence. Get in touch with Muir Group as we may well be able to help.



Language Line
services

Do you need help to read this? Please contact us

Tel: 01928 728000 or Textphone: 01928 728066



Arabic معلومات عن السلوك العدواني
هل تحتاج إلى مساعدة لقراءة هذا؟ يرجى منك الاتصال بنا

Bengali অ-সামাজিক আচরণ সংক্রান্ত তথ্য
ইহা পড়তে আপনার কি সাহায্যের দরকার? দয়া করে আমাদের সাথে যোগাযোগ করুন

Chinese 反社會行為資訊
閱讀本文時，您是否需要協助？請與我們聯繫

Gujarati અસામાજિક વર્તન આખત માહિતી
શું તમને આ વાંચવામાં મદદની જરૂર છે? કૃપા કરી અમારો સંપર્ક સાધો

Polish Informacja o zachowaniach społecznych
Potrzebujesz pomocy, aby to przeczytać?
Skontaktuj się z nami.

Portuguese Informações sobre comportamento anti-social
Necessita de ajuda para ler isto?
Entre em contacto connosco

Punjabi ਸਮਾਜ ਵਿਰੁੱਧੀ ਵਰਤੋਂ ਬਾਰੇ ਜਾਣਕਾਰੀ
ਕੀ ਇਹਨੂੰ ਸਮਝਣ ਲਈ ਤੁਹਾਨੂੰ ਮਦਦ ਦੀ ਲੋੜ ਹੈ? ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਗੱਲ ਕਰੋ

Somali Macluumaadka Dhaqamada Bulsho Diidka ah
Ma u baahan tahay in lagaa kaalmeeyo akhrinta
feylkan? Fadlan nala soo xiriir.

Urdu سماج مخالف برتاؤ سے متعلق معلومات
اس کو پڑھنے میں کیا آپ کو مدد کی ضرورت ہے؟ برائے مہربانی ہم سے رابطہ کریں۔

Welsh Gwybodaeth ymddygiad gwrthgymdeithasol
Os arnoch chi angen cymorth i ddarllen hyn?
Cysylltwch â ni

This document is available in large print & Braille on request.

Muir Group Housing Association Limited

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www.muir.org.uk

Area Offices

Blackpool

67 Chepstow Road, Blackpool, Lancashire, FY3 7FD
Telephone: 01253 390449 Facsimile: 01244 404020

Burnley

Second Floor, Lodge House, Lodge Square, Cow Lane,
Burnley, Lancashire BB11 1NW
Telephone: 01282 446500 Facsimile: 01244 404021

Glebe Green

28 Vauxhall Way, Glebe Green, Winsford CW7 1NG
Telephone: 01606 554026 Facsimile: 01244 404023

Helsby

Oakmere House, Mere's Edge, Chester Road, Helsby,
Cheshire WA6 0DJ
Telephone: 01928 728000 Facsimile: 01244 404026

Hereford

PO Box 258, Hereford HR2 9ZA
Telephone: 01981 251351 Facsimile: 01244 404024

Huntingdon

Stable Court, Ferrars Road, Huntingdon, Cambridgeshire PE29 3DH
Telephone: 01480 453234 Facsimile: 01244 404025

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creating communities

www.muir.org.uk



resident
approved

What is Anti-Social Behaviour?

The term anti-social behaviour (ASB) covers a wide range of unacceptable activity that has a negative effect on the quality of life for those who suffer from it. Terms such as 'nuisance', 'disorder' and 'harassment' are also used to describe some of this behaviour.

A legal definition of ASB is found in the Crime and Disorder Act 1998. The Act describes ASB as:

'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 complainant'.

At Muir Group, we also recognise that some types of ASB, such as domestic violence, can occur within the same household.

How do Muir Group approach dealing with ASB?

We treat all cases of ASB seriously. Some cases, by their nature, need to be dealt with more urgently than others. An issue such as a neighbour constantly playing loud music might cause serious distress and upset to those suffering from it. However, generally speaking, issues such as those involving violence, hate crime (eg racial harassment) or domestic violence have a greater impact on the victims of these types of ASB.

For these reasons, we have identified three broad categories of ASB:

- **Extreme ASB**
- **Serious ASB**
- **General Nuisance.**

These categories of ASB can be broadly defined as follows:

