

Tackling Anti Social Behaviour



What is anti social behaviour?

Anti social behaviour (ASB) can cover a wide range of behaviour. It is anything that causes, or is likely to cause, harassment, alarm or distress to any person.

It can take many forms including the following:

- Damaging property
- Verbal abuse and insults
- Intimidation, using or threatening violence
- Racial or other hate crime
- Nuisance from pets such as dogs barking
- Domestic violence
- Dumping rubbish / untidy gardens

Our expectations

We expect all tenants and residents will conduct themselves in a responsible, respectful and neighbourly manner. You are responsible for your children and any visitors to your home and they should conduct themselves in the same manner.

Ways you can report ASB

There are a number of ways that you can report anti social behaviour including:

- Calling 03000 11 00 11 (local rate number)
- Emailing asb@northstarhg.co.uk
- Telling your Housing Officer/Support Worker
- Visiting (by appointment only) or writing to our head office:
North Star Housing Group
Endeavour House
St Marks Court
Stockton-on-Tees
TS17 6QN

If there is a problem out of hours you can email us and we will get back to you as soon as possible. Alternatively, if the problem is urgent, you can contact the Police on 101.

You should always dial 999 when there is an immediate danger, or you witness a crime taking place.

Our promises to you

We will work with our partners, tenants, and communities to address anti social behaviour and ensure our residents are able to enjoy peace, quiet and security in their home.

We can send you a copy of our ASB Policy upon request or you can view it on our website: www.northstarhg.co.uk/advice-and-support/anti-social-behaviour/

We aim to provide the best service we can and in doing so will:

- Be polite and listen to what you have to tell us.
- Treat you fairly and as an individual
- Respect your confidentiality.
- Ensure a dedicated Housing Officer deals with your case.
- Agree an action plan with you including timescales and also what actions you will need to take to provide us with detailed evidence.

We will respond in the following timescales using the most appropriate method:

ASB Reporting – Serious (generally these cases are of a criminal nature including hate crime, threats of violence, or domestic violence and drug related crimes) - We will contact you within 1 working day and arrange to interview you within 2 working days.

Incident (first report) – Minor (all other tenancy breaches i.e. noise nuisance, untidy gardens, parking issues children playing football or other games) - We will contact you within 3 working days and interview you within 5 working days. We will contact the perpetrator within 7 working days.

Maintaining Contact - We will keep in regular contact with you including contacting you every 7 days whilst the case remains open.

Closing Cases - If there have been no new reported incidents within 20 days, the case will be closed . We will write to you to let you know.

What will we do next?

We will try to resolve the complaint by discussing the issues with the people involved. We hope that most complaints can be resolved without taking further action, however, we will use an appropriate legal remedy should that be necessary to deal with the anti social behaviour.

When investigating neighbour disputes, we hope these can be settled by mutual agreement. If not, an independent mediation may be used to resolve differences.

What can we do?

We can use the following options (depending on the case) to tackle anti social behaviour:

- Home visits
- Warning letters
- Crime Prevention Injunction
- Community Protection Notice
- Possession proceedings

We will work with our partners to invoke some of the other legal remedies available to deal with dealing with anti social behaviour they include:

- Criminal Behaviour Orders
- Community Protection Orders (public spaces)
- Directions Order
- Community Protection Order (closure)

Working with our partners

We acknowledge that we cannot always deal and tackle anti social behaviour on our own. We work with a number of partners to address anti social behaviour in the communities we work.

Our main partners are:

- Local Authorities – Anti Social Behaviour & Environmental Health
- Police
- Victim Support
- Other Housing Providers
- Fire and Rescue Services
- Residents/Community Groups
- Social Services
- Mental Health teams
- Vulnerable Persons Units

What about support for victims and witnesses?

We understand it can be difficult to come forward with information, so we provide help and support for victims and witnesses of anti social behaviour.

We will guide and support you through the process and make referrals to specialist agencies, where appropriate.

Customer satisfaction

We will carry out a satisfaction survey with you when the case is closed to find out how you felt we dealt with your case. This may help us to improve our services in the future.

If, however, you are happy or unhappy about the service or would like to share any feedback, you can let us know via our website

www.northstarhg.co.uk, by emailing customer.services@northstarhg.co.uk or by contacting 03000 11 00 11.

Support services

We will help you get the support you need if you are a victim of anti social behaviour.

You can also contact the following organisations directly:

[Victim Support](#) (for all ASB and hate crime victims): 0845 3030 900

[MESMAC North East](#) (homophobic and transphobic hate crime reporting): 0191 233 1333

[Tell Mama](#) (for victims of anti-Muslim hate): 08004561226

Police (non-emergency): 101