

Useful Contacts

Derbyshire Police	999 / 101
CrimeStoppers	0800 555 111
North East Derbyshire Community Safety Partnership	01246 231111
Rykneld Homes Out of Hours Reporting Line	08000 121 621
Stop Hate	0800 138 1625
24-hour National Domestic Abuse Helpline	0808 2000 247
The Elm Foundation (Derbyshire Domestic Violence and Sexual Abuse Service)	01246 540464
Derbyshire Victim Services (Remedi)	0114 253 6669
Safeguarding Concerns - Adults and Children	01629 533190
Homelessness	01246 231111
Report Fly Tipping or Graffiti	01246 231111



Rykneld Homes Ltd

Pioneer House, Mill Lane, Wingerworth, Chesterfield S42 6NG

Tel: 01246 217670

Email: contactus@rykneldhomes.org.uk

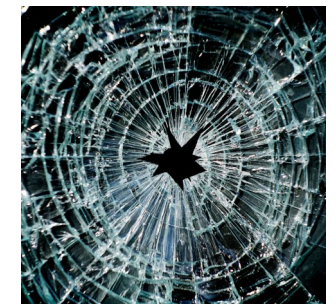
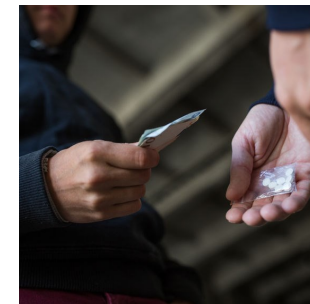
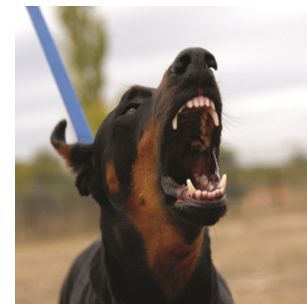
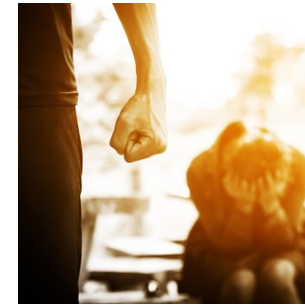
Website: www.rykneldhomes.org.uk

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Anti Social Behaviour



A guide to identifying and reporting Anti Social Behaviour

Overview

The majority of people act responsibly, take pride in their home and community and respect their neighbours. Unfortunately, some people cause misery, fear and distress by acting anti socially or by harassing other people.

What is Anti Social Behaviour?

The term 'Anti Social Behaviour' or ASB is used to describe a wide variety of problems that cause or is likely to cause harassment, alarm or distress to one or more persons not in the same household as the defendant.

ASB includes but is not limited to:

- Hate crime
- Domestic Violence
- Drugs and alcohol
- Harassment, intimidation and abuse
- Noise Nuisance
- Violence and threats
- Animals/pets - dogs barking/attacking.

Rykneld Homes takes incidents of ASB seriously and place a high priority on acting quickly and supporting people through what can be a worrying and stressful experience. We want customers to feel confident in reporting problems to us and satisfied with the service they receive when they do.

The Anti Social Behaviour and Crime Act 2014 defines ASB as the following:

- Conduct that has caused, or is likely to cause, harassment, alarm or distress to any person
- Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises; or
- Conduct capable of causing housing-related nuisance or annoyance to any person.

Confidentiality

If Court Action is Required

Many cases are resolved without court action but if it is necessary, our Officers will be present at all stages to support you.

Confidentiality

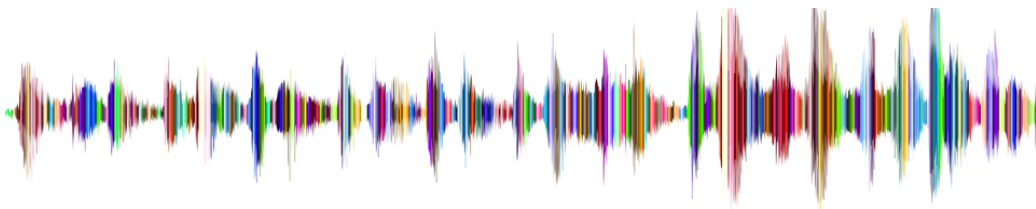
It is reasonable to expect that incidents of ASB would be discussed between the relevant parties in an attempt to resolve the situation prior to our involvement.