Category A – Extreme	Examples
Physical violence and assault	Violence or threats of violence to neighbours, staff, or contractors (other than domestic violence)
Verbal abuse, harassment, intimidation, threatening behaviour	Shouting, aggressive swearing, verbally abusive behaviour, arguing in the street, staring through windows in an intimidatory way
Hate related incidents	Persistent nuisance targeted at an individual or group because of their race, colour, nationality, ethnic or national origin, sexual orientation, gender, disability, religion or age
Domestic violence and abuse	A person physically assaulting their partner or other household member for whatever reason, mental abuse of the same
Category B - Serious	Examples
Criminal behaviour	Any other types of criminal behaviour not already mentioned in other categories, such as burglary
Prostitution	Sex workers, sexual acts, soliciting, kerb crawling
Misuse of communal areas, public spaces or loitering	Intimidating gangs of youths congregating outside local shops, aggressive begging in communal areas
Alcohol related nuisance	Drinking heavily and causing a nuisance to other residents
Drugs, substance misuse and drug dealing	Dealing drugs, leaving needles in communal areas, taking part in solvent abuse in public or communal areas
Category C – General Nuisance	Examples
Nuisance from vehicles	Driving dangerously, abandoned or untaxed cars, parking issues, car repairs, residents repairing cars for a living from their property
Garden nuisance	Untidy gardens, unsafe structures, old junk left in gardens
Vandalism and damage to property	Spraying paint or writing on a wall, kicking and breaking a fence panel, damaging or stealing plants or flowers in a garden
Pets and animal nuisance	Dogs barking repeatedly, fouling of public areas, general nuisance caused by pets
Litter, rubbish and fly-tipping	Placing refuse in communal areas
Noise nuisance	Shouting, loud late night parties, repeatedly banging doors or buzzing intercom systems, loud music or TV
Boundary disputes	Hedges, parking, landscaping, fencing

Muir Group deal with all cases of ASB individually. Our categories of ASB are intended to give you a realistic idea of how the ASB that you have reported will be dealt with. Sometimes a case may be dealt with more urgently because of the specific circumstances of that case. For example, something that would usually be deemed to be general nuisance may be dealt with as a serious case.

How can I report ASB?

You can report ASB in a number of ways:

- Via Muir Group's website at www.muir.org.uk
- By email to info@muir.org.uk
- By telephoning our Customer Services Team on 01928 728000
- In person
- By writing to us.

Do I need give Muir Group my name?

We know that some people are afraid to report ASB or are reluctant to give their name for fear of reprisals. We look to deal with all reports of ASB in a suitable and sensitive way, and will not take any action without your agreement. We will still deal with ASB if it is reported anonymously, but it may make it more difficult for us to take effective action to solve the problem.

How will Muir Group investigate my complaint?

- With your agreement, we will interview you and agree how we will look to deal with the ASB you have reported.
- We will interview the person or people you are complaining about to find out their response to the allegations.
- Where necessary we will seek views of other witnesses or agencies such as police.
- We will agree an Action Plan with you detailing what action we are able to take. This Action Plan will include agreed target and review dates.

We will keep you informed of progress at all stages of the investigation.

How quickly will Muir Group deal with the ASB I have reported?

We will respond to each category of ASB as follows:

Category A – Extreme Cases

All cases deemed to be extreme ASB will be responded to within 24 hours.

- If there has been a threat of or actual violence, Muir Group will endeavour to respond within 24 hours but no longer than 2 days.
- In line with the Racial Harassment Policy, all reports of racist incidents must be fully investigated within 24 hours.
- In line with the Homophobic and Transphobic Harassment Policy, all reports of homophobic or transphobic incidents must be fully investigated within 24 hours.
- In line with the Domestic Violence Policy, all reports of domestic violence will be acknowledged within 48 hours. If there has been actual violence the cases will be investigated within 24 hours.

Category B – Serious Cases

All cases deemed to be serious ASB will be responded to within 2 working days of receiving the initial report. An interview to discuss the complaint further will be conducted within 5 working days where practicably possible.

Category C – General Nuisance

All cases deemed to be general nuisance will be responded to within 5 working days of receiving the initial report. An interview or telephone call to discuss the complaint further will be conducted within 10 working days where practicably possible.

What can Muir Group do about ASB?

There are a number of actions that we may be able to take to combat ASB, depending upon the circumstances. We will usually consider non-legal remedies first, except where serious criminal action is occurring.

Non-Legal remedies

- Mediation
- CCTV monitoring
- Acceptable Behaviour Contracts (ABC)
- Parenting Contracts
- Written and verbal warnings or cautions
- Letter from Muir Group's solicitor
- Transfer of accommodation
- Referral to appropriate support services or other agencies

Legal remedies - the last resort

- Injunctions to stop ASB
- Anti-social behaviour order (ASBO)
- Demoting an assured or secure tenancy
- Parenting orders
- Possession action for breach of tenancy agreement

Muir Group staff are trained to deal with ASB, and will work with you to agree the most suitable course of action for your particular case.

We have long standing working relationships with a number of professional support agencies across the country. It may be appropriate to use the services of such support services to tackle certain ASB cases. In addition we work in close partnership with other organisations, such as the police, social services and community groups, who we may refer your case to where appropriate. For example, we could ask the local authority to help us by providing access to noise-monitoring equipment in the case of noise nuisance. We will always get your agreement before taking such action.

Our full ASB policy and procedure are available on our website at www.muir.org.uk or by contacting us. A summary of the policy and procedure is made available as part of the ASB pack provided to everyone reporting ASB.