There will be times when this is not possible or there is a genuine reason for not being able to approach the alleged perpetrator, such as fear of reprisals and/or if a complaint is very serious or of a sensitive nature.

As part of any report of ASB and the investigation, it is essential that we maintain the confidentiality and trust

of the person making the report and/or witnesses involved in the case, if appropriate, without identifying them to the person causing the nuisance. This may prevent further reprisals and possible serious incidents being directed towards them.

We acknowledge that there may be occasions when we are unable to protect their identity due to serious specified incidents such as Safeguarding children/adults. In these circumstances, the person making the report and/or witnesses will be advised of this and offered support if appropriate.



Evidence

Mediation

Your Community Sustainment Officer may suggest mediation, which is a way of helping people deal with disputes and reach some kind of agreement that everyone can live with.

Mediators help people discuss the problem - they do not judge or take sides. Mediation is voluntary, confidential and free, but not compulsory.

Secure Home

In more serious cases we will consider what steps we can take to make people feel more secure in their home, for example:

- Additional security measures
- Use surveillance equipment
- Providing support for witnesses from other agencies as appropriate
- Working with the Police to apply for injunctions.

Community Sustainment Team

We have a team of Community Sustainment Officers who work on high level and complex ASB cases. Under the Anti Social Behaviour, Crime and Policing Act 2014, our Community Sustainment Officers have been given the power to better tackle ASB. The powers they have enable them to simply and effectively tackle ASB through issuing:

- Public Spaces Protection Orders (PSPO)
- Community Protection Notices
- Fixed Penalty Notices - this is a fine of up to £100.

PENALTY

How to Report Anti Social Behaviour



Online

Complete the online form
www.rykneldhomes.org.uk



In person

Pop into your local Area Office/One Stop Shop or speak to your Housing and Support Officer



By telephone

Call us on 01246 217670
between 8am and 5pm
Monday to Friday



By email

Email details to:
contactus@
rykneldhomes.org.uk



In writing

Community Sustainment Team,
Rykneld Homes Ltd, Pioneer House,
Mill Lane, Wingerworth,
Chesterfield S42 6NG

In an emergency you should always dial 999

Reporting Incidents Out of Hours

If you are experiencing incidents of nuisance, hate crime, domestic violence or ASB outside of normal office hours or at the weekend, you can use our Out of Hours reporting service. They will pass the details to us the next working day.

08000 121 621

For more information and signposting to other agencies, visit our website:

www.rykneldhomes.org.uk

Rykned Homes' Approach

We are committed to ensuring you can enjoy a quiet and peaceful life in your home. We will not tolerate customers being abused, harassed or subjected to noise, nuisance or other ASB from those around them.

All incidents are different and the time taken to complete the investigation and take appropriate action will depend on the circumstances of the individual case.

We work with the Police and other agencies where necessary to resolve matters as soon as possible.

When you first report ASB or harassment to us, we will ask you for full details of what has happened. The information you give us will help us decide what action, if any, to take.

Questions we may ask:



Neighbour Disputes

If you feel a neighbour is acting unreasonably towards you, it may help to speak to them about the problem. You may be surprised to find they are unaware of how their actions are affecting you. Talking to each other can clear up misunderstandings and problems can often be resolved in this way.

Do not speak to your neighbour when you are angry. If your discussion is not going well, walk away. Never get involved in an argument.

How we deal with Anti Social Behaviour

Once you have reported an incident, a Rykneld Homes Officer will contact you to discuss, in confidence, the nature of the incident and the possible course of action that may be taken. They will then prepare and agree with you an Action Plan to address your complaint.

Incident Diaries

In most cases we will issue you with an Incident Diary to complete. The diaries provide important information that will help us with our investigation. They also provide good evidence if they are written at the time of the incident, to support any legal action taken. This information will help a Judge to understand what you have suffered if the matter goes to court.

Throughout the investigation, we will continue to monitor and record ongoing work and aim to contact you every 10 working days.

If at any stage of the investigation, it is felt that an appropriate intervention could be used you will be advised of this, what is involved and estimated timescale for completion.

We will provide assistance and support to any witnesses throughout and will stay in regular contact to give updates on our progress.



Other Types of Evidence

Incident Diaries are not the only source of evidence we use. Anything that supports your report and helps us to prove someone has caused harassment or ASB can be used. These could include:

- Statements from other witnesses
- Use of surveillance equipment we can use to record evidence
- Noise monitoring equipment to help investigate complaints of noise nuisance.